

	<b>RESOURCE LIBRARY - FRONT OFFICE</b> <b>Reception Overview</b>	<i>CODE:</i> 03.03.000
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## FRONT OFFICE RECEPTION

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### **RECEPTION CHECK-IN**

#### **Service Concept**

- ❖ The front desk is a focal area our guests and among their first points of contact upon arrival at the Hotel. We must therefore ensure that all guests are greeted with a warm welcome and that all staff smile, maintain eye contact and use the customer's name.
- ❖ Your ability to make a guest feel welcome will go a long way in ensuring that he has a memorable stay at the Hotel

It is essential that, at all times, you:

- ❖ Have a cheerful manner
- ❖ Are polite and courteous under even the most difficult circumstances
- ❖ Are consistent and accurate when performing your job.

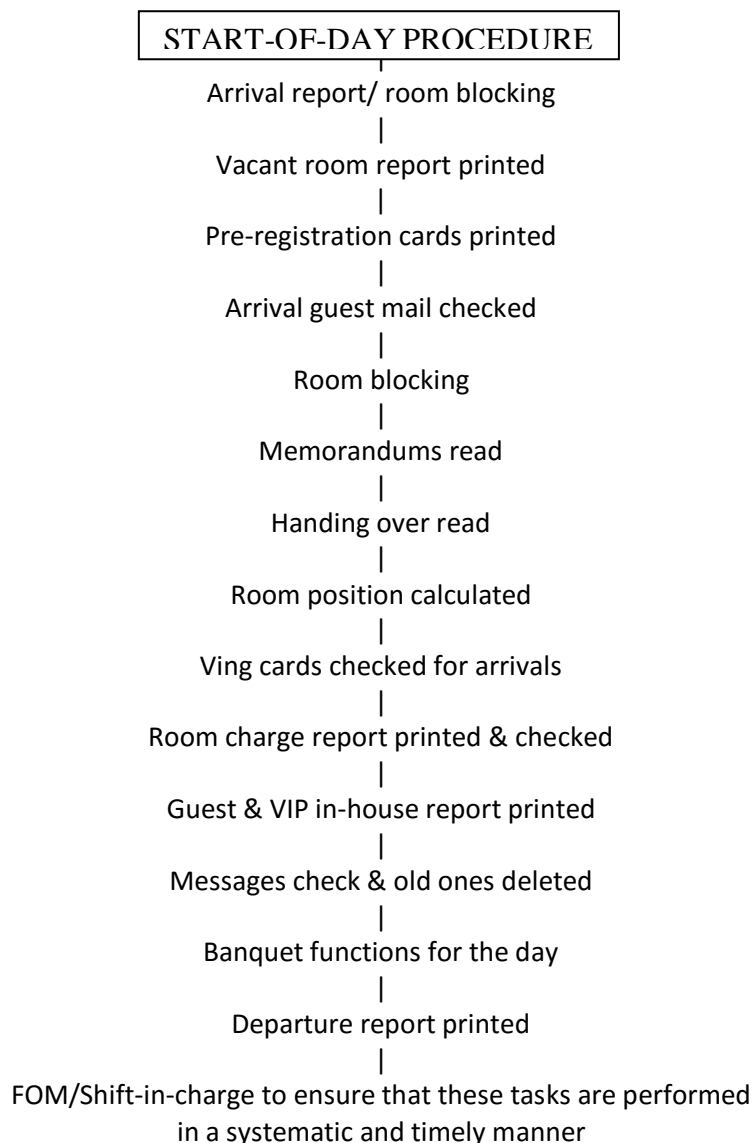
#### **Front Desk Set-up**

- The Reception desk/ counter should be kept impeccably clean and tidy at all times.
- The registration cards for the days expected arrivals should be alphabetically arranged ensuring quick and easy access.
- The number of telephones at Reception should be minimal, thus ensuring Reception staff are not interrupted when interacting with guests, who are the counter. All messages and enquiries should be taken behind Reception.

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### Start-of-day procedure

The key element that will help you through the day is based on the preparation done during the early hours of the morning by the night shift and morning shift.



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## **Room Blocks**

Room blocks are important especially for VIP arrivals and special room requests. This will assist Housekeeping to prepare rooms prior to guest arrival. Amenities can also be placed in room prior to arrival if that process is followed by the Hotel.

Once a room is blocked every effort should be made by Reception to avoid changing the room as this disrupts support departments such as Housekeeping.

VIP room blocks should be checked by the Executive Housekeeper or the Housekeeping Executive after the room has been fully prepared and all amenities placed.

Room blocks should be done the Reception shift-in-charge, taking into account:

- Special requests
- VIP arrivals
- Expected time of arrival
- Room position

When occupancies permit, rooms for delegations and groups should be blocked on the same floor.

The shift-in-charge using the vacant room report should enter the room blocks into the computer and note the room down on the arrivals report registration card number adjacent to the guest name.

All room blocks should be communicated to the Housekeeping desk and to Room Service as this will assist them in preparing the room.

VIPs to be mentioned over the phone by 12:00 noon to Housekeeping.

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**Pre-registration cards:**

- All guests holding a reservation must be pre-registered whether returning or not.
- Guest history should be utilized for a returning guest when the reservation is made.
- Reception must ensure that the guest's name is spelled correctly and that the printing on the registration card is neat.
- On arrival guests are requested to complete missing information not available or update any changes on the registration card. This information will then form the updated guest history file.
- A note should be made on the registration card for guests who have messages or mail prior to their arrival.

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### Greeting and Welcoming Guests

- Welcome all guests upon arrival at the Reception desk
- Establish eye contact accompanied with a friendly & sincere smile.
- Use the guest name for as far as possible.

#### Example:

“Good morning Sir/Madam. How may I assist you?”

“Mr. Smith, welcome to the *Hotel XYZ*, may I request you to complete our registration formalities?”

#### For returning guests:

“Welcome back to the *Hotel XYZ*, Mr. Smith, we have been expecting you.”

While on the phone or attending to a guest, excuse yourself momentarily if you have to answer another line or serve an approaching guest.

- Let the caller or the guest waiting know that they will be assisted shortly.
- Use body language, smile and establish eye contact with a guest who is waiting.

If you cannot find a reservation for a guest waiting to check-in and rooms are available, under no circumstances should you ask if he has a reservation.

- He should be handed over a registration card and on establishing his name guest history should be checked to see if he has stayed in the Hotel on an earlier date.
- If the guest states that he does not have a reservation and the Hotel is full, offer to wait-list him or suggest another hotel. Always offer to make a reservation for him the first day that rooms become available at the Hotel.

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### **FIT Check-in Procedures**

- Welcome the guest to the hotel
- Place the registration card on the counter requesting him to fill in the details and sign the card. Inquire politely if his name is spelled correctly and get his first name if only his initial has been filled in.
- Return guests reservations are always made through guest history and therefore the Receptionist only needs to check if the details that appear in the registration card are still valid.
- Re-confirm the guest departure date and time. Remind the guest that flight re-confirmation is 72 hours prior to the departure date and that he should give his ticket to the Travel counter or Concierge should he like them to have his ticket re-confirmed.
- If the guest requests a late check-in or extension of stay, check the availability before confirming. Please refer to the late check-out policy for further details.
- Re-confirm guest's method of payment. If the guest has a special billing arrangement/ instruction, inform the guest of this indicating that the hotel is aware of this arrangement. If the guest is settling his bill using a credit card, ask the guest politely for his card so that you can take an imprint and get an authorization on the card. This process will ensure unnecessary delays at the time of check-out.
- Cash customers without the ability to establish credit, are requested to pay an advance deposit covering the whole period of their stay. This is calculated by multiplying their room rate by the number of nights they are staying at the hotel and further multiplying this figure by 1.5 plus taxes.
- Read the arrival list carefully and take note of special instructions. If the room has not been pre-blocked, taking into account any guest requests or preference. Check the vacant room report for rooms that are vacant and inspected. Make a note of the room number on the registration card and block the room so that it is not assigned to another guest.
- Check for messages, telexes or mail with Concierge and hand it over to the guest.
- Politely ask the guest, for the number of pieces of baggage he has, indicating to him that the Bell-Boy will deliver the luggage to his room.
- Using the hot line, inform the Bell-Desk or guest check-in, room number and the number of pieces of luggage, inform the Butler if it is an Executive Floor guest.
- If the Butler paging system is not interfaced to the property management system, page the butler and inform him on the check-in, guest name and room number so that he can serve the welcome drink and place the amenities.
- Note the Bell-Boys and Butlers on the registration card along with the time.
- Escort the guest to the room
- If the person handling the check-in is not escorting the guest to the room, he should introduce the guest by name to the person escorting the guest and then wish him a pleasant stay at the Hotel.

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- Enter the check-in into the computer making additions and/ or corrections to the guest file, such as passport details, departure date & time, credit card number, expiry date, etc. For rooms that are pre-blocked ensure that the correct room number assigned to the guest is fed into the computer.
- Send the registration form to the Guest Relation Executive for checking after attaching the correspondence to the registration card, if required.

### **VIP Check-in Procedures**

At reservations, a VIP belongs to one to the following categories.

- Executive Floor member
- 50 Visits or more
- Member of top 10 accounts
- Suite occupant
- Dissatisfied last visit
- A Premium Club Cardholder member
- Special reference
- Cross-checked by FOM

Note:

- Educate all departments on this categorization.
- Document VIP procedures in all departments.
- Implement VIP in-room check-in procedure.

VIPs should be welcomed by a senior member of staff and from the moment of their arrival feel that they are welcome and important to us. They are greeted warmly, asked to sit and offered a welcome refreshment while papers are prepared and managers are alerted.

Depending on the reservation (and guarantee), check-in formalities can be conducted in the room. Should a passport copy be required, this can be done by borrowing the guest's passport and returning it instantly.



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### **Escorting a Guest to the room**

All FIT guests are to be escorted to their rooms by a Receptionist or Guest Relations Officer. If they are insufficient, Bell-Boys may assist, provided they are trained on what to do and say.

VIP guests ideally should be escorted by the Guests Relation Executive and given the opportunity to complete the check-in procedures while at their room. GRO's conduct the explanation of the room facilities and offer personal assistance should this be required.

### **The following points shall be remembered when escorting a guest:**

- Use hand gestures to show the way to the room
- Walk beside the guest, about a foot behind him
- Engage in friendly conversation. Discuss the location of the restaurants, business center, shopping arcade, health spa. Etc.
- Mention signing privileges in the outlets.
- Press elevator button. Allow guest to enter first while holding the door.
- In the elevator, mention the floor and room number he is assigned.
- On reaching the floor, mention the fire staircase location.
- Allow the guest to enter the room ahead of you.

### **Explaining the room facilities and how they function**

- "Ving" card (Electronic Locking Mechanism)
- Television
- Mini bar (including replenishment and billing)
- Writing desk showing stationery, guest services directory, telephone directory
- Message system/ voice mail
- Bedside control panel (show operation briefly)
- Butler call button
- Closet, safe deposit box
- Bathroom, hair dryer
- Others as per guest room particulars

### **Final Actions:**

- Hand over room key and welcome letter
- Inform guest that the luggage will be delivered shortly
- Offer to re-confirm airline reservation or to make restaurant reservation
- Offer further assistance and wish him a pleasant stay
- Gently close the door on your way out

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### **Group Check-in Procedures**

#### **Prior to the group's arrival:**

- Preferably the night prior to the group's arrival or at least four hours before the group arrival time the Reception should block rooms for the group based on the rooming list provided by the Group coordinator
- After the rooms have been blocked the Group key cards should be prepared with the room key, rooming list, meal plans, coupons etc.
- Key card should be kept alphabetically in the group tray ensuring easy access during check-in
- Depending on the size of the group, an appropriate location should be selected to perform the check-in. This is essential as it will ensure that the normal Reception functions are not disrupted and the group is handled in a courteous, efficient and effective manner.

#### **Group check-in**

- The group should be met on arrival by the Group coordinator/ Receptionist, the Sales Executive who communicated with the Tour Operator and the Assistant Food & Beverage Manager.
- Following the group's arrival the Group key cards/ coupons should be distributed to group members.
- The Group Leader should be briefed of the locations of rooms/ restaurants / swimming pool, etc.
- The registration cards are forwarded to Reception who can then enter the check-in into the computer
- The registration cards are then forwarded to the Guest Relation Executive
- Any arrangements that are still outstanding should be finalized at this time.

- THE IMPRESSION THE GROUP RECEIVES WHEN ENTERING THE LOBBY OFTEN DETERMINES THEIR IMPRESSION OF THE HOTEL.
  - THE HOTEL THEREFORE MUST ENSURE THAT IT IS FULLY PREPARED.
  - THE CHECK-IN PROCESS SHOULD BE PERFORMED WITH MINIMUM DELAY.