

## Standard Operating Procedure No: 1

<b>Process :</b>	<b>How to report to work/ shift</b>
<b>Objective :</b>	To be a thorough professional as you enter the department
<b>Responsibility :</b>	All staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Arrive at the staff gate 20 minutes prior to the beginning of the shift	<ul style="list-style-type: none"> <li>▪ Arrive at the hotel well in advance to the duty timing</li> <li>▪ Punch your arrival at the staff gate</li> <li>▪ Go to the Lockers &amp; collect the soiled uniforms</li> </ul>
2.	Get the uniform issued from Linen Room	<ul style="list-style-type: none"> <li>▪ Exchange the soiled uniform for fresh ones</li> <li>▪ Ensure that the uniform is in good repair before leaving the uniform exchange counter</li> </ul>
3.	Change in Locker Room	<ul style="list-style-type: none"> <li>▪ Come to locker room with the fresh uniform</li> <li>▪ Change into uniform</li> <li>▪ Ensure that the body odour is addressed using deodorants</li> <li>▪ Ensure all accessories which are part of uniform are worn</li> <li>▪ Ensure shoes are shining</li> <li>▪ Ensure grooming is up to the mark and as per standards</li> <li>▪ After changing , move to briefing area</li> </ul>

## Standard Operating Procedure No: 2

<b>Process :</b>	<b>How to report to work briefings</b>
<b>Objective :</b>	To be a thorough professional as you enter the department
<b>Responsibility :</b>	Front office staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Punctuality	<ul style="list-style-type: none"> <li>▪ Staff should report at least 10 minutes prior to the stipulated time of duty</li> <li>Morning Shift at 06:45hrs for 07:00hrs</li> <li>Afternoon Shift at 13:15hrs for 13:30hrs</li> <li>Night Shift at 22:15hrsfor 22:30hrs</li> </ul>
2.	Grooming Standards  For Ladies	<ul style="list-style-type: none"> <li>▪ Uniform should be clean and well ironed.</li> <li>▪ Hair above shoulder length has to be neatly tied</li> <li>▪ No flashy hairpins, rubber bands or hair accessories allowed</li> <li>▪ Hair color / hair bleach is not permitted.</li> <li>▪ Only black well polished closed shoes with skin color socks or stockings to be worn.</li> <li>▪ Apply light make up to suit your skin color</li> <li>▪ Nail needs to be clean and properly trimmed</li> <li>▪ Only transparent gloss nail paint allowed.</li> <li>▪ Long nails or flashy nail paint is not permitted</li> <li>▪ Use only mild perfumes/ deodorants</li> <li>▪ Long nails not permitted</li> <li>▪ One ring in each hand {inclusive of wedding band} should be sober, conservative and not too large.</li> <li>▪ A simple gold chain or a mangal sutra or a pearl chain is allowed around the neck.</li> <li>▪ Matching ear studs {one in each ear} to the neckwear is allowed. Dangling earrings are a big no.</li> <li>▪ Gold bangles not more than two numbers to be worn in one wrist only. No dangling bracelets to be worn.</li> <li>▪ The other wrist should have a business style watch, should be sober, conservative and not too large.</li> </ul>

	For Men	<ul style="list-style-type: none"> <li>▪ Uniform should be clean and properly ironed</li> <li>▪ Hair should be trimmed short and neatly set using hair gel</li> <li>▪ Long hair, hair colour is not permitted</li> <li>▪ Shoes should be black, well polished with black socks to be worn</li> <li>▪ Use only mild perfumes/ deodorants</li> <li>▪ Long nails not permitted</li> <li>▪ Only one wedding ring is allowed.</li> <li>▪ A business watch. No flashy watches.</li> <li>▪ No bracelets or bands {except for religious reasons.</li> </ul>
3.	Staff must update themselves with the following information about the hotel	<ul style="list-style-type: none"> <li>▪ Hotel occupancy, revenue, average room rate for last night</li> <li>▪ Expected occupancy, revenue and average room rate for the day</li> <li>▪ VIP In house and Long staying guest</li> <li>▪ VIP arrivals for the days</li> <li>▪ Groups In-house</li> <li>▪ Groups expected for the day</li> <li>▪ Special traces, comments if any</li> <li>▪ City comparison</li> <li>▪ Staff must know the events and the promotions going on in the hotel</li> </ul>
4.	Staff must read the log book	<ul style="list-style-type: none"> <li>▪ Banquet functions of the day</li> <li>▪ Special promotion in any of the restaurants</li> </ul>

### Standard Operating Procedure No: 3

<b>Process :</b>	<b>What are the openings and closing duties of a front desk associate</b>
<b>Objective :</b>	To ensure smooth and efficient operations of the shift
<b>Responsibility :</b>	Front office staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Opening duties of a front desk associate	<ul style="list-style-type: none"> <li>▪ To report on duty on time and be well groomed</li> <li>▪ To read log book and acknowledge same by signing the log book</li> <li>▪ To take key handover from the previous shift</li> <li>▪ To take message or any specific handover</li> <li>▪ To go through the arrivals for the day</li> <li>▪ To check the room blocking for VIP arrivals</li> <li>▪ To ensure that the desk is equipped with required stationery</li> </ul>
2.	<p>Closing duties of a front desk associate</p> <p>To file following reports</p>	<ul style="list-style-type: none"> <li>▪ To prepare log book handover for next shift</li> <li>▪ To prepare key handover for next shift</li> <li>▪ To prepare message or any specific handover for next shift</li> <li>▪ To update A&amp;D (arrival and departure) register</li> <li>▪ Arrivals checked in report</li> <li>▪ Managers report</li> <li>▪ Shift Checklist</li> </ul>

## Standard Operating Procedure No: 4

<b>Process :</b>	<b>How to welcome the guest on arrival</b>
<b>Objective :</b>	Every guest entering the hotel must be given a warm welcome and departure.
<b>Responsibility :</b>	Front Office Staff / Guest Relations

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	To welcome the guest on arrival	<ul style="list-style-type: none"> <li>▪ Body Language :</li> </ul> <p>When you see guest entering the hotel from the main porch stand straight with head up, smile on your face and confidence in yourself, take pride in your job</p>
2.	Acknowledge the guest within 30 seconds of the arrival	<ul style="list-style-type: none"> <li>▪ Eye Contact :</li> </ul> <p>Make eye contact and wish guest with smile and refer to the time of the day. “ Good Morning / Afternoon / Evening Mr.....Welcome to The _____</p>
3.	Meet guests requirement	<ul style="list-style-type: none"> <li>▪ Check with the guest what he requires,</li> </ul> <p style="margin-left: 40px;">I. If the guest is checking in the hotel than proceeds with registration process, ensure you take the guests ID or Passport Copy for registration.</p> <p style="margin-left: 40px;">II. If guest is a visitor then escort him to his destination</p>
4.	Information about the hotel	<ul style="list-style-type: none"> <li>▪ Inform guest about the hotel, its facilities and the various promotions going on in the hotel</li> </ul>
5.	Guest Recognition	<ul style="list-style-type: none"> <li>▪ Always address guest by his last name and show genuine interest in his talks</li> </ul>
6.	To give warm departure to the guest	<ul style="list-style-type: none"> <li>▪ Always give warm fare well to the guest and wish him a wonderful / pleasant day</li> <li>▪ Always thank the guest</li> <li>▪ Always invite the guest to return to the hotel</li> </ul>

### Standard Operating Procedure No: 5

<b>Process :</b>	<b>How to welcome a guest on his first time visit</b>
<b>Objective :</b>	To create everlasting impression about the hotel.
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Case study of a first time visit guest on arrival when he approaches the reception on his own  Doormen greets the guest	<ul style="list-style-type: none"> <li>▪ Guest reaches the hotel porch</li> <li>▪ The doorman opens the door with a smile and wishes guest, “Good Morning / Afternoon / Evening, Welcome to the _____</li> </ul>
2.	Bellboy greets the guest and offers baggage assistance	<ul style="list-style-type: none"> <li>▪ Bell boy wishes guest the time of the day and assist him with his baggage. “Good Morning / Afternoon / Evening Sir / Madam, Allow me to take care of your baggage”</li> </ul>
3.	Bellboy confirms the count of baggage	<ul style="list-style-type: none"> <li>▪ Bellboy confirms the number of baggage with the guest.</li> <li>▪ Guest approaches the reception</li> </ul>
4.	Reception greets the guest and offers assistance	<ul style="list-style-type: none"> <li>▪ Reception associate wishes the guest, “Good Morning / Afternoon / Evening, Welcome to The _____ Sir / Madam. How may I assist you?”</li> <li>▪ Guest: I am checking in</li> </ul>
5.	Reception offers seat assistance, makes guest comfortable and request for his last name	<ul style="list-style-type: none"> <li>▪ Reception Associate: “Please make yourself comfortable, May I request you for your Last name under which the reservation is being made” Guest: I am Mr. Singh.</li> </ul>
6.	Receptionist takes out the registration card of the guest	<ul style="list-style-type: none"> <li>▪ Receptionist will then take out the registration card of Mr. Singh</li> </ul>
7.	Guest registration card will have the following details taken at the time of reservation	<ul style="list-style-type: none"> <li>▪ Guest Name</li> <li>▪ Guest Co. Name</li> <li>▪ Guest Arrival and Departure date</li> <li>▪ Guest room category ( booked for)</li> <li>▪ Guest room rate</li> <li>▪ Guest credit card details</li> <li>▪ Guest contact details</li> </ul>

8.	Registration card is printed on arrival if the reservation is made on same day	<ul style="list-style-type: none"> <li>▪ Guest registration card is to be printed on arrival if registration card is not printed earlier, which may happen if the reservation is made on same day</li> </ul>
9.	Guest registration formalities	<ul style="list-style-type: none"> <li>▪ Receptionist completes the guest registration formalities. {For registration refer SOP No:8 &amp; 9}</li> </ul>
10.	Programming of guest room key	<ul style="list-style-type: none"> <li>▪ Receptionist will then make the key for Mr. Singh. {For Programming of guest key refer SOP No: 11 }</li> </ul>
11.	Guest relations to escort the guest to his room	<ul style="list-style-type: none"> <li>▪ Receptionist will introduce Mr. Singh to the guest relations and request her to escort Mr. Singh to his room  “Mr. Singh, my guest relations Ms. Bhumika will escort you to your room.”  { For escorting refer SOP NO. 12}</li> </ul>
12.	Wish guest a pleasant stay	<ul style="list-style-type: none"> <li>▪ Receptionist wishes Mr Singh a very pleasant stay  “Mr. Singh, have a pleasant stay with us”</li> </ul>
13.	Delivery of guest baggage to the room	<ul style="list-style-type: none"> <li>▪ Receptionist will inform the bell boy Mr. Singh’s room number for baggage delivery</li> </ul>
	Case study of a first time visit guest on arrival when guest relations meets the guest in the lobby	<ul style="list-style-type: none"> <li>▪ Guest reaches the hotel porch</li> </ul>
1.	Doormen greets the guest	<ul style="list-style-type: none"> <li>▪ A doorman opens the door for the guest and wishes him with a smile “Good Morning / Afternoon / Evening, Welcome to The _____.”</li> </ul>
2.	Bellboy greets the guest and offers baggage assistance	<ul style="list-style-type: none"> <li>▪ Bell boy wishes guest the time of the day and assist guest with his baggage</li> </ul>
3.	Guest relations greets the guest in the lobby and offers assistance	<ul style="list-style-type: none"> <li>▪ Guest relations meets the guest in the lobby and wish him  “Good Morning / Afternoon / Evening, Welcome to The _____” How may I assist you?”  Guest: I have a reservation</li> </ul>

4.	Guest relations request guest for his last name and escorts the guest to the reception	<ul style="list-style-type: none"> <li>▪ Guest Relations will ask the guest under what name the reservation is being made. “May I have your last name please” Guest: “ I am Mr. Singh”</li> <li>▪ Guest Relations escorts Mr. Singh to the reception</li> </ul>
5.	Guest relations informs reception of the guest checking in	<ul style="list-style-type: none"> <li>▪ Guest relations informs receptionist of Mr. Singh checking in</li> </ul>
6.	Reception offers seat assistance, makes guest comfortable, takes out the registration card	<ul style="list-style-type: none"> <li>▪ Receptionist will wish Mr. Singh the time of the day, make him comfortable and will take out his registration card “Good Morning / Afternoon / Evening Mr. Singh, Welcome to The _____, please make yourself comfortable”</li> </ul>
7.	Guest registration formalities	<ul style="list-style-type: none"> <li>▪ Receptionist will complete Mr. Singh’s registration. { For registration refer SOP No. 8 &amp; 9 }</li> </ul>
8.	Programming of guest room key	<ul style="list-style-type: none"> <li>▪ Receptionist will then make the key for Mr. Singh. {For Programming of guest key refer SOP No: 11 }</li> </ul>
9.	Guest relations to escort the guest to his room	<ul style="list-style-type: none"> <li>▪ Receptionist will introduce Mr. Singh to the guest relations and request her to escort Mr. Singh to his room “Mr. Singh, my guest relations Ms. Bhumika will escort you to your room.” { For escorting refer SOP NO. 12 }</li> </ul>
10.	Wish guest a pleasant stay	<ul style="list-style-type: none"> <li>▪ Receptionist wishes Mr. Singh “Have a pleasant stay with us”</li> </ul>
11.	Delivery of guest baggage to the room	<ul style="list-style-type: none"> <li>▪ Receptionist will inform bell boy of Mr. Singh’s room number for baggage delivery</li> </ul>
12.	On multiple check- ins	<ul style="list-style-type: none"> <li>▪ In case of multiple check-in guest relations will request the guest to identify his baggage and informs the same to bell boy before proceeding to his room</li> </ul>



## Standard Operating Procedure No: 6

<b>Process :</b>	<b>How to welcome a repeat guest on arrival</b>
<b>Objective :</b>	To give warm and recognised welcome to the guest
<b>Responsibility :</b>	Front Office Staff / Guest Relations

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Case study of a repeated guest on arrival when he approaches the reception on his own	<ul style="list-style-type: none"> <li>▪ Guest reaches the hotel porch</li> </ul>
2.	Doormen greets the guest by his name wishing him welcome back	<ul style="list-style-type: none"> <li>▪ The doorman opens the door and wishes guest “Good Morning / Afternoon / Evening, Mr. Chaddha Welcome back to the _____</li> </ul>
3.	Bellboy greets the guest by his name wishing him welcome back and offers baggage assistance	<ul style="list-style-type: none"> <li>▪ Bell boy wishes the guest “Good Morning / Afternoon / Evening Mr. Chaddha, Welcome back to the _____” and assist him with his baggage</li> </ul>
4.	Bellboy confirms the count of baggage	<ul style="list-style-type: none"> <li>▪ Bellboy confirms the number of baggage with Mr. Chaddha.</li> <li>▪ Mr. Chaddha approaches the reception</li> </ul>
5.	Receptionist greets the guest by his name and wishes him welcome back	<ul style="list-style-type: none"> <li>▪ Reception associate stands up and wishes, “Good Morning / Afternoon / Evening, Mr. Chaddha, Welcome back to The _____. Please make yourself comfortable”</li> </ul>
6.	Receptionist will take out the registration card of the guest	<ul style="list-style-type: none"> <li>▪ The Receptionist will then take out the registration card of Mr. Chaddha</li> </ul>
7.	Receptionist will confirm the departure date and time	<ul style="list-style-type: none"> <li>▪ Receptionist will confirm the departure date and time with Mr. Chaddha and will request him only for his signature as she already has the details of Mr. Chaddha (being a repeated guest)</li> </ul>
8.	Receptionist will request the guest for his signature on the registration card	<ul style="list-style-type: none"> <li>▪ “Mr. Chaddha, May I request you for your signature on the registration form”</li> </ul>
9.	Programming of guest room key	<ul style="list-style-type: none"> <li>▪ Receptionist will then make the key for Mr. Chaddha. {For Programming of guest key refer SOP No: 11}</li> </ul>

10.	Guest introduction to the guest relations	<ul style="list-style-type: none"> <li>Receptionist will introduce Mr. Chadda to the guest relations and request her to escort Mr. Chadda to his room.</li> <li>“Mr. Chadda, my guest relations Ms. Bhumika will escort you to your room.”</li> <li>{ For escorting refer SOP NO. 12}</li> </ul>
11.	Wish guest a pleasant stay	<ul style="list-style-type: none"> <li>Receptionist wishes Mr. Chaddha, “Have a pleasant stay with us Mr. Chaddha”</li> </ul>
12.	Delivery of guest baggage to the room	<ul style="list-style-type: none"> <li>Receptionist will inform the bell boy Mr. Chaddha’s room number for baggage delivery</li> </ul>
	Case study of a repeated guest on arrival when guest relations meets the guest in the lobby	<ul style="list-style-type: none"> <li>Guest reaches the hotel porch</li> </ul>
1.	Doormen greets the guest by his name wishing him welcome back	<ul style="list-style-type: none"> <li>A doorman opens the door for the guest and wishes him “Good Morning / Afternoon / Evening, Welcome back to The _____ Mr. Chaddha.”</li> </ul>
2.	Bellboy greets the guest by his name wishing him welcome back and offers baggage assistance	<ul style="list-style-type: none"> <li>Bell boy wishes the guest “Good Morning / Afternoon / Evening Mr. Chaddha, Welcome back to the _____” and assist him with his baggage</li> </ul>
3.	Guest relations greets the guest by his last name and wishes him welcome back	<ul style="list-style-type: none"> <li>Guest relations meets the guest in the lobby and wish him “Good Morning / Afternoon / Evening, Welcome back to The _____, Mr. Chaddha”</li> </ul>
4.	Guest relations escorts the guest to the reception	<ul style="list-style-type: none"> <li>Guest Relations escorts Mr. Chaddha to the reception</li> </ul>
5.	Guest relations inform the receptionist of guest checking- in	<ul style="list-style-type: none"> <li>Guest relations inform receptionist of Mr. Chaddha checking in</li> </ul>
6.	Receptionist greets the guest by his name and wishes him welcome back	Receptionist will wish Mr. Chaddha the time of the day “Good Morning / Afternoon / Evening Mr. Chaddha, Welcome back to The _____
7.	Receptionist will take out the registration card of the guest	<ul style="list-style-type: none"> <li>The Receptionist will then take out the registration card of Mr. Chaddha</li> </ul>
8.	Receptionist will confirm the departure date and time	<ul style="list-style-type: none"> <li>Receptionist will confirm the departure date and time with Mr. Chaddha and will request him only for his signature as she already has the details of Mr. Chaddha being a repeated guest</li> </ul>

9.	Receptionist will request the guest for his signature on the registration card	<ul style="list-style-type: none"> <li>▪ “Mr. Chaddha, May I request you for your signature on the registration form”</li> </ul>
10.	Programming of guest room key	<ul style="list-style-type: none"> <li>▪ Receptionist will then make the key for Mr. Chaddha.{For Programming of guest key refer SOP No: 11 }</li> </ul>
11.	Guest relations to escort the guest to his room	<ul style="list-style-type: none"> <li>▪ Receptionist will introduce Mr. Chadda to the guest relations and request her to escort Mr. Chadda to his room “Mr. Chadda, my guest relations Ms. Bhumika will escort you to your room.” { For escorting refer SOP NO. 12}</li> </ul>
12.	Wish guest a pleasant stay	<ul style="list-style-type: none"> <li>▪ Receptionist wishes: “Mr. Chaddha, Have a pleasant stay with us”</li> </ul>
13.	Delivery of guest baggage to the room	<ul style="list-style-type: none"> <li>▪ Receptionist will inform bell boy of Mr. Chaddha’s room number for baggage delivery</li> </ul>
14.	On multiple check- ins	<ul style="list-style-type: none"> <li>▪ In case of multiple check-in guest relations will request the guest to identify his baggage and informs the same to bell boy before proceeding to his room</li> </ul>

## Standard Operating Procedure No: 7

<b>Process :</b>	<b>How to prepare for group arrival</b>
<b>Objective :</b>	To ensure smooth check in of the group
<b>Responsibility :</b>	Front Office Staff / Guest Relations

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Group Information sheet	<ul style="list-style-type: none"> <li>Group Information Sheet is circulated to all concerned departments and HOD's a day or two prior to the group arrival date by the reservations</li> </ul>
2.	Preparation of rooming sheet of the group	<ul style="list-style-type: none"> <li>As per the arrival time of the group previous night shift at the reception prepares the rooming sheet of the group</li> </ul>
3.	Rooming list gives following information of the group	<ul style="list-style-type: none"> <li>Group Name</li> <li>Name of the Group / Tour leader</li> <li>Guest name with room number.</li> <li>Arrival and Departure details of the group</li> <li>Total number of paid and complimentary room, if any</li> <li>Total number of single</li> </ul>
4.	Room blocking for a group	<ul style="list-style-type: none"> <li>Rooms are blocked a day prior or by previous shift duty manager depending on the group arrival time and the availability of the rooms</li> </ul>
5.	Point to be kept in mind while blocking the rooms for the group	<ul style="list-style-type: none"> <li>While blocking the rooms for group, try and accommodate the group in same room category and on the same floor</li> </ul>
6.	Check for room rate adjustment	<ul style="list-style-type: none"> <li>Room rate is checked for any adjustment if required</li> </ul>
7.	Routing for the group	<ul style="list-style-type: none"> <li>Group routing is done as per the billing instructions of the group</li> </ul>
8.	Fruit and Flower (F&F) Voucher for the group	<ul style="list-style-type: none"> <li>F &amp; F voucher for the group welcome drink or any other amenities (as per GIS) is sent on the morning of the day of group arrival</li> </ul>
9.	Information of room blocked for the group to the house keeping department	<ul style="list-style-type: none"> <li>House keeping is informed of the rooms blocked for group and the expected time of arrival of the group.</li> </ul>

10.	Preparation of room key and key jackets for the group	<ul style="list-style-type: none"> <li>Once the rooms are blocked, keys are prepared and kept ready in key jackets with guest name and room number on it by the previous shift at the reception</li> </ul>
11.	Registration card is prepared for group leader	<ul style="list-style-type: none"> <li>One registration card is prepared in the name of the Group / Group leader, who signs on behalf of the group</li> </ul>
13.	Restaurant booking for the group	<ul style="list-style-type: none"> <li>Restaurant booking is done for the group as per the group information sheet</li> </ul>
14.	Note - Check for staffing	<ul style="list-style-type: none"> <li>Ensure that we have enough staffing at bell desk for smooth handling of group baggage</li> </ul>

## Standard Operating Procedure No: 8

<b>Process :</b>	<b>What is the procedure of registration for a domestic guest</b>
<b>Objective :</b>	To record and maintain proper and accurate information of the guest
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Case study of registration for a domestic guest  Receptionist greets the guest offers the seat assistance	<ul style="list-style-type: none"> <li>Wish guest “Good Morning / Afternoon / Evening Sir / Madam. Welcome to The _____, Please make yourself comfortable</li> </ul>
2.	Request guest for his last name	<ul style="list-style-type: none"> <li>Politely ask guest for his last name under which the room is reserved. “May I have your last name please?” Guest: I am Mr. Singh</li> </ul>
3.	Trace guest reservation with following details	<ul style="list-style-type: none"> <li>If could not trace the guest reservation with his last name, then ask for other details like the company name, confirmation number. “I am sorry Mr. Singh, I am not able to trace your reservation, May I have your company name or confirmation number”</li> </ul>
4.	Check for comments and traces	<ul style="list-style-type: none"> <li>Check for guest comments, traces, message, if any</li> </ul>
5.	Registration card to be taken out	<ul style="list-style-type: none"> <li>Take out the registration card from Piano file</li> </ul>
6.	Registration card is printed on arrival if the reservation is made on same day	<ul style="list-style-type: none"> <li>If the guest reservation is made on the day of arrival, print the registration card. {For printing of registration form refer SOP No. 35}</li> </ul>
7.	Registration card to be presented in folder	<ul style="list-style-type: none"> <li>Neatly keep the registration card on the leather folder.</li> </ul>
8.	Request guest for his business card and credit card	<ul style="list-style-type: none"> <li>Politely ask guest for his business card/Credit card/ID.(all required documents together) “Mr. Singh, May I request you for your business card/ID and credit card?”</li> </ul>
9.	Note down the details	<ul style="list-style-type: none"> <li>Note down the details on the registration card using black pen only</li> </ul>

10.	In case guest is not carrying his business card, request him to write down the same on registration card	<ul style="list-style-type: none"> <li>If guest is not having his business card, politely request him to write down his address, contact numbers and email address on the registration card “Mr. Singh, May I request you to write your Address, Contact number and E-mail address”</li> </ul>
11.	Confirm the departure date, time and hotel transfer with the guest	<ul style="list-style-type: none"> <li>Confirm the departure date and time with the guest and the hotel transfer if required for airport drop on departure “Mr. Singh, your departure date is 1<sup>st</sup> June, 08, that means you will be staying with us for 3 nights, and would you be requiring the hotel car to drop you to the airport on departure”</li> </ul>
12.	Confirm the room category, room rate and the package inclusive of with the guest	<ul style="list-style-type: none"> <li>Confirm the room category and the rate at which the room is booked by pointing towards the rate printed on the registration card and package inclusive of “Mr. Singh, the room category you have been booked for is deluxe room and the rate for same is Rs./US \$ ____ + Taxes inclusive of morning breakfast in our All day dinning restaurant i.e. Pickwicks at lobby level</li> </ul>
13.	Inform guest if the room is blocked as per his liking	<ul style="list-style-type: none"> <li>Inform guest if the room is blocked as per his special request “Mr. Singh, As per your liking your room has a beautiful view of the pool</li> </ul>
14.	Confirm the arriving and departing destination with the guest	<ul style="list-style-type: none"> <li>Confirm the arriving and departing destination with the guest “Mr. Singh, May I know the place you are coming from and place you are heading towards”</li> </ul>
15.	Confirm the mode of payment with the guest If the mode of payment is bill to co/ travel agent voucher	<ul style="list-style-type: none"> <li>Confirm the billing instructions with the guest. If the mode of payment is bill to co. /Travel agent voucher check if you have correct correspondence for same If not please follow up the same with the concerned sales account manager “Mr. Singh, Your bills for room and taxes will be taken care by the company / Travel Agent and extras will be charged to you directly</li> </ul>
16.	If the mode of payment is cash	<ul style="list-style-type: none"> <li>If the mode of payment is cash, request the guest to make advance deposit for at least a night plus Rs. 5000 additional</li> </ul>

		“Mr. Singh, I request you to make the advance payment for one night which is Rs. ____ plus Rs. 5000 additional for extras”
17.	If the mode of payment is credit card	<ul style="list-style-type: none"> <li>▪ If the mode of payment is credit card than politely ask him for his credit card “Mr. Singh, May I request you for your credit card?”</li> </ul>
18.	Guest and signature to be tallied	<ul style="list-style-type: none"> <li>▪ Please tally the guest name and signature on the given credit card.</li> <li>▪ Note down the credit card number on registration card</li> </ul>
19.	Request guest for his signature on the registration card	<ul style="list-style-type: none"> <li>▪ Once you finished with all guest details on the registration card. Present registration card in leather folder along with a black pen to the guest for his signature “Mr. Singh, May I request you for your signature on registration card”</li> </ul>
20.	Programming of the guest room key	<ul style="list-style-type: none"> <li>▪ Prepare key for the guest and present it in key jacket along with guest name and room number written on it. { For programming of key refer SOP No. 11 }</li> </ul>
21.	Guest relations to escort the guest to his room	<ul style="list-style-type: none"> <li>▪ Introduce guest to Guest Relations and request her to escort the guest to his room “Mr.Singh, My Guest Relations Ms. Bhumika will escort you to your room” {For escorting refer SOP No.12 }</li> </ul>
22.	Wish guest a pleasant stay	<ul style="list-style-type: none"> <li>▪ Wish guest a pleasant / wonderful stay with us “Mr. Singh, Have a pleasant stay with us”</li> </ul>



## Standard Operating Procedure No: 9

<b>Process :</b>	<b>What is the procedure of registration for an International guest</b>
<b>Objective :</b>	To ensure proper and accurate information of the guest for legal documentation
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Case study of registration for an International guest  Receptionist greets the guest	<ul style="list-style-type: none"> <li>Wish guest “Good Morning / Afternoon / Evening Sir / Madam. Welcome to the _____”</li> </ul>
2.	Receptionist offers seat assistance to the guest	<ul style="list-style-type: none"> <li>Make guest comfortable on seat. “Please make yourself comfortable Sir / Madam”</li> </ul>
3.	Request guest for his last name	<ul style="list-style-type: none"> <li>Politely ask guest for his last name under which the room is reserved. “May I have your last name please?” Guest: I am Mr. Singh</li> </ul>
4.	Trace guest reservation with following details	<ul style="list-style-type: none"> <li>If could not trace the guest reservation with his last name, then ask for other details like the company name, confirmation number “I am sorry Mr. Singh, I am not able to trace your reservation, May I have your company name or confirmation number”</li> </ul>
5.	Check for comments and traces	<ul style="list-style-type: none"> <li>Check for guest comments, traces, message, if any</li> </ul>
6.	Registration card to be taken out	<ul style="list-style-type: none"> <li>Take out the registration card from Piano file</li> </ul>
7.	Registration card is printed on arrival if the reservation is made on same day	<ul style="list-style-type: none"> <li>If the guest reservation is made on the day of arrival, please print the registration card. { For printing of registration form refer SOP No. 35 }</li> </ul>
8.	Registration card to be presented in folder	<ul style="list-style-type: none"> <li>Neatly keep the registration card on the leather folder</li> </ul>
9.	Request guest for his passport, business card and credit card	<ul style="list-style-type: none"> <li>Politely ask guest for his Passport/ Business card and Credit card. “May I request you for your Passport/ Business Card and Credit</li> </ul>

		card” (Ask for all required documents together)
10.	Note down the details	<ul style="list-style-type: none"> <li>Note down following details on the registration card using a black pen only.</li> </ul>
11.	Points to be kept in mind while taking down the guest passport details	<ul style="list-style-type: none"> <li>Tally Mr. Singh’s name on registration card with name mentioned on the passport</li> <li>Date of Issue of passport</li> <li>Date of Expiry of passport</li> <li>Place of Issue of passport</li> <li>Date of Birth of guest</li> <li>Date of Arrival in the Country</li> <li>Purpose of visit in the Country</li> <li>Arriving from and Next destination.</li> <li>Guest credit card number and the date of expiry of the credit card</li> </ul>
12.	In case guest is not carrying his business card, request him to write down the same on registration card	<ul style="list-style-type: none"> <li>If guest is not having his business card, politely request him to write down his address, contact numbers and email address on the registration card “Mr. Singh, May I request you to write your Address, Contact number and E-mail address”</li> </ul>
13.	Confirm the departure date, time and hotel transfer with the guest	<ul style="list-style-type: none"> <li>Confirm the departure date and time with the guest and the hotel transfer if required for airport drop on departure “Mr. Singh, your departure date is 1<sup>st</sup> June, 08, that means you will be staying with us for 3 nights, and would you be requiring the hotel car to drop you to the airport on departure”</li> </ul>
14.	Confirm the room category, room rate and the package inclusive of to the guest	<ul style="list-style-type: none"> <li>Confirm the room category and the rate at which the room is booked by pointing towards the rate printed on the registration card and the package inclusive of “Mr. Singh, the room category you have been booked for is deluxe and the rate for same is Rs./US \$ ____ + Taxes inclusive of morning breakfast only in our All day dinning restaurant i.e. Pickwicks at lobby level”</li> </ul>
15.	Inform guest if the room is blocked as per his liking	<ul style="list-style-type: none"> <li>Inform guest if the room is blocked as per his / her preference “Mr. Singh, As per your liking your room has a beautiful view of the pool”</li> </ul>

16.	Confirm the arriving and departing destination with the guest	<ul style="list-style-type: none"> <li>Confirm the arriving and departing destination with the guest “Mr. Singh, May I know the place you are coming from and place you are heading towards”</li> </ul>
17	Confirm the mode of payment with the guest If the mode of payment is bill to co/ travel agent voucher	<ul style="list-style-type: none"> <li>Confirm the billing instructions with the guest. If the mode of payment is bill to co. /Travel agent voucher check if you have correct correspondence for same If not please follow up the same with the Concerned sales account manager. “Mr. Singh, Your bills for room and Taxes will be taken care by the company / Travel Agent and extras will be charged to you directly</li> </ul>
18.	If the mode of payment is cash	<ul style="list-style-type: none"> <li>If the mode of payment is cash, request the guest to make the advance deposit for at least one night “Mr. Singh, I request you to make the advance payment for one night which is Rs. ____ plus Rs. 5000 additional for extras.”</li> </ul>
19.	If the mode of cash payment is foreign currency	<ul style="list-style-type: none"> <li>If guest pays by foreign currency, same needs to be converted into local currency and posted to the room account</li> </ul>
20.	If the mode of payment is credit card	<ul style="list-style-type: none"> <li>If the mode of payment is credit card than politely ask him for his credit card “Mr. Singh, May I request you for your credit card?”</li> </ul>
21.	Guest and signature to be tallied	<ul style="list-style-type: none"> <li>Please tally the guest name and signature on the given credit card</li> <li>Note down the credit card number on registration card</li> </ul>
22.	Request guest for his signature on the registration card	<ul style="list-style-type: none"> <li>Once you finished with all guest details on the registration card. Present registration card in leather folder along with a black pen to the guest for his signature “Mr. Singh, May I request you for your signature on registration card.”</li> </ul>
23.	Programming of the guest room key	<ul style="list-style-type: none"> <li>Prepare key for the guest and present it in key jacket along with guest name and room number written on it to the Guest Relations. { For programming of key refer SOP No. 11 }</li> </ul>

24.	Guest relations to escort the guest to his room	<ul style="list-style-type: none"> <li>Introduce guest to Guest Relations and request her to escort the guest to his room  “Mr. Singh, My Guest Relations Ms. Bhumika will escort you to your room.”  { For escorting refer SOP No. 12}</li> </ul>
25.	Wish guest a pleasant stay	<ul style="list-style-type: none"> <li>“Mr. Singh, Have pleasant stay with us.”</li> </ul>

## Standard Operating Procedure No: 10

<b>Process :</b>	<b>What is the procedure of registration for a group</b>
<b>Objective :</b>	To ensure proper and accurate information of the group
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Check for staffing	<ul style="list-style-type: none"> <li>Ensure you have enough staffing at the front office to handle group efficiently and smoothly</li> </ul>
2.	Traditional welcome for the group	<ul style="list-style-type: none"> <li>When group checks-In Guest Relations to do Arti Tika (traditional welcome) for the Group, if required as per Group Information Sheet at the porch</li> </ul>
3.	Wish group the time of the day	<ul style="list-style-type: none"> <li>Wish group members the time of the day and a very warm welcome to the _____</li> </ul>
4.	Make group comfortable	<ul style="list-style-type: none"> <li>Make group sit and comfortable in the lobby</li> </ul>
5.	Welcome drink to be served	<ul style="list-style-type: none"> <li>Inform In room dinning to get welcome drink in the lobby</li> </ul>
6.	Registration of the group	<ul style="list-style-type: none"> <li>For group there is only one registration card</li> <li>Present registration card neatly in black leather folder along with a black pen to the group leader/tour leader</li> </ul>
7.	Signature of group leader / tour leader on the registration card	<ul style="list-style-type: none"> <li>Group leader / Tour leader is the authorized person to sign on the group registration card</li> </ul>
8.	Group details sheet to be taken from the group leader	<ul style="list-style-type: none"> <li>Please collect group detail sheet from the group leader on check In (if not received prior to their arrival) containing following details:</li> </ul>
9.	Details to be taken for domestic group	<ul style="list-style-type: none"> <li>Name of the Group members</li> <li>Date of arrival and departure of group members</li> <li>Room sharing information</li> </ul>
10.	Details to be taken for International group	<ul style="list-style-type: none"> <li>Name of the Group members</li> <li>Passport details of the group members</li> <li>Date of arrival and departure of the group.</li> <li>Group arriving from</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Next destination of the group</li> <li>▪ Date of arrival in India of the group</li> </ul>
11.	Travel agent voucher	<ul style="list-style-type: none"> <li>▪ Collect the travel agent voucher from group leader, if not received earlier</li> </ul>
12.	Details to be confirmed from Group leader on check In	<ul style="list-style-type: none"> <li>▪ Time for breakfast / lunch / dinner booking of the group in the hotel restaurant, if any as per the group information sheet</li> <li>▪ Group departure date</li> <li>▪ Wake up call for the group</li> <li>▪ Reminder wake up call for the group</li> <li>▪ Time for baggage down of the group</li> <li>▪ Check out time of the group</li> <li>▪ Request to deposit the keys at the bell desk on check out</li> </ul>
13.	Request group leader for group contact address and details	<ul style="list-style-type: none"> <li>▪ Politely request group leader to give the correspondence address of the group, his contact numbers and email address for any future requirement</li> </ul>
14.	Allocation of group room numbers	<ul style="list-style-type: none"> <li>▪ Allocate the room numbers to the group and give them the keys as per the group rooming sheet</li> </ul>
15.	Information on hotel facilities and services	<ul style="list-style-type: none"> <li>▪ Brief the group leader on the various facilities and services available in the hotel</li> </ul>
16.	Wish group a wonderful stay	<ul style="list-style-type: none"> <li>▪ Wish group members a very memorable/ wonderful stay with us</li> </ul>
17.	Group baggage to be tagged	<ul style="list-style-type: none"> <li>▪ Bell boy has arranged the baggage of the group with baggage tag on one side of the lobby</li> </ul>
18.	Request group members to identify their baggage	<ul style="list-style-type: none"> <li>▪ After the room allocation of the group is completed duty manager/guest relations request the group to identify their baggage to ensure the delivery of the bags to the correct room</li> </ul>
19.	One point contact for group	<ul style="list-style-type: none"> <li>▪ Group leader is one point contact for any group movement activity</li> </ul>
20.	The group information sheet is prepared by the previous night shift at the reception, giving the following details:	<ul style="list-style-type: none"> <li>▪ Name of Group Leader and Room Number</li> <li>▪ Name of the Group Members and Room Number</li> <li>▪ Arrival and Departure Date</li> <li>▪ Wake Up Call for the Group</li> <li>▪ Time for Baggage Down</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Breakfast time</li> <li>▪ Check out time</li> </ul>
21.	Group Information Sheet is circulated to the concerned departments:	<ul style="list-style-type: none"> <li>▪ Telephones – For group wake up call</li> <li>▪ Bell Desk – For group baggage down</li> <li>▪ Housekeeping – For Checking the Mini Bar on departure</li> <li>▪ Pickwicks / IRD – For Group Breakfast</li> <li>▪ Cashier – For Group Departure</li> </ul>

## Standard Operating Procedure No: 11

<b>Process :</b>	<b>Explain the procedure for programming and issuing the guest key</b>
<b>Objective :</b>	To programme and issue the keys to the guest only for the number of days that the guest would be staying with us in order to prevent for the key being misused
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Steps to be followed for programming the guest room key in CISA machine	<ul style="list-style-type: none"> <li>▪ Guest room number</li> <li>▪ Number of days, guest would be staying with us i.e. duration of stay of the guest</li> <li>▪ Number of keys to be made, depending on number of Pax in the room</li> <li>▪ Guest name and then press enter</li> <li>▪ The screen will play write card, then enter the key in the CISA slot</li> <li>▪ In case the screen displays Pass Enter to Continue, then press enter and then put key in CISA slot</li> <li>▪ The key will be made</li> </ul>
2.	For programming the multiple keys	<ul style="list-style-type: none"> <li>▪ In case of making more than one key, after the first key is made, the screen will show again Write Card, and then put another fresh key in the CISA slot</li> <li>▪ As soon as the guest has checked in, a guest key is programmed for the number of days the guest would be staying with us</li> </ul>
3.	Issuing of guest room key	<ul style="list-style-type: none"> <li>▪ Only one key is issued to the guest. In case of sharer or a joiner another key may be issued</li> <li>▪ The key should be collected from the guest at the time of check out</li> </ul>
4.	<p>In case guest extends the stay key needs to be reprogrammed.</p> <p>Steps to be followed for existing key being extended on account of guest departure date is extended</p>	<ul style="list-style-type: none"> <li>▪ The screen will be on a display of Read Card after programming of any key, at that particular note, the key to be put in CISA slot, it will show the followings :</li> <li>▪ The Guest room number</li> <li>▪ Guest Name</li> <li>▪ Number of keys made for that particular room</li> <li>▪ Number of days the key is been made for</li> <li>▪ Scroll the arrow key in the screen by keys on the keyboard to the number of days column</li> </ul>



		<ul style="list-style-type: none"> <li>▪ Edit the number of days as per the guest extension as required</li> <li>▪ Press Enter and screen will display Write Card</li> <li>▪ Put the key card in the CISA slot and the key will be programmed for the extended number of days</li> </ul>
5.	<p>Steps to be followed for programming the duplicate key in CISA machine</p> <p>Method I</p>	<ul style="list-style-type: none"> <li>▪ Put the room number in the CISA machine displaying read card</li> <li>▪ Press down button and copy</li> <li>▪ The CISA will search for the program of the main key and display the option of copy card</li> <li>▪ Put the blank key card in the CISA slot</li> <li>▪ Duplicate key for the given number will be programmed</li> </ul>
	Method II	<ul style="list-style-type: none"> <li>▪ We can also make duplicate key, while programming the main key by entering the number of keys required to be made in the option of number of keys</li> <li>▪ Maximum two keys are issued to the guest</li> </ul>

## Standard Operating Procedure No: 12

<b>Process :</b>	<b>How to escort a first time visit guest to his room</b>
<b>Objective :</b>	To orient the guest to the hotel and his room
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	<p>Case study of escorting of a first time visit guest to the room</p> <p>Open hand gestures to be used</p> <p>On entering the guest room- For a domestic guest</p> <p>For an International guest</p>	<ul style="list-style-type: none"> <li>▪ Guest is escorted to the room by Guest Relation Executive</li> <li>▪ Open hand gestures be used while direction guest. “This way please Mr. / Ms. ...”</li> <li>▪ Here is The _____ Welcome letter for you Mr./ Ms._____</li> <li>▪ Here is The _____ Welcome letter and a small souvenir(showing The Tea Box) for you Mr./ Ms._____</li> </ul>
2.	<p>Explain the facilities of the hotel to the guest</p> <p>Pickwicks</p>	<ul style="list-style-type: none"> <li>▪ “Amongst the dining options we have Pickwicks, the multi cuisine all day dining which is open 24 Hrs. Your breakfast will be served here from 0700 Hrs – 1030 Hrs</li> </ul>
3.	<p>Dhaba and Jade</p>	<ul style="list-style-type: none"> <li>▪ Jade serves authentic Chinese from Mainland China. Dhaba is our signature Indian restaurant serving Highway cuisine from North India. Both are open for lunch from 1230 Hrs – 1445 Hrs and Dinner from 1930 Hrs – 2330 Hrs</li> </ul>
4.	<p>Sevilla</p>	<ul style="list-style-type: none"> <li>▪ Sevilla which serves authentic &amp; inspired Mediterranean cuisine has an indoor-outdoor ambience and is open only for dinner from 1930 Hrs 0030 Hrs and closed on Tuesdays</li> </ul>
5.	<p>Aura – The Vodka bar</p>	<ul style="list-style-type: none"> <li>▪ We also have a lounge bar - Aura-The Vodka Bar stocking over 70 brands of vodka from across the world, besides other premium spirits. It is open daily from 1600 Hrs to 0100HRS with Happy Hours from 1700 – 2000 HRS daily</li> </ul>
6.	<p>Ye Old Bakery</p>	<ul style="list-style-type: none"> <li>▪ The patisserie Ye Old Bakery has a selection of cakes, pastries, chocolates and savories to choose from</li> </ul>

7.	Offer assistance for restaurant reservation	<ul style="list-style-type: none"> <li>▪ “Would you like me to make a lunch/dinner reservation for you” If Yes go ahead and note down the reservation details and if guest says No then inform guest “If you wish to dine at any of the restaurants we request you to make a prior reservation at the In –Room Dining number (5082)”</li> </ul>
8.	Explain other facilities of the hotel Business Centre	<ul style="list-style-type: none"> <li>▪ The Business Centre is accessible to you 24 Hrs a day, we also have wireless internet connectivity through out the hotel as well as in your room, to access it your last name is the User –Id and room number is the password</li> </ul>
9.	Beauty Salon and Health Club	<ul style="list-style-type: none"> <li>▪ We have a beauty salon with expert make-over professionals providing a host of beauty treatments. The Health Club is equipped with gymnasium, sauna, steam and Jacuzzi. You can also go for rejuvenating massage therapies at the Health Club. There is also an outdoor swimming pool. The pool is accessible from 0700 Hrs – 1900 Hrs and the Health Club is accessible from 0630 Hrs - 2130 Hrs (Timing for ladies is from 1000 Hrs – 1500 Hrs and for gentlemen, from 0630 Hrs – 0930 Hrs and 1530 Hrs – 2130 Hrs)</li> </ul>
10.	Explain if the hotel renovation is going on	<ul style="list-style-type: none"> <li>▪ We are in the process of upgrading our products so there is some renovation work taking place however we will ensure minimum disturbance during the day all renovation is stopped after 1900 Hrs in the evening</li> </ul>
11.	Guest Relation Executive opens the door and keycard is inserted for power.	<ul style="list-style-type: none"> <li>▪ Welcome to your room no ____</li> <li>▪ Welcome to your room which is part of our newly renovated wing.( In case of new wing)</li> <li>▪ Guest Relation “May I assist you with your room.” If yes Guest Relations explains various features of the room</li> </ul>
12.	View of the guest room  Note	<ul style="list-style-type: none"> <li>▪ While showing around the room care be taken with the</li> <li>▪ View ( In case of pool facing or landscape)</li> </ul> <p>Only if the room has a view else please avoid.” You have a beautiful view of the pool side from your room</p>

13.	Power saving unit	<ul style="list-style-type: none"> <li>▪ The keycard needs to be inserted in order to control power to the room, (incase the guest enquires mention – on removal all lights go off and the air conditioner goes on to blower mode)</li> </ul>
14.	Make my room	<ul style="list-style-type: none"> <li>▪ Would you want your room to be cleaned at any time please indicate here</li> </ul>
15.	Reliance Interactive TV	<ul style="list-style-type: none"> <li>▪ Show usage of the T V We have newly introduced the interactive television. The main menu will offer you options for you to choose with the number keys button</li> <li>▪ The shortcut buttons will also help you to choose options as displayed on the screen.</li> <li>▪ We offer movies on demand, internet connection and world radio which are chargeable</li> </ul>
16.	DVD Player	<ul style="list-style-type: none"> <li>▪ We have also placed a DVD player. For DVD's, Information on shopping, City guide please contact concierge Extn. _____</li> <li>▪ This blue button will also allow you to go directly to television mode. At any time you can also get back to the main menu. You may also use the keypad for internet and games</li> </ul>
17.	Minibar	<ul style="list-style-type: none"> <li>▪ The Mini Bar has been placed for you (indicate where) and this is the rate list. Should you require additional amenities or replenishment, kindly call housekeeping on Extn. _____</li> </ul>
18.	Tea / Coffee maker	<ul style="list-style-type: none"> <li>▪ This is with compliments from us. For replenishment, kindly contact housekeeping on Extn. _____.</li> </ul>
19.	Indicate folder for Hotel Compendium	<ul style="list-style-type: none"> <li>▪ The Hotel Compendium contains all information on the hotel as well as the In-Room Dining Menu</li> </ul>
20.	Mixon panel	<ul style="list-style-type: none"> <li>▪ This is a Mixon Panel it controls all the electrical facilities in the room, the lights are controlled from here (entrance, rooms, chandelier, and nightlight). It controls the opening and closing of the drapes. The air conditioning temperatures can be increased or reduced from here.</li> </ul>

21.	Do not disturb	<ul style="list-style-type: none"> <li>Should you require not to be disturbed kindly indicate here it will display outside the room</li> </ul>
22.	Bathroom amenities	<ul style="list-style-type: none"> <li>For regular rooms “We have placed for you special Kama products, which are ayurvedic”</li> <li>For Suites “We have Molten Brown products for you.”</li> <li>“The hair dryer is kept here”</li> <li>“This is the music knob by turning it you can listen to music or watch television in here”</li> </ul>
23.	Laundry bag and bathrobes	<ul style="list-style-type: none"> <li>The laundry bag, list and bathrobes have been placed for you here</li> </ul>
24.	Wardrobe and CISA safe	<ul style="list-style-type: none"> <li>The safe is also placed for you; the instructions are mentioned here would you like me to explain how to use it?</li> </ul>
25.	Fire Plan and Emergency Exit	<ul style="list-style-type: none"> <li>This is the fire plan. You are here right now. In case of emergency this is the nearest exit door</li> </ul>
26.	Offer assistance to the guest	<ul style="list-style-type: none"> <li>Guest Relations will ask the guest before leaving the room. “Is there anything else I may help you with?”</li> </ul>
27.	Wish guest a wonderful stay and appreciate guest for giving his valuable time	<ul style="list-style-type: none"> <li>Wish the guest a wonderful stay before leaving the room. ” Thank you for your time, I wish you a wonderful stay with us. Should you require any assistance, please feel free to call reception at Extn _____”</li> </ul>
28.	While escorting a repeated guest offer assistance to explain the room features	<ul style="list-style-type: none"> <li>In case of a repeated guest, Guest relations escorts the guest to the room and ask the guest “Mr./Ms. _____ you wish me to explain you the features of the room</li> </ul>
29.	If guest says yes	<ul style="list-style-type: none"> <li>If the answer is yes, guest relations explain the room features as mentioned above</li> </ul>
30.	Offer assistance for restaurant reservation	<ul style="list-style-type: none"> <li>If No, Guest Relations will offer lunch/dinner reservation for guest “Would you like me to make a lunch/dinner reservation for you” If Yes go ahead and note down the reservation details and if guest says No</li> </ul>

		then inform guest “If you wish to dine at any of the restaurants we request you to make a prior reservation at the In –Room Dining number _____”
31.	Wish guest a wonderful stay	<ul style="list-style-type: none"> <li>▪ Guest Relations will come out of the room wishing guest a very wonderful stay. “Have a wonderful stay with us Mr/Ms. _____” “For any assistance please call at Extn. _____”.</li> </ul>

### Standard Operating Procedure No: 13

<b>Process :</b>	<b>How to escort a VIP guest to the room</b>
<b>Objective :</b>	To make the guest feel special/important and recognized
<b>Responsibility :</b>	Guest Relations / Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Case study of a VIP arrival having airport pick up from the hotel  Airport representative pages duty manager from the hotel giving details about the guest	<ul style="list-style-type: none"> <li>▪ Name of the guest</li> <li>▪ Number of bags</li> <li>▪ Baggage tag needs to be ready before the guest checks in</li> </ul>
2.	Guest Relations welcomes guest at the hotel porch	<ul style="list-style-type: none"> <li>▪ Car arrives at the porch</li> <li>▪ Guest Relations will be ready at the Porch with the folder which contains:                             <ol style="list-style-type: none"> <li>1. Guest Registration Card</li> <li>2. A black pen</li> <li>3. The welcome letter</li> <li>4. Guest room key in key jacket with guest name and room number written on it</li> </ol> </li> </ul>
3.	Guest relations greets guest	<ul style="list-style-type: none"> <li>▪ Guest relations will welcome the guest at the porch “Good Morning/Afternoon/Evening Mr. /Ms _____Welcome to The _____.”</li> </ul>
5.	Guest relations escorts guest from the porch to his room	<ul style="list-style-type: none"> <li>▪ Guest Relations will escort the guest from the porch to his/her room</li> </ul>
6.	Tea box to be given on check in for an International VIP arrival	<ul style="list-style-type: none"> <li>▪ In case of a International VIP arrival Tea box is given to the guest on arrival by guest relations</li> <li>▪ Guest Relations to escort the guest to the room</li> </ul>
7.	In – room check in to be done by guest relations	<ul style="list-style-type: none"> <li>▪ Guest relations will do in room checking for VIP guest</li> </ul>
8.	Registration formality	<ul style="list-style-type: none"> <li>▪ Guest Relations proceeds for registration formality of Mr./Ms._____                              {For guest registration in the room refer SOP No: 8 &amp; 9 }                              {To explain room feature refer SOP No:12 }                         </li> </ul>

9.	Note	<ul style="list-style-type: none"> <li>For VIP arrivals not scheduled for airport transfers, trace is been left in the reservation to inform the guest relations on check – in for guest In Room check – in.</li> </ul>
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## Standard Operating Procedure No: 14

<b>Process :</b>	<b>How to welcome a guest having airport pick up</b>
<b>Objective :</b>	The correct way to do a checking for a guest who has an airport pickup
<b>Responsibility :</b>	Guest Relations / Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Case study of a guest arrival having airport pick from the hotel  Airport representative informs the duty manager from the hotel	<ul style="list-style-type: none"> <li>▪ Name of the guest</li> <li>▪ Number of bags</li> <li>▪ Baggage tag needs to be kept ready before the guest checks in</li> </ul>
2.	Guest Relations welcomes guest at the hotel porch	<ul style="list-style-type: none"> <li>▪ Car arrives at the porch</li> <li>▪ Guest Relation Executive welcomes the guest at the porch</li> </ul>
3.	Guest relations greets guest	<ul style="list-style-type: none"> <li>▪ All guests having Airport pick up, must be met and greeted at the main porch. “Good Morning / Afternoon / Evening Mr. Thomas. Welcome to The _____.”</li> </ul>
4.	Guest relations greets the guest by his last name and wishes him welcome back	<ul style="list-style-type: none"> <li>▪ All repeat guests must be met and greeted by name at the main porch. “Good Morning / Afternoon / Evening Mr. Thomas. Welcome to The _____. It’s good to see you again.”</li> </ul>
5.	Unload the guest baggage	<ul style="list-style-type: none"> <li>▪ Baggage is unloaded and brought up to the lobby by the bellboy.</li> <li>▪ Guest baggage should offloaded and placed and neatly at the right entrance to the lobby on left of the bell desk. “Please come this way Mr. / Ms. ... (If room not reserved.)</li> </ul>
6.	Tagging of guest baggage	<ul style="list-style-type: none"> <li>▪ Baggage is tagged and room number allotted. “May I tag your baggage Mr. / Ms? ....”</li> </ul>
7.	Guest relations escorts the guest to the room	<ul style="list-style-type: none"> <li>▪ Guest is escorted to the room by Guest Relation Executive for In Room check – in. Guest Relations proceeds for registration formalities of the guest {For registration in room refer SOP No.8 &amp; 9} {To explain room feature refer SOP No.12}</li> </ul>

## Standard Operating Procedure No: 15

<b>Process :</b>	<b>How to handle a check In when guest room is not ready</b>
<b>Objective :</b>	To handle the situation in a professional and cordial manner by providing alternatives to the guest
<b>Responsibility :</b>	Front Office Staff / Guest Relations / Duty Manager

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Case study to handle a guest when the room is not ready on arrival	<ul style="list-style-type: none"> <li>When a guest arrives at the hotel before the assigned room is ready, offer a suitable alternative in a cordial manner</li> </ul>
2.	Points to be kept in mind when the guest room is not ready on arrival Apologise to the guest	<ul style="list-style-type: none"> <li>Apologize guest for the inconvenience caused</li> </ul>
3.	Make guest comfortable	<ul style="list-style-type: none"> <li>Make guest comfortable in the lobby lounge &amp; offer a refreshing beverage (tea/Coffee/Fruit Punch)</li> </ul>
4.	Offer guest an alternative room	<ul style="list-style-type: none"> <li>Find and offer guest alternative room in different category</li> </ul>
5.	Time guarantee to be given to the guest	<ul style="list-style-type: none"> <li>Time to be given to the guest for room and keep guest informed of room status</li> </ul>
6.	Make guest feel important and his need on priority	<ul style="list-style-type: none"> <li>Show that guest every effort is being made to make room ready for him on priority basis</li> </ul>
7.	Offer food and beverage service to the guest	<ul style="list-style-type: none"> <li>Guest might have been on a long flight: Depending on the time of the day guest may be offered Breakfast or tea / coffee/soft beverages in Pickwicks</li> </ul>
8.	Guest relations to entertain the guest	<ul style="list-style-type: none"> <li>Guest Relations to entertain the guest in Pickwicks</li> </ul>
9.	Room to be made on priority basis	<ul style="list-style-type: none"> <li>Inform Housekeeping Supervisor to make room ready for the guest on urgent basis</li> </ul>
10.	Follow up with house keeping on room status	<ul style="list-style-type: none"> <li>Constantly follow up with House keeping on room status</li> </ul>
11.	Update duty manager with room status	<ul style="list-style-type: none"> <li>Keep duty manager informed about the same</li> </ul>

12.	Guest relations / duty manager to speak to the guest	<ul style="list-style-type: none"> <li>▪ Guest Relations or Duty Manager should speak to the guest for the inconvenience caused for the room was not ready on the arrival of the guest</li> </ul>
13.	Apology note from the hotel	<ul style="list-style-type: none"> <li>▪ Flowers and a personalized card from the General Manager of the hotel with an apology to be placed in the room when it was next serviced by housekeeping</li> </ul>
14.	Update guest history	<ul style="list-style-type: none"> <li>▪ Guest history to be updated for future reference</li> </ul>
15.	Email to be marked	<ul style="list-style-type: none"> <li>▪ Email to be sent to all concerned persons when ever guest is made to wait for a room</li> </ul>

## Standard Operating Procedure No: 16

<b>Process :</b>	<b>How to show check – in and profile updating on system</b>
<b>Objective :</b>	To know the check – in process and to maintain the records for audit purpose
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Steps to show check –in on the system	<ul style="list-style-type: none"> <li>▪ Go to the front Desk</li> <li>▪ Press enter on arrivals</li> <li>▪ Enter the last name of the guest</li> <li>▪ Click on check-in option</li> </ul>
2.	Search for arrivals by either of the followings	<ol style="list-style-type: none"> <li>I. Guest First Name</li> <li>II. Guest Last Name</li> <li>III. Guest Company Name</li> <li>IV. Travel Agent Name</li> <li>V. Group Name</li> <li>VI. Confirmation Number, Etc</li> </ol> <ul style="list-style-type: none"> <li>▪ Select correct option.</li> <li>▪ Press Enter on Check-In</li> <li>▪ Check-in should be done on system so that other departments are aware of the guest's occupancy</li> <li>▪ Show check in of guest in the computer in order to ensure that all other departments are aware of the guests who have checked in and to release the telephone lines</li> </ul>
3.	Updation of guest profile in the system	<ul style="list-style-type: none"> <li>▪ All personal information collected at check-in will be updated on the guest's profile</li> </ul>
4.	Guest information to be entered in the system accurately	<ul style="list-style-type: none"> <li>▪ All information will be entered accurately in the system and completely without error</li> <li>▪ Update folio and guest information to have information that is correct and to record it accurately</li> </ul>
5.	Following information is must for profile Updation	<ul style="list-style-type: none"> <li>▪ Guest Name</li> <li>▪ Room Number</li> <li>▪ Arrival and Departure Date</li> <li>▪ No. Of Adults and Children</li> <li>▪ Room Type (Upgraded reason if any)</li> <li>▪ Rate Code</li> <li>▪ Room Rate</li> <li>▪ Source of Business</li> <li>▪ Market Segment</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Discount and reason</li> <li>▪ Source of booking</li> <li>▪ Credit card number and expiry date</li> <li>▪ Comments/Traces</li> <li>▪ Designation, Company Name</li> <li>▪ Address Telephone Number</li> <li>▪ Fax and E-Mail Id</li> <li>▪ Passport number, Date and Place of Issue</li> <li>▪ Nationality and date of Birth</li> </ul> <p>Frequent flyer program membership details (If reservation is made through world hotels)</p>
6.	Steps to update the profile in the system	<ul style="list-style-type: none"> <li>▪ Go to the Front Desk</li> <li>▪ Go to the Arrival option/Guest In house</li> <li>▪ Enter the last name of the guest or room number</li> <li>▪ Click on profile and update profile in the system</li> <li>▪ Click on save button</li> <li>▪ Click on OK to confirm to save the data.</li> </ul>
7.	Check for guest mode of payment	<ul style="list-style-type: none"> <li>▪ To have clear knowledge of guest mode of payment is very important to ensure that the check out is carried out in quick and efficient manner</li> </ul>
8.	If guest mode of payment is bill to co. / travel agent voucher	<ul style="list-style-type: none"> <li>▪ If payment instruction has been given specifying the whole or part of the bill, will be settled by either a company, a travel agent or a third party</li> </ul>
9.	Check the correspondence	<ul style="list-style-type: none"> <li>▪ Check the correspondence to see whether the hotel management has approved the arrangement</li> <li>▪ Make sure that the correspondence, reservation order and letter has been attached</li> <li>▪ Double Check the voucher or correspondence presented by guests and check for any discrepancy in guest name, period of stay</li> <li>▪ For any discrepancy please make a note of same and inform to the duty manager and the concerned sales account manager</li> </ul>
10.	Routing Instructions	<ul style="list-style-type: none"> <li>▪ Set appropriate routing for agent/company billing on the system</li> </ul>
11.	Updation of arrival and departure register	<ul style="list-style-type: none"> <li>▪ All registration cards entry has to be made in Arrival and Departure register shift wise on daily basis</li> </ul>

12.	Check for the guest information on the registration card tallies with the information fed in the system	<ul style="list-style-type: none"> <li>▪ Double check whether information on the registration card matches in the system, i.e. Room Rate, Room Type, Check Out Date etc.</li> <li>▪ Set up appropriate routing according to correspondence</li> </ul>
13.	Note	<ul style="list-style-type: none"> <li>▪ Incase there is any information missing such as address, payment, departure time etc.</li> <li>▪ Call guest to confirm or leave a trace for the next shift to follow up</li> </ul>

## Standard Operating Procedure No: 17

<b>Process :</b>	<b>How to do a room change</b>
<b>Objective :</b>	To ensure room change in a prompt and efficient manner
<b>Responsibility :</b>	Front Office Staff / Guest Relations / Duty Manager

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Point to be kept in mind for an occupied guest room change	<ul style="list-style-type: none"> <li>▪ In the event, an occupied guest room needs to be changed, it will be done in an efficient manner in the presence of duty manager and security supervisor ensuring all the guests belongings are transferred, all the concerned departments are intimated and the billing is accordingly adjusted</li> </ul>
2.	To meet guest request	<ul style="list-style-type: none"> <li>▪ In house guest expect to have immediate access to the rooms and the request to be met immediately</li> </ul>
3.	Guest request reception for a room change because of various reasons	<ul style="list-style-type: none"> <li>▪ Smell in the room</li> <li>▪ Room has defect</li> <li>▪ Different category of room given on arrival than what the guest was booked for</li> <li>▪ Guest didn't like the room, etc</li> </ul>
4.	Assign new room	<ul style="list-style-type: none"> <li>▪ Check with the duty manager to assign new room for the guest</li> </ul>
5.	Apologize to the guest	<ul style="list-style-type: none"> <li>▪ Duty manager to apologize the guest in case of hotels fault leading to room change</li> </ul>
6.	Offer assistance to pack guest baggage	<ul style="list-style-type: none"> <li>▪ Offer assistance to guest to pack his baggage, which is to be shifted to the newly assigned room</li> </ul>
7.	Meet guest expectation	<ul style="list-style-type: none"> <li>▪ Ensure that the new room meets the expectation of the guest</li> </ul>
8.	Guest relations to escort the guest	<ul style="list-style-type: none"> <li>▪ Guest Relations to escort the guest to the new room and ensure that the guest is satisfied with the new room</li> </ul>
9.	New room key to be given in place of changed room key	<ul style="list-style-type: none"> <li>▪ Give the new key to the guest and old key to be taken back from the guest</li> </ul>
10.	Offer assistance to move guest baggage	<ul style="list-style-type: none"> <li>▪ Bell boy to be present to move the guest baggage immediately</li> </ul>

11.	Room move to be done in the system	<ul style="list-style-type: none"> <li>▪ As soon as the guest is moved physically to the new room, room change has to be shown in the system</li> <li>▪ Go to the reservation folio and show a change of room in the system</li> </ul>
12.	Room status to be changed in the system	<ul style="list-style-type: none"> <li>▪ Please change the status of old room dirty in the system for house keeping to clean that room.</li> </ul>
13.	Concerned departments to be informed about the guest room change	<ul style="list-style-type: none"> <li>▪ House keeping</li> <li>▪ Laundry</li> <li>▪ Operator</li> <li>▪ Cashier</li> </ul>
14.	Staff to be informed	<ul style="list-style-type: none"> <li>▪ All staff should be informed about the change of guest room</li> </ul>
15.	Update guest history	<ul style="list-style-type: none"> <li>▪ Update the guest history as well as the reason for room change.</li> <li>▪ Ensure all guest records are updated.</li> </ul>
16.	Room change voucher	<ul style="list-style-type: none"> <li>▪ Room change voucher to be made and acknowledged by all departments</li> </ul>
17.	Guest registration card to be moved in the back office	<ul style="list-style-type: none"> <li>▪ Guest registration card to be moved to new room number slot in the Pigeon hole in back office</li> </ul>
18.	Room number to be updated on the guest registration card	<ul style="list-style-type: none"> <li>▪ Mention new room number on the registration card</li> </ul>
19.	Steps to do room change in the system	<ul style="list-style-type: none"> <li>▪ Go to the front desk</li> <li>▪ Go to the Guest In-house option</li> <li>▪ Enter the guest room number</li> <li>▪ Go to the options</li> <li>▪ Select the room move option</li> <li>▪ Enter the new room number in which the guest is moved physically</li> <li>▪ Click OK button to confirm the room move of the guest</li> </ul>
20.	Screen will display following options	<ul style="list-style-type: none"> <li>▪ Change room status to dirty</li> <li>▪ Change room status to clean</li> <li>▪ Do not change room status</li> </ul>
21.	Select required option	<ul style="list-style-type: none"> <li>▪ Select required option and press enter on that, room change is done on system</li> </ul>



## Standard Operating Procedure No: 18

<b>Process :</b>	<b>What is the procedure for rate change</b>
<b>Objective :</b>	To maintain records and documentation to avoid discrepancies and for audit purpose
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Explain room rate	<ul style="list-style-type: none"> <li>Rate is the amount charged to the guest for the room he is staying in and is printed on the guest registration card</li> </ul>
2.	Confirm room rate with the guest	<ul style="list-style-type: none"> <li>It is important to confirm the Room rate with the guest on his Check-in</li> </ul>
3.	Documentation of room rate change	<ul style="list-style-type: none"> <li>Any changes in guest's room rate should be documented and communicated to all concerned</li> </ul>
4.	Updation of room rate change	<ul style="list-style-type: none"> <li>The Rate change should be updated in the guest records and the cashiers should be notified about the same</li> <li>In case of any changes that has to be done in the rates that is quoted to the guest, reason for rate change has to be mentioned on Registration Card</li> </ul>
5.	Room rate may be changed for various reasons	<ul style="list-style-type: none"> <li>Discount given to the guest</li> <li>Up selling a room to a guest</li> <li>Change in rate from a rack rate to corporate rate</li> </ul>
6.	Steps to do room rate change in the system	<ul style="list-style-type: none"> <li>Obtain proper documentation</li> <li>Change Rate in the registration Card</li> <li>Mention the reason for rate change in Registration Card</li> <li>Change rate in the Opera system</li> <li>Mention the reason for rate change in the Opera system</li> <li>Inform to the concerned Department</li> <li>Select guest profile for which room rate is to be changed</li> <li>Click on edit</li> <li>Enter the new room rate in rate column</li> <li>Click save</li> <li>Click OK button to confirm the rate change</li> <li>Mention the reason for rate change in comments</li> </ul>

7.	Note	<ul style="list-style-type: none"> <li>Any rate change has to be updated on the registration card and must also mention the reason for rate change</li> </ul>
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## Standard Operating Procedure No: 19

<b>Process :</b>	<b>What is the procedure for receiving the guest wake up call at the reception</b>
<b>Objective :</b>	To attend wake up call requests immediately
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Request for guest wake up call at the reception	<ul style="list-style-type: none"> <li>Few requests for wake up call will be taken at the front desk</li> </ul>
2.	Guest wake up call request to be met immediately	<ul style="list-style-type: none"> <li>All wake up call requests should be attended immediately</li> </ul>
3.	Offer reminder wake up call to the guest	<ul style="list-style-type: none"> <li>Whenever guest request for wake up call at the reception, Front office associate must check with guest if a reminder wake up call is required</li> </ul>
4.	Points to be kept in mind while taking guest wake up call request	<ul style="list-style-type: none"> <li>Name of the guest</li> <li>Room Number</li> <li>Wake up call time</li> </ul>
5.	Offer Tea /Coffee assistance to the guest	<ul style="list-style-type: none"> <li>Front office associates must also ask if any Tea/Coffee required along with the wake up call</li> <li>If required yes then, Front office associate must ask further questions like :                             <ul style="list-style-type: none"> <li>I. Regular coffee or Decaffeinated coffee</li> <li>II. Coffee with milk or black coffee</li> <li>III. Ready made tea or everything separate</li> <li>IV. Regular tea or a Masala tea. Etc.</li> </ul> </li> </ul>
6.	Wish guest a good night sleep	<ul style="list-style-type: none"> <li>Front office associate must wish guest "Good Night Mr./ Ms._____"</li> </ul>
7.	Inform In room dinning for guest order, If any	<ul style="list-style-type: none"> <li>Front office associate will give guest order to In room dinning to be served along with the wake up call</li> </ul>
8.	Wake up call sheet is filled giving following details	<ul style="list-style-type: none"> <li>Guest Name</li> <li>Guest Room No.</li> <li>Wake call time</li> <li>Reminder Wake Call Time, If any</li> <li>Any In Room Dining Request</li> <li>Any other request</li> <li>Wake call taken by</li> <li>Wake call given by</li> </ul>

9.	Wake call sheet to be acknowledged by the operators	<ul style="list-style-type: none"> <li>▪ This sheet is then given to the operator who in turn, calls up the guest at the requested time for the wake up call</li> <li>▪ A duplicate copy of wake up call sheet with guest IRD request is send to the In Room Dinning by 01:00 hrs. by the operators acknowledged by IRD associate</li> </ul>
10.	Operators to be updated with daily weather report	<ul style="list-style-type: none"> <li>▪ Bell desk must give daily weather report to the operators</li> </ul>
11.	Guest to be informed about city weather temperature	<ul style="list-style-type: none"> <li>▪ Operators must give weather details to the guest along with wake up call</li> </ul>
12.	Guest to be acknowledged using their name	<ul style="list-style-type: none"> <li>▪ Operators must use guest name</li> </ul>

## Standard Operating Procedure No: 20

<b>Process :</b>	<b>How to create a sharer in the system</b>
<b>Objective :</b>	To give accurate occupancy status of the room and details of the sharer guest
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Steps to create sharer in the system before Primary guest checks-in	<ul style="list-style-type: none"> <li>▪ Go to Front Desk</li> <li>▪ Go to arrivals</li> </ul>
2.	To select primary guest use following options	<ul style="list-style-type: none"> <li>▪ Guest first name</li> <li>▪ Guest last name</li> <li>▪ Guest company name, etc</li> <li>▪ Go to the options and select shares</li> <li>▪ Click on Combine on right hand side</li> <li>▪ Feed last name or first name of the Sharer guest</li> <li>▪ Press Enter</li> <li>▪ Fill the required details</li> <li>▪ Press Enter and the sharer are created</li> <li>▪ Rate code for sharer is SHARER and the rate must be zero</li> </ul>
3.	Steps to create sharer in the system after Primary guest checks-in	<ul style="list-style-type: none"> <li>▪ Go to front desk</li> <li>▪ Go to guest In- house</li> <li>▪ Enter guest name or guest room number</li> <li>▪ Go to the options and select share</li> <li>▪ Select combine and enter the name of the sharer</li> <li>▪ Fill the details and select the profile, if any</li> <li>▪ Rate code for sharer is SHARER and the rate must be zero</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Click OK</li> <li>▪ Click close button</li> <li>▪ Click Yes to save the changes</li> </ul>
5.	Note	<ul style="list-style-type: none"> <li>▪ Please remember to update the profile of the sharer guest</li> </ul>

## Standard Operating Procedure No: 21

<b>Process :</b>	<b>How to handle a sharer with advance notice</b>
<b>Objective :</b>	To welcome the notified sharer in a warm and cordial manner
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Explain Sharer	Sharer : All guest who joins after the first guest has checked in smoothly are called Sharer.
2.	To handle sharer with an advance notice Welcome sharer in a warm manner	<ul style="list-style-type: none"> <li>Notified sharer will be welcomed in a warm and cordial manner</li> </ul>
3.	Meet guests expectation	<ul style="list-style-type: none"> <li>With advance notice the guest expects to have immediate access to the room</li> </ul>
4.	Name verification of the sharer guest	<ul style="list-style-type: none"> <li>Verify the Name against arrival information in the system</li> </ul>
5.	Information for profile updation	<ul style="list-style-type: none"> <li>Collect all information required for Profile Updation</li> </ul>
6.	Show check-in in the system	Check in the guest into the system
7.	Inform primary guest in the room	<ul style="list-style-type: none"> <li>Offer to phone the primary guest in the room to inform about the sharer is arrived</li> </ul>
8.	Points to be kept in mind for a Sharer guest	<ul style="list-style-type: none"> <li>The Rate Code of sharer must be "SHARER"</li> <li>The rate amount of sharer must be "ZERO"</li> <li>The rate amount must feature in PRIMARY guest room account</li> </ul>
9.	Note	<ul style="list-style-type: none"> <li>Above things must not be changed unless specified by the guest in specific manner</li> </ul>

## Standard Operating Procedure No: 22

<b>Process :</b>	<b>How to handle a sharer without advance notice</b>
<b>Objective :</b>	To ensure the privacy of the guest and avoid inconveniences
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	To handle Sharer without advance notice (Un notified sharer guest)	<ul style="list-style-type: none"> <li>UN notified sharers/ join in would be accommodated in a helpful and tactful manner while preserving the security of the registered guest</li> </ul>
2.	Inform duty manager	<ul style="list-style-type: none"> <li>Inform duty manager about the Unnoticed Sharer</li> </ul>
3.	Call the In-house guest to confirm about the sharer	<ul style="list-style-type: none"> <li>If the guest arrives and says that he/she is going to share room with In-house guest but there is no instructions received concerning his/her arrival, call the in-house guest to clarify</li> </ul>
4.	Points to be kept in mind if the In –house guest is not available in the room	<ul style="list-style-type: none"> <li>Request guest to have seat in lobby</li> <li>Leave message to the in-house guest, asking the guest to contact front office</li> <li>Advice sharer guest that he/she will be contacted as soon as the guest returns. Ask sharer to be comfortable in the lobby or in any of the restaurants</li> <li>Do not allow another person to enter the guest room unless an instruction is received from the guest</li> <li>On confirmation with the primary guest, Check in the sharer guest after completing his registration formalities</li> <li>Update no. of pax in system</li> <li>Update no. of pax in system</li> <li>Inform house keeping to place double amenities in the room</li> </ul>

## Standard Operating Procedure No: 23

<b>Process :</b>	<b>How to handle guest telephone messages</b>
<b>Objective :</b>	To ensure efficient and prompt delivery of messages to guest rooms
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Messages for the guest to delivered correctly and promptly	<ul style="list-style-type: none"> <li>Messages left for a guest over the telephone will be accurately recorded and delivered to the guest</li> <li>Staff is required to leave text messages for In – House guest and all messages to be delivered to guest promptly</li> </ul>
2.	<p>Guidelines to be followed for guest messages</p> <p>In case guest is not available in the room</p>	<ul style="list-style-type: none"> <li>The guest expects to get the telephone message while they are not in the room</li> <li>In case guest is not in the room then a message can be left on the voice mail, which the guest will receive when he comes back to his room. There is an option in the guest telephone called message by which the guest can retrieve all his voicemail messages. E.g. “Hi I am Peter , please call me back at xxxxxxxxx Thank you.” However, if the caller wishes to leave a text message, the operator will transfer the call to the front desk</li> <li>The front desk personnel should realize that the caller has been online for sometime and must ensure that the message is taken promptly</li> <li>The received message should then or typed on the system in the In – House screen</li> </ul>
3.	Contents of messages	<ul style="list-style-type: none"> <li>Name of the caller (correctly spelled) and the company name</li> <li>The contact details of the calling party</li> <li>Date and time of call</li> </ul>
4.	Steps for printing guest messages in system	<ul style="list-style-type: none"> <li>Once the message is typed for an In – House guest then it should be printed on message slip and the same should be updated on system</li> <li>Go to main menu</li> <li>Go to front office option</li> <li>Press enter on the in house option</li> <li>Press enter on either of the following for which the message is to be typed: <ul style="list-style-type: none"> <li>I. Guest name.</li> </ul> </li> </ul>



		<p>II. Room Number.</p> <ul style="list-style-type: none"> <li>▪ The screen will display the room profile of the guest with options at the bottom</li> <li>▪ Press enter at the message option</li> <li>▪ Screen will display previous messages, if any</li> <li>▪ If there are no previous messages Click on New to type new message</li> <li>▪ Type new message on the blank screen</li> <li>▪ After typing the message, click Ok on right hand side.</li> <li>▪ The screen will have options of print if message is required to be printed</li> <li>▪ Click on print button and the message is printed</li> <li>▪ Once the message is delivered to the room, click on receive button on right hand side to confirm the delivery of message to the guest room</li> </ul>
5.	Bell boy to deliver message to the guest room	<ul style="list-style-type: none"> <li>▪ Bell boy to deliver the message to the guest in silver tray</li> </ul>
6.	Update bell desk control sheet	<ul style="list-style-type: none"> <li>▪ Entry of the guest message is made in bell desk control sheet</li> </ul>
7.	For urgent delivery of message	<ul style="list-style-type: none"> <li>▪ In case the message is an urgent one, please check if the guest is in any of the public areas before the sending the message to the room</li> </ul>

## Standard Operating Procedure No: 24

<b>Process :</b>	<b>How to do departure control</b>
<b>Objective :</b>	To know actual hotel position
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Objective of departure control	<ul style="list-style-type: none"> <li>Departure control must be done for all guest as it helps us to know our actual hotel position</li> <li>Departure control helps us to know the exact availability of room</li> </ul>
2.	Confirmation of guest departure details on check -in	<ul style="list-style-type: none"> <li>At the time of check in along with other details of the guest receptionist must confirm :                             <ul style="list-style-type: none"> <li>Date of departure of the guest</li> <li>Time of departure of the guest</li> <li>Try to sell the hotel transportation for airport drop</li> </ul> </li> </ul>
3.	Departure control is done a day prior to the guest departure date	<ul style="list-style-type: none"> <li>One day prior to the date of departure of the guest, guest relations will call the guest and reconfirms the departure date and time with the guest.                               “Good Evening Mr. /Ms._____ This is Bhumika calling from the guest relations, How are you today?”                               Guest: I am good.                               Bhumika: Mr./Ms._____, May I reconfirm your departure date and time for tomorrow.”</li> </ul>
	Note: 06:30hrs, if you wish to have breakfast at that hour you can order for it through In Room Dinning with our compliments	<ul style="list-style-type: none"> <li>If guest is departing before 07:00am and wish to have breakfast before that, guest can avail the facility of having complimentary breakfast through In Room Dinning</li> <li>Complimentary breakfast facility is offered only to the <b>FIT's</b> departing before 07:00am.</li> </ul> <p>Guest: I am leaving at 06:30hrs.</p> <p>Guest Relations: Mr. /Ms._____ our breakfast at Pickwicks starts at 07:00hrs and you are</p>

		checking out at 06:30hrs, if you wish to have breakfast at that hour you can order for it through In Room Dining with our compliments
4.	Up sell hotel transportation	<ul style="list-style-type: none"> <li>Guest relations also checks with the guest, if any transportation required on departure “ Mr./Ms._____ would you be requiring the hotel car to drop you to the airport tomorrow on departure”</li> </ul>
5.	Offer wake up call assistance to the guest	<ul style="list-style-type: none"> <li>Guest relations also checks with the guests, if any wake call required “Mr. /Ms. Would you wish to place a wake up call for tomorrow.”</li> </ul> <p>Guest: Yes at 7.00 a.m</p>
6.	Offer assistance for reminder wake up call and for tea / coffee	<p>Guest Relations: Certainly Mr. / Ms.____, do you wish to have a reminder wake up call and Would you like to have Tea / coffee along with your wake call?</p>
		<p>Guest: No, I don't need the reminder wake up call and I need coffee at 07:45 am.</p> <p>Guest Relations: Certainly Mr. /Ms.____, would you like to have Decaffeinated coffee or a Regular coffee?</p> <p>Guest: No I want regular coffee</p> <p>Guest Relations: Certainly Mr./Ms.____, you wish to have black coffee or coffee with milk.</p> <p>Guest: I want black coffee</p>
7.	Reconfirm wake up call details with the guest	<ul style="list-style-type: none"> <li>Guest Relations: Certainly Mr. / Ms.____, I repeat your room no. is 301 and your wake up call is at 07:30 am with no reminder wake up call and with black regular coffee at 07:45 am. Have a nice sleep Mr. / Ms_____</li> </ul>
8.	Importance on sold out dates	<ul style="list-style-type: none"> <li>On sold out dates departure control plays a very important role to control our room reservations</li> </ul>
9.	Point to be kept in mind on sold out date	<ul style="list-style-type: none"> <li>No extensions or late check outs to be given to the guest on sold out dates, unless authorized by Rooms Division Manager (RDM)</li> </ul>

10.	Steps to enter the departure time of the guest in the system	<ul style="list-style-type: none"> <li>▪ Go to the front desk</li> <li>▪ Go to guest in-house</li> <li>▪ Enter the guest room number</li> <li>▪ Click on edit on right hand side</li> <li>▪ Go to the more fields</li> <li>▪ Departure time to be entered in C/O time column</li> </ul>

## Standard Operating Procedure No: 25

<b>Process :</b>	<b>How to handle In-house guest stay extension</b>
<b>Objective :</b>	To handle stay extension in an efficient manner keeping guest informed of the situation
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	In house guest stay can be extended depending on the availability of the rooms	<ul style="list-style-type: none"> <li>All guest extension depends on the availability of rooms and will be communicated to guests</li> </ul>
2.	Guest stay extension also depends on the type of the reservation. For a Travel Agent reservation	<ul style="list-style-type: none"> <li>If rooms are available, request guest to the agent to send the amended voucher for the extended number of days / Stay can be extended on direct payment at the best available rate</li> </ul>
3.	For a Bill to company reservation	<ul style="list-style-type: none"> <li>If rooms available speak to the concerned sales account manager / reservations manager for the amended bill to company letter for the extended number of days/ Stay can be extended on direct payment at the availed rate</li> </ul>
4.	For a Complimentary / House use room	<ul style="list-style-type: none"> <li>To check with the Rooms Division Manager</li> </ul>
5.	For a World Hotel reservation	<ul style="list-style-type: none"> <li>Stay can be extended on direct payment at the best available rate</li> </ul>
6.	Points to be kept in mind while handling In house guest request for stay extension	<ul style="list-style-type: none"> <li>In house guest stay extension must be handled in the efficient manner and the guest must be kept informed of the situation</li> </ul>
		<ul style="list-style-type: none"> <li>Check room availability and house position to see whether the extension of the stay is possible</li> </ul>
7.	Apologize to the guest, if could not meet his request for stay extension	<ul style="list-style-type: none"> <li>If available, to be accommodated and if not possible the guest has to be informed immediately about the same by the duty manager “I apologize Mr./Ms._____ the hotel is completely sold out today and we are not in the position to extend your stay.”</li> </ul>

		<ul style="list-style-type: none"> <li>▪ If extension is not possible then inform the guest that he would be kept on priority waiting list “We will surely keep you in our priority waiting list, in case of any cancellations or amendments will be informed to you immediately”</li> </ul>
8.	Check with duty manager before making commitment to the guest	<ul style="list-style-type: none"> <li>▪ Before extending the stay or making any commitments to the guest please check with the duty manager</li> </ul>
9.	Guest registration card to be updated and room key to be reprogrammed	<ul style="list-style-type: none"> <li>▪ Whenever guest stay is extended, please make sure to change the departure date on the guest registration card and also programme guest key for the extended number of days</li> </ul>
10.	Offer guest assistance for alternative arrangement on sold out dates	<ul style="list-style-type: none"> <li>▪ On sold out dates assistance is offered for making alternative arrangements in another hotel of same star category “I sincerely apologize for not being able to extend your stay in our hotel, would you like me to check the availability and reserve you in another five star hotel?”</li> </ul>

## Standard Operating Procedure No: 26

<b>Process :</b>	<b>How to handle late check outs</b>
<b>Objective :</b>	Late check outs should be accommodated according to the set guidelines.
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	For late check out check on the availability and inform guest accordingly	<ul style="list-style-type: none"> <li>▪ Late check outs will be extended subject to availability of rooms and same needs to be communicated to guests in advance. “I apologize Mr./Ms.____ as the hotel is full we will not be able to accommodate your request for late check out. The hotel check out time is 12:00hrs, at the most we can extend it till 14:00hrs. beyond that there will be half day charge till 18:00 hrs and after that there will be full day charge. “We also have left luggage facility if you wish to keep your baggage with us”</li> </ul>
2.	Points to be kept in mind for late check outs	<ul style="list-style-type: none"> <li>▪ Check availability of rooms</li> <li>▪ Guest request to be fulfilled. Avoid inconvenience to the guest</li> <li>▪ Check room blocking status and see if there are any rooms, which have been blocked for another guest</li> <li>▪ As much as possible, try to accommodate guest request</li> <li>▪ If room is available, confirm extension to the guest</li> <li>▪ If room is blocked, check if you can change the block and do the needful</li> </ul>
3.	Check comments on system for late departure charges	<ul style="list-style-type: none"> <li>▪ Explain the late departures charges, only when necessary and applicable</li> <li>▪ Check if applicable, according to reservation system</li> </ul>
4.	Guide lines to be followed for late check out	<ul style="list-style-type: none"> <li>▪ Normal Check Out Time: 12:00 Noon</li> <li>▪ Late Check Out till 14:00 Hrs: Without any charges</li> <li>▪ Late Check Out till 18:00 Hrs : Half Day of Room Rate</li> <li>▪ Late Check Out after 18:00 Hrs : Full Day charge</li> </ul>
5.	Authorization for late check out	<ul style="list-style-type: none"> <li>▪ Late check out has to be authorised by the duty manager or any authorised signatory</li> </ul>

## Standard Operating Procedure No: 27

<b>Process :</b>	<b>How to do a Front Office courtesy calling</b>
<b>Objective :</b>	To check if the guest is comfortable and to get feedback
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Courtesy call is made for the following guests	<ul style="list-style-type: none"> <li>▪ All VIP In-house guest</li> <li>▪ All Long Staying In-house guest depending on the length of their stay</li> <li>▪ All guest a day prior to their departure</li> </ul>
2.	For a VIP guest	<ul style="list-style-type: none"> <li>▪ For VIP guest, Guest Relations will make first courtesy call after the ten minutes of the check In of the guest in the room</li> </ul>
3.	Points to be kept in mind while making courtesy calling to a VIP staying guest	<p>Guest Relations will ask guest following questions related to the experience of their Stay in the hotel</p> <ul style="list-style-type: none"> <li>▪ Is he comfortable in the room?</li> <li>▪ How did he find the room?</li> <li>▪ Does he wish to reserve himself for lunch/dinner in the hotel restaurants?</li> <li>▪ Does he wish to use the health Club and Beauty Parlour services?</li> </ul>
4.	Explain a long staying guest	<ul style="list-style-type: none"> <li>▪ Any assistance he requires, please call guest relations at extn: _____</li> <li>▪ A long staying guest is one who stays in the hotel for a minimum period of 10 nights</li> </ul>
5.	For a long staying guest	<ul style="list-style-type: none"> <li>▪ For a long staying guest, Guest relations will give minimum three courtesy calls to the guest and will have a courtesy meet with the guest. The process will be repeated every ten days for guest staying for more than ten days</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Guest Relations will take the printout of long staying In house guest report.</li> <li>▪ Guest Relations will call the guest in their room post 17:00hrs.</li> </ul>
6.	Points to be kept in mind while making courtesy calling to a long staying guest	<p>Guest Relations will ask guest following questions related to the experience of their Stay in the hotel.</p> <ul style="list-style-type: none"> <li>▪ How is their stay in the hotel?</li> <li>▪ How is the food and the service of the hotel?</li> </ul>



		<ul style="list-style-type: none"> <li>▪ Has he visited all the restaurants of the hotel?</li> <li>▪ Has he experienced the health club and the beauty parlour services of the hotel?</li> <li>▪ Any incident occurred in the hotel, which they would like to share with us</li> <li>▪ Any special feedback the guest wish to give to us</li> <li>▪ Any thing guest wishes to add to improve/enhance the services of the hotel</li> </ul>
7.	First courtesy call for all guests	<ul style="list-style-type: none"> <li>▪ Guest Relations will make first courtesy call in ten minutes of the check-In of the guest</li> </ul>
8.	Points to be kept in mind while making first courtesy call to the guest	<ul style="list-style-type: none"> <li>• Guest Relations will ask following questions to the guest: <ul style="list-style-type: none"> <li>▪ Is he comfortable in the room?</li> <li>▪ How did he find the room?</li> <li>▪ Does he wish to place a wake up call?</li> <li>▪ Any assistance he requires, please call guest relations at Extn: ____.</li> </ul> </li> </ul>

## Standard Operating Procedure No: 28

<b>Process :</b>	<b>How courtesy meet is done</b>
<b>Objective :</b>	To give personalised feel to the guest and to win guest's loyalty.
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Explain Courtesy Meet	<ul style="list-style-type: none"> <li>Guest Relations will meet guest personally on appointment as per the guest convenience to gain more information about the guest, his preferences and the feedback on his stay with us.</li> </ul>
2.	Guest Relations to call the guest	<ul style="list-style-type: none"> <li>Guest Relations will call guest in his room.</li> </ul>
3.	Fix up an appointment for courtesy meet as per guest convenience	<ul style="list-style-type: none"> <li>Guest Relations will ask guest if its possible to have courtesy meet with him at any time as per his convenience. Preferably for an evening tea in Pickwicks</li> <li>Guest Relations will fix up an appointment with the guest</li> </ul>
4.	Offer assistance to remind for courtesy meet	<ul style="list-style-type: none"> <li>Guest Relations will check with guest if a reminder in the evening is required</li> </ul>
5.	Table reservation in Pickwicks	<ul style="list-style-type: none"> <li>Guest Relations will reserve a table in the Pickwicks for a courtesy meet</li> </ul>
6.	Guest relations must update herself with the following guest details before going for courtesy meet	<ul style="list-style-type: none"> <li>Guest company name</li> <li>Company details if possible</li> <li>Guest designation</li> <li>Duration of stay in the hotel</li> <li>Restaurants experienced by the guest so far. (By checking the guest bill folio.)</li> <li>Special comments or traces if any</li> </ul>
7.	Welcome guest in the lobby	<ul style="list-style-type: none"> <li>At the said time Guest Relations has to be ready for the guest in the lobby for courtesy meet</li> <li>Guest Relations must welcome the guest in the lobby</li> </ul>
8.	Introduction with the guest	<ul style="list-style-type: none"> <li>Guest Relations must introduce herself to the guest and to proceed towards the Pickwicks</li> </ul>
9.	Point to be kept in mind for courtesy meet	<ul style="list-style-type: none"> <li>During courtesy meet, Guest Relations has to gain maximum information about the guest and provide maximum information about the hotel</li> </ul>

10.	Purpose of courtesy meet	<ul style="list-style-type: none"> <li>▪ The purpose of Courtesy meet is to build a relationship with guest and to win guests loyalty and also to sell the hotel services in a smarter way</li> </ul>
11.	Guest feedback to be inform to the concerned departments	<ul style="list-style-type: none"> <li>▪ Any good or bad experience of the guest in the hotel is circulated to the concerned departments through Email and updated in guest history</li> </ul>
12.	Service recovery to be provided	<ul style="list-style-type: none"> <li>▪ If required service recovery is provided</li> </ul>
13.	Update guest relations courtesy meet log book	<ul style="list-style-type: none"> <li>▪ Guest relations have to update the Guest Relations courtesy meet log book on daily basis</li> </ul>

## Standard Operating Procedure No: 29

<b>Process :</b>	<b>What are the various welcome letters</b>
<b>Objective :</b>	To provide information about hotel services and facilities
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	The welcome letter for all first time arrival guest	<ul style="list-style-type: none"> <li>▪ Welcome letter is placed in the guest rooms prior to guest arrival. Welcome letter gives complete information about the hotel services and facilities and is signed by the Rooms Division Manager</li> <li>▪ Welcome letter given to all the guest on check in by the front desk associate before proceeding the registration formalities</li> </ul>
2.	The welcome back letter for all repeated guest	<ul style="list-style-type: none"> <li>▪ Welcome letter given to all repeated guest on check-in before proceeding the registration formalities</li> </ul>
3.	The welcome letter for all VIP guests	<ul style="list-style-type: none"> <li>▪ Welcome letter given to all VIP arrivals by Guest Relations in their room before proceeding In room registration/ check in formalities</li> </ul>
4.	The welcome back letter for all repeated VIP guests	<ul style="list-style-type: none"> <li>▪ Welcome letter given to all repeated VIP arrivals by Guest Relations in their room before proceeding In room registration/ check in formalities</li> </ul>
5.	The VIP check out letter	<ul style="list-style-type: none"> <li>▪ VIP check out letter is a letter from the General Manager of the hotel to all VIP guests personally thanking them to have stayed with The Hotel and to welcome them back in the near future. This letter is sent to all VIP guest on the day of their departure</li> </ul>

## Standard Operating Procedure No: 30

<b>Process :</b>	<b>What is co-ordination meeting</b>
<b>Objective :</b>	To share the information of In house guest and to prepare for next arrivals
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Explain Co – ordination meeting	<p>Co-ordination meeting is a meeting conducted by the Guest Relation with the representatives of the following departments:</p> <ul style="list-style-type: none"> <li>▪ House Keeping</li> <li>▪ Engineering</li> <li>▪ In Room Dinning</li> </ul>
2.	Points to be discussed in co-ordination meeting	<ul style="list-style-type: none"> <li>▪ Arrivals for next day</li> <li>▪ Departures for next day</li> <li>▪ Group movement for next day</li> <li>▪ Projected occupancy for next day</li> <li>▪ Special comments or Traces, if any</li> <li>▪ GSTS feedback</li> <li>▪ Guest feedback during courtesy call and courtesy meet</li> <li>▪ General sharing of information.</li> </ul>

## Standard Operating Procedure No: 31

<b>Process :</b>	<b>What are the different amenities vouchers (F&amp;F) used at Front Office</b>
<b>Objective :</b>	To ensure amenities placed in the room as per requirement
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Explain F&F (Fruits and Flower) Voucher	<ul style="list-style-type: none"> <li>F&amp;F voucher is prepared by front office to inform to the concerned departments for the amenities to be placed in the guest rooms</li> </ul>
2.	Morning F&F reports to In room dinning	<ul style="list-style-type: none"> <li>Fruit &amp; Flower (F&amp;F) reports are printed twice a day.</li> <li>Morning 0800 Hrs : F &amp; F reports:</li> <li>VIP arrivals</li> <li>VIP In-house</li> <li>All arrivals</li> <li>All in-house</li> </ul>
3.	Afternoon F&F reports to In room dinning and House Keeping	<ul style="list-style-type: none"> <li>Afternoon 15:00 Hrs : F &amp; F reports :</li> <li>VIP In- house for Chocolate drops</li> <li>Single lady In-house for Chocolate drops and Moisturizer</li> </ul>
4.	In case of birthday / anniversary/ guest not well	<ul style="list-style-type: none"> <li>F &amp;F is prepared for ½ kg bitter chocolate cake</li> <li>F &amp;F is prepared for flowers. (Housekeeping)</li> </ul>
		<ul style="list-style-type: none"> <li>F &amp; F is also prepared for wine or other amenities to concern departments : I. As per guest request mentioned in the reservation II. Comments or traces in the reservation.</li> </ul>
5.	In case of group arrivals welcome drink is prepared for In room dining with following details	<ul style="list-style-type: none"> <li>Name of the group</li> <li>Arrival time of the group</li> <li>Number of person</li> <li>Any preference for welcome drink</li> <li>Any request mentioned in traces or comments</li> </ul>

## Standard Operating Procedure No: 32

<b>Process :</b>	<b>What is room discrepancy</b>
<b>Objective :</b>	To ensure there is no discrepancy in the room by the end of the day
<b>Responsibility :</b>	Duty Manager / Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Explain Occupancy report	<ul style="list-style-type: none"> <li>Occupancy report is a report prepared by the house keeping department giving the physical status of the rooms as per their record and is given to the front office department</li> </ul>
2.	Occupancy report is prepared twice a day	<ul style="list-style-type: none"> <li>House keeping also updates occupancy report on the system Morning at 10:30 hrs Evening at 21:30 Hrs</li> </ul>
3.	Tallying of the occupancy report	<ul style="list-style-type: none"> <li>The housekeeping occupancy report will be checked against the front desk status to ensure that there are no discrepancies in the room status</li> </ul>
4.	Explain Room discrepancy	<ul style="list-style-type: none"> <li>If there is difference in the status of room in housekeeping report and as per front office it is called ROOM DISCREPENCY</li> <li>Ensure there is no discrepancy in the room by the end of the day</li> </ul>
5.	Points to be kept in mind while checking the occupancy report for the room status	<ul style="list-style-type: none"> <li>Scanty Baggage</li> <li>Sleep out/ bed not used</li> <li>Privacy Card</li> <li>Out of order/out of service</li> </ul>
6.	Steps to be followed for checking the occupancy report	<ul style="list-style-type: none"> <li>Duty Manager will check the status of room in house keeping report</li> <li>Duty manager will check the status of room in the Opera system</li> </ul>
		<ul style="list-style-type: none"> <li>Duty Manager will check the status of room in house keeping report</li> <li>Duty manager will check the status of room in the Opera system</li> <li>If the status of room in housekeeping report is different to the room status in the Opera system then there is discrepancy</li> </ul>

7.	Discrepancy can of following types	<ul style="list-style-type: none"> <li>▪ Number of person in the room</li> <li>▪ Status of the room (Occupied / Vacant / Out of order / Out of service)</li> <li>▪ Sleep Out</li> <li>▪ Scanty Baggage</li> <li>▪ No luggage in the room, etc</li> </ul>
8.	Steps to be followed in case of any discrepancy in the occupancy report	<ul style="list-style-type: none"> <li>▪ Any discrepancy in the report, duty manager will check with the Asst. Manager House Keeper</li> <li>▪ Duty Manager will call the guest in the room</li> <li>▪ If no reply from the guest room, Duty manager will check the physical status of the room along with the security supervisor</li> <li>▪ Duty manager to the update the report on the system, if any variance. Same to be resolved within 15 minutes of receiving the report from the house keeping</li> <li>▪ Once the status is updated and tallied, the duty manager staples both the reports together and files them for future references</li> </ul>
9.	Filing of discrepancy report	<ul style="list-style-type: none"> <li>▪ Discrepancy report of morning and evening shift is filed in the “Discrepancy Report File” by the Duty Manager on daily basis</li> </ul>
10.	Authorize the report	<ul style="list-style-type: none"> <li>▪ Two discrepancy reports for the day is signed by the front office manager and the Exec. House keeper the next day</li> </ul>



### Standard Operating Procedure No: 33

<b>Process :</b>	<b>Explain the procedure of room allocation for a VIP arrival</b>
<b>Objective :</b>	To ensure room is ready before VIP arrival and to provide in room check – in to the guest
<b>Responsibility :</b>	Duty Manager / Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Room allocation for VIP arrivals	<ul style="list-style-type: none"> <li>Guest Relations to print the list of VIP arrivals for the next day</li> <li>Room allocation for VIP guest is to be done by guest relations in co-ordination with the duty manager</li> </ul>
2.	Points to be kept in mind for room allocation of the guest  Check for Guest Preferences/ comments/ traces	<ul style="list-style-type: none"> <li>Guest Relations to check for the traces, comments, preferences, if any</li> </ul>
3.	Allocate best available room	<ul style="list-style-type: none"> <li>Guest Relations to allocate the best available room for a VIP guest</li> </ul>
4.	Room status to be made do not move	<ul style="list-style-type: none"> <li>Allocated room status to be made DNM (Do not move)</li> </ul>
5.	Time of arrival of the guest	<ul style="list-style-type: none"> <li>Guest Relations to check the expected time of arrival of a VIP guest to ensure that the room is ready before his arrival</li> </ul>
6.	Amenity voucher for a VIP guest	<ul style="list-style-type: none"> <li>Guest Relations to send the amenity voucher for a VIP guest indicating expected time of arrival to ensure amenities are placed before guest arrival</li> </ul>
7.	Trace for In room check	<ul style="list-style-type: none"> <li>Leave trace for in room check in the Fidelio system</li> </ul>
8.	Information to the concerned departments	<ul style="list-style-type: none"> <li>Any special instruction related to VIP arrival is informed to concerned department</li> </ul>
9.	Note	<ul style="list-style-type: none"> <li>Room allocation for a VIP arrival is to be done a day before by 18:00hrs</li> </ul>

## Standard Operating Procedure No: 34

<b>Process :</b>	<b>Explain the procedure of room allocation for guests</b>
<b>Objective :</b>	To assign room according to guest request and changes should be kept to a minimum To ensure the room is ready before guest arrival
<b>Responsibility :</b>	Duty Manager / Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Room allocation for a regular guest	<ul style="list-style-type: none"> <li>Room allocation for a regular guest is done by night duty manager</li> </ul>
2.	Points to be kept in mind for room allocation of the guest  Check for Guest Preferences/ comments/ traces	<ul style="list-style-type: none"> <li>Room allocation is done keeping in consideration guest preferences, comments, traces if any</li> </ul>
3.	Room status to be made do not move	<ul style="list-style-type: none"> <li>Allocated room status to be made DNM (Do not move) if done as per guest preference</li> </ul>
4.	Time of arrival of the guest	<ul style="list-style-type: none"> <li>Room allocation is done considering the time of arrival of the guest to ensure room is ready before guest arrival</li> </ul>
5.	Allocation of rooms on sold out dates	<ul style="list-style-type: none"> <li>On sold out dates room blocking is done as per the guest expected time of arrival keeping in mind back to back room</li> </ul>

## Standard Operating Procedure No: 35

<b>Process :</b>	<b>Explain the procedure for printing guest registration card</b>
<b>Objective :</b>	To provide smooth and efficient check in to the guest
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Explain registration form	<ul style="list-style-type: none"> <li>▪ Registration form gives the details about the guest staying in the hotel</li> <li>▪ Its a legal requirement to fill the registration form for all the guest staying in the hotel</li> </ul>
2.	Registration form for next days arrivals	<ul style="list-style-type: none"> <li>▪ Registration form for next day arrivals is printed by the previous day night shift front desk associate</li> </ul>
3.	Steps for printing registration forms for future date	<ul style="list-style-type: none"> <li>▪ Go to the reservations</li> <li>▪ Go to update reservations on left hand side</li> <li>▪ Enter the guest name and select it</li> <li>▪ Click on edit</li> <li>▪ Click on option on right hand side</li> <li>▪ Select the option of register card</li> <li>▪ Click on print and the registration card is printed</li> <li>▪ Put either of the following details for which registration form is to be printed :                             <ul style="list-style-type: none"> <li>I. Reservation/Arrival Date</li> <li>II. Guest Name</li> <li>III. Company Name</li> <li>IV. Travel Agency Name</li> <li>V. Confirmation Number</li> </ul> </li> </ul>
4.	Registration forms are printed and attached with	<ul style="list-style-type: none"> <li>▪ Correspondence, If any</li> <li>▪ Hotel Welcome Letter</li> <li>▪ Fax, message, If any</li> </ul>
5.	Arrangement of registration forms	<ul style="list-style-type: none"> <li>▪ Registration forms are then arranged in Piano file in alphabetical order.</li> </ul>
6.	Registration forms for same day arrivals may be printed for the following reasons	<ul style="list-style-type: none"> <li>▪ Registration card for the same day is printed when the guest reservation is made on the same day of arrival</li> <li>▪ Registration form for same day is printed in case of Walk In Check In.</li> </ul>

7.	Steps to be followed for printing registration forms for same days arrivals	<ul style="list-style-type: none"> <li>▪ Go to the arrivals</li> <li>▪ Select the profile for which registration card is to be printed</li> <li>▪ Click on reg. card option on right hand side and the registration card is printed</li> <li>▪ for In-house guest select the guest room number</li> <li>▪ Click edit</li> <li>▪ Go to the options</li> <li>▪ select the option of register card</li> <li>▪ Click on print and the registration card is printed</li> </ul>
8.	Put either of the following details for which registration card is to be printed	<ul style="list-style-type: none"> <li>▪ Guest Name</li> <li>▪ Company Name</li> <li>▪ Travel Agency Name</li> <li>▪ Confirmation Number</li> </ul>

## Standard Operating Procedure No: 36

<b>Process :</b>	<b>What is the procedure for Master key</b>
<b>Objective :</b>	To avoid misuse of Master key
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Master key in front office department	<ul style="list-style-type: none"> <li>▪ In front office department we have two Master keys.</li> <li>▪ One with Duty manager and second with the Rooms Division Manager/Housekeeping</li> </ul>
2.	Function of master key	<ul style="list-style-type: none"> <li>▪ It opens all guest rooms</li> <li>▪ It opens all corporate offices</li> <li>▪ It opens all double lock rooms</li> </ul>
3.	Validity of master key	<ul style="list-style-type: none"> <li>▪ Master key is activated for the period of 90 days. On 90<sup>th</sup> day at 12:00Noon card gets de-activated automatically</li> </ul>
4.	Programming of master key	<ul style="list-style-type: none"> <li>▪ Only IT department has the rights to program the Master key</li> </ul>
5.	Usage of master key by authorised personnel only	<ul style="list-style-type: none"> <li>▪ Master key to be used only by the authorized personnel i.e Duty Manger</li> <li>▪ Employees authorized by the duty manager's can only use Master key</li> </ul>
6.	Master key control register	<ul style="list-style-type: none"> <li>▪ Each time Master key is used to open a guest room for any reason, entry has to be made in Master key control register Egs: Guest Relations for inspecting the guest rooms In Room Dinning attendant for placing amenities in the room. Etc</li> </ul>
7.	Master key control register has the following details	<ul style="list-style-type: none"> <li>▪ Date</li> <li>▪ Name of the employee who has taken the Master key</li> <li>▪ Department of the employee</li> <li>▪ Time of issue of Master key</li> <li>▪ Purpose of issuing the Master key</li> <li>▪ Signature of the employee</li> <li>▪ Time of depositing back the Master key</li> <li>▪ Signature of the employee at the time of returning back the Master key</li> <li>▪ Signature of the Duty Manager</li> </ul>

8.	History of CISA lock	<ul style="list-style-type: none"> <li>▪ To check the history of CISA lock, We have CISA machine and data cord with data card attached to it</li> </ul>
9.	Steps for taking the reading of CISA lock	<ul style="list-style-type: none"> <li>▪ Insert the data card to the guest room(for which reading needs to be taken)</li> <li>▪ Press menu button</li> <li>▪ Go to data reading</li> <li>▪ Enter number from 1 to 100 to record the data.</li> <li>▪ The record of that many numbers of last readings of the lock will be recorded in the card</li> <li>▪ It will give the reading of various keys used to open the room lock</li> <li>▪ Take the print out of the card reading</li> </ul>

## Standard Operating Procedure No: 37

<b>Process :</b>	<b>What is C-form</b>
<b>Objective :</b>	To maintain hotel records and for legal requirement
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Explain C- form	<ul style="list-style-type: none"> <li>C- Forms are maintained for all foreign nationalities staying in the hotel as a legal requirement and the same is to be submitted to the nearest FRRO office (Foreign Regional Registration Office), within 24 Hours of next working day.</li> </ul>
2.	Contents of C-form	<ul style="list-style-type: none"> <li>Name of the guest</li> <li>Nationality</li> <li>Passport No</li> <li>Date of issue of report</li> <li>Place of issue of report</li> <li>Address</li> <li>Date of arrival in India</li> <li>Arrived form</li> <li>Date of arrival in India</li> <li>Arrived From</li> <li>Employed in India</li> <li>Purpose and Duration of stay in India</li> <li>Certified of registration with date of issue and place of issue</li> <li>Date of Arrival in hotel</li> <li>Proceeding to which place</li> </ul>
3.	C-form is printed in 3 copies by night shift reception.	<ul style="list-style-type: none"> <li>For Front Office record</li> <li>For FRRO Office</li> <li>For acknowledged copy for Front Office</li> </ul>
4.	Steps to be followed for printing C form in the system	<ul style="list-style-type: none"> <li>Go to the Miscellaneous</li> <li>Go to the Reports</li> <li>Enter C-form in Report column</li> </ul> <p>There is a option of two C form reports</p> <ul style="list-style-type: none"> <li>C-form report will give you the option of date for which the report is to be printed</li> <li>C form yesterday will print the report for previous date</li> </ul>
5.	For Pakistan nationals	<ul style="list-style-type: none"> <li>C-Form of Pakistan nationality must reach FRRO with 24 Hrs of time of arrival of guest</li> <li>A guest with Pakistan Nationality has to report to the nearest police station. If VISA mentions the same</li> </ul>

## Standard Operating Procedure No: 38

<b>Process :</b>	<b>What are the back-up reports</b>
<b>Objective :</b>	To ensure smooth functioning of Front Desk activities when system is shut down
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Following back up reports will be printed at the front desk for the emergencies by all shifts	<ul style="list-style-type: none"> <li>▪ Go to the Miscellaneous</li> <li>▪ Go to the Reports on left hand side</li> <li>Print following reports:</li> <li>▪ Guest Open balance report</li> <li>▪ Arrival report</li> <li>▪ VIP arrival report</li> <li>▪ Departure report for Due outs</li> <li>▪ Vacant report</li> <li>▪ Guest In-house report</li> <li>▪ House keeping status report</li> <li>▪ Trace report</li> </ul>
2.	Note	<ul style="list-style-type: none"> <li>▪ Obtain information for system shut down in night shift before running night audit.</li> <li>▪ Emergency may also arise to shut down the system for system up gradation by IT department.</li> </ul>



## Standard Operating Procedure No: 39

<b>Process :</b>	<b>What is First aid box</b>
<b>Objective :</b>	To provide first aid in emergencies
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Explain first aid box	<ul style="list-style-type: none"> <li>▪ First aid box consist of basic medicines and first aid kit required to provide first aid to the guest or to the hotel staff</li> <li>▪ First Aid Box is kept at the concierge with bell desk at all times</li> </ul>
2.	First aid box comprises of the following	<ul style="list-style-type: none"> <li>▪ Medicines               <ul style="list-style-type: none"> <li>I. Disprin – For headache.</li> <li>II. Saridon – For headache.</li> <li>III. Pudinhara – For stomach upset.</li> <li>IV. Imodium – For stomach upset.</li> <li>V. Avil – For allergy.</li> <li>VI. Crocin – For cold and fever.</li> <li>VII. Eno – For gastric problems.</li> <li>VIII. Digene – For proper digestion.</li> </ul> </li> <li>▪ Band aid</li> <li>▪ Savlon</li> <li>▪ Burnol</li> <li>▪ Cotton</li> <li>▪ Bandage</li> <li>▪ Thermometer</li> <li>▪ Scissor</li> <li>▪ Relief Spray</li> </ul>