Check-in Sequence of Service
柱服务程序

1. Greet Guest迎接客人	Receptionist接待员
2. Locate Reservation找到预定	Receptionist接待员
3. Present Registration Card 递交登记卡	Receptionist接待员
4. Confirm Preferences确认爱好	Receptionist接待员
5. Present Messages目前的信息	Receptionist接待员
6. Register Guest登记客户	Receptionist接待员
7. Present Keys递交钥匙	Receptionist接待员
8. Identify Guest's Immediate Needs确认客人紧急需求	Receptionist接待员
9. Escort Guest护送客人	Receptionist / Bellboy接待员/行李员
10. Bid Guest Farewell向客人告别	Receptionist接待员

---

1. *Greet Guest*迎接客人

- Greet the Guest as soon as you make eye contact with them
  当你的目光和客人接触的一刻开始立即迎接客人。

- There should be a system in place in which the bellman communicates the arriving guest's name
  应该设置一个适当的系统，其中行李员用客人的姓名与到达的客人沟通。

- Observe the guest to determine their mood or situation:
  观察客人来确定他们的心情和情况：

  - Are they in a hurry?他们是否着急？

  - Is it a family anxious to get to their room?是否家人着急进入房间？

  - Will they want a lot of information?他们是否会想要很多信息？

  - Are they a return guest or is it their first time?他们时常客还是第一次到来？

- For Guest Who Are Checking-In:
  对于客人，谁来办理入住：

  - First time guests with a reservation,*" Welcome to XYZ Hotel City. "*
    首次到来的，有预定的客人，*"欢迎来到"*

  - Walk-in guest without a reservation, *"Welcome to XYZ and let me check to see what we have available."*
    门市客人没有预定，*"欢迎来到"*让我来看看我们有什么可以向您提供的。

  - Guest returning, *"Welcome back to XYZ, Mr. Smith."*
    回头客，*"欢迎再次来到"*史密斯先生。

- If the reception area becomes busy, it is a receptionist responsibility to ask the appropriate individuals for assistance to ensure that all guests are taken care of in an appropriate amount of time.

如果接待区域非常忙碌，接待员有责任要求提供帮助，以确保所有的客人在适当的时间范围内得到适当的照顾。

2. Locate Reservation找到预定

- Once you know the guest's name locate their reservation
  在预定中找到客人的姓名

- If it is a difficult name to pronounce, ask for the correct pronunciation and make a note of it in the computer system
  如果客人的姓名很难拼写，请求客人给与正确的拼写，并且在Opera/Fidelio /计算机系统中标注

- If the guest name does not appear in the computer, you may want to ask the guest for correct spelling of their name
  如果客人的姓名没有出现在计算机中，请你要求客人给出正确的姓名拼写

- A second alternative will be to ask the guest for a confirmation number, in case you are still unable to locate the reservation。
  如果你仍旧无法找出预定，另一种可能性是请求客人给出预定号码

3. Confirm Preferences确认爱好

- Present registration card and confirm reservation information
  递交登记卡和确认预定信息

- Signatures are needed for first time guests, but not for return guests – national laws apply
  第一次要求客人签名，常客不需要-国家法律允许

- Confirm address and departure date
  确认地址和离店日期

- Confirm room type and rate
  确认房型和价格

- Confirm special requests
  确认特殊要求

- Confirm method of payment
  确认支付方式

- If the guest is traveling with a second person and the reservation does not indicate this, verify if that person needs to be registered for phone calls and/or key access
  如果客人有第二个人同行，但是预定当中没有，确认同行的人是否需要登记姓名（接听电话之用）和房间钥匙

The largest FREE resource tool for young hoteliers and seasoned professionals

4. Present Messages目前的信息

- Present the guest with any faxes, messages and/or mail received for her/him prior to her/his arrival.
  客人到达这一刻收到的客人的传真，信息或邮件

- If the hotel is holding mail/packages for the guest arrival in a mailroom located away from the Front Desk, please offer to have a runner bring these items up to their room
  如果酒店的收发室存有客人的信件或包裹，请通知客人物品会送到他们的房间

- If the guest's accommodation is not ready, review the display all messages in the computer and print any messages received.
  如果客人的房间还没有准备好，检查计算机中所有的客人的信息，打印出来所有收到的信息

5. Register Guest登记客户

- Use this time to identify why the guest has come to your city, leisure, group, business, etc.
  利用这个时间了解届客人为何来到这个城市，度假，团队，商务等等
  - Use this information to determine what they may need to know about the hotel and it's features.
    根据这些信息确定他们需要了解酒店的那些情况

- Once you have received the method of payment, register the guest in the computer system
  一但你知道支付方式，在计算机中登记客人

- If the room is not ready follow the hotel's procedure – arrival before/after regular check in time如果房间还没有按照酒店程序准备好-提前到达或者在正常入住时间之外

- Insert local procedures
  插入本地过程

6. Present Keys递交钥匙

- Depending on your hotel, the key packet may be given to the guest or the person escorting them to their room
  依照你们的酒店要求将钥匙交给客人或是护送客人到他们的房间

- Prepare key packet.
  准备钥匙包

- Inquire to the guest the amount of keys they will need and provide/create.
  根据客人的要求的数量制作钥匙

- For security reasons, we inform the guest of their floor number and not their room number and stipulate that that room number is on the key jacket. You may explain that there is no room number written on the key for safety reasons.

处于安全的原因，通知客人他们的楼层而不是他们的房间号码。房间号码在钥匙包上。你要解释他们的房间号码不在钥匙上是出于他们安全的原因。

7. Identify Guest's Immediate Needs确认客人紧急需求

- Ask the guest if they need assistance with their luggage.
  询问客人是否需要行李帮助

- Provide information that is relative to their individual needs:
  提供与他们个人相关信息
  - identify who they are确定他们是谁
  - understand their mood理解他们的心情
  - adapt to their immediate situation适应他们目前的情况

8. Escort Guest护送客人

- If Reception is responsible for escorting guests, ensure you walk them to the elevator
  如果前台负责护送客人，确保你送他们到电梯

- If you believe the guest does not want an escort give them the option
  如果你相信客人不想要护送，请给他们自己选择

- Some guests will be in a hurry, tired, or a return guest and may not wish to have an escort
  一些客人很匆忙、疲倦或是常客，可能不希望护送

- Recall you early conversation with the guest and points out a hotel feature that they would appreciate knowing
  回想你最早与客人谈论的话题和指出酒店的功能，这可能是他们希望了解的

9. Bid Guest Farewell向客人告别

- Before you thank the guest, ask them if there is any other service you may be able to assist them with, *"Is there anything else I may do for you?"* or *"If you need anything please do not hesitate to ask."*
  在你向客人表示感谢之前，询问他们你是否还能够给他们提供其他的帮助。*我还可以为您做些什么？如果您还需要什么请尽管告诉我。*

- Thank the guest and bid a fond stay using the guest name, *Thank you Mr. Smith and please enjoy your stay with us at XYZ Hotel….*
  感谢客人是使用客人的姓名*"谢谢您史密斯先生，希望您在了愉快的时光"*

- It is customary in many countries to tip, however there are times when a guest may be unfamiliar with the custom. Tipping is also voluntary; it is not something a guest has to do

在很多国家有小费，但是有很多时候对于一些客人可能是很陌生的。小费是客人自愿的，不是客人必须做的。