FRONT OFFICE TRAINING MANUAL

Title – CONTENTS

Title – CONTENTS

Guidelines for handling Bomb threats in Hotels and Resorts

When a hotel receives a bomb threat, the primary concern must be always be the safety of the guests and staffs. It is required to have a bomb threat response policy to ensure the maximum margin of safety.

In the event of a bomb threat and an evacuation is initiated, the exit routes and assembly areas should be searched prior to vacating the premises. All hotel guests and staff should not be allowed to re-occupy the building and resume normal activities until a search has been conducted.

All hotels should prepare a emergency or contingency plan with logical and chronological steps to handle these situations.

Handling Bomb threat by Front office staffs - As bomb threats are often received by phone, the person receiving the call should be prepared to obtain the below information: (It would be ideal to prepare a checklist with the following points and kept on an area which is easily accessible by the staffs during such emergency)

1. The time the call was received and on which telephone number or extension
2. Callers telephone number. (If the hotel is having a operator board which displays the callers telephone number).
3. The Exact words of the person making the threat.
4. Listen to any background noises such as traffic, music, railway station, loud music etc.
5. Note down the gender of the caller and also the approximate age.
6. Any particular accent or familiar voice.

The Person who receives the threatening call should be prepared to ask the following questions if the caller did not mention the same.

1. Where is the Bomb located ?
2. When is it going to explode ?
3. What does the bomb look like ?
4. Why did you place the bomb?
5. What is your name?

The caller may provide specific information by answering these questions. It would be helpful to the police and officials if any additional information is obtained. The employee receiving the call should notify their manager immediately and provide a completed Bomb threat check-list.

Following actions to be take by the hotel management team:

1. Call up urgent meeting with all HOD's on the designated area to start the emergency response plan.
2. Notify the Police or other officials responsible for handling Bomb threats .
3. Assist the Police with directions and layout of your hotel to initiate the search.
4. Immediately initiate the evacuation procedures once the same has been received from the Police.

5. The evacuation of the hotel can be similar to the fire evacuation procedure.
6. The person who attended the call should be available to give detailed explanation about the call upon request from Police.

Actions to be taken after a suspicious object has been found. When an unidentified object or package is found, the finder must not attempt to move or handle it. Notify the designated emergency response room and give the below details:-

1. Location of the object.
2. Reason why they consider it as a suspicious object.
3. Description of the object.
4. Any other useful information about the object.
5. Remove persons at risk.
6. Establish access control of the area and ensure no one approaches or attempts to move the object.
7. Endeavour to establish ownership of the object. There are been issues like legitimate property has been left behind in error by innocent persons prior to the bomb threat being received.
8. Continue the search procedure, until all areas have reported to the designated emergency response room as there will be more than one unidentified objects.
9. If an unidentified object is found, a quiet and systematic evacuation from the area should be initiated.

Re-occupation of the building is a decision that must be made by senior management in consultation with the police. If the evacuation was made without a search, the premises should be searched before re-occupying the facility.

Any effective Bomb Threat Procedure must be accompanied with an adequate training program. Training the essential personnel should encompass both the preventative and operational aspects of the procedure.

How to Build Telephone Skills for telephone operators?

Regardless of whom you talk with over the telephone, it's essential that you make a positive impression.

Answering the telephone is an opportunity for telephone operators / front desk agents / hotel staffs to portray professional image as well as a positive image for the hotel.

During any telephone conversation, hotel staff should follow the below key points:

- **Smile even though you are on the telephone.** When you smile, you automatically improve your vocal quality, and you will also sound pleasant and interested.

- **Sit or stand up straight.** By sitting or standing up straight, you'll be more alert and pay better attention to what is being said.

- **Use a low voice pitch.** A lower voice pitch will make you sound more mature and authoritative.

- **Match your speaking rate to the caller's.** Let the caller set the tempo of the conversation. For Example, he or she may be in a hurry, In that case you should provide information more quickly.

- **Avoid extremes in volume.** If you speak too loudly, you may sound rude or pushy. If you speak too softly, you may sound timid or uncertain.

- **Avoid expressions such as "uh-huh" and "yeah."** Such expressions make the speaker sound dull, indifferent and uninterested.

Front office staff often take phone messages for other employees or guests. most front offices have a standard telephone message form. If you answer the phone, its important that you listen carefully and take accurate written notes while speaking with the caller. When you take a telephone message, be sure to get the following information:

- Date
- Time of the call
- Name of the person being called
- Callers' full name
- Callers' department (if the call is internal)
- Caller's company
- Caller's time zone (only if overseas call)
- Caller's Telephone number (and area code, if needed)
- Message (do not abbreviate- provide a full message)

Daily Task List for Front Office Assistant - Afternoon Shift

Date:_____

Emp Code / Name:_____

Time	Task	Done
13:00 – 14:00	Attend FO Afternoon Briefing and Handover from Morning Team	
	Count Cash Float	
14:00 – 16:00	Check stationary and oversee the lobby area and Lounge area	
	Check Pick-up / Drop off report of the day with concierge	
	Ensure cleanliness of the Lobby and Lounge	
	Check Room change (Liaise with concierge and DM)	
	Check all Room Status and discrepancy	
	Post any manual incidental charges or deposits as per Morning Shift instructions	
	Check and Clear Trace / Flag and Messages on (Timely Manner)	
	Print / Save "Emergency Report" / Contingency report set at exactly 16:00hrs	
	Revise room allocation and assign rooms for any on day pick up	
	Handle FO Procedures – Check-In, Check-Out, Currency Exchange, Cashier procedures etc.	
	Verify guest registration cards and Update profile in the PMS.	
17:00 – 17:30	Last follow up with AM or Morning shift	
17:30 – 22:30	Check and Clear Trace / Flag (Timely Manner)	
	Check Emails	
	Check on room discrepancy/Refer to DM	
	Follow up any refund instructions	
	Check next day departure/Clear Folios	
	Engage with guest and compile Courtesy Log	
	Check RO for next day arrival	
	Follow up on supporting documents with reservations	
	Block rooms for next day arrival. Refer back to DM for verification	
	Modify Registration Card	
	Prepare Welcome Letter for "Special Occasion" for next day arrivals	
	Check Credit Limit & Post Master/Refer to DM	
22:30 – 23:30	Prepare handover with Overnight Team	
	Cross check all transactions and posting vs Journal	
	All rebates and petty cash to be approved by FOM/AFOM/DM	
	Count Float before closure	
	Close Cashier and proceed with filing	
	Attend evening briefing and handover with Night Team	

Signature:_____   Verified
By: _____

Daily Task list sample for Front office assistant - General Shift

Date:_____

Emp Code / Name:_____

Time	Tasks	Done
10:00 – 12:00	Briefing with FO Team (Morning Shift)	
	Count Cash Float and read Front Office log book	
	Ensure cleanliness of the Lobby and Lounge	
	Review No Shows from last night	
	Check daily report (arrival, departure, VIP)	
	Check Pick up / Drop Report of the Day with Concierge	
	Control Registration Cards	
	Familiarize yourself with Repeat Guests and VIP Arrivals	
	Update FNB & HSK on VIP Rooms and specials requests	
	Check early arrivals	
	Check & Clear Trace / Flag (Timely Manner)	
	Check all expected departure balance, and ensure folio are settled.	
	Check that rooms are allocate if not report to a Manager	
	Handle Check In & Check Out	
12:00 – 13:00	Follow up on Due Out	
	Coordinate with HSK in case of late departure/ Check Room Status	
	Prepare the Afternoon Briefing	
	Clear the Front office room rack	
13:00 – 14:00	Attend Afternoon Briefing and Handover for Afternoon Team	
14:00 – 19:00	Check and reply all emails @ Back Office	
	Update Arrival Guests Profile in the PMS	
	Follow up on supporting documents with reservations	
	Modify RC and update guest profile	
	Check Emails	
	Check & Clear Trace / Flag (Timely Manner)	
	Handle all new and future reservations @ Back Office	
	Cross check all transactions and posting vs. Journal	
	All rebates and petty cash to be approved by FOM/AFOM/DM	
19:00 – 20:00	Count Float before closure	
	Close Cashier & proceed with filing	
20:00 – 21:00	Last follow up with Night Shift or Evening Team	

Signature:_____   **Verified**
By: _____

Daily Task list sample for Front Office Assistants - Morning Shift

Time	Task	Done
07:00 – 09:00	Attend FO Morning Briefing and take handover from night shift team.	
	Count and takeover Cash Float from the Night Shift	
	Help operator with any pending Wake-Up calls / Reminder calls to be completed.	
	Ensure cleanliness of the Lobby and Lounge, Inform housekeeping department in case any cleaning or dusting required.	
	Ensure Newspapers & Magazines are at the Lobby and lounge area.	
	Check No Shows from last night and as per policy charge retention.	
	Print daily report (in house / departure / arrival / Pick -up)	
	Print Special / Preference Report for today's arrival and cross check if the correct rooms has been assigned as per the guest request.	
	Check Pick - up and Drop - Report of the Day with Concierge / Travel desk	
	Check Registration Cards and update guest profiles on the system	
	Familiarize yourself with Repeat Guests and VIP Arrivals, And organize welcome drink.	
	Update FNB & HSK on VIP Rooms and specials requests	
	Check early arrivals and charge early arrival charges if required.	
	Check & Clear Traces , Guest Messages and Flag them as Read / Resolved in a timely manner.	
	Check front office Email id and reply promptly from back office.	
	Check stationary and oversee the lobby area	
09:00 – 12:00	Check all due out guest balance, ensure folio are clear	
	Check that rooms are allocate if not report to a Manager	
	Follow up on supporting documents with reservations	
	Check & Clear Trace / Flag (Timely Manner)	
	FO Procedures - Check In & Check Out	
	Modify Registration cards and update guest profile	
12:00 – 13:00	Follow-up on all Due Out	
	Coordinate with HSK in case of late departure/ Check Room Status	
	Prepare the Afternoon Briefing	
	Clear the FO Rack	
13:00 – 14:00	Attend Afternoon Briefing and Handover for Afternoon Team	
14:00 – 17:00	Check and reply all emails from Back Office	
	Update Arrival Guests Profile in the PMS	
	Handle all new and future reservations @ Back Office	
	Cross check all transactions and posting vs. Journal	
	All rebates and petty cash to be approved by FOM/AFOM/DM	
	Count Float before closure	
	Close Cashier & proceed with filing	
17:00 – 17:30	Last follow up with PM shift	

Signature:_____   **Verified By:**_____

Daily Task list sample for Front Office Assistants - Night Shift

Date:_____   Emp Code / Name:_____

Time	Task	Done
23:00 – 23:30	Attend Front Office Handover Briefing with Evening Shift and Duty Manager	
	Count Cash Float and take over cash from the evening shift	
	Check and log upcoming Wake Up Calls / Airport pickup / drop Orders	
	Familiarize yourself with all pending arrivals	
	Check incomplete traces and messages of the day	
	Control Room status (dirty, clean, inspected) and house count	
	Ensure clean Public Areas	
23:30– 24:00	Handling pending arrivals	
	Check Front office emails	
	Check social media guest comments and promptly respond	
00:00 – 01:30	Print Rate variance report and check rate applied, statistical codes (Market, Source etc.) for each in-house guests are correct.	
	Guest Profiles (Registration card complete)	
	Guest ledger Balance / Deposit due	
	Room discrepancy report	
01:30 – 03:00	Point Of Sale (POS) Audit & Closing	
	Collect, check and count F&B report / cashier	
	File Guest Bill / Checks	
	Conduct patrol in coordination with Security	
	Check Pay Master, Permanent Folios, Group masters	
	Cashier Check and Closing	
	Check all Folios complete	
	Check Credit Cards settlements.	
	Proceed settlement (batch close) on EDC machine for CC and EPS	
	Check and drop cash payment	
03:00 - 04:30	**Night Audit / End of Day Process**	
	Pending Arrivals checked & handled?	
	Credit Card settlements checked, Batch closed and All Cash counted, closed and dropped.	
	RUN NIGHT AUDIT !	
	Control arrivals of the day, correspondence vs. system	
	Allocate room numbers to arrivals of the day	
	Print Reports TBA (see backside)	
	Create Reports (see backside)	
04:30 – 05:00	Rebate Travel Agent Commissions	
	Audit upcoming reservations of the week (every Sunday)	
	Updating Social Media Guest Comment Statistic	
05:30-07:00	Conduct round town report	
	Send reports: Daily Business report (DBR), Duty Manager Log, Daily Summary, Credit Limit, No show.	
	File reports	
	Prepare handover	
07:00 – 07:30	Conduct handover with morning Duty Manager and Morning Shift	

Time	Task	
07:30– 09:30	Last follow up with the AM shift	

Signature:_____   Verified By: _____

Daily Task list sample for Front Office Assistants - Morning Shift

Date:_____

Emp Code / Name:_____

Time	Task	Done
09:00 – 09:30	Read the Front office log book and Operator Log book	
	Prepare task list of FO working	
09:30 – 13:00	Test that the switchboard and hotel lines are working correctly	
	Ensure the PBX system is in working order and call charges are getting captured on to the hotel PMS	
	Check Wakeup call log book and update to the PMS or switchboard if required.	
	Progress with all pending morning wake up calls.	
	Handle all Outgoing and incoming call within three rings.	
	Check Stationary (Print allowance Voucher when needed)	
	Monitor incoming Fax and send them to guest rooms or other departments on a timely fashion.	
	Constantly liaise with Concierge and Reception	
	Attend all incoming and outgoing calls	
	If needed Assist the front office team / Reception staff during peak hours / group check-in.	
	Update Guest profile as reference from each enquiry / calls	
	Forward calls to Duty Manager / Asst. Front office Manager / Supervisor for any on day inquiries (Availability & Rate)	
	Prepare Afternoon Meeting	
13:00 – 13:30	Attend FO Afternoon Meeting	
	Coordinate between Housekeeping supervisor and Room Attendant	
	Check Email and forward to respective departments	
	Ensure all internal department messages and guest messages are efficiently handled	
	Update the Operator log book accordingly	
	Update directory information in the PMS	
	Compile tomorrow's morning call record and file	
	Update the rebate / Allowance log book	
	Scan the rebate forms & supporting doc of the day/hard copy in NM Tray	
19:00 – 19:30	Last Follow up with PM Team	

Signature:_____   Verified By: _____

Daily Task list sample for Telephone Operator - Morning Shift

Date:_____

Emp Code / Name:_____

Time	Task	Done
07:00 – 07:30	Attend Front Office Morning Briefing and Handover from Overnight Team	
	Prepare task list of Front Office working	
07:30 – 12:30	Test that the switchboard is working correctly	
	Ensure the PBX system is in working order and cross check if telephone charges are getting captured on to the PMS	
	Check Wakeup call log book and update any pending calls on to the PMS / Telephone console.	
	Progress with all pending morning calls	
	Pick-up all incoming call within three rings and using standard telephone greetings.	
	Check all Stationary inventory like fax paper, wakeup call log book etc.	
	Monitor incoming Fax and disseminate accordingly	
	Constantly liaise with Concierge and Reception	
	Attend all incoming and outgoing calls promptly with a smile.	
	During peak hours, assist Front office team if needed.	
	Update Guest profile as reference from each enquiry calls	
	Forward calls to all front desk departments and also to other departments in hotel.	
	Coordinate between Housekeeping supervisor and Room Attendant.	
	Check Email and forward to respective departments.	
	Ensure all guest messages and also internal messages are efficiently handled	
	Update the Operator log book for all Fax, Messages, DND request and also any employee calls which need to be billed to respective accounts.	
12:30 – 13:30	Prepare Handover to Afternoon Team	
	Attend Front Office Afternoon briefing	
13:30 – 17:30	Monitor incoming Fax and disseminate accordingly	
	Round Time (to be sent to NA)	
	Handle all incoming and outgoing calls professionally	
	Assist arrival guest on the direction to the hotel	
	Update directory information in the PMS	
	Divert calls according to the respective department; Sales, Reservation, Event etc. And take message in case their is no response from those departments.	
	Update the allowance log book	
	Scan the allowance forms & supporting doc of the day and forward to the Night Manager desk.	
	Compile today's Morning Call record and file.	

Signature:_____   Verified By: _____

Definition of term SHARER in Hotels

Sharers are those guests who share the room with a main guest, Normally hotels creates sharer reservations for corporate, airline stayover, airline crew, groups and conference guests.

Below are few special characteristics of sharer reservations:

- A main reservation may have one or more sharer reservations linked to it. This may depend upon the maximum number of adults which can occupy a room.
- Those customers requiring a separate invoice are normally required to be set up as a 'SHARER'.
- Those customers whose registration details need to be taken separately (Address, Passport, Visa etc.) .
- A SHARER reservation can have different arrival or departure date.
- A SHARER reservation can have different statistic codes like Market, Source, Nationality etc.
- Normally full room rate is charged on the main guest reservation and a Sharer Rate code / Zero Rate code is attached to all sharing reservation.
- In some cases the room rate is posted on "sharer" reservation also the ratio of room rate which is split differs as per the billing request. Eg: 50 % of rate to main guest and 50 % to Sharer. 70 % to main guest and 30 to sharer etc.
- A SHARER reservation is not considered while taking a room count, only main guest is counted as one room.
- SHARER reservation option on most of the Property Management systems normally has all the features activated similar to the main guest.
- A SHARER can be checked-out separately while the main guest is still in-house, Vice Versa.
- Front Desk staff has the full ability to post charges to the main guest or Sharing guest.
- From the restaurant POS (Point of Sale) while doing a room enquiry on a sharing room, it will show both the main guest name as well as sharing guest name. This gives the flexibility to settle the bill separately either to the main guest or to the sharing guest.

Fixed and Variable Costs in hotels

The terms Variable costs and fixed costs in hotel operation is used to distinguish between those costs that have direct relationship to Hotel occupancy and those that has no relation to occupancy and business .

Fixed Costs

Fixed costs are normally not effected by changes in occupancy or sales volume. They are said to have little direct relationship to the business volume because they do not change significantly when the number of sales increases or decreases.

The term fixed should never be taken to mean static or unchanging,but merely to indicate that any changes that may occur in such costs are related only indirectly or distantly to changes in volume.

Examples of Fixed costs are:

- Land, Building Taxes to government.
- Wages to employees.
- Hotel employees health premium.
- Out sourced services contracted for fixed amount in a month eg:- security services.
- Yearly maintenance contract fees (AMC) for all equipments, machineries and Hotel Management software's.
- Fixed internet, telephone plans.
- Advertising cost.
- Yearly external auditing cost.
- Payroll.
- Provision.
- In house moves / satellite TV.
- Music entertainment.
- Reservation expenses.
- Subscription - Newspaper, magazine etc.
- Human resources.
- Sales & marketing.
- Interest on loan.
- Other fixed charges etc.

Variable Costs

Variable costs are clearly related to hotel occupancy and business volume. As business volume or occupancy increases, variable costs will increase; as hotel occupancy decreases, variable costs should decrease as well.

Examples of variable costs are:

- Food, beverages, house keeping cleaning supplies.
- Flower arrangements.

- Guest room amenities.
- Guest room, restaurants and banquets linen.
- Banquet HVAC costs.
- Stationeries used in Front desk and restaurants.
- Chemicals for laundry and water treatment plants.
- T/A commission.
- Flower & decorations.
- Guest supplies -amenities.
- Guest relations.
- Laundry operations.
- Laundry Uniform.
- Printing supplies.
- Entertainment.
- Telephone & Fax.
- Transportation.
- Other operating supplies.
- Administration & General.
- Human resources.
- Sales & Marketing.
- Management Fees etc.

Front Office Staff Rules and Regulations

- Arrive in time, inspired and motivated.
- Dress up properly and <u>maintain high grooming standards</u>.
- Smile naturally on stage and backstage.
- Be proactive and motivate each other.
- There is no mine, everything is ours.
- Even if smoking is not good for you, you are only allowed to smoke in the designated staff area. (As per hotel policy)
- After smoking, please consider our guests and colleagues, wash your hands & take a mouthwash or mint.
- Breaks are important but don't take extensive ones.
- Never Ever leave your Desk unattended.
- Always communicate your position with your team mates.
- Keep your eyes open, observe and check our environment permanently.
- Report any irregularity.
- It's your responsibility to keep our hotel clean, maintained and stylish.
- Every guest is a VIP.
- Never say I don't know or/and it's not my job, always offer an alternative.
- Chewing doesn't look good on you.
- Don't lean on the wall, the wall can stand by himself.
- Keep your mobile on silent mode and do not speak on mobile in the guest areas.

- Don't hide your mistake, Instead learn from it.
- Do not disclose guest details: like profiles, C.C No. and current guest balance outside the hotel.
- Dispose (by shredding) any outdated internal or guest documents after a specific period of time.
- Mask guest Credit Card no. when implying on emails.
- Never say out the guest room number, instead point out the room number displayed on the key card or indicate which floor they will be allocated on.
- Always confirm guest detail discreetly before <u>renewing loss guest key</u>.
- Be cautious with money.

Guidelines for Handling guest complaints

Front office management and staff should keep the following resolution guidelines in mind when handling guest complaints.

When expressing a complaint, the guest may be quite angry.Front office staff members should not make promises that exceed their authority. If a problem cannot be solved, front office staff should admit this to the guest early on.

Honesty is the best policy when dealing with guest complaints. Front office staff should be advised that some guests complain as part of their nature. The staff should develop an approach for dealing with such guests.

Top Ten ways of handling guest Complaints:

1. Listen with concern and empathy.
2. Isolate the guest if possible, so that other guests won't overhear.
3. Stay calm. Don't argue with the guest.
4. Be aware of the guest's self-esteem. Show a personal interest in the problem,Try to use the guest name frequently.
5. Give the guest your undivided attention. Concentrate on the problem, no on placing blame. Do NOT Insult the guest.
6. Take notes. Writing down the key facts saves time if someone else must get involved. Also, Guest tends to slow down when they see the front desk agent trying to write down the issue.
7. Tell the guest what can be the best done. Offer choices. Don't promise the impossible, and don't exceed your authority.
8. Set an approximate time for completion of corrective actions. Be specific, but do not underestimate the amount of time it will take to resolve the problem.
9. Monitor the progress of the corrective action.
10. Follow up. Even if the complaint was resolved by someone else, Contact the guest to ensure that the problem was resolved satisfactory.

Safe Deposit Box Procedures in Hotels

Purpose:

The following procedures will ensure that all properties are in compliance with the use of safe deposit boxes by registered guests (boxes are not to be issued to non-registered individuals). Failure to comply with government requirements can result in the forfeiture of protection offered by these statues. Any departure from these procedures must be reviewed by management.

Responsibility: The hotel manager is responsible for procedure implementation and training of front desk personnel. Periodic, documented audits of critical elements of the program are also required.

Safe Deposit box Location: A protected area should be provided for guest activity with his/her box. If the area is enclosed, the door should be kept shut at all times. Entry should be by means of a key-or code activated locking device. If the area is not enclosed, a location should be used that provides adequate security for this activity (i.e., back office, business center). Closed-circuit TV is recommended for enclosed rooms in order someone who is not supposed to be there.

Limits of liability: Each Hotel should define specific limits for monetary liability of a registered guest's property. Limits of liability for safe deposit boxes should be

1) In writing on the Safe Deposit Box Agreement card (along with state statute reference number),

2) Posted over the safe deposit boxes, and

3) Placed on the inside lid of the safe deposit box tray. The dollar amount stated must be the same as the state statute.

Safe Deposit Box Agreement Card

[Hotel Logo and Address]
www.setupmyhotel.com

NO:

SAFE DEPOSIT BOX AGREEMENT CARD

Key No   :   **Date Issued:**
Room No   :
Check In Date:
Check Out Date:

As a condition of the receipt of such articles deposited by me in this safe-deposit box, I hereby agree that access to this safe-deposit box will be obtainable only through this signature and upon the presentation of this key in person, and for any failure so to present this key in person the HOTEL shall not be liable for any loss occasionised by such failure to personally present such key. And I hereby agree that, in the event I should not personally surrender this key and remove the contents of this box within ten (10) days (Mention the number of day's according to your hotel policy) after I shall cease to be a guest of the hotel, The HOTEL may force entrance to said safe-deposit box and remove the contents thereof, and while retaining the said contents, the HOTEL shall not be liable for any loss occasioned by my failure to remove such contents, and in any such event or in the event that the key is lost while in my custody, I hereby agree to pay the HOTEL for the cost of opening the safe-deposit box and replacing the key.

PLACE YOUR LIMIT OF LIABILTY HERE

....
Guest signature

Guest Name:
Room No:
Address:

_____

DEPOSITER'S RECEIPT   **NO:**

Name:
Room No:_____ **Key No:**_____ **Date Issued:**_____

Safe Deposit Box Keys: Guest keys for boxes are to be kept in a locked key cabinet until issued. The key to this cabinet is to be on the MOD/designate key ring at all times. The property's control key is not to be kept

1) in a drawer.

2) in the door of an empty box, or

3) on a hook/ring behind the front desk.

Procedures for Sign Up and Initial Use:

- The registered guest completes the Safe Deposit Box Agreement.
- The front desk agent checks the card for completeness, fills in time and date of box issuance, and signs the card. The card is filed by box/key number.
- The agent hands the box key to the guest and informs him/her about the ''one-key policy'' and the fee for drilling if a key is lost.
- The guest is escorted to the safe deposit box area.
- The agent unlocks the box by inserting the guest key and control .
- The box tray is removed by the agent and given to the guest along with his/her key. The guest places his/her property into the tray.
- The guest returns the tray to the agent, along with his/her box key. After locking the box, the agent returns the guest key and secures the control key.

Procedures for Accessing the box: When a guest wishes to access his/her box, the following procedures must be followed

- The guest wishes to access his/her key and requests access. The front desk agent asks for the guest's name. The agent does not take the guest's key at this time.
- The agent pulls the Agreement card and verifies the information to confirm the guest's identify. This includes room number, home address, and other information given on the card.
- Upon confirmation of the guest's ID, the agent has the guest sign a Safe Deposit Box Access slip. The signature is checked against the original on the Agreement card.
- If the signature is the same, the agent signs and dates the Access slip and staples it to the Agreement card. All subsequent Access slips are stapled to the card.
- The process continues from ''Sign Up and Initial Use'' procedures, Step 4.

Procedures for Surrendering Box: The following procedures are to be followed whenever a guest wishes to surrender his/her box.

- Follow the same procedures for box access up to and including the handling of the tray and guest key to the guest, Step 6.

- After the guest empties the tray and returns it to the agent, the agent asks if the tray is empty. If the guest says "Yes," the agent visually checks the tray.
- The agent places the tray back into the box, inserts both keys, locks it, and removes the control key.
- The guest signs and dates the line on the back of the Agreement card for surrendering the box. The agent confirms this and signs and dates the card. The card is filed with the hotel registration card.

Procedures for Guest Leaves without Surrendering Box:

The following procedures must be followed whenever a guest checks out of the hotel without emptying his/her box.

1. The guest must send a notarized letter indicating:

- his/her request that the box be opened
- the box's contents and value
- how the contents are to be returned to the guest
- if the guest will have a representative present when the box is opened

2. The MOD and one front desk agent must be present when the box is opened

3. The guest's letter is signed and dated by the MOD and agent, indicating that the written instructions were followed.

Procedures for A warrant Is Presented for Box Contents:

Whenever a law enforcement officer presents a warrant for the contents of a safe deposit box, the following procedures must be followed:

- The property retains a copy of the warrant.
- The MOD is present when the box is opened and contents are inventoried.
- The warrant is signed and dated by the MOD, indicating that the box was opened and all contents were delivered to the officer.

Procedures for Abandoned Box:

The determination of whether property in a safe deposit box has been "abandoned" must be considered carefully in accordance with local laws. The process must involve the hotel manager, and complete documentation of all actions must be maintained.

Procedures for Special Requirements:

- Guest loses key--The property has the box drilled by a qualified locksmith or facilities engineer. This procedure is witnessed by the MOD, and proper documentation is maintained. The guest is charged for drilling according to the property's policy.
- Property loses control key--To maintain the integrity of the safe deposit box system, a new control key must be made for all control locks replaced.
- Record retention--Safe deposit box records (cards, guest letters, warrants, etc.) must be retained for seven (7) years.

- Audits--Keys, cards, and boxes should be audited nightly by the night auditor. The hotel manager should conduct an audit of the safe deposit box program at least quarterly. All audits are to be documented.

Tips for Blocking/Allocating rooms for expected arrivals

Room blocking is a part of the guest pre-registration activity, This will help plan the hotel to meet special requirements of guest as well as a proper room allocation for the hotel. In Some hotels this process is done one or two days in advance.

Although the reservation department may block the desired rooms in advance, it is the responsibility of the front desk to assign guest rooms as per the specific requirement made by them at the time of reservation. Below points will help you to archive a proper room blocking.

1) Print detailed arrival list for the next day's arrival. Which shows additional guest details like arrival date, departure date, room type booked, room rate, VIP status, previous number of stays, time of arrival, gender, room specific features (smoking / non-smoking), guest specific feature etc.

2) Block rooms according to the booked room type of the guest. If the room type is not available then try to upgrade according to the availability and hotel policy.

3) If there is a room specific request like smoking / non-smoking, away from elevator etc then look for room which is matching this requirement and then allocate the room.

4) If you are blocking a connecting room (room which is departing and you are blocking the same to another arrival for the day) then always check the arrival time of the guest. Give enough time for HK to prepare the room for next arrival.

5) Take special care while blocking rooms for VIP guests after blocking the room you may put a 'Trace' or send requisition voucher to other department for placing VIP amenities in the room. If the PMS / hotels software has a feature to super block these rooms then activate this feature. This will ensure that no other front desk staff can de-block and allocate this room for other guest.

6) While upgrading a guest to a higher category you must always consider his no previous visits, room rate, importance of the client if the booking is from corporate, designation of the guest etc.

7) For single ladies do not block a inter connecting room, Also if your hotel has a separate ladies floor / rooms then block those.

8) Room allocation has to be done as per the status of the reservation ie confirmed / guaranteed bookings to be blocked first. Waitlisted / Tentative bookings can be blocked later.

9) Guest with disabilities may need rooms fitted to their special needs, special amenities or services required at the time of reservation. It is always advisable to super block these rooms well in advance.

10) Some Frequent guest might be very particular about specific rooms which they enjoy most and stay regularly. Try and block this room for these guests.

How to Handle Reservation Cancellations in hotels

A guest actually does a service to the hotel when they take time to cancel a reservation instead of not informing and then the reservation becomes a no-show. A reservation cancellation informs the hotel that a previously reserved room is once again available, and helps the front desk more effectively manage its room inventory. Hotels should make processing reservation cancellation easy and efficient.

Reservation Cancellation, like any guest service, require the hotel staff to be polite, courteous and effective as possible.

Following points to be taken with care while cancelling a **non-gauranteed** reservation:

- Obtain the guest's name and address
- Number of reserved rooms
- Arrival and departure date
- and the reservation confirmation number if available
- Name and contact number of the Person calling for cancelling the booking
- Reason of cancellation

These informations will ensure that the correct reservation record is accessed by the reservation agent and then cancelled. After recording the cancellation, if available the agent can give the cancellation number to the guest / caller who had cancelled the booking.

Reservation agent must ensure that the correct reservation has been cancelled and also may ask the guest whether they would like to make a alternate reservation for any other dates.

Cancelling a **Guaranteed or Credit Card Guaranteed** reservations:

- While cancelling a Guaranteed reservation, along with the points mentioned above the reservation agent should also take care of the following points:-
- Communicate to the caller that according to the hotel cancellation policy their credit card would be charged along with the total amount which is going to be charged.
- After processing the cancellation the reservation agent should give the cancellation number to the guest, this would be retained by the guest as proof of cancellation int he event of erroneous credit card billing.
- Make the reservation record as cancelled, properly initiated and documented and add the cancellation number to the reservation record.
- Most credit card companies support no-show billing only if the hotel issues a cancellation number.

- If a non-automated property then update the room availability, returning the reserved room back to availability status.

File cancelled reservation documentation for future references as per the hotel policy. In a non- automated hotel the reservation record is kept until the expected date of arrival just in case the reservation was cancelled by mistake.

Advance Deposit Policy: Polices related to cancellation of reservations with advance deposits may always very among hotels. The reservation agent should treat cancellation of reservations with advance deposit with much care as they do with other types of reservation cancellations. According to the hotel policy of some hotels the advance deposit charges are refunded back to the guest after deducting the applicable cancellation charges.

How to Accurately calculate Room Count in hotels

It is important for Front desk agents to know exactly how many rooms are available, especially if the hotel expects to operate near 100 percent occupancy.

Once procedures for gathering room count information are established, planning procedures can be extended to longer periods of time to form a more reliable basis for revenue, expense, and labour forecasting.

Below points will help the front desk team to do a accurate room count :

- Make counts of the rack and reservations. On tight days, a count should be made at 07:00 Am, Noon, 03:00 PM, and 06:00 PM. On Normal Days, a 07:00 AM and 06:00 PM Count will be OK.
- Check Room Rack against the folio bucket or Open balance report to catch sleepers and skippers.
- Check housekeeping reports against the room rack to catch sleepers and skippers
- Check for rooms that are due out, but still have balance on their folios, especially where credit cards are the indicated source of payment.
- Check reservations for any Duplications.
- Check all the reservation systems to make sure reservation status of all cancelled reservations has been marked as cancelled on the system.
- Check the Switchboard, Telephone Rack, Or Alphabetical room rack to make sure that the guest is not already registered.
- Call the local airport or Airport representative for a report on cancelled flights.
- Check the weather report for cities from which a number of guests are expected.
- Check reservations against convention blocks to catch duplications.
- Check with other hotels for duplicate reservations if a City event team had booked the hotel room as a second choice.
- Check arrival dates on all reservation form with the arrival list from the PMS to make sure none was entered wrongly.
- Check room cancellation list.
- After the property's cut-off time, if it becomes necessary, pull any reservations that were not guaranteed or pre paid.
- If any rooms are out-of-order or not presently in use, check to see if they can be made up. Let housekeeping know when a tight day is expected, so that all possible rooms are made up.
- Before Leaving from work, convey in writing all pertinent information to the oncoming staff.

Floor Limit or High Balance Guest in hotels

A high balance report is made on a daily basis after the completion of the Night audit / End of day process which states all the guest accounts whose totals are near to or in excess of the credit limit of the hotel. The Floor limit (the maximum credit limit) given to different types of guest will be set by the hotel management.

- Any guests who had exceeded this floor limit is captured on the report 'High Balance Guest'.
- It is the responsibility of the Night Auditor / Night Manager to prepare this report every night after day closing.
- The report should list every room folio which is having a balance more than the hotels standard floor limit (Eg: All guests who is having a balance more than $500 for individual / FIT guest).
- Based on this list the night auditor or front desk agent reponsible for night shift prepares a letter and also print and attach the folio. This set is send to the front office manager for his review.

HOTEL NAME

NOTIFICAITON OF HIGH BALANCE

Date: Room:

Dear Mr. Guest (Mention Guest Name)

I would like to notify you that the expenses up until today are ($2500), This amount is in excess of the level of credit the hotel normally extends to its guests.

We would, therefore, humbly request if you could contact our duty manager or the front office manger on Ext. 9 to establish how you wish to settle your account.

Yours Faithfully,

Front Office Manager

www.setupmyhotel.com

Hotel Name
www.setupmyhotel.com
admin@setupmyhotel.com

- The Front Office Manager will assume responsibility for these accounts for required follow-up action. All room accounts listed must be thoroughly checked for method of payment and booking correspondance.
- The Front office manager will then sign the letter and send a copy of the guest room requesting him to make a partial settlement or make a deposit in the reception so that they can extend the credit facilities to the guest.
- If an approved credit card voucher or pre authorization is already taken and the charges do not exceed the current balance plus remaining number of nights room and tax, then no further action is necessary. When a reservation folio exceeds this amount, the card authorization center must be contacted and a new pre-authorization to be taken.
- Determine the average daily charges incurred by the guest and the number of days remaining until scheduled checkout. This amount, plus the current balance on the room folio must be authorized through the credit card. The authorization code and amount is then entered on to the apropriate field on property managemenet system (PMS).
- For Reservation which are to be billed to comapny account or bills to Travel agent have to been approved for credit by the accounts department.

- In case for any clarificaiton regarding current credit limit or validity of a AR (Accounts receivables) billing, then the same to be reconfirmed with the accounts / credit department.
- If the above conditions are not met for customers with credit facility, then the guest must be contacted for immediate payment of the account.
- A detailed report about the action taken on each account listed on high balance report must be remarked on the same report and a copy of the report must be forwarded to the General Manager, Finacial Controller, Director of Sales and Resident Manager.

How to Handle VIP and VVIP arrivals in hotels

Who is a VIP guest ?

IMAGE COURTESY OF STUART MILES / FREEDIGITALPHOTOS.NET

Criteria for Categorizing guests as a VIP may differ from hotel to hotel, below are few examples for the same:

VIP: Decision Makers of Companies, Travel Agents, Honeymoon couples, A guest who had a bad experience on his last visit, Journalists, Event Planners, GM or Unit head of Companies etc.

VVIP: Board of Directors, Owners, Partners, Celebrities, Loyalty members, Head of States or countries, Senior Government officials etc.

Preparation for a VIP and VVIP arrival starts right from the reservation stage, All department must coordinate effectively and carefully controlled to have a effective VIP procedure.

A VIP status is often approved by the General Manager, Rooms Director/Director of Operations, or Director of Sales. Because all VIP's guests are pre-registered, the person approving the VIP status also assumes responsibility for the guests credit status.

- Sales team should always inform the reservation department regarding VIP reservation well in advance, This lead time allows the reservation agent to block the appropriate room and also notify the same to other departments.
- During reservation an appropriate VIP code to be attached to the VIP reservation on the Property Management System.
- Tagging of VIP code to the reservation helps other department to easily identify the VIP status of the guest and do the required preparations.
- VIP Status is normally printed on reports like Arrival list, Room Boy list, Departure list etc. In addition to this new age hotel management software's also give pop-up to users whenever they try to access the guest reservation. Eg: "GM / AGM to meet on arrival"
- After blocking the room for the VIP guest, Front office department should send the VIP requisition form to Housekeeping and Room service well in advance so they can do the required arrangements.
- If there is any further change in the room number at a later stage then same need to be communicated to Housekeeping and Room service immediately.

- Housekeeping department put a priority on VIP arrivals and return those rooms to Front office as soon as possible.
- HK department places all complimentary VIP welcome amenity in their rooms.
- The Welcome Amenities must reflect the prestige and cultural background of the Guest.
- Executive housekeeper / Asst. Executive housekeeper should verify the rooms before releasing the same to front desk for check-in.
- On the arrival day Ensure that all special requests have been accommodated and actioned.
- Upon arrival Front desk team must inform the FOM / Resident Manager / General Manager to greet and meet the VIP Guest.
- Always accompany the VIP Guest to the room and proceed with the check in procedures in the room.
- Fill in as much information that you can on the Registration Form prior to presenting it to the Guest.
- Offer a tour of the property at the Guest's convenience and the person who escorted the Guest to make courtesy call within the first 24 hours.
- List of VIP and VVIP guests are noted down on the white board at Back office, Operators Cabin and housekeeping control desk.

How to Handle Walk In Guest or Guest Without Reservation in hotels

In General, a Hotel is obligated to accommodate guests. Legitimate reason for refusing to accommodate a guest may include lack of room availability, or the

potential guest's disorderly conduct or unwillingness to pay for accommodations or services.

A Guest who arrives at a hotel without a reservation is called as **Walk in**.

The Classic nightmare for any traveller who travel for miles and miles who then **walk-in** to the hotels and find that the hotel is fully occupied. Hotels have no obligations to accommodate guests who arrive without reservation when no rooms are available for the night.

When the hotel cannot accommodated a walk-in guest, the front office agent can make the situation a little easy for the guest by suggesting and providing directions to alternative hotels nearby. The front office staff can even call other similar hotels and help the guest to make reservation.

If there seems to be no alternative to turning away the guest, a manager not a front desk agent, should explain the matter in a private office. Registering one guest in view of another who cannot be accommodated can be extremely awkward and embarrassing.

Following steps to be clarified before accepting a Walk-in Reservation:

1. If the guest Presents a confirmation letter, verify the date and the name of the hotel; the guest may have arrived on a different date ir at the wrong hotel.
2. Check with the guest if the reservation was made by another person, it is possible that the reservation agent might have entered the reservation under the booker / caller name !
3. Re verify the reservation by searching the hotel software by last name, first name, reservation number, partial name search, mobile number, booker name, company, travel agent, etc. If the guest had booked from the travel agent ask the guest to call up the travel agent and get more details of the booking.
4. Ask the guest to reconfirm the arrival date and departure date again, the guest may be arriving on a different date or it is possible that this guest was a no-show for the previos night.
5. If all of the above checks and given negative result then after checking the availability of rooms in the hotel the front desk agent can create a new reservation. When the reservation is created for walk-in guest the source segment of the reservation should be tagged as 'Walk-In'.
6. It is also a good practice to collect a advance deposit for the complete room rental and approximate incidental charges from a Walk-in guest.

Identifying guest needs and providing anticipatory Service

Guests visit hotels for different reasons, The front desk team should be smart enough to identify and categorize different types of guest and their needs. This will allow them to provide an anticipatory service and exceed the guests expectations.

Below are ways for identifying different types of guest and also the common needs or requirements.

Business Travelers

- Wearing a suit, business-like cloth, carrying laptop, using tablets and smart phone.
- Reading Newspapers. Business Magazines, journals etc.
- Mostly Arrive afternoon/late evening and departs early in the morning.
- Coming in/flying out to mayor Business Hubs as London, Tokyo, Shanghai, New York, Singapore etc.
- Their average stay could be between 1-3 stays.

Needs

- Looks for steady and fast Internet connection, to access email.
- Basic business Centre service (copy, print, fax).
- Travel Adaptor, Mobile/ iPhone/iPod/iPad chargers and connectors.
- Ability to connect to multiple devices thorough WiFi.
- Likes International Newspaper and magazines.
- Early and healthy breakfast / early bird breakfast.
- Work place and inspiring work environment.
- Healthy and stimulating lunch, dinner, room service menus in communicative environment.
- Efficient & speedy service, discretion, accurate invoicing.

Shopping / Leisure Guest

- Wearing leisure clothes, brand clothes.
- Guest may come from Middle East, South East Asia, Europe, Japan, America.
- Asking about shopping areas, carrying lots of shopping bags during the stay
- Average stay 3-4 nights

Needs

- Guest would be interested in information on shopping malls, outlets, galleries, City maps, Area / Neighborhood information.
- Requires more luggage space, more hangers, bathroom amenities etc.
- Looks for Happy hour / afternoon tea etc.
- Swimming pool and other leisure activities in the hotel.
- Fancy/special restaurant recommendation.

Special Occasion Guest

- Couple, wearing leisure clothes.
- Honeymooner are usually from abroad, Birthday or Anniversary may be local too.
- Average stay of Birthday/Anniversary Guest 1-2 nights (weekend), Honeymooner 3-4 days (mostly as stopover to/from next destination)
- Book or reserves rooms early and may request for special arrangements and amenities in the room.

Needs

- Amenities from the Hotel, (Cake, Wine, chocolate, personalized gift)
- Special attention at Arrival/check in.
- Recommendations for nice restaurants (nice view), beach activities and other attractions in the city
- Special touch at turn down service.
- DVD Player, DVD rental / Wii / Xbox etc.
- Prefers Room service.
- Late check out.

Family Guest

- Travelling with children, parents or relatives.
- Visiting relatives or attending marriages or special functions.
- Average stay 4-5 nights, likely to book through a travel or tour operator.

Needs

- Sofa bed, baby cot (including amenities) extra towels.
- Connecting rooms.
- Special Children menu.
- Baby sitting services.
- Kids pool and activities for children.
- Recommendation of FUN places like amusement park, Zoo's , city tours, beach activities.
- Extra care if travelling with old parents.

Key terms or jargon's used in hotel Front office department

American Plan (AP) - A billing arrangement under which room charges include the guestroom and three meals, Also called as full board / full pension.

European Plan (EP) - A billing arrangement under which meals are priced separately or room only plan

Modified American Plan (MAP) - A billing arrangement under which the daily rate is including room and two meals, generally Breakfast and dinner.

Continental Plan (CP) - One of the most common / preferred billing arrangement which includes room and continental breakfast.

All Inclusive (AI) - AI normally stands for all inclusive rates ie rates which are inclusive of all applicable taxes and service charge . Eg: CPAI, MAPAI, APAI etc.

Rack Rate - The published tariff for each room type / category in a hotel.

Log Book - Located at reception containing instructions/information/ happenings / handover of the day to know of.

Registraion Card- A printed form for a registration record, In most countries the guest's signature on a registration card is required by law.

Reservation Status - An indicator of a room's long term availability for assignment.

Room Rate - The price a hotel charges for overnight accommodations.

Skipper - A guest who leaves with no intention of paying for the room.

Scanty Baggage - A guest who checks in to the hotel with very less or no luggage.

Walk -in - A guest who arrives at a hotel without a reservation.

Walking - Turning away a guest who has a reservation because of a lack of room availability.

Due outs - Guests expected to check out on a given day who have not yet done so.

Credit limit / house limit - A limit assigned by the hotel to guest or company accounts.

Upselling - A sales technique whereby a guest is offered a more expensive room than what he or she reserved or originally requested, and then persuaded to rent the room based on the room's features, benefits, and his or her needs.

Block - An agreed-upon number of rooms set aside for members of a group planning to stay in a hotel.

Book - To sell or reserve rooms ahead of time.

Confirmation Number - A code that provides a unique reference to a reservation record and assures the guest that the reservation record exists.

Confirmed Booking - When Reservation is guaranteed with Credit card, Deposit, Company / TA voucher etc.

Tentative Booking - When reservation is waiting bookers confirmation.

Waitlisted Booking - Reservation kept on hold due to hotel over

Cut-off date - The date agreed upon between a group and a hotel after which all unreserved rooms in the group's block will be released back to the general availability.

Cancelation date - Indicates the date when the reservation was manually canceled.

No-Show - A guest who made a room reservation but did not register or Check in.

Long Stay - A Guest who stays more than certain number of days, Eg: More than 7 days etc.

Overbooking - accepting more reservations than there are available rooms.

Wash down - Blocking fewer rooms than the number requested by a group, based on previous group history.

Guest Cycle - A division of the flow of business through a hotel that identifies the physical contacts and financial exchanges between the guests and the hotel.

Guest Folio - A form (paper or electronic) used to chart transactions on a account assigned to an individual person or guest room.

Late Charge - A transaction requiring posting to a guest account that does not reach the front office for posting before the guest had checked out or done the final settlement.

Global Distribution System (GDS) - A distribution channel for reservations that provides worldwide distribution of hotel reservation information and allows selling of hotel reservations around the world, usually accomplished by connecting the hotel reservation system with an airline reservation system (Eg - Amadeus, Saber, Galileo/Apollo or Worldspan)

PMS - Property Management System

TA - Travel Agent who receives commission for the bookings.

OTA - Online Travel Agents

Void - Reversal of Charges which was posted on the same day

Allowance - Reversal of charges which was posted before current system / PMS date.

Late Checkout Procedure for Fort Office

Late checkouts are those guest who had not vacated the room even after the hotels normal checkout time. Eg: 1200 hrs checkout time.

It is depends upon the management policy that late checkout request will be accommodated at no charge or all late checkouts will be charged with and additional late checkout fee.

Example Late check out fee calculation:

1. Checkout between 12:01 hrs to 14:00 hrs - 15 % of room rate.
2. Checkout between 14:01 hrs to 16:00 hrs - 20 % of room rate.
3. Checkout between 16:01 hrs to 18:00 hrs - 50 % of room rate.
4. Checkout between 18:01 hrs to 00:00 hrs - Full room rate.

- At the time of guest registraiton process front desk staff usually specify that there is an additional charge for checkout after the established hour.
- But normally when possible, Front desk should try to accommodate late checkout requests at no charge. (As per the management policy).
- At 12:00 hrs (hotels standard checkout time) daily, the duty manger should print the list of all due-out guests lists.
- A follow up call should be made to the guest room or to the guest booker (in case the guest is not reachable) and reconfirm the departure time.
- Duty manger should enter appropriate remarks on the system along with the new expected time of departure.
- If the guest request for a late checkout then:
- Check the the hotel position and reconfirm back to the guest if this request for late checkout can be accommodate (without / without additional charge).
- If you are unable to accommodate a late checkout request, then necessary arrangements should be made for storage of guest luggage and also suggesting guests about other hotel facilities Eg: SPA, Swimming pool etc.
- Once the late checkout request is approved by the front desk, the receptionist must enter the new time of departure on to the reservation record of the hotel software.
- An appropriate Remarks or Traces should be also put in, so that the managers or other front desk staffs knows that a late checkout has been approved for this guest while performing the follow up call.
- Notify Housekeeping department of the actual expected checkout time.
- When the guest does check out of the room, Housekeeping should be notified immediately, so the room can be made up as soon as possible.
- The latest a guest may check out without additional charge is 18:00hrs. After this time, the full rate must apply, as housekeeping cannot normally make these rooms up in time to resell them.
- In case of any guest disputes, then the Front Office Manager will have the discretion of granting late checkouts under exceptional circumstances.

Night Audit / End of Day process in Hotels

The Front office Audit is usually referred as Night Audit because hotels generally perform it during the late evening hours. Before the implementation of automated front office systems, The most convenient time to perform the audit was during the late evening and early morning hours, This helps the front office personal to work with minimal interruption and also most of the hotel outlets and revenue centres are closed during this time.

The audit is a daily review of guest account transactions recorded against revenue centre transactions. The routine helps guarantee the accuracy, reliability and thoroughness of front office accounting.

Night audit is generally comprised with the below functions:

Shift Commencement:

- Taking the shift handover from the evening shift.
- Counting and tallying the cash float.
- Printing essential Shift reports.
- Opening the Night audit Cashier.
- Reading the Log book and also listing down any pending tasks / follow ups from the evening shifts.
- Look for any uncleared traces for the day and take necessary actions.

Balance Food And Beverage outlets:

- The Outlets will close their day, hand over the Check copy and drop the cash collection at front desk.
- Print the Outlet wise sale report from the Front office software (PMS) and tally / balance the revenues with similar report from the Point of Sale (POS) software. This will ensure that all revenues generated at the POS has been captured by the PMS.
- If there is any missing checks then the same has to be posted manually, Like wise any duplicate postings has to be voided.
- Tally the cash posting in PMS and print the cash receipt for the dropping done by restaurant team.
- Check if there is any Tips for the restaurant staff on credit card, Handover the same after making the corresponding paidout entry on the system.
- Once all restaurants had dropped their cash check out the Payment Master room (PM) for Cash, Credit Card and City Ledger. (Eg: 9001, 9010, 9015 etc.)
- Check the lost posting PM to see if there is any lost interface posting lying on the folio.
- Check-out the Lost posting PM room after taking any corrective / allowance.

Audit and keep things ready for the End of Day:

- Keep the duplicate copy of restaurant checks sorted according to the floor number / Room number and place them on to the respective rooms folders / slots.
- Print the Payment made today by all Method of Payments (Cash, Credit card, Bill to Company etc.) and tally the same with corresponding payment for the day.
- Take out all Invoice generated for the day and Tick mark net to the amount on the 'Payment report' for the day to indicate that payment type and the amount appearing on the folio is matching with the amount and type on the report.

- Reconcile all Bill to company settlement for the day and make sure that the corresponding billing letter and copy of the restaurant checks are attached to the same.

Print Reports for all interfaces from PMS:

- Posting report for Telephone postings.
- Posting report for Internet postings.
- Posting report for In Room Movie rentals.
- Refer the server report for all the above interfaces and tally the revenue with those posted on the PMS.
- Circle the last transaction to verify and also to ensure that the last charges has posted in the evening and not stopped sometime during the day.
- Reconcile all posting these must balance guest accounts.
- Sign all the posting reports.

Log all Vacant Rooms, resolve room status and discrepancies.

Count the Key's in the slot (For hotels using Manual Metal keys)

Check the Rate check report / Rate variance report:

- Make sure that the correct room rate is entered on to the reservations.
- Any Zero rate rooms to be investigated and identified for Sharer, Complementary, House user or PM rooms.
- Investigate all Rate discrepancy.
- Check for correct assignment for Market and source segments to the reservation.
- Verify all correct by ticking or highlighting both the rate and the reservation / billing instructions.
- Sign off on the report once completed.

Balance Credit Cards:

- Print the 'Payment report only Credit Card' report from PMS.
- Perform the Batch closing on all EDC / CCD machines.
- Compare the settlements on the Batch close report with the 'Credit Card' report printed from PMS.
- Place a tick next to the amount of the report to indicate that paperwork is in order and complete.
- Do this for ALL payments made today. All paperwork must be filed in order of the report.
- Please ensure the end of day credit card terminal docket says settlement successful.
- Complete the Credit Card Reconciliation Form.
- Both PMS and credit card MUST balance to each other.
- Complete settlement on all the credit card terminals – after midnight

Check Pending Arrivals:

- Check all pending arrivals left.
- Show check in for those rooms which has been prepaid or has a guaranteed payment form agent or Company.
- All non arrivals that have not been prepaid need to be processed as a no show during EOD.

Check Pending departures:

- Review pending departures.
- If there are any departures left cross check the same with the bell boy errand card for departures to make sure that the room has departed. And show check out for the same on the system.

Balance Cash:

- Retrieve the Payments as at now sorted by MOP printed earlier
- Verify all cash drops
- Balance any paid outs from same or previous days
- Prepare deposit slip and express banking bag for net cash and cheques

Cash Register closure:

- Cash Register / Cash register closure. You must ensure all cash registers are closed (the only way to do this is to ensure you have all the cash register closure reports).
- You must ensure that there are no outstanding departures/arrivals (including group masters).
- Print Shift Reports before closure.
- Ensure that all postings are accounted for.
- Close Cash Register.
- Sign on the report printed while closing cash register.

Pre End Of Day Final Check:

- ALL Cash registers are CLOSED (reopen and close all registers to ensure they are closed)
- There are NO departures still to depart.
- There are NO non-guaranteed arrivals still to arrive (including group masters).
- Check if there is a printer connected with enough paper loaded on to the computer you are running the EOD on.
- Log out all computers except the one on which the EOD will be performed.
- Inform all outlets to not to settle any checks till the time the EOD is completed.

Start End of Day / Night Audit Process on the Front office software.

After EOD Process is completed:

- Print Newspapers Report and complete daily newspaper order form.
- Hand over the Newspaper report to the Bell Desk team.
- Report set to be printed for General Manager and all HOD's.
- Re check-in all PM rooms for the POS postings (Cash, Credit Card, City Ledger, Lost posting)

Room Status Terminology / Definitions for hotels

During the guest stay, the housekeeping status of the guest room changes several times. The various terms defined are typical of the room status terminology of the lodging industry. Not every room status will occur for each and every guest during their stay at the hotel.

Changes in this status should be promptly communicated to the front office in order to maximize the room sales and revenue. Maintaining timely housekeeping status requires close coordination and cooperation between the front desk and the house keeping department for the Non- Automated / Semi – Automated hotels.

Occupied : A guest is currently occupied in the room

Stayover: The guest is not expected to check out today and will remain at least one more night.

On-Change: The guest has departed, but the room has not yet been cleaned and ready for sale.

Do Not Disturb: The guest has requested not to be disturbed

Cleaning in progress: Room attendant is currently cleaning this room.

Sleep-out: A guest is registerd to the room, but the bed has not been used.

Skipper: The guest has left the hotel without making arrangements to tsettle his or her account.

Vacant and ready: The room has been cleaned and inspected and is ready for an arriving guest.

Out of Order (OOO) : Rooms kept under out of order are not sellable and these rooms are deducted from the hotels inventory.A room may be out-of-order for a variety of reasons, including the need of maintenance, refurbishing and extensive cleaning etc.

Out of Service (OOS): Rooms kept under out of service are not deducted from the hotel inventory. This is a temporary blocking and reasons may be bulb fuse, T V remote not working, Kettle not working etc. These rooms are not assigned to the guest once these small maintenance issues are fixed.

Lock out: The room has been locked so that the guest cannot re-enter until he or she is cleared by a hotel official.

DNCO (did not check out): The guest made arrangements to settle his or her bills (and thus not a skipper), but has left without informing the front desk.

Due Out: The room is expected to become vacant after the following guest checks out.

Check-Out: The guest has settled his or her account, returned the room keys, and left the hotel.

Late Check out: The guest has requested and is being allowed to check out later than the normal / standard departure time of the hotel.

Room Type definition in hotels

In hotels the rooms are categorized and priced according to the type of bed, number of occupants, number of bed, decor, specific furnishings or features and nowadays special even the special theme available in the room.

Later when assign the guest room before the arrival of the guest the front desk agent must be aware of guest room characteristics for each room type available in the hotel. Also not to forget any guest specific request or room specific request requested by the guest for eg:- room away from the elevator, King bedded room, twin bed room, non- smoking room etc.

Even though the rooms type's may vary hotel by hotel, the following room type definitions are common in the hotel industry.

Single: A room assigned to one person. May have one or more beds.

Double: A room assigned to two people. May have one or more beds.

Triple: A room assigned to three people. May have two or more beds.

Quad: A room assigned to four people. May have two or more beds.

Queen: A room with a queen sized bed. May be occupied by one or more people.

King: A room with a king sized bed. May be occupied by one or more people.

Twin: A room with two twin beds. May be occupied by one or more people.

Double-double: A Room with two double (or perhaps queen) beds. May be occupied by one or more person.

Studio: A room with a studio bed- a couch which can be converted into a bed. May also have an additional bed.

Mini-Suite or junior suite: A single room with a bed and sitting area. Sometimes the sleeping area is in a bedroom separate from the parlour or living room.

Suite: A parlour or living room connected with to one or more bedrooms.

Connecting rooms: Rooms with individual entrance doors from the outside and a connecting door between. Guests can move between rooms without going through the hallway.

Adjoining rooms: Rooms with a common wall but no connecting door.

Adjacent rooms: Rooms close to each other, perhaps across the hall.

Sample Standard Telephone Welcome Greetings Used in Hotels

Sample telephone script 1   Image courtesy of stockimages / FreeDigitalPhotos.net

Hotel staff:

"Good Morning - thank you for calling Setupmyhotel (mention your hotels name), how may I direct your call? "

Guest:

"I need to speak to someone from room reservation"

Hotel Staff:

"Reservations (Reconfirm the department), Connecting your call"

Sample telephone script 2

Hotel Staff:

" Good Evening – thank you for calling The Coloud9 Hotel & SPA (mention hotel name) my name is Sandy (Mention staff attending the call) how may I assist you ?"

Guest:

"I need to speak to the Travel Desk"

Hotel Staff:

"Certainly Sir, allow me a movement while I connect your call"

Sample telephone script 3

Hotel Staff:

"Thank you for calling The Cloud hotel (mention your hotel name)

Guest:

"I need to make a reservation for dinner at your coffee shop"

Hotel Staff:

"Transferring your call with pleasure"

Sample telephone script 4

Hotel Staff:

"Welcome to Hotel Paradise (mention your hotel name), How may I assist you?"

Guest:

"Can you connect to your cake shop?"

Hotel Staff:

"Please be on the call while I transfer the call"

Sample telephone script 5

Hotel Staff:

"Good evening Grand Hotel (mention your hotel name), How may I help you?"

Guest:

"I need to book a room at your hotel"

Hotel Staff:

"Sure, allow me to transfer your call to our Reservations department"

Sample telephone script 6

Hotel Staff:

"Hi, Hotel Lime light palace (mention your hotel name) this is David, how may I Assist you?"

Guest:

"I need to speak to someone from the Reservations"

Hotel Staff:

"Certainly, I will connect you to the reservations"

Sample telephone script 7

Hotel Staff:

"Namaste / Vanakam! (Wish according to your regional greetings) thank you for calling Hotel Plaza (mention your hotel name), How may I help you?"

Guest:

"I need to speak to someone from the Reservations"

Hotel Staff:

"Transferring your call with pleasure"

Sample telephone script 8

Hotel Staff:

"Thanks for Calling Hotel Cube (mention your hotel name), this is Erica speaking how may I assist you?"

Guest:

"Can I Speak to someone from the Front desk?"

Hotel Staff:

"Front Desk, Kindly hold while I transfer the call to our Front Desk"

Standard Front office Billing Instructions / Billing Codes

Billing or payment instructions are used to display the billing method of a reservation for the front desk staff, cashiers etc.. A clearly defined billing instruction will help both the front desk staff to do a correct settlement of the guest at the time of check out and to avoid any further disputes later on.

Nowadays all the PMS / Front office software have two separate field to fill the billing instructions, one area to update the billing instruction for the guest, which is also printed on all stationary like guest invoice, registration card etc. And the second field for updating internal / cashier billing instruction eg: only cash settlement etc.

A Payment / billing instructions must be updated at the time of entering the reservation, For Example if the payment method cannot be confirmed or if payment is by any form other than credit card then the Status of the reservation should be changed to Tentative / Optional (Depending upon hotel policy) and once payment has been made or credit card provide the Status can be updated to Confirmed.

Below are few sample standard Billing instruction short codes used in reservation and front desk, Once the short codes are defined by the hotel management then all staff should strictly stick to the standard codes, because billing instructions are printed on different guest forms and reports which are accessed by all hotel staffs.

Sample standard Hotel Billing Instruction codes:

Short Code	Description
BD	Bill Direct
BTC	Bill To company
WIFI	Internet
LNDRY	Laundry
POA	Pay Own Account
PREPAID	Pre Payment done
CTC	Charge to Company
CTA	Charge to Travel Agent
CTCC	Charge to Credit Card
BTTA	Bill to Travel Agent
RD	Rest Direct
DPMT	Direct Payment
CC	Credit Card
TEL	Telephone Calls
TRNSFR	Airport Transfer
ALLCHGS	All charges to
DEP DUE	Deposit Due
COLVCHR	Collect voucher
RM	Room
RM BTC	Room Bill to Company
RM BTTA RD	Room Bill to Travel Agent Rest Direct
BFST	Breakfast
MEALS	All meals
EB	Extra Bed
EP	European Plan
CP	Continental Plan
MAP	Modified American Plan
EBTC	Entire Bill to Company
RBTC	Room Only Bill to Company
LQ	Liquor
FD	Food
BV	Beverage
SM	Smokes
LD	Laundry

Standard Verbiage For Hotel Front Office Staffs

Welcoming Guest / While Check-in

Good morning/afternoon/evening (Sir / Madam / Guest Name (Mr. Bond))!

Welcome to (Hotel Name).

Welcome back Mr. David! How was your day?

It is so nice to see you again!

It is a pleasure to have you with us. / It is always a pleasure to have you with us Mrs. Jackson.

Good (morning/afternoon/evening) Mr.George, I am "Sandy". let me know if anything you might need.

To Start a Casual Conversation:

Good morning/afternoon/evening Mr. George, How did you spend the day?

What did you discover in (mention city / any attraction near the hotel)today?

Did you have a fun day?

How do you feel about (mention city name)?

I am "Sandy". let me know if anything you might need.

While Fond Farewell / While Check-out:

Thank you very much for staying with us! See you again soon!

Mr. Sandy, Have a safe trip and do keep in touch.

When you have time, please share your experience about hotel with other travellers on Trip Advisor.

We hope to see you again, soon.

Have a pleasant (afternoon / evening).

The Guest Cycle in hotel

The hotel guest stay cycle can be divided into four main stages. Within these four stages there are important task related to guest services and guest accounting.

Front office employees must be aware of guest services and guest accounting activities at all stages of the guest stay. Front office staff can effectively serve the guest if they have a clear understanding of the flow of business in hotel. Guest Cycle also represents a systematic approach to front office operations.

1. Pre - Arrival

The Guest chooses a hotel during the pre- arrival stage of the guest cycle. Choice of the guest can be affected by many factors, including previous experiences with the hotel, advertisement, word of mouth referral by friends and colleagues, location, corporate, travel agent booking, hotel name, hotel loyalty program member etc.

The guest's decision of making the reservation can also be effected by the ease of making the reservation and the way reservation agent interacted and described the facility of the hotel like room type, room rate, recreational facilities and other attractions near the hotels etc.

We can certainly call the reservation area as the *sales office* for non-corporate or group bookings. Its employees should be sales orientated and present positive, strong image of the hotel.

If a reservation can be accepted, the reservation agent create a reservation on the hotel management software. The creation of this reservation record starts the hotel guest cycle. This reservation contains details of guest specific request which will help the hotel to provide the guest with personalized service during his stay.

The details which is collected during the reservation also helps the hotel to complete pre-registration activities like assign room according to guest request, room rate to be charged to the guest folio during the course of stay etc.

Although the reservation details helps in providing guests with anticipatory service the primary objective of making the reservation is to make sure that room will be available when he arrives to the hotel.

2. Arrival

The arrival stage of the guest cycle includes registration and room assignment process. After the guest arrives, he or she establishes a business relationship with the hotel through front office. It is the front office staff responsibility to clarify any query of the guest especially the details of room rate of packages he /she is booked on.

Front office staff should determine the guest's reservation status before beginning the check-in / registration process. Guest with reservation and guest without reservation commonly known as Walk-in's also provides a opportunity of business for front desk staff.

A Registration card or Reg. card is printed and completed at the time of check in, which will help the front desk to collect essential information. The reg. card should contain details like billing instructions,reservation details, number of adults and children occupying, address, passport and visa for foreign nationals, full address,

personal details and credit card details. Because the guest and hotel gains certain legal benefits it is mandatory to get guest signature on the registration card.

The registration process is complete once a method of payment and the guest's departure date have been confirmed and duly signed by the guest. The guest may be given a room key and direction to the room or escorted by the guest service associate or guest service manager .

When the guest checks-in to the room the occupancy stage of the guest cycle begins.

3. Occupancy

The manner in which the front office staff represents the hotel is important during the occupancy stage.

As the main contact centre for hotel activity, the front office is responsible for coordinating guest requests. Among those providing information and supplies to the guests.

Front desk should take extra care to respond to the guest on a timely and accurate manner. The main focus of the front desk staff is to provide anticipatory service and to meet or exceed the guests expectations. This will encourage the guest to repeat to the hotel.

Security is also a main important concern during occupancy of the guest. Issues like protection of funds and valuables are among those. The front desk should also follow the hotel standard operating procedure for handling the hotel and guest keys, property surveillance, safe deposit boxes, guests personal property, and emergencies are also important.

A variety of charges restaurant charges, telephone, internet, travel desk etc. during the occupancy stage affect guest and hotel account. Most of these charges will be posted to the guest account according to front office posting procedures. And also in most cases the Room charges is the single largest charge on the guest folio.

Other front office financial tasks during the occupancy stage is to verify the charges posted to the guest account and checking guest accounts against the credit limit.
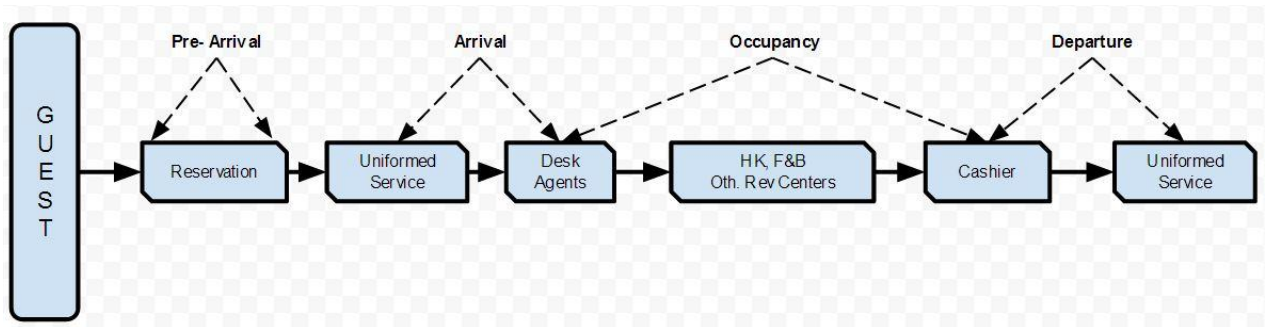
4. Departure

Guest services and guest accounting aspects of the guest cycle are completed during the cycle's fourth and final phase ie departure.

At Departure the guest vacates the room, receives the accurate statement of the settled accounts, returns the room keys and leaves the hotel. Once the guest has checked out, front office updates the rooms availability status and notifies the housekeeping department. (For hotels using Property management software the status of the room is updated automatically).

At this stage front office also collect the feedback of the guest experience in the hotels by handing over the guest feedback form.

Guest Cycle Chart

GUEST → Reservation (Pre-Arrival) → Uniformed Service → Desk Agents (Arrival) → HK, F&B Oth. Rev Centers (Occupancy) → Cashier → Uniformed Service (Departure)

Tips for resolving Declined Credit Card / Check issues in Front Office

When a Credit Card is Declined by the EDC machine:

- Discuss the matter with the guest in private.
- User Care when describing the guest's unauthorized transaction (Eg: Do not say that he guest credit card is Bad or Worthless).
- Offer the use of telephone to help resolve the matter with the credit card company.
- Allow the guest a chance to provide alternate, acceptable means of payment.

When a Guest Personal check in not accepted:

- Explain the hotels's Check cashing policy politely to the guest.
- Remain Friendly and co-operative.
- Discuss alternative methods of payment to the guest.
- If local banks are open , direct the guest to the nearby branch, or extend the use of a telephone.

Top 10 Dialogues for Front office:

1) Thank you for calling (Hotel Name), How may I help you?

2) Front Desk This is (GS Name) Speaking, How may I help you?

3) Thank you for calling hotel (Hotel name), Have a nice evening!

4) Thank you for staying with us, Have a nice journey.

5) Allow me to transfer your call!

6) I Will be glad to give you a wake up call at 0600hrs. (Guest Name).

7) I Have taken down your request for Airport Transfer, you car would be ready at 00715hrs.

8) May I put you on hold while I check your request for Late departure.

9) Hello Mr.David, Mr.Kevin is on the line would you want me to connect the call.

10) Good Morning Mr. Max this is (Name) from Front desk, you car for airpot drop is ready. Should I sent someone to collect your luggage.

Types of Rate Codes used in hotels

Hotels will always have more than one room rate code category for each room type in the hotel. Room rates categories generally correspond to types of rooms available to sell in the hotel (Eg: Suite, Deluxe, Premiere, Studio, Pent house etc.).

Room Rates and rate codes may also vary according to the available room features such as room size, location, view, furnishing, décors etc and also with competitors pricing.

Below are some of the standard Room Rates and Rate codes used in hospitality industry:

Rack Rate: Is the Standard rate or Published tariff defined by the hotel management for a particular room category / type. This is generally printed on the tariff sheet of the hotel and these details are also submitted to the local government authorities for hotel licensing and in some countries for Gov. tax compliance . In other word's these rates are always without any sorts of discounts.

Corporate or Commercial Rate: These are rates offered to companies that provide frequent business for the hotel or its chain. This rate may vary according to the volume of business guaranteed by the companies. Eg: NEG1, COR1 etc.

ADHOC Rate Code: These are normally non-standard rates which is offered as a special one time rates for first time corporate's.

Group Rate: These are rates which is offered to groups, meetings and conventions using the hotel for their functions.

Promotional Rate Codes: These rates are generally offered during low occupancy periods to any guest to promote occupancy. Early Bird Rates, Stay for 3 and pay for 1 etc. are some examples. These rates may also include certain add-ons to attract the customers like free WiFi for 24 Hrs, free buffet dinner etc.

Incentive Rate Code: The Rate offered to individuals who belong to an association or holders of special membership cards or Credit cards. Eg: Amex / VISA / Master card holders get 5% discount on Rack Rate, Lufthansa Frequent Flyer members get 25 % discount etc. For hotels these rates always give potential referral business.

Family Rate: A rate reserved for families with children. Usually these rate include Extra Bed charges and may also include some free add-on activities for children.

Package Rate: Rates that includes a guest room in combination with other available events or activities. (Eg: Best of London package which includes room rental, all meals, site seeing, airport transfers etc.) Package rate can be also a simple room and meal package like American Plan (AP), Modified American Plan (MAP), Continental Plan (CP) etc.

Best Available rates (BAR) : These rate codes are the lowest discounted rate available for a day which can be offered to the guest by the Reservation or Front desk staff. BAR can be off different types:

'Dynamic BAR' - Has different tiers and each tiers will be opened and closed according to the occupancy of the hotel. (The new age hotel management software's does this automatically for the Revenue Mangers.)

Sample Dynamic BAR Rate

BAR - Tier	Open when occupancy
BAR - 01	0 % to 25 %
BAR - 02	26 % to 35 %
BAR - 03	36 % to 50 %
BAR - 04	51 % to 75 %
BAR - 05	76 % to 100 %

'Daily BAR' - Has a pre-defined daily room rate regardless of room categories (Run of the house) and occupancy, these rates are set according to the day of the week, as per the demand of hotel rooms in the city, special day's or seasons, as per the room demand forecast done by the hotel revenue manager.

Sample Daily BAR rate

DATE	DAY	RATE ($)
19/11/2012	MON	200.00
20/11/2012	TUE	250.00
21/11/2012	WED	180.00
22/11/2012	THU	180.00
23/11/2012	FRI	300.00
24/11/2012	SAT	350.00
25/11/2012	SUN	350.00
26/11/2012	MON	200.00
27/11/2012	TUE	250.00

Complimentary Rate: A Room rate with zero room charge which is offered to special guests, industry leaders, Gov. officials etc.

House use Rate: A Room rate with zero room charge which is used for rooms stays for hotel purpose. Eg: Manager or duty room, In house General / Resident manager room etc.

Zero Rate Code: These kind of rates are used as system requirements for PMS's as these would be tagged to Dummy rooms, Paymaster rooms and Group Master rooms.

Details of Uniformed Services in hotels

Employees who work in the uniformed service department of the hotel generally provide the most personalized guest service. Taken into consideration the degree of attention given to the guests by this department, Some Properties refer these as *Uniformed services* others simply as *Guest service.*

While personal in reservations, front desk, and communications areas effect guest perceptions, it is often personal in uniformed service who make a lasting impression. Also uniformed service staff are usually classified as "tipped employees", Since a portion of their income is derived from guests gratuities !

The primary positions within the uniformed service department are:

- **Bell attendants** - Persons who provides baggage services between service between the lobby area and the guest room.
- **Door attendants** - Persons who provide curb-side baggage service and traffic control at the hotel entrance.
- **Valet Parking attendants** - Persons who provide parking service for guests automobiles
- **Transportation personnel** - person who provide transportation services for guests.
- **Concierges -** Person who assist guests by making restaurant reservations, arranging for transportation, getting tickets for theater, sporting etc.

Bell Attendants :

Many Guests arrive at the hotel with heavy baggage or several pieces of luggage. Guest receive help handling this luggage from probably the best known employee among the uniformed service staff: the bell attendant.

The selection of the bell attendant has to be done carefully, because most hotels have carts or baggage trolley for transporting baggage, the physical ability to actually carry the baggage is nota a critical job qualification. More importantly the bell desk personals should have strong communication skills and should be able to give personalized service to each guest.

Below are some tasks performed by the bell desk attendants, Even though the mentioned tasks appear simple they all require a degree of professionalism.

- Transport Guest Luggage to and from guest rooms.
- Familiarize guests with the hotels's facilities and services, safety features, as well as the guest room and in room amenities .
- Provide a secure area for guests requiring temporary luggage storage.
- Provide information on hotel services and facilities.
- Escort guest to guest rooms.
- Deliver mail, packages, messages, and special amenities to guest rooms.
- Pick up and deliver guest laundry and dry cleaning.
- Perform light housekeeping services in lobby and entry areas.
- Help guests load and unload their luggage in the absence of a door attendant.
- Help guest with special challenges or disabilities.

Door Attendants :

Door attendants play a role similar to bell attendants, they are dedicated to welcoming the guest to the hotel, They are generally found in the hotels offering world class service / Luxury hotels / with 5 Star classification.

A Skilled and experienced door attendant learns the names of frequent guests. When these guests return to the hotel, the door attendant is able to greet them by name and can introduce them to other front office staff. Such personal service enhances the reputation of the hotel and provides the guest with a unique experience.

Some of the duties on the door attendants are :-

- Opening hotel doors and assisting guests upon arrival.
- Helping guests and unload luggage from vehicles.
- Escorting guests to the hotel registration area.
- Controlling vehicle traffic flow and safety at the hotel entrance.
- Hailing taxis, upon request.
- Assisting with valet parking services.
- Performing light housekeeping services in the lobby and entry area.

Valet Parking attendants :

Valet Parking is generally available at hotels offering world-class, Luxury or 5 Star service. Specially trained employees should park guest and visitors cars. The personal attention and security of valet parking service is considered both a luxury and a convenience.

Guest do not have to worry about finding a parking space, walking to the hotel in inclement weather, or finding their vehicles in the parking lot. Some hotels charge for these service. Hotels generally charge a higher fee for valet parking than for self-parking. In addition to paying the higher fee for valet parking, guests are also likely to tip the Valet parking attendant for his service.

Valet parking attendants are also responsible for the security of vehicles being moved to and from the hotel entrance. Attendants should not take a car into their care without issuing a receipt to the guest. Usually in the form of a ticket.

Vehicles keys must be kept in a secure area, and only issued by qualified personal. Cars should be only returned to the guests when they return the receipt or ticket issued by the attendant before they can receive their keys. If a Key is lost or given to the wrong person, the vehicle can be rendered inoperable or considered stolen and the hotel may be held financially responsible for the same.

Transportation personal :

Transportation personal or Divers must be well trained and properly licensed to operate the vehicle. Since these drivers are sometimes the first contact the guest will have with the hotel, it is important for them to be polite, efficient, and knowledgeable about the property. Drivers should also offer according to the weather hot /cold towels and packaged drinking water to the guest. It is generally customary for drivers to provide some information about the hotel while in transit, either through a live spoken presentation or a pre-recorded audio tape.

Drivers should also help guests entering and exiting the vehicle. An experienced drivers efficiently and carefully loads guest luggage into the van. Drivers should also inform the hotel before the guests reaches the hotel. This allows the hotels to prepare and keep ready the check in procedures before the guest arrival at the hotel.

Concierges :

In the distant past the concierge was the castle doorkeeper. A concierge's job was to ensure that all castle occupants were secure in their rooms at night. Traveling royalty often were accompanied by a concierge who provides security, finalize food and lodging arrangements etc. As hotels became more common in Europe, the concierge eventually became part of the staff that provides personalized guest services. It is not uncommon to find concierge at world class or luxury hotel.

Concierge may be easily identified by the prominent gold crossed keys displayed on their jacket lapel. To earn these keys, a concierge must be certified by the international association of concierges, known as **Les Clefs d'Or** (Golden Keys).

Concierge may provide custom services to hotel guests. Duties include making reservations for dining; securing tickets for theatre and sporting events; arranging for transportation; and providing information on cultural events and local attractions. Concierges are known for their resourcefulness. Getting tickets to sold-out concerts or making last minute dinner reservations at a crowded restaurant are part of a concierge's responsibility and reputation. Finally a Highly reputed concierge should speak several Languages.

In some hotels the head concierge is the manager for the uniformed services department. He is responsible for supervising all uniformed service personal.

SOP – Do's and Don'ts in Front Office

SOP Number: FO-03 (SOP serial number and department code)

Department: Front Office – General

Date Issued: DATE THE DOCUMENT WAS CREATED

Time to Train: 30 Minutes

1) Establish Eye contact while speaking to guest.

2) Greet everybody you meet and see, with a smile.

3) Address guests and team mates by name at all possible opportunity.

4) When guest ask for direction always guide the way.

5) Never tell a guest that you are tired, working long hours or want go home.

6) Maintain your work area -keep it clean.

7) Pick up any debris.

8) Do a follow up on anything you do for a guest by contacting them personally.

9) Listen to guest complaints / requests carefully if required pen down the details but never contradict or interrupt.

10) Never discriminate against any people, regardless of nationality, race, religion, color, sex or appearance, Give equal treatment for all.

11) Do NOT insult the guest.

12) Do NOT make promises that exceed your authority.

13) Don't Argue with the guest.

14) Always stay calm.

15) Avoid responding with hostility and defensiveness.

16) Don't promise the impossible, instead offer alternate choice.

17) Do report incidents on Log book or to superiors this will help to do any service recovery if needed.

Training Summary questions:

Q1. Why it is required to address guest and team mates by name?

Q2. What will you do if you find debris on the lobby?

Q3. What will you do when a guest complaints?

Q4. Should we treat guest according to their nationality / race?

Q5. Why it is required to report incidents on log book?