



GRANITE CLUB

GRANITE GOLD HOSPITALITY THE GOLD STANDARD OF CLUB MANAGEMENT



This pin represents your commitment to Granite Gold Hospitality.

Featuring four chevrons—as seen in the Granite Coat of Arms—the symbol honours the Club's rich history and the four successive Clubhouses that have welcomed Members since 1875.

Each chevron also symbolizes one of the four GOLD pillars:

- Genuine Hospitality
- Outstanding Attention to Detail
- Listening and Anticipating Needs
- Dedication to Excellence

Wear it with pride.



GRANITE CLUB
1875

Granite Gold Hospitality is our commitment to providing unparalleled service that exceeds expectations, fosters genuine connections and anticipates the unique needs of each Member. Through our dedication to excellence in every aspect of our operations, we aim to create memorable experiences that exceed Member expectations.

- G** Genuine Hospitality
- O** Outstanding Attention to Detail
- L** Listening and Anticipating Needs
- D** Dedication to Excellence

Granite Gold Hospitality is extended not only to Members but to colleagues as well.



GRANITE CLUB
1875



GRANITE GOLD
HOSPITALITY



G

Genuine Hospitality

10/5 Rule — Acknowledge Members within 10 ft; say something at 5 ft.

Always greet Members with a friendly and sincere smile.

Acknowledge Members by name, if you know it.

Don't tell them where; take them there.

Thank Members for their compliments or feedback.

O

Outstanding Attention to Detail

Ensure that everything is aligned with Quality Standards.

Follow Departmental Acts of Service.

Contribute to creating a spotlessly clean and well-maintained Club.

If something doesn't look right, fix it or say something.

Check and double check.

L

Listening and Anticipating Needs

Eliminate distractions; personal devices put away, ear buds out.

Engage in active listening.

Empathize; put yourself in the Member's shoes and seek to understand.

TOFU — "Take Ownership, Follow Up"

Do the right thing.

D

Dedication to Excellence

Remember: you are on stage!

Maintain impeccable grooming standards, ensuring a polished appearance.

Maintain a professional demeanour at all times.

Consistently provide high-quality service.

Be present and engaged.

Allow others to go first.