

GUEST RELATION

MORNING

Birthdays today (2): - comp. order for cake
- copy from passport or ID
- phone the guests to know when and where
- if no contact with guests at noon time the order will be given to the restaurant to follow up at dinner time

Internal mail

Arrivals by room number (check if room numbers didn't change) or late minute reservations

Recheck eventually the extra beds file

VIP arrivals: check with FOM or Ass. FOM the explanation to put on the compl. Order for VIP 1,2 and 3

- VIP 1 and 2: Fruit basket + mini bar + oriental pastries
- VIP 3 Fruit basket
- VIP 4 Honey mooners & Wedding anniversary – check with detailed list
- VIP 5 Regular guests – check with detailed list
- VIP 6 Travel agent – fruit basket

Check VIP rooms (VIP 1 & 2)

AFTERNOON for day n + 1

Check arrivals + arrival time for orientation ✓

Check for pick-ups, prepare airport form and advice reception ✓

Prepare the All inclusive paper + invitation for orientation ✓

Check early arrivals - see with reception ✓

Order the extra beds (3x = 2 x bellboy + 1 Chris) ✓

Make list from VIP (6x = 5 x pigeon hole + Chris) ✓

Check the VIP rooms for early arrivals + prepare the complementary orders to be in the rooms upon arrival ✓

Welcome meetings (7x = 6 bellboy + 1 Chris) ✓

Internet: Wireless = 1h 4,- €
1 day 30,- €

Internet = 30 Min. 31 LE

All throughout your stay, our team will do its utmost to satisfy your wishes. Please find here below an explanation of our "All inclusive" program.

All Inclusive means:

- All food items during the hours mentioned below.
- All beverages are served by the glass, one at a time.
- All inclusive beverages stops at midnight.
- Upon arrival you'll find 1 bottle of water, free of charge, in the room. For ecological reasons we ask you to re-use that bottle. You can refill it at dispensers placed in the different bars and restaurants. Any supplementary bottle will be charged.

Not all inclusive (charged)	- Ice-cream (except ice-cones between 12:00 am and 5:00 pm)
	- Milk shakes based on ice-cream
	- Espresso, Espressos, Cappuccino
	- Fresh fruit-juice
	- Pizzas
	- Room-service
	- Imported alcohol

Outlet opening/closing times

Pharon restaurant	- All inclusive:	Breakfast	from 7:00 am till 10:00 am
		Lunch	from 12:30 pm till 3:00 pm
		Dinner	from 6:30 pm till 10:00 pm
Pool bar	- All inclusive	Drinks	from 10:00 am till 12:00 pm
Waves bar	- All inclusive:		from 1:00 pm till midnight
		- Tea, coffee and cookies	from 4:00 pm till 5:00 pm
		- NOT all inclusive:	from midnight till closing
Chez Pascal	- All inclusive:	Snacks	from 11:30 am till 4:30 pm
	- NOT all inclusive	Dinner	from 06:30 pm till 10:00 pm

Kiroseiz Beach Club and Sandy Beach:

Beach Restaurant	- All inclusive:	Breakfast *	from 8:00 am till 10:30 am
		Lunch & Snacks	from 12:30 am till 4:00 pm
		Dinner *	from 7:00 pm till 10:00 pm

** At Kiroseiz Beach club for beach residents or upon reservation only*

Kiroseiz Beach bar	- All inclusive:	from 9:00 am till midnight
Sandy Beach Bar	- All inclusive	from 9:00 am till sunset

Outlets Not All Inclusive:

Star light disco	from 11:00 pm till closing
Saddle Bar	from 6:00 pm till closing
Sunrise Café	from 5:00 pm till closing

In our à la carte restaurants, CHEZ PASCAL and SADDLE BAR, the all inclusive guests will get a LE 30.00 credit per adult per full meal* on their total bill. Drinks in glasses, served with the food, are all inclusive.

** starter, main course and dessert in Chez Pascal, starter and main course in the Saddle Bar*

Any food or beverages taken to the rooms (except bottles of water) are not allowed. This goes as well for outside the hotel.

Note

We would like to inform you that, as per company policy, it is **strictly forbidden to reserve sun beds at the pool**. For this reason the Management decided that, if a sun bed is not used for more than 1 hour, the pool attendant will collect your belongings and towel and bring them to the towel centre.

Thank you for your understanding.

VIP 4

Anniversary regular guest

As requested by General Manager , kindly find below the anniversary & regular guest

~~Anniversary~~

- room upgrade to superior
- fruit basket special
- original sweets / GM card
- VIP amenities
- Bathrobe
- Towel sculpture

Day of anniversary :

- white wine or fresh juice
- small cake in restaurant

Day of departure

- late check out complementary

VIP 5

~~regular guest~~

- fruit basket
- daily water
- wine (red) upon arrival
- room upgrade
- F&B 10% discount
- Cocktail party invitation

Honey Moon Guest

VIP

guest receive VIP bracelet

Arrival :

- Upgrade to superior room / pool view
- Fruit basket
- white wine or fresh juice
- Special card G.M.
- VIP amenities
- Bathtub decoration
- Bottle water on side table w/ glasses
- Bathrobe
- Towel sculpture

Saturday :

- fresh fruit basket (at 5 pm afternoon)
- fresh juice (at 5 pm afternoon)

Tuesday :

- Guest cocktail invitation

Eve of departure :

- Turn down service w/ give away mug .

Day of Departure

- Late check - out F.O.C.

Thank you ,

Information about the TTC Kiroseiz Hotel

Beaches

Sandy Beach:

close to Old Market (under the Harbor SSH-HRG)
Open from 09.00-18.00h
Shuttle bus free of charge upon schedule
Towel service available
Bar+ Restaurant All inclusive
Located in a bay

Kiroseiz Beach:

close to Alf Leila wa Leila
Coral beach very good for snorkeling (snorkeling equipment rentable there)
Open from 08.00-evening
A la carte Restaurant there Mediterranean Fish restaurant
Shuttle bus upon schedule
Towel service available
Bar Restaurant all inclusive
Beach rooms SVRM there

A la carte Restaurants in the hotel:

Chez Pascal:

located between 2 Pools
At lunchtime: Snack all inclusive
At Dinnertime: order full Menu get 30 Le discount, drinks AI
Reservations can be done everywhere

Saddle Bar:

Mexican a la carte Restaurant + Bar
Order full Menu get 30 Le Discount, drinks with the food AI
Sometimes special events
Regular guest party take place there every Tuesday 19.00-20.00h

Waves Bar:

open from 13.00-01.00 am
AI till 00.00h

Orientations Touroperators:

- a) print fact sheet of the Hotel + AI program in the language of the Orientation
- b) business card of Mr. Menno attached on the Kiroseiz file
- c) put brochure of the hotel
- d) order welcome drinks on the same day, in case of VIP Orientation, order special welcome drinks
- e) After Orientation give business cards to FO + write letter to Cairo office

Tickets:

Miscellaneous from the reception

Add Date, name, room no., explanation, name GR, Amount, in case of children under 7 years (till 6,99) =0, between 7-12 (till 12,99) = 0.5 write that under the explanation. 0= no payment, 0.5 50 % payment

Departure time + reception

In case guest pay cash no signature from the guest necessary

In case guest would like to add it to the room bill, signature is necessary (in case guest change his mind after signing the ticket, cancel the signature from the voucher)

Take 2 tickets out, 2 second ticket is for the guest, original stays in the draw, give money + ticket in envelope, on the day of the excursion give it to the cashier with a list of the excursion

Excursions:

Monday: *Sunset cruise* 15,- Euro or 11 Sterling Pound

Start 16.00 till 20.00h

Bus to the harbor, by boat about 30 Min. to a coral reef, snorkeling for about 1 h, after coffee + tea on the boat, games with the guide, maybe dolphins, but no guarantee

Tuesday + Friday: *City tour* 7,- Euro or 5 Sterling Pound

Start 16.00-18.00h

Mosque + Church + Memoriam airplane crash January 2004

Wednesday: *African Night* 20,- Euro or 14 Sterling Pound

Start 19.30-23.30h

Bus to the Sandy Beach, Buffet Dinner, African Show, Egyptian Show, Belly Dance, Tandoor

Saturday: *Bedouin Night* 20,- Euro or 14 Sterling Pound

Start 19.30-23.30h

Bus to the desert, horse dance, bellydance, Fakirshow, camel ride (by extra charge), dinner

E.mails

Passwords: Internal Mails: 123 (brown)

External Mails: Thoonen (blue)

- a) Check on daily basis
- b) Print important e.mails out and file them
- c) Check on daily basis e.mail file (next to the desk)
- d) Send items send it back to GR

Envelopes for arrivals

1 day before: check Fidelio

- a) how many rooms, languages
- b) print each room + nationality AI paper (in case of Egyptians BB or HB no AI paper)
- c) print Intro paper with or without Orientation
- d) write on the envelope language + time of the Orientation
- e) leave envelopes on the desk next to the computer, reception will take it by them selves

Regular Guests

- 1) day of arrival: prepare amenity with Fruit basket + red wine
- 2) on a daily basis check the Regular guest in house
- 3) send application forms + explanation to the room
- 4) enter name, no of card etc. in the Regular guest file next to the computer
- 5) when you get application forms back, in case you get it directly from the guest, give guest card immediately the card, in case guest left it on the desk, send card to the room+ explanation
- 6) enter to the Regular guest File if guest received the card, or if he has already a card, or he didn't get it, because it was too late

Every Tuesday: is the Regular guest party in the Saddle bar from 19.00-20.00

On Monday:

- a) confirm first with Mr. Menno if the Regular guest party will take place
- b) print VIP in house
- c) recheck with last week, just invite guest who were not invited before
- d) write invitation cards (cross out that the guest have to confirm that they will come)
- e) give cards to the bell boy to distribute it in the rooms (order it by room no)
- f) inform Mr. Mohamed (Saddle Bar) about how many pax, time, place

In case of strange guest, like trouble makers don't invite them to that party. Honeymooners should also be invited, in case we have too many regular guest, don't invite the honeymooners.

On Wednesday:

- a) count No. of new regular guest compared with last week (TTC paper) and give the new No. to Gihan Exc. Secretary
- b) the envelope with the applications give it to the IT Manager + the following No, leave it on your desk, he will pick it up

Welcome meetings

- 1) check Fidelio on the day of the arrival
- 2) print in Reservations "arrival by agent"
- 3) prepare list with place + comments (HK, AC, drinks etc.) suitable places are Waves Bar, Lobby, Conference room, Disco just in case you don't have any place (tour leaders don't like it)
- 4) 7 copies 6 for the bell boy 1 for you

Extra beds

- 1) check Fidelio one day before the arrival
- 2) print arrivals by room
- 3) prepare list with date, room no, departure date, how many beds, remarks (wood bed etc)
- 4) 3 copies 2 for the bellboy 1 for you

Birthdays

- 1) check every morning in Fidelio guest in house birthdays today
- 2) check guest in house birthdays accompanying guest (that takes a long time)
- 3) get passport copy via the bell boy
- 4) make amenity with birthday cake in case of info of the guest, write on the amenity

VIP Arrivals

- 1) check every morning and afternoon the Vip arrivals of the next day via arrival by room no or vip arrival
- 2) make amenity + mention what guest will take (see separate list), in case of Vip 1 or 2 check with FO
- 3) in the afternoon: print VIP arrival 6x, 5 for the Mgrs (FO, GM, RM, Ex. HK, F&B) next to the operator and 1 for you
- 4) in case of early arrival the next day, make amenity one day before

Weekly+ daily paperwork

- Monday: 1) arrange Regular guest party
 2) Prepare list for the sunset cruise (white tickets, room no + reservations from Sameh as well as the Restaurant), give money to the cashier
 3) Orientation for arrival from Sunday
- Tuesday: 1) Regular guest party 19-20 h
 2) once in 3 weeks Duty Mgr. till 23.00h
 3) prepare list for the city tour + white tickets and list for the cashier
- Wednesday: 1) No. of new Reg. guest to Exc. Sec
 2) envelopes with application to It
 3) List for the African night + white tickets + money
- Thursday: 1) big arrivals
 2) arrange welcome meetings for Friday
- Friday: 1) Orientations for the arrival of Thursday
 2) List for the City tour + white tickets + money
 3) list for the Bedouin night + money to the FO Cashier + white tickets
- Sunday: arrange welcome meetings for Monday

Orientation

- 1) Diving center
- 2) Library
- 3) ATM
- 4) Info board / Luggage room Late check out / All Dept.
20,- € p. room Date
till 05.00pm
- 5) Operator 16 LE
- 6) Internet
- 7) Goldshop + other shops / Postbox Stamp
- 8) Bank
- 9) 2 Pool / 1 no Animation
- 10) Poolbar 10.00 - 0.00 h
- 11) Main restaurant
- 12) Chez Pascal Snacks All + Dinner
- 13) Health Club
- 14) Towel center
- 15) Waves Bar
- 16) Disco + Saddlebar + Cinema
- 17) Roman Theatre Animation shows
- 18) Clinic
- 19) Excursions
- 20) Beach. 2 Beaches
10 times per day
Naama bus evening
blue and white Taxis not ok

à la
carte
sandy
beach

IRINI WING
TOTAL ROOMS
102



Ground Floor

First Floor

TOTAL = 12

BEACH ROOMS

T-1401-SVRM	T-1402-SVRM	T-1403-SVRM	T-1404-SVRM	T-1405-SVRM	T-1406-SVRM	T-1407-SVRM	T-1408-SVRM	T-1409-SVRM	T-1410-SVRM
T-1411-SVRM	T-1412-SVRM	T-1413-SVRM	T-1414-SVRM	T-1415-SVRM	T-1416-SVRM	T-1417-SVRM	T-1418-SVRM	T-1419-SVRM	T-1420-SVRM
T-1421-SVRM	T-1422-SVRM	TOTAL = 22							

CLASSIFICATION OF ROOMS

Ambassador Suite

TOTAL = 5

Select Suite

Select Suite		JUNS-2037-P	JUNS-2038-P	JUNS-2039-P	JUNS-2044-G	JUNS-2049-G	JUNS-2050-G	JUNS-2051-P	JUNS-2056-G	JUNS-2081-P	JUNS-2082-G
JUNS-2038-P	JUNS-2081-P	JUNS-2073-G	JUNS-2074-G	JUNS-2079-P	JUNS-2080-G	JUNS-2085-P	JUNS-2086-P	JUNS-2140-P	JUNS-2141-P	JUNS-2040-P	JUNS-2047-G
JUNS-2052-G	JUNS-2053-G	JUNS-2059-P	JUNS-2050-P	JUNS-2084-P	JUNS-2085-G	JUNS-2076-P	JUNS-2071-P	JUNS-2076-G	JUNS-2077-G	JUNS-2082-G	JUNS-2083-G
JUNS-2080-P	JUNS-2081-P	TOTAL = 36									

Chalet Suite

Chateau Suite	SUPS-2038-G	SUPS-2042-G	SUPS-2044-G	SUPS-2048-C	SUPS-2051-G	SUPS-2054-G	SUPS-2057-G	SUPS-2063-G	SUPS-2064-G	SUPS-2066-G
SUPS-2068-G	SUPS-2072-G	SUPS-2075-G	SUPS-2079-G	SUPS-2083-P	SUPS-2084-P	SUPS-2087-G	SUPS-2090-G	TOTAL = 18		

Superior Rooms

Superior Rooms		K-1001-P (HC)	T-1002-P (HC)	T-1003-P (HC)	T-1004-P (HC)	T-1005-P (HC)	T-1006-P (HC)	T-1007-P (HC)	T-1008-P (HC)	T-1009-P (HC)	T-1010-P (HC)
T-1011-P	T-1012-P	T-1013-P	T-1014-P	T-1015-P	T-1016-P	T-1017-P	T-1018-P	T-1019-P	T-1020-P	T-1021-P	T-1022-P
T-1023-P	T-1024-P	T-1025-P	T-1026-P	T-1027-P	T-1028-P	T-1029-P	T-1030-P	T-1031-P	T-1032-P	T-1033-P	T-1034-P
T-1035-P	T-1036-P	T-1037-P	T-1038-P	T-1039-P	T-1040-P	T-1041-P	T-1042-P	T-1043-P	T-1044-P	T-1045-P	T-1046-P
T-1047-P	T-1048-P	T-1049-P	T-1050-P	T-1051-P	T-1052-P	T-1053-P	T-1054-P	T-1055-P	T-1056-P	T-1057-P	T-1058-P
T-1059-P	T-1060-P	T-1061-P	T-1062-P	T-1063-P	T-1064-P	T-1065-P	T-1066-P	T-1067-P	T-1068-P	T-1069-P	T-1070-P
T-1071-P	T-1072-P	T-1073-P	T-1074-P	T-1075-P	T-1076-P	T-1077-P	T-1078-P	T-1079-P	T-1080-P	T-1081-P	T-1082-P
T-1083-P	T-1084-P	T-1085-P	T-1086-P	T-1087-P	T-1088-P	T-1089-P	T-1090-P	T-1091-P	T-1092-P	T-1093-P	T-1094-P
T-1095-P	T-1096-P	T-1097-P	T-1098-P	T-1099-P	T-1100-P	T-1101-P	T-1102-P	T-1103-P	T-1104-P	T-1105-P	T-1106-P
T-1107-P	T-1108-P	T-1109-P	T-1110-P	T-1111-P	T-1112-P	T-1113-P	T-1114-P	T-1115-P	T-1116-P	T-1117-P	T-1118-P
T-1119-P	T-1120-P	T-1121-P	T-1122-P	T-1123-P	T-1124-P	T-1125-P	T-1126-P	T-1127-P	T-1128-P	T-1129-P	T-1130-P
T-1131-P	T-1132-P	T-1133-P	T-1134-P	T-1135-P	T-1136-P	T-1137-P	T-1138-P	T-1139-P	T-1140-P	T-1141-P	T-1142-P
T-1143-P	T-1144-P	T-1145-P	T-1146-P	T-1147-P	T-1148-P	T-1149-P	T-1150-P	T-1151-P	T-1152-P	T-1153-P	T-1154-P
T-1155-P	T-1156-P	T-1157-P	T-1158-P	T-1159-P	T-1160-P	T-1161-P	T-1162-P	T-1163-P	T-1164-P	T-1165-P	T-1166-P
T-1167-P	T-1168-P	T-1169-P	T-1170-P	T-1171-P	T-1172-P	T-1173-P	T-1174-P	T-1175-P	T-1176-P	T-1177-P	T-1178-P
T-1179-P	T-1180-P	T-1181-P	T-1182-P	T-1183-P	T-1184-P	T-1185-P	T-1186-P	T-1187-P	T-1188-P	T-1189-P	T-1190-P
T-1191-P	T-1192-P	T-1193-P	T-1194-P	T-1195-P	T-1196-P	T-1197-P	T-1198-P	T-1199-P	T-1200-P	T-1201-P	T-1202-P
T-1203-P	T-1204-P	T-1205-P	T-1206-P	T-1207-P	T-1208-P	T-1209-P	T-1210-P	T-1211-P	T-1212-P	T-1213-P	T-1214-P
T-1215-P	T-1216-P	T-1217-P	T-1218-P	T-1219-P	T-1220-P	T-1221-P	T-1222-P	T-1223-P	T-1224-P	T-1225-P	T-1226-P
T-1227-P	T-1228-P	T-1229-P	T-1230-P	T-1231-P	T-1232-P	T-1233-P	T-1234-P	T-1235-P	T-1236-P	T-1237-P	T-1238-P
T-1239-P	T-1240-P	T-1241-P	T-1242-P	T-1243-P	T-1244-P	T-1245-P	T-1246-P	T-1247-P	T-1248-P	T-1249-P	T-1250-P
T-1251-P	T-1252-P	T-1253-P	T-1254-P	T-1255-P	T-1256-P	T-1257-P	T-1258-P	T-1259-P	T-1260-P	T-1261-P	T-1262-P
T-1263-P	T-1264-P	T-1265-P	T-1266-P	T-1267-P	T-1268-P	T-1269-P	T-1270-P	T-1271-P	T-1272-P	T-1273-P	T-1274-P
T-1275-P	T-1276-P	T-1277-P	T-1278-P	T-1279-P	T-1280-P	T-1281-P	T-1282-P	T-1283-P	T-1284-P	T-1285-P	T-1286-P
T-1287-P	T-1288-P	T-1289-P	T-1290-P	T-1291-P	T-1292-P	T-1293-P	T-1294-P	T-1295-P	T-1296-P	T-1297-P	T-1298-P
T-1299-P	T-1300-P	T-1301-P	T-1302-P	T-1303-P	T-1304-P	T-1305-P	T-1306-P	T-1307-P	T-1308-P	T-1309-P	T-1310-P
T-1311-P	T-1312-P	T-1313-P	T-1314-P	T-1315-P	T-1316-P	T-1317-P	T-1318-P	T-1319-P	T-1320-P	T-1321-P	T-1322-P

Standard Rooms

Standard Rooms		STDR-3001-G	STDR-3002-G	STDR-3003-G							
	T-3013-G	STDR-3014-G	STDR-3015-G	STDR-3016-G	STDR-3017-G	STDR-3018-G	STDR-3019-G	STDR-3020-G	STDR-3021-G	T-3022-G	
STDR-3023-G	STDR-3024-G	STDR-3025-G	STDR-3026-G	STDR-3027-G	STDR-3101-G	STDR-3102-G	STDR-3103-G	STDR-3104-G	STDR-3105-G	STDR-3106-G	STDR-3107-G
										STDR-3118-G	STDR-3119-G
STDR-3120-G	STDR-3121-G	STDR-3122-G	STDR-3123-G	STDR-3124-G	STDR-3125-G	STDR-3127-G	STDR-3128-G	STDR-3129-G	STDR-3130-G	STDR-3131-G	STDR-3201-G
STDR-3202-G	STDR-3203-G	STDR-3204-G	STDR-3205-G	STDR-3206-G	STDR-3207-G	STDR-3208-G	STDR-3209-G	STDR-3210-G	STDR-3211-G	STDR-3212-G	STDR-3213-G
STDR-3214-G			FAMG-3217-G	FAMG-3218-G			STDR-3221-G		FAMG-3223-G	FAMG-3224-G	
		FAMG-3228-G	STDR-3230-G	FAMG-3231-G	STDR-3231-G	STDR-3232-G	STDR-3233-G	STDR-3234-G	STDR-3235-G	STDR-3236-G	STDR-3237-G
STDR-3239-G	STDR-3240-G	STDR-3241-G	STDR-3242-G	STDR-3243-G		K-2002-P (NS)					
						K-2014-P (NS)					
						K-2026-P (NS)					
						T-1105-G					
K-1117-G	T-1203-G	T-1205-G		T-1209-G	T-1211-G		T-1215-G	K-1217-G	K-1218-G	T-1219-G	T-1234-G (NS)
K-1235-G	T-1237-G		T-1241-G	T-1243-G		T-1247-G	TOTAL = 173				

K=King Bed ** Kc=King connected room ** T=Twain Bed ** Tc=Twain Connected Room ** H=HandiCapped NS=Non Smoking P=Pool View** G=Garden View* Svrrm=Sea View Famr=Family Room STDR=Standard Room

VILLA
TOTAL ROOMS
12

--- **BEACH** ---
TOTAL ROOMS
22

TOTAL Ambassador 5

"SELECT SUITS"
TOTAL
36

CHALET TOTAL 18

Superior Rooms
TOTAL ROOMS
90

STANDARD ROOMS
TOTAL ROOMS
173