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EAGLE SUITES' mission is to provide a CLEAN, SAFE, COMFORTABLE stay with RELIABLE, FRIENDLY, PROFESSIONAL service to each individual guest.



POSITION: HOTEL MANAGER

REPORTS TO: DIRECTOR OF HOTEL OPERATIONS

SPECIFIC DUTIES:

1. The Manager will review Eagle Suites Rules & with Agreement with each potential guest before signing. The manager will identify each Applicant. A picture ID is required. The Guest will sign two (2) copies of Agreement: one set for Manager and one set for Guest. **UNDER NO CIRCUMSTANCES WILL WE RENT TO ANYONE UNDER 18 YEARS OLD. IF GUEST IS BETWEEN 18 – 21 YEARS OLD ONLY with the approval of the Director of Operations. NEVER RENT TO AN ADULT and a MINOR who are NOT RELATED.** The manager will keep **ALL CURRENT** Agreements in a **Neat and Orderly Fashion** for inspection in the property's "CURRENT GUESTS" binder. As each Guest moves out, all guests' paperwork shall be removed from "CURRENT GUESTS" & placed in binder labeled "PAST GUESTS". The paperwork for any guest that has made the "Do Not Rent" list shall be removed and place in the binder labeled "DO NOT RENT".
2. Rent shall be due each Friday by 6:00 PM. Manager, **Under NO Circumstances**, has the authority to let a Guest stay beyond Monday night without the Expressed consent of Director of Operations. Manager shall provide the Director of Operations payment arrangement details on all guest that have an outstanding balance on Monday's Account Balance report. **Cut off will be Sunday at 6:00 PM for payments and arrangements.** At that time, the Manager will proceed to the Unit and instruct the Guest to remove their belongings from the property and inventory TV and Cable Box. The manager will remain at the Unit until the Guest has Vacated the Property. The Manager will then lockout the guest and perform the Make Ready List for the Unit. **Under NO circumstances shall a guest be allowed to stay Friday night if they owe 2 weeks on Friday without the Expressed Consent of Operations.**
3. Mid-week "Move-Ins": Mid-week Rentals shall be Pro-Rated. This Daily Rate of \$35/night for the number of nights before Friday night. Before the Guest moves in, **ONE FULL WEEK** rent shall be collected and the prorate amount shall be due on Friday of the same week.
4. Monthly Rates shall be the published monthly rate.
5. The manager will personally contact each Guest on the Rental Due Date. Unless otherwise agreed upon, any Guest who is **24 Hours Late** and cannot be contacted or located on the Eagle Suites premises will have his/her room entered, contents removed. The guest will be locked out, and Unit detailed, and the Make Ready Checklist performed.

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6. Payments are to be posted in the PMS in a timely manner and the PMS shall be always kept up to date. Each payment must have a receipt written and the white copy given to the guest for their records. The yellow receipt is to be attached to the payment received and immediately dropped in the safe. **All weekly payments will be reviewed and reconciled to the PMS financial transaction report by Director of Operation each Monday morning. Manager will assist Operations in the reconciliation as needed.**
7. Maintenance: Manager to **COMPLETE THE FOLLOWING CHECKLIST:**
 - EXTERIOR DAILY CHECKLIST
 - WEDNESDAY UNIT INSPECTION CHECKLIST
 - MAKE READY CHECKLIST PER UNIT TURN
8. Manager is responsible for ensuring that the guest maintain a safe & clean-living environment in their assigned room. Any guest unable to do so will be asked by management to vacate the room.
9. Manager is responsible for reporting any maintenance that beyond the expectations of onsite staff to the Maintenance Supervisor and to the Director of Operations in a timely manner. Manager is to provide as much detail as possible and provide pictures when possible.
10. Maintenance equipment and cleaning supplies will be provided. It will be the Manager's responsibility to maintain this equipment and keep supply inventory as required. Cleaning supplies will be used in accordance with the directions on the product. All supplies to be inventoried weekly and supplies ordered via the Suites Supply Order Form and submitted at the monthly managers meeting. The manager must be available to show Units between 9am-5pm Monday - Friday and by appointment after 5pm and on Saturday & Sunday.
11. The manager, when necessary, upon the Guest's Move-Out, to clean and perform Make Ready Checklist.
12. Manager to settle disputes & enforce Guest's Agreement, Guest's Rules and to protect Eagle Suites Property against theft, damage, & destruction.
13. Manager to maintain a good working relationship with the Local Police Department. The Local Police Department will be called **Immediately**, in the event Manager is unable to resolve domestic disputes & for any illegal activity.
14. Manager will always represent Eagle Suites in a professional manner. Manager is required to follow the rules that are to be enforced onto guest and should always lead by example.
15. **Other duties as assign to support the Mission of Eagle Suites.**

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POSITION: HOTEL ASSISTANT MANAGER

REPORTS TO: DIRECTOR OF HOTEL OPERATIONS.

SPECIFIC DUTIES:

Assistant Manager – Will assist in all duties expected of the HOTEL Manager.

HOTEL MANAGER SPECIFIC DUTIES ARE ATTACHED.

Limitations of an Assistant Manager are:

- **Making payment arrangements** with guests that owe a week and cannot pay at least half of the balance. The HOTEL MANAGER must approve payment of anything less than half of what is due.
- **Allow guests to pay late.** Assistant Manager may allow a guest who has reached tax exempt status to pay by 10 AM on Tuesday without the approval of the HOTEL MANAGER. Beyond that time will need HOTEL MANAGER approval. **LATE FEES APPLY.**
- When asking a guest to **vacate due to non-payment**, the Assistant Manager needs to have the HOTEL MANAGER present when addressing the guest. Assistant Manager will need to learn how to address this issue at their own property and will practice and assist under the guidance and supervision of the HOTEL MANAGER.
- Both HOTEL MANAGER and Assistant Manager will **Communicate** regularly on interactions they've each had with guests, or on other issues involving day to day operations.

HOTEL MANAGER understands that the Assistant Manager is to be trained on all manager duties and allowed to perform all tasks expected of a manager under their guidance and supervision.

HOTEL MANAGER is to **Support** the Assistant Manager in decisions that are made by the Assistant Manager and may correct/guide on how to handle situations differently next time. Explaining why we don't do what they did and show them how to improve.

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POSITION: CHIEF of HOTEL MAINTENANCE

REPORTS TO: HOTEL MANAGER.

SPECIFIC DUTIES:

1. The Chief of Hotel Maintenance is responsible for facility maintenance and all activities needed to keep the facility a clean safe place to stay. From changing light bulbs, fixing or replacing toilets, replacing PTACs, picking up trash, and **other duties as assigned to support the Mission of Eagle Suites.**

2. PERFORMING DAILEY, WEEKLY, and MONTHLY CHECKLIST:

DAILY CHECKLIST:

- 1) Pick Up Grounds and Inspect Exterior of Property Between 7-9 AM and 3-6 PM.
- 2) Clean Guest Laundry Between 7-9 AM and 3-6 PM
- 3) Complete Room **Make Ready Checklist** when required.
- 4) Complete All Open Maintenance Request.
- 5) Remove Shopping Carts from Property (Not pushed to neighboring properties.
- 6) Other duties as assigned to support the Mission of Eagle Suites.

WEEKLY CHECKLIST:

- 1) Blow Off Parking Lot and Porches M-W-F.
- 2) Inventory Cleaning Supplies and Maintenance Supplies weekly.
- 3) Wednesdays Inspect Interior of assigned weekly Units with Hotel Manager.

MONTHLY CHECKLIST:

- 1) Look for any broken items such as Light Fixtures, Plumbing Leaks, Windows, Bugs... etc.
- 2) Power Wash ALL Sidewalks and Front Porches
- 3) Clean Exterior Windows and Doors to be completed in conjunction with Wednesday Unit Inspections.
- 4) Organize Shop and Inventory Tools.
- 5) Inventory Surplus Furniture and Bedding.
- 6) Complete the **Suites Supply Order Form** on the first Monday of the month by 11 AM. For Hotel Manager Review.

3. All Forms Completed by Maintenance will be submitted and approved by Hotel Manager.

4. Other duties as assigned to support the Mission of Eagle Suites.

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POSITION: HOTEL HOUSEKEEPER

REPORTS TO: REGIONAL MANAGER

SPECIFIC DUTIES:

Job Summary:

Eagle Suites' Hotel Housekeeper is a reliable, detail-oriented, and hardworking Housekeeper to maintain our high standards of cleanliness and guest satisfaction. The successful candidate will be responsible for cleaning and servicing guest rooms, public areas, and other designated hotel spaces.

Key Responsibilities:

- Clean, dust, and sanitize guest rooms, bathrooms, corridors, and public areas.
- Replace bed linens and towels, restock amenities, and ensure rooms are guest ready.
- Report any maintenance issues or safety hazards to the supervisor.
- Follow hotel safety and sanitation procedures at all times.
- Manage and account for housekeeping supplies and equipment.
- Assist with laundry duties, including washing, drying, and folding linens and towels.
- Respond promptly and courteously to guest requests or complaints.
- Work closely with front desk and maintenance staff to ensure seamless guest experiences.
- Follow daily cleaning checklists and complete assigned room quotas within scheduled shifts.

Qualifications:

- Previous housekeeping or cleaning experience preferred (hotel environment a plus).
- Strong attention to detail and a commitment to cleanliness.
- Ability to work independently and as part of a team.
- Good physical condition: must be able to lift, bend, stand, and perform repetitive tasks.
- Flexibility to work weekends, holidays, and varying shifts as needed.
- Basic understanding of English or ability to follow written/verbal instructions.

Work Environment:

- Fast-paced hospitality setting.
- May involve exposure to cleaning chemicals and moderate physical effort.

Other duties as assigned to support the Mission of Eagle Suites.

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EAGLE SUITES

HOUSEKEEPING POLICIES AND PROCDEURES

HOUSEKEEPING can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when determining HOUSEKEEPING PRIORITIES:

Purpose

The purpose of this policy is to establish clear procedures and expectations for housekeeping staff to maximize the cleanliness and readiness of our hotel rooms, ensuring a pleasant stay for all guests.

Policy Overview

All housekeeping operations will follow these procedures to maintain a consistent standard of cleanliness and room readiness.

Procedures

1. **Room Inspection Before Cleaning**
 - Housekeepers and Managers will inspect each room **together** prior to cleaning. This inspection serves to confirm that the room is vacant and ready for housekeeping services.
2. **Trash Policy**
 - Housekeepers are **NOT** permitted to trash out rooms. This includes all items left in refrigerators and cabinets. Additionally, housekeepers should **NOT** strip beds or remove any dirty bedbug covers.
3. **Cleaning Assignments**
 - Housekeepers will receive a printout from Cloudbeds indicating the rooms assigned for cleaning. Sticky notes with room numbers will not be utilized.
4. **Efficiency in Room Readiness**
 - The primary goal for housekeepers is to **maximize** the number of rent-ready rooms before the end of their shift. Housekeepers should begin their work with the easiest rooms to turn and gradually move to the more challenging ones.
5. **Common Area Responsibilities**
 - Housekeepers are **NOT** responsible for the regular cleaning of common spaces (e.g., guest laundry rooms, lobbies, hallways). Their main focus is to prepare as many rent-ready rooms as possible. They may assist in cleaning common areas only after all rooms are rent-ready and if time allows. Maintaining clean bedbug covers or linens is not exclusively the responsibility of housekeeping.
6. **Occupied Rooms Policy**

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- Housekeepers are **NEVER** to clean occupied rooms. This policy **MUST** be strictly adhered to at all times.
- 7. **Management Coordination**
 - Every manager will be notified the evening before if housekeeping services will be performed the following day. Managers must be ready with a list of rooms to inspect at 9 AM alongside the housekeeper. If a manager fails to meet the housekeeper on time, it will result in a write-up to be placed in their employment file.
- 8. **Management Inspection Responsibilities**
 - **Management** is responsible for inspecting cleaned rooms to ensure they are **100% rent-ready**. If a housekeeper misses anything, management should address it immediately. Recurring issues must be reported to the regional supervisor for further training and resolution with the housekeeping staff.
- 9. **Cleaning Log Requirement**
 - Housekeepers will maintain a new cleaning log that must be initialed by onsite management before leaving for the day. This log will detail the rooms cleaned and the time spent at the property.

Management Responsibilities

- The housekeeping staff plays a crucial role in ensuring the property has as many rent-ready rooms as possible.
- During housekeeping hours, there should NEVER be two managers in the front office (except on Fridays). One manager must be on the property assisting housekeeping, dealing with trash-out procedures, following up on collections, cleaning common areas, and inspecting rooms.
- Managers are ultimately responsible for ensuring their property is maintained in excellent condition.

Conclusion

This policy is designed to guide our housekeeping staff in their **essential role** within the Eagle Suites Extended Stay Hotels, maximizing efficiency and ensuring guest satisfaction. Adhering to these procedures will help maintain our reputation for cleanliness and quality service.

Remember, dealing with HOUSEKEEPING PRIORITIES is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

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POSITION: HOTEL SAFETY OFFICER

REPORTS TO: DIRECTOR OF SAFETY

SPECIFIC DUTIES:

Job Summary:

Safety Officer responsibility is to ensure the safety and security of our guests, staff, and property. The Safety Officer will maintain a secure environment by patrolling the premises, monitoring surveillance equipment, and responding promptly to incidents. A strong commitment to customer service and the ability to handle emergencies calmly are essential

Key Responsibilities:

- Conduct regular patrols of hotel premises, including lobbies, corridors, parking areas, and restricted zones, to detect and deter unauthorized activities.
- Monitor surveillance systems and security equipment to identify potential threats or disturbances.
- Respond promptly to alarms, emergencies, and incidents, coordinating with local law enforcement or emergency services as necessary.
- Enforce hotel policies and procedures to maintain order and ensure guest and staff compliance.
- Assist guests and employees with security-related concerns, providing escorts when requested.
- Maintain accurate and detailed reports of daily activities, incidents, and irregularities.
- Control access to restricted areas, ensuring only authorized individuals enter.
- Manage traffic flow in parking areas, ensuring vehicles are parked properly and reserved spaces are respected.
- Handle lost and found items in accordance with hotel policy.
- Participate in regular training sessions to stay updated on security practices and emergency procedures.

Requirements:

- High school diploma or equivalent.
- Prior experience in security, law enforcement, or a related field preferred.
- Strong observational and problem-solving skills.
- Excellent communication and interpersonal abilities.
- Ability to remain calm and composed under pressure.
- Physically fit, with the ability to stand or patrol for extended periods.
- Proficient in the use of surveillance equipment.
- Basic first aid and CPR certification are preferred.
- Willingness to work flexible hours, including nights, weekends, and holidays.
- **Other duties as assign to support the Mission of Eagle Suites.**

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ABANDONED VEHICLES

Handling Abandoned Vehicles can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with Abandoned Vehicles:

- 1. Identification of abandoned vehicles:** An abandoned vehicle is defined as any vehicle that is left unattended on Eagle Suites property for more than 24 hours without the permission of the Eagle Suites management. Eagle Suites staff should conduct routine patrols of the parking lot to identify any abandoned vehicles. If an abandoned vehicle is identified, Eagle Suites staff should attempt to contact the owner of the vehicle using the information available on the registration or through other means.
- 2. Towing and impoundment of abandoned vehicles:** If attempts to contact the owner of the abandoned vehicle are unsuccessful, the Eagle Suites staff should post a notice on the vehicle and if the abandoned vehicle is still onsite in 48 hours arrange for the vehicle to be towed and impounded. The cost of towing and impoundment will be the responsibility of the vehicle owner. Eagle Suites will not be responsible for any damage to the abandoned vehicle during the towing and impoundment process. The Eagle Suites Manager will complete an Incident Report and email within 24 hours.
- 3. Notification of local authorities:** The Eagle Suites Manager will notify local authorities if an abandoned vehicle is suspected to be stolen, involved in a crime, or poses a significant safety risk. Eagle Suites will cooperate fully with local authorities in any investigation related to an abandoned vehicle.
- 4. Communication of the policy:** This policy will be communicated to all Eagle Suites staff members. Signs will be posted in visible locations around the parking lot notifying guests of the Eagle Suites' abandoned vehicle policy.

Remember, dealing with Abandoned Vehicles is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

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BED BUGS

Handling BED BUGS is a challenging task for Eagle Suites staff.

Here are guidelines to follow when dealing with BED BUGS:

- 1) **Notify management:** If you suspect or confirm a bed bug infestation in a hotel room, notify Regional Manager and Maintenance Manager **IMMEDIATELY.**
- 2) **Isolate the affected room:** The affected room should be taken out of service immediately and isolated to prevent bed bugs from spreading to other areas of the hotel. **DO NOT** move any items from the room until they have been inspected and treated.
- 3) **Inspect adjacent rooms:** Inspect adjacent rooms to ensure that bed bugs have not spread. If bed bugs are found in adjacent rooms, they should also be taken out of service and treated.
- 4) **Treat affected areas:** The maintenance team and onsite maintenance will treat affected areas such as furniture, mattresses, and bedding with heat treatments and/or insecticides. They may also use a vacuum to remove bed bugs and their eggs.
- 5) **Follow up:** After the initial treatment, schedule follow-up visits to ensure that the infestation has been eliminated. It's important to be diligent to prevent future infestations.
- 6) **Prevent future infestations:** To prevent future infestations, it's important to implement preventative measures such as regular inspections, laundering bedding, and linens frequently, and sealing cracks and crevices where bed bugs can hide.

It's important to note that throwing away all soft goods and furniture from an affected room may not be necessary or effective in eliminating bed bugs. In fact, discarding items may spread bed bugs to other areas of the hotel and increase the risk of infestation.

Remember, dealing with BED BUGS is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

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BURST WATER LINE

Handling a Burst Water Line can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with a Burst Water Line:

- 1. Immediate Response:** **SHUT OFF the water supply to the affected area to minimize water damage.** Manager will notify Director of Operations and Assistant Director of Operations via phone, text message, **and** email.
- 2. Guest Communication:** The Eagle Suites staff will communicate with all guests in the affected area, informing them of the situation and providing them with alternative arrangements, such as temporary relocation to another room or Eagle Suites, or other accommodations as necessary.
- 3. Repair and Cleanup:** Manager will notify the Director of Maintenance via phone, texted **and** email to repair the burst pipe as soon as possible. Once the repairs are complete, the affected area will be thoroughly cleaned and disinfected to ensure the health and safety of our guests.
- 4. Record Keeping:** Eagle Suites Manager will complete an Incident Report and email within 24 hours, including the date and time of the incident, the location of the burst pipe, the actions taken to repair the damage, and any costs incurred because of the incident.
- 5. Preventive Measures:** To prevent future incidents, Eagle Suites Manager will conduct regular maintenance checks of the plumbing systems to identify and repair any potential issues before they escalate into major problems.
- 6. Guest Feedback:** The Eagle Suites management will collect feedback from affected guests to identify areas for improvement in our response and communication procedures and take necessary actions to enhance our services accordingly.

Remember, dealing with a Burst Water Line is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

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COMPANY VEHICLE POLICY

Eagle Suites is fully committed to providing the necessary tools, including company vehicles, to help you perform your duties effectively.

Eagle Suites policy is that company trucks are to be **driven or used for official business purposes only** and **not for personal use**.

The work truck is for WORK only.

You are **NOT** authorized to take a company truck outside your designated Duty Area without prior permission.

Duty Areas include:

- Baton Rouge
- Tulsa
- Oklahoma City
- Central Arkansas

You **MUST** have permission to use a company truck outside your Duty Area.

Contact your supervisor **BEFORE** taking the vehicle.

If you have any questions regarding this policy, please contact the Chief of Operations Brittney Blanco

 brittney@titanpropertymanagement.com

 501-315-2075

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Updated 05/08/2024.



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COMPLAINT RESOLUTION (L.A.S.T.)

Handling a **COMPLAINT** can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with a **COMPLAINT**:

We strive to leave a great, lasting impression on our guests. Despite our best efforts, there are times when we fall short in meeting or exceeding our guests' expectations. This can be very unsettling for our guests who have spent their hard-earned money at our hotel.

For those instances, it is best to remain calm, even when our guest's may not be. **USE EMPATHY.** Put yourself in the guest's shoes and think about how you might feel. This will help you understand the guest's perspective and respond appropriately, and then use **L.A.S.T.**

LISTEN – REALLY LISTEN to the guest and what they are telling you. Don't Interrupt

APOLOGIZE – Apologize to the guest that this has happened.

SOLVE – Work together to solve the problem. Ask questions such as, "What can I do to make this right?"

THANK—Express sincere GRATITUDE to the guest for bringing the problem to your attention so we can fix the issue.

Remember, dealing with a **COMPLAINT** is never easy, but remaining calm, professional, compassionate, and respectful can diffuse the situation and maintain Eagle Suites' reputation. Complaint

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DECEASED BODY

Handling a Deceased Body can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with a Deceased Body:

- 1. Call the authorities:** As soon as a staff member discovers a deceased body in a guest room, they should immediately call the authorities, such as the police or emergency services. The authorities will take charge of the situation and determine the cause of death. Staff members should avoid touching or moving the body unless instructed by the authorities.
- 2. Notify the Eagle Suites manager:** The staff member who discovers the body should notify the Eagle Suites manager immediately. The manager should notify the Eagle Suites Regional Manager and complete an Incident Report and email within 24 hours.
- 3. Preserve the room:** The guest room where the deceased body is located should be immediately sealed off and preserved as a potential crime scene until the authorities arrive. No one shall enter the room except for authorized personnel.
- 4. Notify next of kin:** If the deceased person's identity is known, the Eagle Suites management should attempt to notify their next of kin as soon as possible. This should be done with sensitivity and discretion, preferably by a senior staff member or the Eagle Suites manager.
- 5. Offer Assistance:** Eagle Suites staff should assist the deceased person's next of kin, such as providing information on local funeral homes.
- 6. Support the guests:** If other guests become aware of the situation, the Eagle Suites management should be prepared to provide them with accurate information in a sensitive and discreet manner. Staff members should offer support and assistance to guests distressed by the incident.
- 7. Maintain confidentiality:** Eagle Suites staff should maintain strict confidentiality about the incident and respect the deceased person's privacy and their next of kin.
- 8. Cooperate with authorities:** The Eagle Suites management should fully cooperate and provide them with any necessary information or assistance.

Remember, dealing with a Deceased Body is never easy, but you can handle the situation and maintain Eagle Suites' reputation by remaining calm, professional, compassionate, and respectful.

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DOMESTIC VIOLENCE

Handling Domestic Violence can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with a Domestic Violence:

- 1. Train staff members:** It's important to train all staff members on how to identify signs of domestic violence and how to respond appropriately. The training should include information on how to approach guests in a calm and non-judgmental manner.
- 2. Take immediate action:** If staff members suspect or witness domestic violence, they should take immediate action to ensure the safety of the victim and any other guests or staff members in the area. This may involve contacting the police or emergency services, if safe to do so, separate the parties involved, or calling for backup from Eagle Suites staff or security personnel.
- 3. Protect the victim's privacy:** Staff members should respect the victim's privacy and ensure that their personal information is kept confidential. They should not disclose any details about the incident to other guests or staff members unless it is necessary to ensure the safety of others or to comply with legal requirements.
- 4. Provide support and resources:** Eagle Suites staff should offer support and resources to the victim, such as information on local domestic violence hotlines and shelters. They should also offer any necessary medical assistance and provide a safe and secure location for the victim to stay if needed.
- 5. Document the incident:** The Eagle Suites Manager will Complete an **Incident Report** and email within 24 hours to document the incident in writing, including the time, date, and location of the incident, the names and contact information of any witnesses, and a description of the events that occurred. This documentation may be necessary for legal purposes and can also be used to identify patterns of domestic violence in the future.

Remember, dealing with Domestic Violence is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

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DRUG PARAPHERNALIA

Handling Drug Paraphernalia can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with a Drug Paraphernalia:

- 1. Contact the local authorities:** If drug paraphernalia is found in a guest room, the Eagle Suites staff should immediately contact the local authorities to report the incident. This is important to ensure the safety of other guests and staff members and to comply with local laws and regulations.
- 2. Notify the guest:** The Eagle Suites staff should notify the guest whose room the drug paraphernalia was found in, and ask them to vacate the room immediately. It is important to be discreet and professional when doing so, and to avoid accusing the guest of any wrongdoing until the authorities have investigated the matter.
- 3. Secure the room:** The Eagle Suites staff should secure the room by locking assigned guest out and placing a "do not disturb" sign on the door. This is important to prevent other guests from entering the room and potentially encountering the drug paraphernalia.
- 4. Conduct a thorough investigation:** The Eagle Suites staff should conduct a thorough investigation to determine the extent of the problem, and to identify any other guests who may have been involved. This may involve searching the room for additional evidence, reviewing security footage, and interviewing other guests and staff members who may have seen or heard something.
- 5. Take appropriate action:** Depending on the severity of the incident, the Eagle Suites staff may need to take additional action, such as banning the guest from the Eagle Suites, notifying law enforcement officials, or filing a report with the local health department.

Remember, dealing with a Drug Paraphernalia is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

EAGLE SUITES' mission is to provide a CLEAN, SAFE place to stay with VALUE, RELIABILITY, and FRIENDLY PROFESSIONAL service to each individual guest.



DRUG PERSONAL PROTECTION EQUIPMENT (PPE)

Handling Drug Paraphernalia AND/OR Drug Residue can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with Drug Paraphernalia and/or Drug Residue:

- 1. Contact the local authorities:** If drugs or drug paraphernalia is found in a guest room, the Eagle Suites staff should immediately contact the local authorities to report the incident. This is important to ensure the safety of other guests and staff members and to comply with local laws and regulations.
- 2. Notify the guest:** The Eagle Suites staff should notify the guest whose room the drug paraphernalia was found in, and ask them to vacate the room immediately. It is important to be discreet and professional when doing so, and to avoid accusing the guest of any wrongdoing until the authorities have investigated the matter.
- 3. Secure the room:** The Eagle Suites staff should secure the room by locking assigned guest out. This is important to prevent other guests from entering the room and potentially encountering the drug paraphernalia.
- 4. Employees must always wear appropriate PPE when performing tasks that require protection from hazards, including but not limited to:**
 - a. Safety glasses or goggles
 - b. Gloves suitable for the task
 - c. Respiratory protection (if applicable)
- 5. PPE must be in good working condition and inspected before each use.**
- 6. Company-issued PPE must be returned in good condition when employment ends.**
- 7. Failure to wear required PPE may result in disciplinary action, up to and including termination.**
- 8. Conduct a thorough investigation:** The Eagle Suites staff should conduct a thorough investigation to determine the extent of the problem, and to identify any other guests who may have been involved. This may involve searching the room for additional evidence, reviewing security footage, and interviewing other guests and staff members who may have seen or heard something.
- 9. Take appropriate action:** Depending on the severity of the incident, the Eagle Suites staff may need to take additional action, such as banning the guest from the Eagle Suites, notifying law enforcement officials, or filing a report with the local health department.

Remember, dealing with Drug Paraphernalia and/or Drug Residue is never easy, but by remaining calm, professional, with compassion and respect, you can diffuse the situation and maintain Eagle Suites' reputation.

EAGLE SUITES' mission is to provide a CLEAN, SAFE place to stay with VALUE, RELIABILITY, and FRIENDLY PROFESSIONAL service to each individual guest.



EAGLE SUITES

FIRE

Handling a FIRE can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with a FIRE:

- 1. Alert the Fire Department:** The first step in dealing with a fire is to call the fire department. Make sure to give them the exact location of the fire and any other relevant information, such as whether the room is occupied.
- 2. Evacuate the Area:** If the fire is small and can be extinguished with a fire extinguisher, attempt to do so, but only if it is safe to do so. If the fire is too large or if you are unsure of how to use the extinguisher, evacuate the area immediately. This includes guests and staff in the affected area as well as adjacent rooms.
- 3. Activate the Fire Alarm:** Pull the nearest fire alarm to alert other guests and staff in the Eagle Suites of the fire and to initiate the Eagle Suites' fire evacuation procedures.
- 4. Isolate the Fire Area:** If possible, isolate the fire area by closing the door to the room on fire. This will help contain the fire and prevent it from spreading.
- 5. Use Fire Suppression Equipment:** If available, use the Eagle Suites fire suppression equipment, such as sprinklers and fire extinguishers, to help control the fire.
- 6. Assign Staff Roles:** Assign staff roles to ensure that all guests are accounted for and that the evacuation proceeds smoothly. This includes guiding guests to safe areas and ensuring that everyone has left the building.
- 7. Attend to Injured Guests:** If there are any injuries, call for emergency medical services immediately and administer first aid as needed.
- 8. Cooperate with Authorities:** Work with the fire department and other authorities to provide any information or assistance they may need.
- 9. Notify Management:** Notify Eagle Suites Regional Manager of the fire as soon as possible and provide them with a report of the incident. The Eagle Suites Manager will complete and email an Incident Report within 24 hours.
- 10. Follow-Up:** After the fire has been extinguished and the area has been deemed safe, conduct a follow-up investigation to determine the cause of the fire and to identify any necessary improvements to the Eagle Suites' fire safety policies and procedure

Remember, dealing with a FIRE is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

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HOMELESS INDIVIDUAL

Handling a Homeless Individual can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with a Homeless Individual:

1. **Safety First:** The safety and security of all guests, staff, and visitors should always be the top priority. If a homeless person is exhibiting dangerous or threatening behavior, the Eagle Suites should call local law enforcement or emergency services immediately.
2. **No Trespassing:** Eagle Suites are private property, and homeless individuals do not have the right to trespass. Eagle Suites staff should politely but firmly inform homeless individuals that they are not allowed to loiter or sleep on the property.
3. **Compassionate Response:** Homelessness is a complex issue, and many homeless individuals need assistance. Eagle Suites staff should treat all individuals, including homeless individuals, with compassion and respect. Staff should be trained to recognize signs of mental illness, drug or alcohol addiction, or other conditions that may require professional assistance.
4. **Referral to Local Services:** Eagle Suites staff may be able to provide referrals to local organizations that offer housing, food, and other services for homeless individuals. These organizations may be able to provide more comprehensive support than the Eagle Suites can.
5. **Clear Communication:** Eagle Suites' policies regarding homeless individuals should be clearly communicated to all staff members. Staff should be trained to respond consistently and appropriately to homeless individuals on the property.
6. **Record Keeping:** Eagle Suites Manager will complete an Incident Report and email within 24 hours. This will help management identify trends and develop strategies for managing similar situations in the future.

Remember, dealing with a Homeless Individual is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

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HUMAN TRAFFICKING PREVENTION

Eagle Suites is fully committed to the prevention and elimination of human trafficking—including the sexual exploitation of men, women, or children—and expects its Staff to help meet this commitment. Eagle Suites' Human Trafficking Prevention guidelines are as follows:

- 1. Train Your Staff:** Train all staff members to recognize the signs of human trafficking. While every situation is unique, indicators of human trafficking include the following: guests paying for rooms with cash or pre-paid cards; guests requesting rooms with a view of the parking lot; guests repeatedly refusing housekeeping service; guests with a constant flow of visitors at all hours; guests dressed inappropriately for the climate; guests who dress inappropriately for their age or have lower quality clothing compared to others in their party; guests who show signs of malnourishment, poor hygiene, untreated illness, physical abuse, or sexual abuse; guests who have a hard time providing logical answers to basic questions; guests with no knowledge of current or past whereabouts; guests who act fearful, anxious, depressed, submissive, tense, nervous/paranoid, or disassociated; guests who are constantly monitored by others in their party; guests who have no control over or possession of money or ID; and the presence of excessive alcohol, drugs, or sex paraphernalia in a room.
- 2. What to Do If You Suspect Human Trafficking.** Any staff member who suspects human trafficking should immediately report the concern to the Suites Manager and/or Regional Manager. If the Suites Manager and/or Regional Manager suspects that human trafficking is taking place in a Hotel, they are to contact the authorities immediately and provide them with all available information, such as the room number, description of the guest(s), and the underlying facts that led to the concerns. The Suites Manager will then: (a) immediately notify the Eagle Suites Regional Manager (if he/she is not already aware); and (b) within 24 hours, complete an Incident Report and email it to the Regional Manager.
- 3. Protect victims:** If a victim of human trafficking is identified in your Eagle Suites Hotel, protect their safety and privacy. DO NOT ATTEMPT TO CONFRONT THE TRAFFICKER OR THE VICTIM DIRECTLY. Instead, call the authorities, including the local police department and the National Human Trafficking Hotline, at (888) 373-7888. Call 911 for emergencies, such as threats of violence, physical assault, emergency medical needs, etc.
- 4. Cooperate with law enforcement:** If law enforcement investigates a case of human trafficking in your Eagle Suites Hotel, cooperate fully with their investigation. Provide them with any information they request and allow them to conduct their investigation without interference.

You must recognize the indicators of human trafficking and respond appropriately. If you have any questions regarding this policy, please get in touch with the Chief of Operations at brittney@titanpropertymanagement.com and/or 501-315-2075

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Updated 05/08/2024.



MAINTENANCE PRIORITIES

Maintenance Priorities can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when determining MAINTENANCE PRIORITIES:

- 1) Life Safety Issues:** Anything that is a life safety issue, Electrical, Water, Sewer, AC (when in extreme temps), or Refrigerator issues. These issues need to be addressed within 8 hours of receiving the maintenance request.
- 2) Electrical:** – Any exposed live wire, dangling light fixture, electrical outlet that isn't covered or not attached to the electrical box.
- 3) Water:** – **High Priority** when there is more water coming out than can caught in a bucket. Such as a water heater that has burst and water is going everywhere, this need to be addressed ASAP, or a water valve that can't be shut off. A small leak under a sink, get a bucket to catch the water to prevent damage and get it addressed timely.
- 4) Sewer:** – If the sewer is backing up **anywhere** this is a high priority. A lot of times if the line is clogged you see it backup into the tub. If this happens late at night, it will be a priority for the following day. In most cases we find that the guest has flushed items down the toilet causing the backup.
- 5) AC:** – If temperatures are extreme an AC will be addressed promptly. The expectation is that the AC should be able to maintain upper 70's inside the unit, assuming that the door is staying closed. If you have guests going in and out of their room, it is going to be almost impossible for the window unit to keep up. If the AC isn't working at all those issues will be addressed within 24 hours.

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6) Refrigerator issues: – If a refrigerator isn't cooling, it needs to be addressed ASAP. Swap the fridge out with the guest and save their food. Everyone should have a working fridge onsite or close to their property that they can put in a room in an emergency. This would be something that if it goes out late at night needs to be high priority the following day. As long as they keep their fridge closed, the fridge should stay cool enough for them not to lose their groceries.

7) Occupied Units: – Any maintenance issues in an occupied unit need to be addressed by priority decided by Maintenance Supervisor.

What makes us the most money? This is more for the offsite maintenance when deciding whether to address an issue at different properties, it is what is going to make us the most money. For example, if they have a single-family home that just vacated, and it needs to be completely repainted vs an Eagle Suites room that needs to be repainted the priority will be the Eagle Suites Property. We will be able to turn and rent the room much quicker than the single-family home and thus make us the most money.

8) Promises Made: – If we've promised someone a room that we've received money on already that we've told a guest will be ready by 6 p.m. that day, that will take priority. The same goes for single-family properties when deciding where to send offsite maintenance.

Remember, dealing with MAINTENANCE PRIORITIES is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

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Payment Handling Policy

Handling of guest's payments, no matter the payment type, is very important to our operations. All Employee's who process payments are required to follow this procedure:

1. Cash Payments

1. Always count money in front of the guest. Verify amount w/ guest.
2. Check for counterfeit bills using the money counter or counterfeit pen.
3. Write receipt to the guest:
 - White copy is the guest copy.
 - Yellow is attached to money and dropped in the safe.
 - Pink stays in the book.
4. Post money in Cloudbeds upon receiving payment and writing receipt.

2. Money Orders

1. Money Orders must be filled out by the guest. Pay to the Order of should read: Eagle Suites.
2. Guests must sign the money order where it asks for "purchasers' signature" on the front of the money order, bottom right side.
3. Guests DO NOT endorse the back of the money order.

3. Checks

1. No Personal Checks.
2. Only checks from an organization are permitted, verify with operations before accepting.
3. Cashier's Check is processed the same way as a Money Order.

4. Credit Card Transactions

1. Credit Card being used must belong to the individual paying for room.
2. Credit Card Authorization Form needs to be completed for any card being used for payment on the room and verified by Eagle Suites management.
3. Credit Card payments are not to be accepted over the phone.

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4. Make guest aware of CCCF prior to processing CC payment.
 - \$1-\$300 – CCCF \$10
 - \$301-\$600 – CCCF \$20
 - \$601-\$900 – CCCF \$30
 - \$901-\$1200 – CCCF \$40
5. Terminal Credit Card processing is the most secure way of processing a credit card. This shows that the card was present at the time of the transaction and will be harder to dispute.

Eagle Suites does **NOT** accept CashApp, Venmo, Paypal, or any other electronic transfer of funds from any 3rd party processors. Managers are not to accept such payments to their personal accounts as to not be held liable for disputed transactions.

Weekly Deposits are conducted by the Director of Operations with the assistance and presence of onsite management. Onsite management will be financially responsible for ensuring the accuracy of payments posted in the PMS system and following the payment handling policy.

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UNRULY GUEST

Handling an unruly guest can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with an unruly guest:

- 1. Remain calm and professional:** It is essential to maintain a calm and professional demeanor when dealing with an unruly guest. Remember that you represent the Eagle Suites, and your behavior will reflect on the Eagle Suites' reputation.
- 2. Listen to the guest:** Listen to the guest's complaint or concern and try to address it. Sometimes, guests become unruly because they feel that their needs are not being met. By listening to their concerns, you may be able to diffuse the situation.
- 3. Address the behavior:** If the guest's behavior is inappropriate or disruptive, address it firmly but politely. Let them know that their behavior is not acceptable and that it needs to stop.
- 4. Offer solutions:** Offer the guest some solutions to their problem. This could include a different room. The goal is to find a solution that will satisfy the guest while minimizing the disruption to other guests.
- 5. Call for backup:** If the situation escalates and you feel that you cannot handle it alone, call for backup. This could be a supervisor, security, or walk a way if guest can not be reasoned with and call the police.
- 6. Document the incident:** Manger will complete an Incident Report and email with 24 hours. The Incident Report should include what happened, what was said, and any actions taken.
- 7. Follow up:** After the incident, follow up with the guest to ensure that their needs have been met and that they are satisfied with the resolution. This follow-up can help prevent future incidents and can show the guests that you care about their experience at the Eagle Suites.

Remember, dealing with an unruly guest is never easy, but by remaining calm, professional, and assertive, you can diffuse the situation and maintain Eagle Suites' reputation.

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VACATED GUEST

Handling a Vacated Guest can be a challenging task for Eagle Suites staff. Here are some guidelines to follow when dealing with a Vacated Guest:

- 1. Safety First:** The safety and security of all guests, staff, and visitors should always be the top priority. If a Vacated Guest is exhibiting dangerous or threatening behavior, the Eagle Suites should call local law enforcement or emergency services immediately.
- 2. No Trespassing:** Eagle Suites are private property, and Vacated Guest do not have the right to trespass. Eagle Suites staff should politely but firmly inform Vacated Guest that they are not allowed to loiter or sleep on the property.
- 3. Compassionate Response:** Vacated Guest is a complex issue, and many Vacated Guest need assistance. Eagle Suites staff should treat all individuals, including Vacated Guest, with compassion and respect. Staff should be trained to recognize signs of mental illness, drug or alcohol addiction, or other conditions that may require professional assistance.
- 4. Clear Communication:** Eagle Suites' policies regarding Vacated Guest should be clearly communicated to all staff members. Staff should be trained to respond consistently and appropriately to Vacated Guest on the property.
- 5. Record Keeping:** Eagle Suites Manager will complete an Incident Report and email within 24 hours. This will help management identify trends and develop strategies for managing similar situations in the future.
- 6. Vacated Guest Property:** Eagle Suites Manager will remove the Vacated Guest Property from the room and place in storage onsite for 30 days. If the Vacated Guest does not retrieve within 30 days, the property will be disposed of. All trash and food items should be disposed of immediately.

Remember, dealing with a Vacated Guest is never easy, but by remaining calm, professional, with compassion and respect you can diffuse the situation and maintain Eagle Suites' reputation.

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