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|  | RESOURCE LIBRARY - RESERVATIONS Information Handover | <i>CODE:</i> 03.01.070 |
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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。