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|  | RESOURCE LIBRARY - FRONT OFFICE Group Check-in Procedures | CODE: 03.03.005 |
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Group check-in Sequence of Service 团队入住服务程序

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| 1. Prepare group check-in list 准备团队入住表 | Reservation / Shift leader 预定/领班 |
| 2. Prepare room keys & information package 准备房间钥匙和信息袋 | Receptionist 接待员 |
| 3. Greet group leader and group members 欢迎领队和成员 | Shift Leader / Receptionist 领班/接待员 |
| 4. Explain group check-in procedures 解释团队入住过程 | Shift Leader / Receptionist 领班/接待员 |
| 5. Present Keys 递交钥匙 | Receptionist 接待员 |
| 6. Identify Guest's Immediate Needs 确认客人紧急需求 | Receptionist 接待员 |
| 7. Escort Guest 护送客人 | Receptionist / Bellboy 接待员/行李员 |
| 8. Bid Guest Farewell 向客人告别 | Receptionist 接待员 |

1. Prepare group check-in list 准备团队入住表

- Assign rooms to the group members according to agreed reservation details
分配房间，小组成员根据预订商定细节
- Print out group check-in list for guests' signature upon arrival
打印出入住表供客人在抵达后签名

2. Prepare room keys and information package 准备房间钥匙和信息袋

- To accelerate the check-in
为了加快办理入住手续
 - pre-code room keys
预先做好房卡
 - Prepare key packet / welcome booklet
准备好钥匙包和欢迎手册
 - If requested / needed prepare envelopes with additional information material
如果需要准备好装有额外信息的信封

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3. Greet Group leader and group members 欢迎领队和成员


- 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 guests to determine their mood or situation:
观察客人来确定他们的心情和情况：
 - Are they hungry?
他们是不是已经饿了？
 - Is it anyone of the group anxious to get to their room?
团组成员是否有人急需进入房间？
- For the group leader: 领队
 - *"Welcome to Hotel XYZ Mr. Smith, I hope you and your group had a pleasant journey."*
史密斯先生欢迎您，希望您和您的团队在我们这里度过美好的时光。
- If the reception area becomes busy, it is a receptionist responsibility to ask the appropriate individuals for assistance to ensure that all guest 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。

4. Explain group check-in procedures 解释团队入住过程

- Depending on group size, either explain the procedures to the entire group or the group leader to pass the information on to the group
根据团队的大小，或者向整个团队解释或者由领队向团队解释。
- Explain 解释:
 - How to receive the key 如何获取钥匙
 - How to sign 如何签字
 - Passport procedures 护照过程
 - Luggage identification procedures 行李识别过程

5. 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

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- 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。您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。

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

- If not previously arranged ask the group leader if they need assistance with their luggage. Label luggage accordingly to avoid confusions.

如果没有事先安排，询问领队是否需要行李帮助。准备行李标签，避免混乱。

- 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

7. 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

8. 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 Hotel...*

感谢客人是使用客人的姓名“谢谢您史密斯先生，希望您在酒店度过了愉快的时光”

- 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

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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。