

	<b>RESOURCE LIBRARY - RESERVATIONS</b> <b>Information Handover</b>	<i>CODE:</i> 03.01.070 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 1
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**Policy:** Information should be passed on to concerned department timely, correctly, clearly.  
**政策:** 及时, 准确, 清楚地将信息传递给相关部门。

**Goals:** To have all Hotel well prepared and provide perfect service to guest.  
**目的:** 充分准备, 提供完美专业的服务给客人。

**Steps**步骤:

- If there is reservation for VIP 1, VIP2, VIP3, inform RSYeC Manager at first time.  
 VIP1-3级的客人预定, 第一时间通知预定部经理。
- If guests have special requests, inform the concerned section supervisor/manager and leave trace in advance. If more than one section is related, notify RSYeC Manager.  
 如果客人有特殊要求, 提前通知相关部门的主管或经理, 在系统里留Trace。如果客人的要求涉及不止一个部门, 通知预定部经理。
- Pass on any information which is work related. Use logbook.  
 将所有与工作有关的信息记录在交班本上。
- After you complete the task left on the logbook, sign your name.  
 完成其他同事留下的任务后, 在交班本上签名。