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Policy: Every guest must be handled with professional service and given clear information.

政策: 必须以专业的态度的服务每一位客人，并告知客人准确的信息。

Goals: To provide professional and consistent service.

目标: 提供专业，持续的服务。

Steps步骤:

The following conditions relate to Reservation status and steps involved in the booking process:

以下情况与预定状态相关，并且包含了预定步骤

New Reservation

新预定

A new booking is a booking that has no reservation history therefore requiring all necessary details to be collected.

新的预定是指客人并没有预定历史，因此一个新的预定需要收集所有的必要的客人信息。（参考预定程序）

Guaranteed Reservation

担保预定

Where our customer provides a booking guarantee, the hotel's cancellation policy is politely explained to ensure the guest avoids any unnecessary penalty charges. In Pullman Lijiang, the notification period is 24 hours prior to arrival.

当客人提供预定担保时，我们应该礼貌地向客人说明酒店取消预定的政策以免客人需要支付不必要的违约金。在酒店，客人需在到店前24小时通知。

Reservation can be guaranteed by:

预定可以通过以下方式担保：

Credit Card

信用卡

Deposit

押金

Company approved by Hotel

公司担保

Travel agency guaranteed

旅行社担保

Non Guaranteed Reservation

无担保预定

Non guaranteed bookings are held until 6pm one day before arrival. And thereafter, subject to the hotel's occupancy level, the room may be released for re-sale. The Hotel policy for non-guaranteed bookings is to be advised at the time of booking.

无担保的预定将会保留到客人到店前一天下午6点，之后，以酒店的入住率为准，房间可能将会被转售。

无担保预定的政策应该在预定时告诉客人。

Amendments

更改

An amendment means that the booking has already been made though changes need to be applied as

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required by the guest due to variety of reasons, i.e. arrival date, departure date, number of rooms, name change, flight details, room type, etc.

更改预定即在预定完成之后，客人因为各种原因（如：到店日期，离店日期，房间数量，姓名，航班信息，房型等等）要求做出一些改变。

Before proceeding with an amendment, ensure it is relevant to the sales conditions related to the booking (it is to the discretion of the hotel to review the sales conditions, if needed, to ensure the guest is fully aware of their obligations).

在进行修改预定前，先确认一下与预定相关的销售条款。（如果有需要，酒店根据销售条款酌情处理，并确保每位客人了解酒店的情况）。

Cancellations

取消

A cancellation means that the booking has already been made but has to be cancelled as per the guest's request.

取消预定即在预定完成之后，但是按照客人的要求取消预定。

Ensure the sales conditions are respected, e.g. no changes, no refund.

务必遵守销售条款，如，不能更改，不能退款。

Waitlist

等候名单

When a guest calls the reservation department to make a booking and should the hotel be fully booked for that date or room type, the booking can be put on waitlist. Once room is available and/or room type requested becomes available, inform the guest to confirm the possibility of booking.

当客人打电话到预定部作预定时，如果酒店当天的房间已订满或者没有客人所需要的房型，那么这个预定将会放在等待名单上。当有了可卖房或者客人所需要的房型时，请通知客人确认是否要预定。

Denials

拒绝预定

During the booking process, should the guest decide not to make a booking, it is known as a denied reservation and a record is created to indicate why the guest did not complete the reservation.

在作预定时，如果客人决定不预定，这就是拒绝预定。记录下来并说明为什么客人没有不预定。

No Shows

预定未到

A no show means that a booking was made but the guest never showed up on the expected arrival date without informing the hotel beforehand.

预定未到即预定完成后，客人在预计抵达时间没有到达酒店，并且没有提前通知酒店。