



RESOURCE LIBRARY – GUEST RELATIONS

Logbook

CODE: 03.07.002

EDITION: 1

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GUIDELINE

The book takes the form of a daily diary used by Front Office to record everything of interest and is to be handed over from shift to shift. Items to be recorded include:

- Room changes
- Wife joining husband
- Special instructions for incoming groups
- Requests for special room numbers to be blocked
- Walk-in guests without luggage

All special events entered into the log book shall be initialled by the receptionist making the entry and again after action has been taken.

Sample Logbook:

Date : / /

SHIFT FROM :..... TO:.....

LOBBY / DUTY / NIGHT MANAGER NAME:



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Feedback

The key to success when recording guest requests is to meticulously note down whom the request has been auctioned off to and feedback is obtained once the guest request has been honored. As the original message taker you can then follow up with the guest if all is satisfactory and if they would wish for anything else.