



### **Treatment of guests**

Guests are treated as though they were guests in the manager's home. Staff will instinctively know to place customer needs above their own and never be too busy to help. Guests are served with total respect at all times.

### **The guest is the ambassador of Top Lodge**

Guests are treated as our “ambassadors” in that they are capable of bringing more guests to Top Lodge through their personal and business networks based on the top class service we give them.

### **Guest safety**

Top Lodge will ensure that the personal safety of guests is not compromised at all. This will apply to physical premises, equipment, food and beverages, motor vehicles and other guests that they get in touch with.

## Reservation hotlines

+265 (0) 1 910 872

+265 (0) 888 871 872

+265 (0) 992 303 644

+265 (0) 212 953 537

Email: [reservations@toplodge.co.mw](mailto:reservations@toplodge.co.mw)