

	RESOURCE LIBRARY - RESERVATIONS Group Checklist before Arrival	CODE: 03.01.060
		EDITION: 1
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Policy: Reservation Sales Agent prepares a checklist correctly and contains all relevant information.
政策: 预定销售员准备完整的团队入住检查表。

Goals: To have all Hotel well prepared and provide perfect service to guest.
目的: 充分准备，提供专业的服务。

Steps步骤:

Meeting Group 会议团队

- Name list.
分房表
- Any VIP? If special arrangement?
是否有VIP，有何特殊安排？
- Special request for room arrangement?
对房间安排有何特殊要求？
- Organizer or Hotel assigns the room number to guests?
谁负责分房，会议组织者还是酒店？
- Individual check/in or group check/in?
客人自行入住或者团队入住？
- Individual check/out or group check/out?
客人自行办理离店手续或者团队离店？
- ETA, ETD & flight number information
预抵时间，离店时间，航班信息
- Payment; Deposit received or not?
付款方式; 押金是否已到账

Leisure Group 旅游团队

- Name list
分房单
- Special request for room arrangement
对房间安排有何特殊要求？
- ETA & ETD
预抵时间和离店时间
- Payment
付款方式