

	<b>RESOURCE LIBRARY - RESERVATIONS</b> <b>Reservation by Email/Fax</b>	<b>CODE:</b> 03.01.56
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**Policy:** All fax/email reservation should be handled to hotel standard.

政策：所有通过传真/邮件的预定必须按照酒店标准处理。

**Goals:** To provide complete and consistent service.

目标：提供完整和一贯的服务。

### Steps步骤:

#### Receive email/fax 接收邮件/传真

- Check outlook and fax machine to ensure it is in good condition to receive incoming messages.  
留意outlook和传真机，确保其没有故障，正常运行。
- Handle email/fax request within 15 minutes after email/fax is received.  
接收到邮件/传真的15分钟内，立即处理。

#### Read email/fax 读取邮件/传真

- Explore what guest wants: new reservation/amendment/cancellation  
注意客人的要求，是新建预定，更改预定还是取消预定。
- For new reservation & amendment request, make sure all the following information is provided: guest name, contact number, arrival/departure date, ETA, room type, No. of rooms, room rate (if any inclusion), payment method, VIP level, SM/NM, any special request  
对于新建预定和更改预定的要求，确保提供了以下信息：客人姓名，联系方式，入住和离店日期，预计入住时间，房型，房间数，房价（是否含早含服务费），付款方式，VIP级别，吸烟房或无烟房，其他特殊要求。

#### Reply email/fax 回复邮件/传真

##### Reservation/amendment 新建和更改预定:

- If room available, make/amend reservation and reply with (updated) confirmation letter.  
如果有房，根据客人的要求，新建/更改预定，给客人回复（更新的）确认信。
- If room not available, email/call the guest to explain and give guest an alternative option.  
如果没有房间，邮件/电话回复客人，解释原因，提供其他选择。

##### Cancellation 取消:

- Reply with cancellation number.  
给客人回复取消号。

#### Send email/fax 发送邮件/传真

All the email/fax must be replied within 12 hour after receiving.

所有的邮件/传真必须在收到之后的十二小时内回复。