Pick-up service

Check if there is any delay especially with the flights

Car arrives at Sofitel minimum15 before leaving the hotel for setting up the amenities

Preparation of the car

Departure, on time, of the car to the airport or the train station

1hour 15 minutes before the touch-down of the plane

Guest greeting at the gate

Confirm the guest name & information → **No** → Call the hotel → Provide an alternative and assistance

Yes

Confirm the service with the guest

Yes

Is everything alright with the luggage? → **No**

Yes

Call the hotel to inform

Check the quantity of luggage

Escort the guest to the car

Next pick-up service ← Arrival at Sofitel ←

Introduce the guest to the driver if an Ambassador is also present

Explain the timing to the guest

Offer drinks and food to the guest according to the time

Offer a face towel (cold or hot depending on the season)

Introduce the communication card and the music menu

Introduce the WIFI device

Does the guest want some music?
- **Yes** → Activate the music accordingly
- **No** → Keep it quite

Is the temperature alright?
- **No** → Regulate accordingly
- **Yes**

Start the transfer and call the hotel

Is the guest a VIP?
- **Yes** → Car check-in
- **No**

Ambassador should talk with the guest according to the guest wish (see suggestions' list)

Call the hotel 10 minutes before arrival, give the detailed information about the location and inform the guest

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接客服务

确认是否有延误尤其是航班

车在最少 15 分钟内到达索菲
特以便在离店前设置车内配物

车内准备

按时启程至机场或火车站          飞机降落前的一小时 15 分
                              钟前

在门前问候客人

确认客人姓名和信息 ——否—→ 致电酒店

          是                      提供选择与帮助

与客人确认服务

          是

行李是否一切正常？

          是

致电酒店通知

检查行李数量

陪同客人至车前

下次接客服务 ←— 到达索菲特
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如果大使也在场向司机介绍客人

向客人说明时间安排

根据时间情况向客人提供饮料和食物

提供毛巾（根据季节提供凉或热毛巾）

介绍交流卡和音乐菜单

介绍 WIFI 设备

客人是否想听音乐？
  是 ←        → 否

相应的激活音乐      保持安静

温度是否适宜？ ——否—→ 适当调整

          是

开始接送并致电酒店

客人是否是 VIP？
  是              否

车子登记程序

大使应按照客人意愿与其进行交谈（见建议列表）

到达酒店十分钟之前致电酒店，给出位置的详细信息并通知客人
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The largest FREE resource tool for young hoteliers and seasoned professionals