Policy: VIP refers to Very Important Guest. Although all guests are important to the hotel, there are distinct criteria which differentiate some guests, for example: return guests/loyalty members; long stay guests; heads of companies, heads of state etc.
A VIP guest can influence the success of the hotel; she/he can generate more business or entertain others, consequently bringing the hotel business.
The VIP status is exclusively authorized by the General Manager, Director of Sales & Marketing, and/or Operation Manager who will also decide the type and quantity of amenities to be given and/or any gifts deemed appropriate.
The VIP treatment accorded to a guest aims to reflect the importance of the guest in such fields as cultural, political, professional and social.
The benefits given to a VIP must be defined and recognized upon reservation.
政策：VIP客人是指非常重要的客人。虽然所有的客人对酒店来说都很重要，但还是有些标准将以下客人与其他人分开，比如：回头客/忠诚卡持卡人； 长住客； 公司管理者；国家领导人等等。
VIP客人会影响到酒店的业绩。他/她会带来更多的生意，从而给酒店带来更多的收益。
是否定义某个人为VIP是总经理，市场销售总监，以及/或运营经理决定的。他们还要决定VIP的级别已经相应的待遇。
不同的VIP级别目标是反映客人在不同领域，比如文化，政治，专业及社交等方面的重要性。
在预定阶段就需要确定VIP级别及相应的待遇。

Goals: To provide professional and consistent service and maximize the revenue.
目标：提供个性化，持续的的服务，提高收入。

Steps步骤:

The Reservation department must forward all VIP requests to the Welcome Manager and Front Office Manager for the date of arrival.
预定部须在VIP预抵当天，将VIP所有相应的待遇要求传达给欢迎大使及前厅部经理。
Hotel General Manager, Director of Sales & Marketing and/or Operation Manager must be informed of a VIP request.
告知总经理，市场销售总监以及/或运营经理VIP信息。
In order to ensure that the reservation is accurate and contains all necessary details, the following information should be requested from the guest upon booking:
为了确保预定的准确及完整，在接受预定时，须询问以下信息：
1. Position/title within his/her company
   职位
2. Company name/contact address
   公司名及地址
3. Room type – if upgrade to be given, this needs to be acknowledged by the GM
   房型-房间升级须得到总经理批准。
4. Flight details/train details/journey to the hotel/time frame – ETA
   航班信息/列车信息/行程安排 – 预抵时间
5. Pick up required or airport assistance
   是否需要接机或在飞机场有特殊安排
6. Any other special requests
   其他特殊要求

The reservation department will reconfirm with the Welcome Manager and Front Office one day prior to the expected arrival date in order to ensure that the booking is still valid and accurate.
Personal details will be released pending the discretion of General Manager or/and Operation manager.

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在VIP客人预抵前一天，预定部须和欢迎大使及前厅联系，确认预定没有取消。根据总经理或/以及运营经理的意见确定是否需要将VIP的客人信息发布。

All VIP arrival rooms must be checked by, at minimum, the Welcome Manager, ensuring all facilities are clean and in working order (depending on hotel's VIP program).

All VIP arrival reservation profiles must be checked for spelling, address and accounting details during the reservation audit of next day's arrivals.

在VIP预抵当日，必须有人检查VIP的房间，至少是欢迎大使。确保所有的设施整洁，运转正常。

It is the responsibility of the Welcome Manager to notify all departments in the event of a VIP room change after the distribution of the VIP status list.

出VIP分配单后，如VIP换房，欢迎大使有责任通知到所有部门

The Telephone Operator, Room Service, Front Office and Housekeeping Departments must be informed of the name and the room number of the VIP. All VIP information must be clearly displayed and highlighted on the respective department's notice boards and team briefings.

接线生，房内送餐，前厅及客房部必须知道VIP客人姓名及房号，所有的VIP信息必须清楚显著的显示在各相关部门通告板上，另外在交班会上也需要通知所有当班员工。

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