

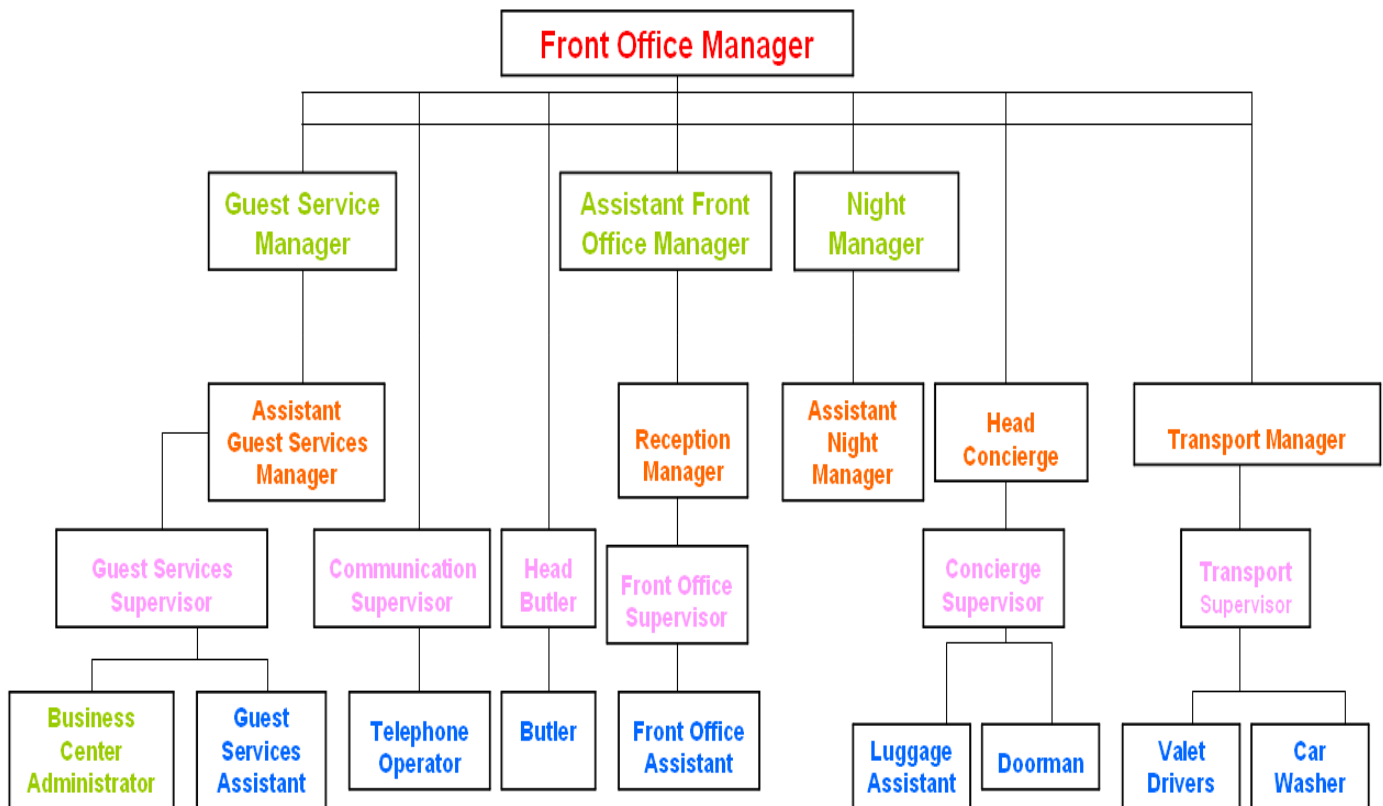
## **Front Office SOP – Rajhi’s 5 Star Madinah Hotel**

### **Contents**

Index	1-2
Organizational Chart	3
Scope and Objectives	4
Shift Preparation	5
Taking Cash Handover	6
Printing Reports	7
Action Trace Report	8
Preparing Key Cards	9
Preparing for Individual Arrival	10
Preparing for Group Arrival	11
Preparing for Suite Arrival	12
Individual Arrival	13
Registering a Guest	14
Data Capturing Guests Personal Details	15
Wake Up Call Request	16
Confidential Status Procedure (DND/INCOGNITO)	17
Group Arrival	18
Suite Arrival	19
Upselling & Upgrades	20
Walk In Guest	21
Relocation Policy	22
Room Waiting	23
Transportation Booking	24
Restaurant Reservation	25

Updating Registration Cards	26
Room Moves	27
Baby Sitting	28
Currency Exchange	29
Posting Charges	30
Adjustments & Corrections	31
Rate Discrepancy	32
Paid Out	33
Open Balance	34
Departure Letters	35
Taking Messages & Delivering Message To The Room	36
Handling Multiple Calls	37
Ordering Amenities for VIP Guests	38
Departure	39
Express Check out Facility (Only For Credit Card Holders)	40-41
Cash Policy	42
Cash Payment on Departure	43
Cash Refund	44
Check Out Using a Credit Card	45
Check Out to City Ledger	46
POS Transaction	47-48
Due Out/Late Check Out Rooms	49

## FRONT OFFICE ORGANISATIONAL CHART



## Scope & Objective

### Scope:

The Front Office Department is the main connection point between guests and the hotel as well as other hotel departments. Check ins/check outs, guest requests, concierge services and promotion of in-house activities are all handled here and applies in this document. It influences a guest's first impressions of the hotel so everything must always be at its very best.

### Objective:

- To supervise day-to-day Front Office operations to a consistently high standard.
- Set Departmental objectives, work schedules budgets, policies and procedures.
- Monitor the appearance, standards and performance of the Front Office associates with an emphasis on training and teamwork.
- Ensure Associates have up to date knowledge of hotel products, services, pricing and policies as well as a good knowledge of the local area.
- Maximizes Sales revenues through up selling and marketing programmes.
- Monitor guest satisfaction reports and implement actions to improve results.
- Maintain good communication and working relationships with all other Department.

Task	: SHIFT PREPARATION
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

Associate to be well prepared and organized in order to be ready in assisting guest in all aspects.

#### PROCEDURE:

Report on shift on time as per your schedule uniform and grooming standards.  
 Attend the Associate briefing to know the movement during the day, VIPs, previous night's figures and forecast for the day, events and take care guest. Important information would be communicated in the Associate briefing.  
 Prepare your checklist.  
 Check the notice board for any updates.  
 Read Logbook to check for any hand over or important information.  
 Take a thorough hand over from the previous shift.  
 Be aware of any guest requests to be followed up as well as of any tasks pending from the previous shift.  
 Ensure adequate stocks are available for the day's operations.  
 This would include stationary, welcome packs, Key cards, pens, Check in / check out folders.  
 Check if all equipments are in working condition.  
 Ensure working area is clean and presentable.

Task: TAKING CASH HANDOVER Revised

Date : 01/09/2012

SOP Author : Simone & Nancy

SOP Owner : Madinah Hotel

SOP Approver : Sam Saker

#### GOAL:

All cash transactions to be accurate. Take proper cash hand over.

#### PROCEDURE:

Obtain the cash key from the previous shift holder.

If the previous shift had been operating the same cash float, ensure that they have already tallied the cash and entered the details in the book.

Count cash and record by denomination in the cashbook.

Take handover of Penguin Club coins for sale, and log the value in the logbook.

Ensure that any other payments due in your cash have sufficient back up. (Due back voucher, Petty cash, Telephone card)

Calculate the total amount in the float by adding the cash in hand with the payments due.

The total should be recorded and any shortages or excess cash should be noted and the Supervisor / Manager to be informed.

The cashbook should be counter signed by the Manager or Supervisor.

Once the cash float has been taken over, the Associate is responsible for the float until the cash float is taken over by the next shift. Therefore it is very important to keep the float locked and the key to be kept safely.

Do not access to your cash at any time to other members of Associate or managers.

Task	: PRINTING REPORTS
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

GOAL:

PROCEDURE:

Reports have to be printed at the beginning of each shift as a back up in case of a system shutdown and to complete certain tasks. The basic reports to be printed are:

1. Guest in house – Alphabetical (To be able to determine a guest room by name especially in case of phone calls during system Shutdown)
2. Guest in house – Numeric (To be able to track a guest by room number during system Shutdown)
3. (In case of Club and tower, extra copies of the above reports taken for updating the fire panels.)
4. Arrivals very detailed for the day (To be able to assist guests who check in during a system shutdown)
5. Vacant / Clean Rooms (to assign rooms to check in guests during a system shutdown)
6. Currency Exchange Rates (To be able to exchange foreign currency during a system shutdown)
7. Trace report (For Follow ups) Departure for the next day. (For departure letters-Morning)
8. Shift / City ledgers & PR Calls – Evening shift)
9. Expected Arrival for today and tomorrow (for information)
10. VIP expected (for information)
11. Open Balance

Task	: ACTION TRACE
REPORT Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

Trace reports to be followed up and traces to be resolved once necessary action is taken.

#### PROCEDURE:

Traces are messages entered in the system by Associate either as a reminder for themselves or as a handover to colleagues for any follow up pertaining to a guest. (Guest Request, Information, amenities, réservation queries, queries on Billings instructions, etc.)

Trace report to be printed and identify traces that require immediate attention. (Time bound traces, or urgent follow ups)

Take action based on priority. If the follow up is not completed, the trace should be forwarded to next shift /next day along with a record of the action taken.

The trace can be forwarded by modifying the date of the trace.

Once the necessary action has been taken, resolve the trace.

At the end of each shift check to see if all traces have been followed up.



Task	: Key Card Preparation
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

#### PROCEDURE:

Have sufficient number of keys for the day's operation.  
 Check the details of the guest reservation.  
 Key cards to be made according to the number of adult guests in each room.  
 Key cards are made by entering the room number, length of stay, and number of key cards and guests' family name on the key card machine.  
 Press enter if the information is correct.  
 Swipe the key in the slot to make the key and swipe backwards to verify (to be done in Club and Tower). For Main building insert the key and wait for the information to be updated.  
 Insert the key cards in the key card holder.  
 Write the name and room number of the guest and any promotion applicable (BB, FHB, PHB,FB)  
 Give number of towel cards as per guests; adults and children.  
 In case a guest has lost his key, verify guest identity by checking his personal details such as First name or Date of Birth and issue new keys.  
 In case the guest has lost his key, please ask for an ID, verify the guest identity by checking his personal details such as first name or date of birth and issue new key.  
 If the guest has left the key in the room, verify the guest identity. Enter the room number on the machine. Search the Details in the machine by pressing the "Search" key.  
 If the guest has left the key in the room, please ask for an ID, verify the guest identity. Enter the room number on the machine .Search the details in the machine by pressing the search key on the key Machine.

## **Preparing for Arrivals**

### **GOAL:**

To be prepared for arrivals to ensure an excellent arrival experience.  
To have an efficient and fast check in with the minimum of fuss. To be welcomed and made comfortable on arrival.

### **PROCEDURE:**

View each arrival for the day. Check the special requests and booking details.  
Allocate room keeping in mind the room category booked, availability, special requests and suitability. Also take into consideration the arrival time of the guest and prioritize guest with early arrival time and no time of arrival.

Check guest history and profile to identify any special requirements (e.g.: always non smoking prefers lower floor, etc.). Also check traces for any special instructions.

Take note of Birthdays, Wedding anniversaries and Honeymoon and coordinate with Guest Relations to place amenities prior to arrival. (Club & Tower to coordinate with butlers for amenities)

Extra beds and baby cots to be placed prior to arrival.

Coordinate with concierge for any transportation requests.

Check for the room status and coordinate with housekeeping for rooms on priority.

Have all the Registration cards ready with the name and reservation details of the guest. Attach the correspondence.

Take note of billing details.

Prepare keys where possible and attach with the Registration card.

Any message /Fax received for the guest prior to arrival to be attached to the registration card.

Put an alert in the Opera system to indicate that the message should be handed over on arrival.

## **Preparing Key Card**

### **GOAL:**

To be prepared for arrivals to ensure an excellent arrival experience.  
To have an efficient and fast check in with the minimum of fuss. To be welcomed and made comfortable on arrival.

### **PROCEDURE:**

Designate one Associate as the group coordinator.  
Coordinate with the sales group coordinator to get the group's information. Get the Group cover sheet.  
The duty roster to be checked to ensure that sufficient staffing is available.  
Go through the rooming list and tally with the information in the Opera system.  
Check all the individual bookings for the billing instructions, special requirements and any special needs. Check the reservation details such as number of guests, room rates, and arrival and departure details.  
Allocate rooms as per requirements. Take note of the rooms to be given to house keeping on priority.  
Allocate an area for the group check in and inform Guest Relations for the welcome drink and cold towels. The area should be appropriate keeping in mind the size of the group, the room type booked and time of check in, accessibility & ease in operations.  
Once the rooms are ready, prepare room keys as per the number of guests in each room.  
Prepare the Registration cards in alphabetical order. Have sufficient number of welcome packs ready.  
Arrange the registration cards at the designated area in alphabetical order.  
Ensure that there is sufficient number of pens available.  
Coordinate with the concierge desk to arrange the luggage identification and delivery plan.  
Coordinate with the airport desk, group coordinator and concierge desk to check if the group is on the way.  
Ensure that all the Associates is ready to meet and assist the group prior to the group's arrival at the hotel.  
Assign Associate to meet the group at the entrance and guide the group to the check in area.

## **PREPARING FOR SUITE ARRIVAL**

### **GOAL:**

To be prepared for arrivals to ensure an excellent arrival experience.  
To have an efficient and fast check in with the minimum of fuss. To be welcomed and made comfortable on arrival.

### **PROCEDURE:**

Coordinate with Guest Relations to have the Registration Card, Key card & Welcome pack in the room.  
Enter the details in the system.  
Inform Guest Relations of any special instructions, such as “All bills to Co, Guest on Half board, etc”.  
Note down details in the checklist and inform your colleagues.  
Inform butlers of the time of arrival in order to prepare welcome drink.

## **INDIVIDUAL ARRIVAL**

### **GOAL:**

The guest should be checked-in within 8 minutes of arriving at the hotel.

### **PROCEDURE:**

Smile and acknowledge the guest.

Greet and welcome the guest. Offer assistance (Good Morning / Afternoon / Evening. Welcome to Madinah Hotel , May I have your name?)

If dealing with another guest , please acknowledge guest's presence and state "I will be with you shortly Sir/Madam" (Time waiting in line should not exceed 3 minutes)

Ask for last name of the guest and check for reservation in Opera. Identify room category.

Reconfirm reservation details.

Request for Passport / Identity card / UAE driving license.

If guest is booked through a Travel Agent ask for the Accommodation Voucher.

Check billing instruction and ask for mode of payment.

Establish purpose of visit in order to provide helpful information. Ask open ended questions e.g is this your first visit to Madinah Hotel ?" Avoid phrases such as "How was your trip?"

Request the guest to have a seat. Coordinate with Guest Services / Butlers to serve welcome drinks.

Register the guest and offer newspaper (choice of complimentary newspaper and to explain other Newspaper provided as per the newspaper list and guest are to be informed of the charges).

Registration card & newspaper list are presented together in the black folder.

Check in the guest in the Opera system.

Acquire keys for the guest (room numbers and rates are indicated in writing and not stated loud) present the keys.

Have the guest escorted to the room. Introduce to the guest that some one (your colleague) will escort to the room ( Mr. / Mrs. / Ms. XYZ, this is my colleague Mr./Ms. ABC will escort you to your room". )

Coordinate with concierge to have the luggage delivered to the room.

## **REGISTERING A GUEST**

### **GOAL:**

- To be assisted in registration.
- To be given clear instructions while filling the registration card.
- Get the necessary information from the guest in a friendly manner.

### **PROCEDURE:**

- Request the guest to have a seat.
- Place the Registration card in a clean Reg. Card folder.
- Place a pen in the folder.
- Request the guest to fill in his address, contact details – phone number, fax and e-mail and ask for the guest signature.
- Also ask the guest for any special occasion being celebrated during stay.
- Reconfirm the details of the reservation: room type booked, room rate / billing instruction, date of departure, special instructions (pre booked) and special requests.
- If mode of payment is credit card, request for credit card and inform guest that you would be taking a pre-authorization and specify amount.
- In case the guest would like to pay by cash request for a cash deposit as per the length of stay.
- Give a receipt for the deposit.
- Scan the passport / identification card / driving license.
- Print a copy to attach to reg. card.
- Return credit card and ID to the guest and confirm. (e.g. Here is your credit card and two passports)
- Enquire if guest would like to be on our mailing list and update the information accordingly.

Task	: DATA CAPTURING GUESTS PERSONAL DETAILS
Revised Date	: 01/09/2012
SOP Author	: Simone Blankenberger
SOP Owner	: Ephraim Varel
SOP Approver	: Abizar Aurangabadwala

**GOAL:**

To ensure that guest's personal detail are data captured accurately so that guest are addressed correctly and only received the correct communications.

**PROCEDURE:**

Check if an email address is already present in the PMS  
If present verify with the guest that the email address is correct  
If not present, ask the guests for his email address, explaining it will be used for research surveys and newsletter updates and offers).  
Ensure the email address is accurately captured in the PMS.  
The guest's title, forename and surname are all accurately captured in the PMS  
If the guest makes any changes to these details on his registration card, ensure the profile is updated as soon as the guest has left the desk  
The guest's preferred language is accurately captured in the PMS  
Madinah Hotel Data Protection policy is printed on the registration card and referred to in the guest signature box.  
All guest privacy preferences are accurately noted and updated in the PMS

## **WAKE UP CALL REQUEST**

### **GOAL:**

To make sure that all wake-up call request information is accurate and the guest will be receives a timely wake-up call in a professional manner.

### **PROCEDURE:**

Take down the name of the guest, room number, requested time and date for the wake up call.

Check with the guests if they would like to order tea / coffee / breakfast along with the wake up call (chargeable, except tower guests)

Offer to arrange a reminder call for the guest.

Offer to book transport if departure guest.

Repeat all information to the guest to ensure clear understanding.

Log down the information in the reception wake call book.

Call the operator to inform the above details and take the name of the operator.

All wake up call book will be collected by Concierge to be given to Operator at 01.00AM and to be returned at 07.00AM in the briefing time (for the meantime all areas will call directly to the Operator for any wake up call requests and temporarily noted in the shift check list to be recorded in the wake up call book)

Wake up call is given by the operator.



## **CONFIDENTIAL STATUS PROCEDURES (DND OR INCOGNITO)**

SOP Approver

GOAL:

To ensure the privacy of a guest and provide a secure

PROCEDURE:

In case Of DND (Do Not Disturb)

Check with the guest if he/she requires a DND sign on his phone/room  
Check if he/she is expecting any particular call during his stay inform him/her that messages will be taken.

Get the correct information and details regarding the expected call.

Keep everybody at the reception & operators informed and write it in the log book.

When there comes a call/visitor checks the log book and perform the action mentioned by the guest.

Incase of Incognito

On receiving request from the guest for an INCOGNITO immediately put in the PMS, inform all reception and mention the same in the log book

Inform Operator to block all incoming calls

Inform Butler to mention the same on their log book.

On receiving any calls / visitors for the concerned guest, to say “staying We do not have any guest with this name with us.”

If caller / visitors still insists on the same page the Duty

Manager informing him/her of the whole incident.

## **GROUP ARRIVAL**

### **GOAL:**

To ensure a fast and efficient check-in.  
To be welcomed and made comfortable.

### **PROCEDURE:**

Assign one Associate or more to meet the group on arrival at the entrance, depending on the size of the group.  
The group to be guided to the designated area for the check in.  
Welcome drinks & Cold towels to be served by guest relations / Butlers.  
Identify the group leader and coordinate the registration of the group as well as passport and credit card details of the group.  
Address the group and explain the welcome pack, breakfast details and any special arrangements to the group.  
Request guests to identify luggage that have not been tagged.  
Assist the guest relations to escort the guests to the room.  
Coordinate with the group leader to arrange the collection of passport.  
Check in the group in the Opera system

## **SUITE ARRIVAL**

### GOAL:

In-room check-in for every guest staying in suites.

### PROCEDURE:

Greet & welcome the guest.

Offer assistance. (Good Morning / Afternoon / Evening,  
Welcome to Madinah Hotel , How may I assist you?)

Check reservation. Suite guest are to be escorted to the suite by guest relations /  
Butlers.

Registration is to be done in the room.

Welcome drinks are served in the room by Butlers.

The passport / ID & credit card is brought down by the  
Associate escorting the guest.

Scan the passport and take preauthorization and return to the guest  
immediately.

The registration card is checked by the Associate to ascertain if all the details  
are filled correctly.

Check in the guest in the Opera system

## **UPSELLING & UPGRADES**

### **GOAL:**

To be offered the different options available & to be given information on arrival.

### **PROCEDURE:**

A guest may be upgraded if they are regular guests and the hotel would like to offer a better category as a gesture or if the room type booked is completely sold out.

Inform the guest that we have upgraded them to a higher category as a gesture and inform the facilities / services of the upgraded room.

Show the upgrade in the Opera system with the correct reason for upgrade.

For up selling a guest, first check the availability of the higher room type for the length of stay. Identify a room that is not blocked for any other guests.

Offer the room type to the guest as an option, highlighting the features of the new room type.

Inform the guest of the cost of upgrade per night as well as the total amount. If a guest would like to stay in the higher category, get the guest signature on the registration card stating the upsell amount and the category upsold. Attach the relevant fixed charge.

Put a remark in the system to indicate that you have up sold the guest and the rate at which you have up sold.

## **WALK IN GUEST**

### **GOAL:**

To be assisted in a courteous and professional manner and to be assisted in finding a suitable room.

### **PROCEDURE:**

Greet and welcome the guest. Offer assistance.

Check availability and offer the different room types available. and explain the benefits of all the room types.

If walk-in during the night, check with Night Manager before offering the room.

Offer the current rates for the room.

Explain the check in / check out date.

Once the guest has determined the type of room required, ask for the last name of the guest. Make a new reservation in the system.

Enter the correct length of stay. Enquire about the mode of payment. Register the guest. (Refer to registration)

## **RELOCATION POLICY**

### **GOAL:**

To ensure a guest being relocated is handled in the most efficient and courteous way possible, and to ascertain that they are comfortable in the property that they are being relocated to.

### **PROCEDURE:**

Manager or Supervisor to meet guest upon arrival and offer the option of relocating to another hotel due to an overbooking.

Offer sister properties as 1<sup>st</sup> option, for either the night or whole stay, as preferred by guest. Where possible, Manager to show the guest the property, or assign an associate to escort.

Once guests agree, immediately arrange to transfer to the property offered and arrange for the reservation to be made.

If requested, arrange to bring the guest back to the hotel the following day and block a room accordingly.

Guest name to be noted in the PMS system to facilitate messages etc and update with "Relocated to "

Manager on Duty to meet the guest upon arrival back to the hotel.

## **ROOM WAITING**

### **GOAL:**

To make every guest feel well cared for.

### **PROCEDURE:**

Inform the guest politely that the room is not ready.

The check out time is and the check in time is 1400 hrs.

Assure the guest that if a room becomes available before the check in time, we would offer the room to the guest.

Offer Breakfast / Pool & Beach facilities / Caracalla / Bus shuttle.

Escort the guest to the Breakfast area / changing rooms.

Offer to take care of the luggage while the guest is waiting.

Offer to have the valuable kept in the Duty Manager's safe.

Give a realistic waiting time and keep the guest updated.

Keep a note of the guest location.

If the room is not ready after 1400 hrs, lunch, tea or dinner at the tea lounge/restaurant may be offered to the guest.

Once the room is ready, send Associate to locate the guest and escort the guest to the room.

Ensure that the guest's luggage is delivered safely to the room.

**Pagers** will be issued to guest for waiting rooms in order to be able to inform the guest as and when the room is ready.

## **TRANSPORTATION BOOKING**

### **GOAL:**

Transportation to be provided as per the guest's requirement.

### **PROCEDURE:**

Confirm room number and name of the guest.

Also confirm the number of passengers and pieces of luggage.

Take down the expected departure time and destination of the guest.

Determine billing instructions and confirm with the guest. Check for special request and type of car required.

Arrange transportation with transport office, as per booking and update an alert in the Opera system with the same information.



Task	<b>RESTAURANT RESERVATION REPORT</b>
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

**GOAL:**

Make restaurant reservation as per guest requirement.

**PROCEDURE:**

Check if guest has decided which restaurant is to be booked.

If guest is undecided, suggest restaurants based on their preference (Cuisine, Ambiance). Always suggest hotel's restaurants first

Get the details of the reservation.

Name of restaurant

Guest name

Room number / contact number

Date, preferred time

Number of diners

Smoking or non smoking preference

Special requests

Immediately call the restaurant and check for availability.

If available then make a reservation and get the relevant information i.e. dress code, children policy, cancellation policy, special promotion, etc

Confirm the reservation and inform guest with all the confirmation details and relevant information.

If reservation not possible as per guest requirements check options and get back to the guest.

Always reconfirm reservation details with guest.

Thank the guest.

Task	UPDATING REGISTRATION CARDS REPORT
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

**GOAL:**

Ensure that information regarding all our guest is accurate and up to date.

**PROCEDURE:**

Attach all the correspondence (such as confirmation, reservation request, voucher, rooming list, proforma invoice, special requests)

Attach a copy of the credit card pre-authorization slip and copies of the passport / valid Identification.

Update the profile:

Correct name of the guests as per the passport / Identification.

Update the contact details – Address, Phone number, Fax number, e-mail.

Update the passport details- Date of birth, passport number, issue and expiry dates, place of birth.

Update the credit card number.

Update the special fields – Number of towel cards,

Preauthorization amount and reference number, country coming from.

Check the billing instruction and update accordingly. Write the Mode of Payment.

Feed in the routing instruction for the guest billing.

<b>Task</b>	<b>Room Moving</b>
<b>REPORT Revised Date</b>	<b>: 01/09/2012</b>
<b>SOP Author</b>	<b>: Simone &amp; Nancy</b>
<b>SOP Owner</b>	<b>: Madinah Hotel</b>
<b>SOP Approver</b>	<b>: Sam Saker</b>

**GOAL:**

To be given a room to suit his requirements and to be assisted in while moving to a new room.

**PROCEDURE:**

In case a room move is offered to a guest, have new room shown to the guest. If the guest likes the room, ask a concierge Associate to assist the guest with moving the luggage.

The concierge associate takes a set of keys for the new room to handover to the guest.

There should be a Associate from the security department present during the room move.

Once the room move has been completed, the concierge Associate will confirm with the reception.

Show the room move in the Opera system.

Change the room number on the registration card and move the registration card to the correct slot.

Announce the room change to Room Service, House keeping, Operators, Laundry & Police Reports. Write down the details on the reception checklist.

Update the remarks in the guest profile with reason for room change.

Task	Baby Setting
REPORT Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

Book a baby sitter as per guest requirement and ensure that their children would be well looked after in their absence.

#### PROCEDURE:

Take down the name and room number of the guest.  
 Ascertain the number of children, ages and the time / date requested for. Find out the duration for which the baby sitter is required.  
 Confirm the charge. Inform about extra charges / minimum charges.  
 Repeat the details to check for understanding.

Inform House keeping of the request and give accurate details.

Inform the guest that the house keeping department will get in touch with the guest to confirm the request.

Follow up to ensure that the request has been action.

Task	Currency Exchange
REPORT Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To assist guest in professional manner and make sure giving an accurate transaction.

#### PROCEDURE:

Check with the guest which currency he would like to change. Check if it is cash or traveler's check.  
 Inform the guest of the current exchange rate.  
 Accept currency and count. Check the currency with the corresponding detector (Dollar / Other currencies).  
 Once the currency has been accepted and the amount in Dirhams calculated, confirm this back to the guest before completing the transaction in the Opera system.  
 Ask for the guest's last name and room number.  
 Do the currency exchange in the Opera System.  
 Print Receipt.  
 Request the guest for signature.  
 Count the correct amount as per the exchange receipt.  
 Count the amount again in front of the guest. Wait for the guest to confirm.

Task	Posting Charges
REPORT Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To assist guest in professional manner and make sure giving an accurate transaction.

#### PROCEDURE:

Check if sufficient back up is present. (e.g. receipts, visa copies, transportation voucher)

Check for guest / authorized signatures. Tally guest signature with the registration card.

Check the amount on the relevant voucher (Paid out, miscellaneous, transport) Against the backup.

Post the correct amount on the Opera system.

Ensure correct posting codes are used. Enter the correct voucher number in the system for reference.

Do not post charges for other departments. (Except housekeeping)

Once posted in the Opera system, ensure a copy of the receipt is placed with the registration card as a backup should the guest request it at a later stage.

File the correct copy of the receipt with your cashiering to be filed for the Accounts department.

Task	Adjustments and Corrections
REPORT Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

All transaction to be accurate and to be correctly documented.

#### PROCEDURE:

An amount posted on a guest folio may need to be corrected either due to an error in posting or as per agreement with the guest.

If the amount posted is wrong, the entire amount has to be allowed off in the system by posting a negative charge of the same amount under the same departmental code. A correction or adjustment voucher has to be raised to support the correction.

A correction voucher is raised when the original posting was done on the same day. An adjustment voucher is raised when the original posting was done on an earlier date.

The correct amount has to be posted. The voucher number needs to be entered as reference when a correction / adjustment voucher is raised.

A clear explanation has to be written on the correction / adjustment voucher as supplement to explain the reason for the correction / adjustment. The backups for the posting have to be attached to the correction / adjustment voucher along with a copy of the invoice. (e.g. outlet check, screen print out, reservation confirmation, copy of CFF)

If the amount needs to be corrected due to an agreement with the guest (special contracts / package allowances) the amount agreed upon has to be corrected.

The Relevant voucher needs to be raised. The backup should be attached and clear reasons to be explained for the correction / adjustments.

If the guest disputes an amount, the amount needs to be split from the original posting after consulting the Supervisor / Manager. The disputed amount should be allowed off by posting the negative amount under the same code or transferred to another folio as per the supervisor's / Manager's instructions.

A correction / adjustment voucher has to be raised. Backups to be attached and a copy of the Customer Feed back form to be attached.

A Manager's signature is needed on all vouchers.

Task	Rate Discrepancies
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

**GOAL:**

All transaction to be accurate and to be correctly documented.

**PROCEDURE:**

If a guest disputes room rate on arrival, check the reservation correspondence / confirmation.

Check with the guest for any confirmation.

Explain to the guest politely if the guest has misunderstood the confirmation.

If the rate is wrong then apologize to the guest and reconfirm the correct rate with the guest.

The rate needs to be corrected on the registration card and the Opera system immediately.

If the error in rate is discovered during the stay of the guest or on departure of the guest, correct the amount.

If the rate charged is less than the rate confirmed inform the guest immediately and seek permission to charge difference (not required when the room rate is paid by a travel agent).

If the rate charged is more than the agreed amount, split the difference amount from the room rate and adjust / correct the amount.  
Inform the guest of the adjustment / correction done.



Task	Paid out
REPORT Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To be able to get a cash advance against his credit card and to charge purchases within the hotel to the room.

#### PROCEDURE:

If the guest wishes to get a cash advance against a credit card, explain the maximum amount of 350.00 Dhs. and the credit card commission of 3.5%.

Determine the name and room number of the guest.

Take the guest signature on the paid out voucher and miscellaneous voucher.

Take the credit card purchase of the total amount and post the charges to the Opera system.

Get signature from manager / supervisor to authorize the transaction.

If the guest would like to have a charge for a service that does not fall within the hotel's normal service (doctor's fee, medicines, taxi, shopping arcade charges, etc.) posted to the room account, determine if the amount is within the hotel's maximum authorized amount.

Tally the guest signature against the signature on the registration card.

Raise a paid out for the amount. Obtain the signature of the receiver.

Give out the correct amount as per the receipt and attach the receipt to a copy of the paid out voucher.

Post the correct amount to the Opera system.

Task	Credit Limits
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

**GOAL:**

To have sufficient credit on the guest account.  
To be able to charge facilities to room account.

**PROCEDURE:**

Please log in to E Application and select approve Credit Limit.

Check the credit available to the guest by comparing the amount posted on the guest folio to the cash deposit / preauthorization available.

If the amount on the guest folio is more than the deposit / preauthorization, mark the room number on the report and indicate the additional deposit / preauthorization required.

Once the entire report has been checked, take one registration card at a time and take additional pre-authorization for the amount indicated.  
Update the Opera system with the total preauthorization amount and the new preauthorization code.

In case of cash, deposits send a message to the guest to request for additional cash deposit. The message should be very polite.

In case of any discrepancies, inform the supervisor / manager.

Task	: DEPARTURE LETTERS
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

**GOAL:**

Offer assistance in departure arrangements to ensure a good departure experience.

**PROCEDURE:**

Have sufficient number of departure letters printed each week. Check the departure letters for any printing errors.

The departure letters have to be signed by the reception manager.  
Take a departure report for the next day.

Print envelopes with the name and room number.

For the club and tower, go through the invoice of each guest checking out the next day and print out the correct invoice as per the billing instruction.

Enclose the departure letter, Moment of Truth and invoice (club & tower) in the correct envelope.

Handover to the concierge to be sent to the room.

Task	: TAKING MESSAGES AND DELIVERING MESSAGE TO THE ROOM
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To deliver a clear and correct message left behind. Making sure it is delivered within 12 minutes to right person correctly.

#### PROCEDURE:

When the person is not available when a call comes for them, offer to take a written message for the person.

Get the following information:

- Name of the person being called
- Date and time of call
- Caller's name, correctly spelled
- Caller's telephone number

Take a thorough message, even if a caller believes the person he/she is calling for already has the phone number.

Check if the message is urgent.

Write a brief message.

Repeat the information

Enter the message in the system. Print the message and write clearly the name of the guest / room no on the message envelope and sealed.

Handover to the concierge desk to be sent to the room.

The message should be delivered to the guest's room within 12 minutes.

If the message contains sad news i.e. death or hospitalization, notify the Duty Manager before sending the message to the room.

In such cases guest must paged.

Guests are to be paged for any urgent messages.

Any distressing messages are to be handled by the Duty Manager.

Messages received prior to arrival should be attached to the registration card.

Task	Handling multiple calls
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

**GOAL:**

To be attended to promptly and politely. All calls must be answered within three rings.

**PROCEDURE:**

Remain calm & courteous at all time.  
Be prepared and organized.

Have adequate supplies handy, such as message pads, pen & directories.  
When the telephone rings while you are between a call, politely excuse yourself so you may promptly answer the second phone call.

Always inform the person before putting them on hold.

While getting back to a caller who has been on hold, apologize to the caller.  
Remember the priority of each call if you have several callers on hold.

If a caller needs help that will take time, take their name & telephone number and offer to return the call within a certain amount of time, such as a half hour or an hour.

Remember to contact the caller within the specified time.

Task	Ordering Amenities for VIP
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To recognize our VIP guests.

#### PROCEDURE:

Amenities in the main building are ordered by the Guest Services Department. In the club and tower it is done by the Front Desk.  
Go through the arrivals for the next day.

Identify VIP reservations.

Enter traces for the amenities for the day of arrivals.

Raise an amenity voucher, mention the name of the guest, Time of arrival, Room number and status, amenity to be delivered and the card to go along with the amenity.

Give two copies of the voucher to room serviced. Retain one copy to update and follow up.

The room numbers and room status should be updated on the day of arrival after the room is vacant and the room blocking is confirmed.

Once the room number has been given to the room service to place the amenity, put a remark in the Opera system to indicate that the room has amenities and should not be unblocked.

Follow up with room service to ensure that the amenities are placed on time as per the amenity voucher and resolve the trace after confirming.

Task	Departure
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To provide an efficient check out and a pleasant departure experience.

#### PROCEDURE:

If dealing with another guest, acknowledge the guest who is waiting in line” I will be with you shortly Sir/Madam”

Determine the guest’s name and room number.

After presenting the Invoice, ask the guest if he has incurred any additional charges that have not been posted yet.

Check the invoice for accuracy.

Present an information print out of the guest’s invoice and request guest to check the same.

Check with the guest if he/she would require assistance with the luggage or transport.

Announce the departure to room service in order to check the mini bar.

Check with the guest for the mode of settlement.

Accept the payment.

Post the amount to the Opera system.

Print out the final invoice.

In case of a credit card settlement, attach a copy of the credit card receipt to the invoice.

Present the final guest folio facing the guest, showing zero balance and inquire if the guest would like an envelope for it.

Provide the guest with time to review.

Enquire about the guests experience and stay.

Check if the guest has the passport and tickets.

Thank the guest and end on a pleasant note.

All guest to be bid farewell by Management.

Task	: EXPRESS CHECK-OUT FACILITY (ONLY FOR CREDIT CARD HOLDERS)
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

**GOAL:**

To provide a quick, comfortable check out without causing a delay to the guest.

**PROCEDURE:**

Determine the guest's name and room number.  
Check the invoice for accuracy. Engage with guest and obtain feed back.  
Ensure Room Service has been informed to check the mini bar for consumption.  
Present the printed invoice to the guest and request that they check the same.  
Check with the guest that no further charges are outstanding.  
Present the express check out form, which is saved in the FO group, to the guest for completion.  
Reconfirm the final invoice amount to the guest and attach the completed express check out form.  
Allow the guest to leave, offering assistance with luggage and transportation.  
Once the guest has left, the credit card will need to be charged manually on the POS machine.  
Before completing the transaction, confirm the credit card details on the express check out form and the credit card details on the registration card match.  
Keeping the express check out form with you, identify the manual POS machine and complete the pre authorization completion transaction, using the authorization code when prompted.  
Once the transaction has been completed print 2 copies of the invoice from Opera.  
Attach one copy of the credit card slip to one invoice to be sent to the guest.  
Attach the second credit card slip to the final invoice copy for accounts.  
Write up an express check out letter for the guest explaining the procedure.  
Once the letter is updated with all of the relevant information pertaining to the guest, print 3 copies of the Letter and ask the Front Office/Night Manager the m.  
Attach the second copy to the copy of the invoice for Accounts.



Keep the third copy to be sent to the guest along with their copy of the credit card receipt and final invoice.

Attach 1 copy of invoice for Accounts.

Keep 1 copy to be sent to the guest along with their copy of the credit card receipt and final invoice.

Keep all of these copies with your banking to be checked by the Supervisor or Manager at the end of your shift. Send 1 copy to accounts with your other transactions for the day and mail 1 copy to the guest for their reference.

Task	Cash Policies
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To limit the liability to the hotel if a cash paying guest leaves the hotel without checking out at the reception desk.

#### PROCEDURE:

When a guest is paying a cash deposit instead of leaving a credit card to guarantee for their charges, they are to be asked to pay for the full amount of all room charges and an additional 1000.00Dhs per night for extras. Once the guest has presented the cash deposit, it must be counted in front of the guest to reconfirm the exact amount being taken.

This cash is to be posted in Opera as a payment and a copy of the invoice is printed and presented to the guest.

If the guest is paying with foreign currency, this currency must first be exchanged into local currency, Dirhams, the total amount of the transaction confirmed to the guest and this amount is posted on the guest's folio and a receipt of the deposit printed and given to the guest.

The guest must be instructed before converting any currency to be used as a cash deposit that they will be refunded of any outstanding money in local currency, Dirhams, and not in the original currency.

If the guest does not have sufficient funds for an adequate cash deposit, the Supervisor or Manager is to be informed.

At this stage our "No Post" policy is to be explained clearly and concisely to the guest.

If the guest agrees to this, the same is to be updated in Opera so none of the outlets have access to charge items to the guest's bill.

All outlets are to be informed when a guest has been placed on "No Post".

Task	: CASH PAYMENT ON DEPARTURE
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To make sure associates take the correct money from the guest.

#### PROCEDURE:

Determine the guest's name and room number.  
Engage with the guest and obtain feed back  
Check the invoice for accuracy.  
Ensure Room Service have been informed to check the mini bar for consumption.  
Present the printed invoice to the guest and request that they check the same.  
Check with the guest that no further charges are outstanding.  
Check with the guest which currency they would like to pay with.  
If the guest is settling their charges with foreign currency, explain to the guest the procedure of exchanging the money first to local currency and settling any outstanding change in local currency, not in the foreign currency they are paying with.  
Once the guest agrees, calculate the correct amount of foreign currency needed to settle the invoice.  
Complete the currency exchange in Opera and ask the guest to sign the currency exchange receipt,  
Settle the guest's invoice and determine what change, if any, is owing to the guest.  
Prepare the necessary change, if any, to give to the guest and count the same in front of the guest so there are no mistakes with the amount being given.  
If the guest is settling with local currency, reconfirm the amount they need to pay, check the amount of cash given to you by the guest by counting it at the desk and determine the correct change, if any, that is needed to be returned to the guest.  
Print a copy of the final invoice for the guest and present it to them in a check out folder.  
Check if the guest has cleared the safe and has his passport and other Valuables.

Task	: CASH REFUND
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To give the correct change of money to the guest when refunding.

#### PROCEDURE:

Determine the guest's name and room number.  
 Check the invoice for accuracy. Engage with the guest and obtain feed back.  
 Ensure Room Service has been informed to check the mini bar for consumption.  
 Present the printed invoice to the guest and request that they check the same.  
 Check with the guest that no further charges are outstanding.

Complete the refund slip with the correct information and ask the guest to sign the same.

Post the refund in Opera using the correct code and post the outstanding amount.

Print a copy of the invoice for the guest and prepare the cash to be presented.  
 Count the cash out for the guest ensuring that the amount is correct.

Place the guest's copy of the invoice in a check out folder and present to the guest. Check if the guest has cleared the safe and has his passport and other Valuables.

Thank the guest and end on a pleasant note.

Task	C/O using credit card
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To provide a comfortable and efficient check out without causing delay to the guest.

#### PROCEDURE:

Determine the guest's name and room number.  
Check the invoice for accuracy. Engage with guest and obtain feedback.  
Ensure Room Service has been informed to check the mini bar for consumption.  
Present the printed invoice to the guest and request that they check the same.  
Check with the guest that no further charges are outstanding.  
Ask the guest to present the credit card they would like to use for the transaction.  
Check if the credit card is the same card that was presented at the time of check in. If the credit card is the same, check that you have enough authorization taken.  
If there is any amount outstanding on the bill that is not covered by the authorization already being held, then a purchase is to be taken for that amount.  
Process the pre-authorization completion on the POS machine and match the same details in Opera to show the credit card charge.  
If the guest presents a different credit card to be used for the settlement of the invoice then a purchase needs to be done for the same amount as the total invoice.  
Charge the purchase of the card on the POS machine and match the same details in the Opera system.  
Check with the guest if they would like to Charge their credit card in UAE Dirham's or in their currency .Press 0 for Dirham's or Green for foreign Currency  
The credit card receipt is to be presented to the guest for signature.  
Once the credit card slip has been signed the unsigned copy of the credit card slip is to be attached to a copy of the invoice and present both to the guest in a check out folder. Check if the guest has cleared safe and has his passport and other valuables  
Attach the signed copy of the credit card receipt to the second copy of the invoice and keep this with your cashiering so it can be checked by the Supervisor or Manager at the closing of your shift.

Task	: C/O to City Ledger
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

**GOAL:**

To provide a correct and accurate invoice that will be billed to a company, travel agent or group.

**PROCEDURE:**

Determine the guest's name and room number.

Check the invoice for accuracy & the room charge will have to be posted onto the folio.

Charge the night's room rate by selecting settlement in the folio options, then choose advance bill and charge for tonight only. This will update the folio with all the relevant charges.

Once this is complete, check the invoice that the charges match the information present on your rooming list, pro forma invoice, voucher, billing letter or other relevant correspondence.

Ensure that the routing for this account has been set up correctly to correspond with the company or travel agent settling the charges.

Once you have established that the charges are all correct, settle the bill to city ledger.

Print 2 copies of the final invoice and attach all relevant copies of the correspondence.

Keep this invoice with your banking so that it can be checked by the Supervisor or Manager at the end of your shift when you are closing your cash.

Task	Posting transaction
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

**GOAL:**

To ensure the proper use of the POS and completion of transaction involving the POS machine.

**PROCEDURE:**

Always ensure that your POS machine has enough paper before completing a transaction.

When checking out a guest, once the bill has been checked and the charges agreed to, you should ask for the guest's credit card.

Determine if the card the guest gives you is the same as the card given on arrival. If it is the same card then a pre authorization completion is necessary.

Take the authorizations slip(s) from the guest's registration card and check the amount authorized in comparison to the outstanding amount of the guest's charges.

Swipe the credit card and follow the instructions on the POS terminal to complete the transaction, entering the authorization code when asked for it. Once the transaction has been completed, ask the guest to sign the first credit card slip that is printed, confirming the amount charged once more with the guest.

If the credit card is different or no credit card was given on arrival, then a sale or purchase will have to be done on the POS machine.

Swipe the card and complete the purchase transaction by following the instructions on the POS machine.

Once the credit card slip has been signed, update the payment details in Opera ensuring the two amounts match.

Print 2 copies of the invoice from Opera.

Attach the unsigned copy of the credit card slip to a copy of the final invoice and place this copy in a check out folder to be presented to the guest for their reference.

Check with the guest if they would like to charge their credit card in UAE Dirham's or in their Currency. Press 0 for Dirham's or green for foreign Currency.

Attach the unsigned copy of the credit card slip to a copy of the final invoice and place this copy in a check out folder to be presented to the guest for their reference.

Attach the signed copy of the credit card slip to the second copy of the invoice along with the pre authorization slip(s) to show the code(s) from previous authorization transactions.

Keep your copy of the transaction so the Supervisor or Manager can check this when you are closing your cash at the end of your shift.



Task	DUE OUT / LATE CHECK-OUT ROOMS
Revised Date	: 01/09/2012
SOP Author	: Simone & Nancy
SOP Owner	: Madinah Hotel
SOP Approver	: Sam Saker

#### GOAL:

To ensure all guest are aware of the hotel check out time and to inform the guest about late check out charges.

#### PROCEDURE:

Print a list of the departures still outstanding from Opera.

Highlight any guests who are still to depart but have no departure time in the system.

Call the rooms to speak to the guests to enquire about their departure time with us: "Good afternoon Mr./Mrs./Ms X, could I reconfirm your departure time with us today?"

If the guest is requesting a late check out, explain about the relevant late check out charges:

Until 14.00, free, subject to availability

From till 14.00 – 1800 - SR 200

From 18.00 -2100hrs – SR 400

From 21.00 -2300hrs – SR 600

Confirm with the guest if they are willing to pay for the late check out and update the details in Opera accordingly.

Ensure all late departure times are updated in Opera with the information of what late checkout charge, if any, applies for the guest to pay.

Ensure you have explained properly to the guest about the charge they will incur for the late checkout so there will be no confusion or embarrassment for the guest at the time of check out.

If the hotel occupancy is high, check with the Supervisor or Manager if we are offering any late checkouts on that day and keep this information in mind if any guests request the same.

When updating the information in Opera, remember to update the correct time and agreed amount/percentage of the rate to be charged to the guest on departure.

Place an alert for check out in the system reminding the member of Associate completing the check out to charge the same amount onto the bill for the guest. Inform housekeeping of the timing for the late checkout so the room can be serviced after departure

