

	RESOURCE LIBRARY - ROOM SERVICE VIP/CIP Procedures	<i>Code:</i> 03.12.007
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Who is a VIP/CIP?

Fundamentally all our guests are VIPs. For promotional reasons some receive special and preferential treatment. VIPs are known to our hotel as valuable regular guests, high-profile personalities, special regular customers or commercial important person.

PROCEDURE

The VIP's are divided into 5 levels depending on their importance and handled accordingly:

TYPE	APPOINTED BY	WHAT	REFRESH	WHO
VIP 5	GM	Welcome Card		<ul style="list-style-type: none"> Gov. High Officers Potential High Producer Top Airline Officers Well Known Celebrities (Actors, Artists...) Well Known Politician Hotell VIP/CIP Honeymooners (Wedding) High Official Diplomatic Royal Suite Rack Rate Executive Suite Rack Rate Junior Suite Rack Rate Owning Co. High Officers Bankers High Officers Complementary as per Appointed By
		Seasonal Fruit Basket	Seasonal Fruit Basket	
		Plate Of Chocolates	Chocolates	
		Box Of Zalatimo Sweets	Remove if opened	
		1 Bottle Of Champaign	Not refreshed. Ice refreshed before arrival & 6pm.	
		Fresh Juice	Fresh Juice	
		1.5 Ltr Bottle Of Mineral Water	1.5 Ltr Bottle Of Mineral Water	
VIP 4	GM	Welcome Card		
		Seasonal Fruit Basket	Seasonal Fruit Basket	
		Plate Of Chocolates	Removed after day 1	
		Box Of Zalatimo Sweets	Remove if opened	
		1 Bottle Of Jordanian Wine	Not refreshed.	
		Fresh Juice	Fresh Juice	
		1.5 Ltr Bottle Of Mineral Water	Leave if opened. Glass is refreshed	
VIP 3	GM, RM RDM, FOM F&BM, DOS	Welcome Card		<ul style="list-style-type: none"> Potential Producer Returned Guests 3 time & above Long staying guests 5 nights & above Airline Officers Travel Trade Manager Company Manager Hotel VIP/CIP Honeymooners (No Wedding) Rack Rate, Exc. Club rate, Corp. rate 1,2,3,4,5 Owning Co. Officers Embassies & Dip. Missions Complementary as per Appointed By
		Seasonal Fruit Basket	Seasonal Fruit Basket	
		Plate Of Chocolates	Removed after day 1	
		Box Of Zalatimo Sweets	Remove if opened	
		1.5 Ltr Bottle Of Mineral Water	Leave if opened. Glass is refreshed	
VIP 2	GM, RM RDM, FOM, AFOM, F&BM, AF&BM, DOS, Sales M, Guest Rel.	Welcome Card	<ul style="list-style-type: none"> Gov. Officers Walk In Guests Airline Crew Hotel VIP/CIP Rack Rate, Exc. Club rate, Corp. rate 1,2,3,4,5 Owning Co. Officers Tour Leaders Embassies & Dip. Missions Complementary as per Appointed By 	
		Seasonal Fruit Basket		
		Box Of Zalatimo Sweets		
		2 person: 1.5 Ltr Bottle Of Mineral Water		
		01 Person: or 0.5ltr for 1 pax		

VIP 1	GM, RM RDM, FOM, AFOM, F&BM, AF&BM, DOS, Sales M, Guest Rel.	Welcome Card	No Refreshment	<ul style="list-style-type: none"> • Gov. Officers • Walk In Guests • Airline Crew • Hotel VIP/CIP • Rack Rate, Exc. Club rate, Corp. rate 1,2,3,4,5 • Others... • Complementary as per Appointed By
		Box Of Zalatimo Sweets 1.5 Ltr Bottle Of Mineral Water or 0.5ltr for 1 pax		

Note: sheet is given to chef and room service at 5.30pm for the following day

If VIPs are already recognised when they make the booking, the relevant category shall be entered with the reservation from the guest history. Regular Guests (primarily top managers of Local Corporate accounts) must be checked from the guest history data.

01 Day prior to Arrival Date

Front Office will prepare the follows:

1. Assign of a suitable guest room (**Room change will be reported immediately to RDM, FOM, HK & Rooms service for proper action**)
2. VIP order for Housekeeping and F&B according to category & signed by GM.
3. A welcome card/letter will be prepared & signed by GM.
4. The registrations card is filled-in as completely as possible.
5. The room key is placed in a welcome envelope with the guest's name.

Day of Arrival

The following will be implemented:

1. For all VIP 5 & 4, all correspondence (Reservation Form, RC and Room Key Card) will be delivered to the Executive Club Manager.
2. For All VIP 5 & 4 rooms will be checked carefully by RDM, FOM, Guest Relation & housekeeper to ensure of the correct standard of the VIP category concerned.
3. For all VIP 3, 2 & 1 rooms will be checked carefully by Guest Relation & housekeeping supervisors to ensure of the correct standard of the VIP category concerned

Check-In

The following will be implemented:

1. The guest will announce himself at the reception.
2. Reception will notify guest relation immediately.
3. Guest relation will welcome & escort the guest to the executive lounge providing a briefing of the hotel facilities.
4. Reception will notify the executive club manager to welcome & seated the guest at the lounge offering the guest's choice of welcome drink "Local Beer, Local Win, Soft Drinks, Coffee & Tea".
5. The executive club manager must stand alert in front of the elevators to welcome & greet the guests.
6. Reception will also notify GM, RM, RDM or FOM, or AFOM, DOS, ADOS to enable one of them to greet the guest personally.
7. The executive club manager will proceed with the check in procedures by providing RC & room key card & confirming the length of stay, rates & method of payment.

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8. Once the guest is ready to move to his room will be escorted by the guest relation & the management team notified.

- **Duty Manager & Night Manager must be notified with all VIP arrivals & act accordingly**

VIP In-House

1. Guest relation will maintain a continuous contact with all VIP whenever possible.
2. Guest relation will give TOP PRIORITY for all VIP special requests & needs “**Never Say No**”
3. Complains will be handled & sorted immediately.
4. Guest relation will follow up on daily basis on all services (Night turn down, refreshments, walk up calls, messages, faxes, transportations ...)

Internal Communication:

During the morning briefing by RDM or FOM or AFOM will brief all department heads on all in house VIPs & all VIPs arriving on the following day. It is particularly important that the telephone switchboard is aware of the VIP names in the house.

Check-Out

1. For all VIP 5 & 4 guests, the permissible check-out time without surcharge is extended to 6 p.m. (18:00 hrs).
2. For all VIP 5 & 4 check out will be at the executive club lounge or at the reception according to guest convenience.
3. Upon check out of all VIP 5 & 4 GM, , RM, RDM or FOM, or AFOM, DOS, ADOS should be notified to pay the guest a good farewell whenever possible.

VIP Treatment Order Form

In order to maintain sufficient control over the VIP treatment service set-ups and to assist with the related cost accounting, it is a must to complete a VIP Treatment Order Form in triplicate. The form shall be printed in book form and the copies distributed as follows:

Original	→	Executive Chef F&B Controller
First copy	→	Room Service
Second copy	→	Housekeeping
Third copy	→	Front Office/Guest Relation ... Remain at Book

After the original has been processed by executive chef it will be routed to the Cost Accounting for the costs to be booked. The original remains on file with Cost Accounting.