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**INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

SB/T 10476-2008

**Hotel service etiquette criteria
(English Translation)**

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Foreword

This standard refers to the Chinese hotel industry service etiquette norms (trial), combined with the characteristics of hotel services and civilized service requirements of practitioners Formulated to promote the improvement of the overall service level of the industry and the improvement of the quality of employees.

This standard is proposed and managed by the Ministry of Commerce of the People's Republic of China.

This standard was drafted and interpreted by the China Hotel Association.

Participated in the drafting of this standard. Hangzhou Fengyun Network Technology Co., Ltd. (China Hotel Network).

1 Scope

This standard specifies the terms and definitions of hotel service etiquette, basic service etiquette specifications, and post service etiquette specifications.

This standard applies to current service personnel in the hotel and catering industry. Property management, office buildings and other related service personnel can refer to the implementation.

2 Normative references

The terms in the following documents become the terms of this standard by reference to this standard. All dated references, followed by all Modifications (not including errata content) or revisions do not apply to this standard, however, parties to agreements based on this standard are encouraged to study is it possible to use the latest version of these files? For undated references, the latest edition applies to this standard.

SB/T 10420-2007 Qualifications for star-rated service personnel in hotel industry "China Hotel Industry Service Etiquette Specification (Trial)"

3 Terms and definitions

The following terms and definitions apply to this standard.

A company that provides accommodation, food and related services to consumers.

[SB/T 10420-2007 Definition 2.1] 3.2 the basic qualities that hotel employees should have in the whole process of service and the code of conduct to be followed, including basic service etiquette norms and positions.

Service etiquette specifications, etc.

4.1 Basic Service Etiquette Specifications

4.1.1

Have a good appearance and instrumentation, the appearance is correct, the decoration is decent, and the clothes are neat and beautiful.

4.1.1.1

Keep your face clean and oral. Female employees can make appropriate makeup to meet job requirements.

4.1.1.2

Keep the hair clean, the length is appropriate, and the hair style meets the requirements of the post.

4.1.1.3

Keep your hands clean and the nail length is appropriate. Female employees can apply colorless nail polish without violating specific job requirements.

4.1.1.4

Uniform dress code. The tooling is clean and tidy, the appearance is flat, and the matching is reasonable, which meets the requirements of the hotel image design.

4.1.1.5

Wear a badge. The badge should indicate the hotel logo, department, employee name, etc. Employees engaged in food processing can put chest the card content is embroidered at the pocket of the jacket. Encourage qualified restaurants to wear special badges for employees with foreign language and sign language reception skills.

4.1.1.6

Wearing accessories should meet the requirements of the post. Jewelry should be well-made and consistent with identity.

4.1.1.7

Employees engaged in food processing should wear special work caps, masks, gloves, etc., and should not apply nail polish. Engaged in food processing Working employees and engineering staff should wear unbuttoned clothing without wearing any accessories.

4.1.2

Graceful and graceful.

4.1.2.1

When standing, the head should be shoulder straight and the body should be straight. The hand and foot should be adjusted according to different standing positions.

4.1.2.2

The seat should be light and stable, the upper body is naturally straight, the head is shoulder flat, the hand position and the foot position are reasonable, and different sitting postures should be used reasonably.

4.1.2.3

When squatting service, the legs should be close together and face each other, and different kneeling positions should be used reasonably.