

	<b>RESOURCE LIBRARY – GUEST RELATIONS</b> <b>Daily Tasks</b>	<i>CODE:</i> 03.07.003
		<i>EDITION:</i> 1
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**Guest Relations Daily Task list:**

1. Print the arrival by new list to identify the VIPs
2. Check the VIP codes are set according to the standards
3. Check the rooms assigned to VIPs
4. Communicate with HK Supervisors to follow up on room cleaning and VIP preparations
5. Write VIP welcome cards
6. Prepare the amenity order form and send the order to Room Service
7. Follow up and ensure all amenities are in the room 45 minutes prior to estimated arrival time or by 1pm
8. Read the Duty and Night Manager reports and follow up on comments made
9. Place alerts on the system according to different types of guest related issues
10. Try to meet all guests checking out to obtain relevant feedback and report
11. Make courtesy calls to guests in house and log feedback received
12. Call long-stay guests and ensure their well-being
13. Update all guest profiles and preferences
14. Print long-stay guest list and ensure amenities are send twice a week
15. Review all guest in-house for birthday and send cake with card if any
16. Be present in the lobby, welcome and greet guests and ensure their well-being
17. Escort VIPs to their room
18. Handle Guest complaints and follow through until resolved satisfactorily
19. Plan for bi-weekly guest cocktail, send invitations, obtain confirmations and follow up on arrangements.