



Agaru -- The reference for hospitality staff.

What is good service?? Here is a quick guide we think is fair:

1. **Prompt** (fast is best, time is money)
2. **Helpful** (pointless to be fast and nice if you can't really help, eh?)
3. **Meets the mark of the guest / client** (and exceed those needs)
4. **At expected / stated cost or reasonably close** (time is money but money is also money)
5. **Mindful of the client expectations** (being seamless about touchy issues like cost and timing)
6. **Smooth interaction** (all complexity either explained beforehand or eliminated, from A to Z)
7. **Pleasant** (you want to see the people that served you again and again, and you would send your friends to them too)
8. **Delights and it's FUN!** (It's what makes it personal and brings people back)
9. **Anticipates needs of the client or guest, seeming effortless and gracious** (they'll seem like mind readers but may be lots of moving pieces for this)
10. **Honest** (all is done in good faith, not to take advantage)

Help us help talent rise. Vote for others. www.agaru.me