

	RESOURCE LIBRARY - RESERVATIONS Daily Checklist	CODE: 03.01.067
		EDITION: 1
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Policy: Tasks listed must be fulfilled on daily basis.

政策：预定销售员必须完成日常工作清单上的要求。

Goals: To ensure reservation function well and provide professional service to guest.

目的：确保预定部运转正常，给客人提供专业的服务。

Steps步骤:

- Daily Checklist includes
每日工作清单包括
 - Read Reservation Logbook, sign & follow up
了解交班本上更新的内容，签字并跟进。
 - Prepare daily manual report and send to related department.
准备每日手工报表，发送给相关部门。
 - Check email, follow up unread mails
检查邮箱，跟进未读邮件。
 - Check fax machine, follow up new faxes
检查传真机，跟进新传真。
 - Pick-up groups & double check FIT bookings arriving on next day, if any special request, inform Assistant Front Office Manager & RSYeC Manager.
将团队预定输入系统，检查第二天预抵的散客预定，如果有任何特殊的客人，告知前厅部副经理和预定部经理。
 - Hand over all reservation form/credit card voucher/complimentary voucher to Front Desk afternoon shift leader, keep copy.
将所有的预定单，信用卡信息，免费房券转交给前台当班领班，自己留副本。
 - Take reservation by all channels and key into PMS accordingly.
接受所有渠道的预定，将预定信息输入系统。
 - File reservation orders and all correspondence accordingly
将所有的预定单和资料归档。
- Ensure all reservations are put into PMS on daily basis.
所有的预定必须当天输入到系统内。
- Ensure all prepayment receipt has been received and follow up.
押金单据完整。
- Ensure all reservation queries are answered before the closing of the day.
下班前确认所有的预定要求已经答复。