



Republic of Rwanda
Ministry of Education



RQF LEVEL 5



FRONT OFFICE AND HOUSEKEEPING OPERATIONS

FHOFA501

Performing Front desk Activities



TRAINEE'S MANUAL

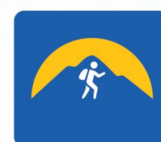
April 2025



Republic of Rwanda
Ministry of Education



PERFORMING FRONT DESK ACTIVITIES



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LIST OF ABBREVIATIONS AND ACRONYMS

CBET: Competence Based Education and Training

RQF: Rwanda Qualification Framework

RTB: Rwanda TVET Board

TVET: Technical and Vocational Education and Training

CRM: Customer Relationship Management

PMS: Property Management System

POS: Point of Sale

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to **perform front desk activities**. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics. You will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit.

A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

Module Units:

Unit 1: Prepare front desk activities

Unit 2: Organize check in activities

Unit 3: Organize check out activities

UNIT 1: PREPARE FRONT DESK ACTIVITIES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to prepare front desk activities. It covers arranging the front desk area, gathering daily hotel information, as well as carrying out administrative activities.

Self-Assessment: Unit 1

1. Referring to the unit above illustration, discuss the following:
 - a. What does the illustration show?
 - b. What topics do you think will be covered in the unit base on the illustration?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check in a column that best represents your level of knowledge, skills and attitudes.
 - d. At the end of this unit, you will assess yourself again

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the key steps of cleaning the front desk area					
Identify the guidelines to follow when cleaning the front desk area					
Follow the steps for cleaning the desk area					
Highlights Key considerations when arranging front desk facilities					
Keeping the Front Desk Area Clean					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Follow hotel daily information gathering process					
Identify key sources of daily hotel information					
Describe daily information gathering process					
Define key front desk administrative activities					
Describe the activities carried out when performing front desk administrative activities					
Demonstrate professionalism when carrying out front desk activities					
Place front desk facilities					
Demonstrate organizational skills when arranging front desk facilities					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe the key steps of cleaning the front desk area	1. Clean the front desk area	1. Comply with hygiene and safety measures when cleaning the front desk area
2. Describe best practices for keeping the front desk area clean	2. Keep the Front Desk Area Clean	
3. Highlights Key considerations when arranging front desk facilities	3. Place front desk facilities	2. Demonstrate organizational skills when arranging front desk facilities
4. Identify sources of daily hotel information	4. Gather hotel daily information	3. Pay attention to detail when gathering daily hotel information
5. Define key front desk administrative activities	5. Perform front desk administrative activities	4. Demonstrate professionalism when carrying out front desk activities



Discovery activity:



Task 1:

Referring to your experience in performing front desk activities, read and answer the following questions:

- What are the key steps to follow when cleaning the front desk area.
- List down the supplies and tools used to clean the front desk area
- What are the best Practices for Keeping the Front Desk Area Clean:
- Highlights key considerations when arranging front desk facilities considerations when arranging front desk facilities.
- Describe the keyways of gathering daily hotel information
- List down key front desk administrative activities

Topic 1.1: Arranging front desk area





Activity 1: Problem Solving



Task 2:

Scenario 1: Maintaining Cleanliness and Organization in a High-Traffic Hotel Front Desk

You are hired by one hotel to work a morning shift as a casual desk attendant. Due to constant foot traffic, the front desk area gets dirty quickly, leading to an ongoing mess. Also, the chair behind the front desk is dirty and stained. Additional to that, there are visible fingerprints or smudges on the glass countertop, monitor screen and phone and pens, paper and other supplies are scattered and disorganized across the front desk.

Questions:

1. How would you prioritize tasks to ensure the front desk remains clean and organized during a busy morning shift?
2. What steps would you take to maintain cleanliness despite constant foot traffic?
3. How would you handle a situation where cleaning supplies are unavailable or insufficient during your shift?
4. Why is it important to always clean the front desk area?
5. How many times (Frequency) should the front desk area be cleaned?
6. Describe the supplies and tools you would use to clean the front desk area.
7. What safety considerations would you have in mind while cleaning the front desk area?
8. Describe the procedure you would follow while cleaning Desk surface.
9. Describe the procedure you would follow while cleaning Tech equipment.
10. Describe the Key considerations when arranging front desk facilities.

Key Facts 1.1: Arranging front desk area

- **Introduction to front desk cleaning**

- ✓ **Importance of cleanliness**

This creates the welcoming ambiance, attracts customers, Promotes hygiene and health, Compliance with Health and Safety Standards, Safety accessibility

A clean front desk is crucial for any business, hotel, or organization. Here are some reasons why:



Professional Image

- First Impression: A clean front desk creates a positive first impression for visitors, customers, or clients.
- Reflects Company Values: A tidy front desk reflects the company's values and attention to detail.



Health and Hygiene

- Prevents Germs: Regular cleaning helps prevent the spread of germs and illnesses.
- Reduces Allergies: Dust and dirt can trigger allergies; a clean front desk minimizes this risk.



Efficiency and Productivity

- Easy Access: A clutter-free front desk ensures easy access to necessary materials and equipment.
- Streamlined Operations: A clean front desk helps staff stay organized, reducing stress and increasing productivity.



Customer Satisfaction

- Comfortable Waiting Area: A clean front desk and waiting area make customers feel comfortable and valued.
- Positive Experience: A tidy front desk contributes to a positive overall experience, encouraging customer loyalty.



Additional Benefits

- Pest Control: Regular cleaning helps prevent pest infestations, such as rodents or insects.
- Equipment Longevity: Cleaning equipment and surfaces regularly extends their lifespan.
- Compliance: Maintaining a clean front desk may be required by industry regulations or health codes.

By prioritizing front desk cleanliness, businesses can project a professional image, maintain a healthy environment, and ensure efficiency.

✓ **Frequency**

To maintain a clean and hygienic front desk, consider the following frequency guidelines:



Daily Tasks

- Wipe down surfaces: Clean and disinfect all surfaces, including the counter, keyboard, mouse, and phone.
- Dust and polish: Dust and polish any furniture, fixtures, or equipment.
- Sweep and mop: Sweep and mop the floor to prevent dust and dirt buildup.
- Empty trash and recyclables: Empty trash and recyclable bins to prevent overflow.



Weekly Tasks

- Deep clean surfaces: Perform a deeper clean of surfaces, including sanitizing high-touch areas.
- Organize clutter: Organize any clutter, such as papers, brochures, or office supplies.
- Clean equipment: Clean and maintain equipment, such as printers and scanners.



Bi-Weekly Tasks

- Dust and clean decorations: Dust and clean any decorations, such as plants or pictures.
- Clean windows: Clean windows and window sills to maintain natural light and visibility.



Monthly Tasks

- Deep clean furniture: Perform a deep clean of furniture, including upholstered chairs and couches.
- Sanitize high-touch areas: Sanitize high-touch areas, such as door handles and light switches.
- Inspect and replace supplies: Inspect and replace any necessary supplies, such as paper towels and trash bags.

Quarterly Tasks

- Deep clean carpets: Deep clean carpets and upholstered furniture to remove dirt and stains.
- Inspect and clean equipment: Inspect and clean equipment, such as air conditioning vents and ceiling fans.

Semi-Annual Tasks

- Deep clean and organize storage: Deep clean and organize storage areas, such as closets and cabinets.
- Inspect and replace furniture: Inspect and replace any damaged or worn-out furniture.

By following this frequency schedule, you can maintain a clean, hygienic, and organized front desk that reflects positively on your business.

• **Guidelines/ steps for cleaning the desk area**

✓ **Clear the desk**

 Remove any papers, pens, office supplies or personal items from the desk surface

 Sort through any paperwork to organize or file them

 Empty trash bins and take out any recycling

✓ **Dust surfaces**

 Dust all surfaces including the top of the desk, shelves and any nearby furniture's

 Use a microfiber cloth or duster to avoid spreading of dust

✓ **Clean the keyboard and Mouse**

 Use compressed air to remove dirt and crumbs from between the keys

 Wipe the keyboard and mouse with disinfecting wipes or damp cloth

✓ **Wipe the desk surface**

 Use a disinfectant or mild cleaner to wipe down the desk surface

-  Pay attention to high-touch areas like front of the desk and the edges
-  If there is any stain, stop clean with a cloth and cleaner
- ✓ **Clean the computer and monitor**
 -  Use a microfiber cloth to gently wipe the screen, avoiding any harsh chemicals
 -  For smudges, lightly dampen the cloth with water or screen-safe cleaner
- ✓ **Clean the floor around the desk**
 -  Sweep or vacuum area around the front desk to remove dirty or dust
 -  If necessary, mop the floor
- ✓ **Replace supplies**
 -  Refill items like pens, paper, tissues or business cards that were emptied
 -  Make sure everything is well arranged and easily accessible
- ✓ **Final touch**
 -  Adjust furniture or décor to make the area look neat and professional
 -  If applicable, ensure that any signage or welcoming materials are clean and presentable
- **Front desk general Cleaning Supplies:**
 - ✓ **Multi-Surface Cleaner:**
 -  A versatile cleaner for wiping down countertops, desks, and other surfaces (e.g., glass, wood, metal).
 -  Choose one that is safe for all materials and provides a streak-free finish.
 - ✓ **Disinfectant:**
 -  A disinfectant spray or wipe to kill germs on frequently touched areas such as keyboards, phones, light switches, and the desk itself.
 -  Focus on high-touch areas to ensure cleanliness and reduce the spread of germs.
 - ✓ **Glass Cleaner:**
 -  For cleaning glass surfaces, such as windows, mirrors, and any glass partitions at the front desk.
 - ✓ **Floor Cleaner:**

 For cleaning the floor around the front desk area.

 This can include both regular floor cleaners (for hard floors) and carpet cleaners (if carpets are present in the area).

✓ **Furniture Polish:**

 If the front desk has wood or other polished surfaces

 , use furniture polish to maintain a glossy, well-maintained look.

• **Sanitizing Tools:**

✓ **Disinfectant Wipes:**

 For quick wipe-downs of surfaces that guests or staff frequently touch,

 like the front desk counter, chairs, pens, keycards, and credit card machines.

✓ **Hand Sanitizer:**

 A bottle or dispenser of hand sanitizer should be available for guests and staff, especially in high-traffic areas to promote hygiene.

✓ **Disposable Gloves:**

 For staff members cleaning high-touch areas or handling potentially contaminated items like keycards or paperwork.

• **Cleaning Cloths and Rags:**

✓ **Microfiber Cloths:**

 Microfiber cloths are ideal for cleaning surfaces without leaving streaks or lint.

 They are especially useful for cleaning electronics, such as monitors and phones, without scratching them.

✓ **Paper Towels:**

 For quick clean-ups and wiping down surfaces.

 It's essential to keep a good supply of high-quality paper towels near the front desk.

✓ **Cleaning Rags:**

 A set of soft rags can be used for wiping surfaces, especially for cleaning delicate areas or furniture without causing damage.

- **Floor Care Tools**

- ✓ **Broom and Dustpan:**

-  For quickly sweeping the front desk area and any nearby spaces, such as hallways or entrances.

- ✓ **Vacuum Cleaner:**

-  A handheld or standard vacuum cleaner for cleaning carpets or upholstery around the front desk area.

-  Make sure to choose one with an upholstery attachment for detailed cleaning.

- ✓ **Mop and Bucket:**

-  For mopping the floor in case of spills or regular cleaning of hard floors.

-  For areas with tile, marble, or wood flooring, ensure that the mop is suitable for those surfaces.

- ✓ **Floor Mats:**

-  Use entrance mats or floor mats to prevent dirt from entering the lobby area, which will reduce the amount of cleaning needed.

- **Trash and Waste Management**

- ✓ **Trash Bags:**

-  Ensure that there are adequate trash bags for the front desk area, including bins for general waste and recycling.

- ✓ **Trash Bin:**

-  A small waste bin under or near the front desk where staff can quickly dispose of paper, wrappers, or any waste generated during guest check-in/check-out.

- ✓ **Recycling Bin:** A recycling bin is essential to separate paper, plastic, and other recyclable materials, especially near the front desk where documents may be used.

- **Cleaning Tools for Technology**

- ✓ **Screen Cleaner:**

-  Use a specialized screen cleaner for cleaning digital displays, such as touch screens or monitors at the front desk, without damaging them.

- ✓ **Keyboard Cleaner:**



A small brush or compressed air canister to clean keyboards and other small electronic devices at the front desk.

✓ **Electronics Wipes:**



Disinfectant wipes safe for electronics can be used to clean phones, tablets, and other devices without harming them.

• **Specialized Supplies for Upholstery**

✓ **Upholstery Cleaner:**



If the front desk area has fabric chairs or couches, upholstery cleaner is necessary to remove stains, dust, and dirt.

✓ **Lint Rollers:**



A lint roller is helpful for removing dust or lint from fabric furniture or clothing.

• **Air Freshening Products**

✓ **Air Fresheners:**



Scented air sprays or plug-in air fresheners can help keep the front desk area smelling fresh and welcoming.

✓ **Deodorizing Sprays:**



For freshening up fabrics or carpeted areas near the front desk, ensuring the environment remains pleasant for guests.

• **Miscellaneous Tools**

✓ **Scrub Brushes:**



For scrubbing stubborn stains or dirt from surfaces or grout in tile flooring or other hard-to-clean areas.

✓ **Duster:**



A feather duster or microfiber duster to keep shelves, lighting fixtures, and other surfaces free of dust.

✓ **Cleaning Bucket:**



A cleaning bucket for mixing floor cleaner or holding cleaning supplies while working around the front desk.

✓ **Step Stool:**



For staff to reach high places, such as shelves or light fixtures, ensuring everything is within reach for cleaning.

- **Personal Protective Equipment (PPE)**

- ✓ **Masks:**



Depending on health protocols, face masks may be necessary for staff working in public-facing areas like the front desk.

- ✓ **Aprons:**



Aprons for cleaning staff to protect clothing while working in potentially messy or high-contact areas.

- **Best Practices for Keeping the Front Desk Area Clean:**

- ✓ **Regular Cleaning Schedule:**



The front desk should be cleaned regularly, especially during peak guest interaction times.



Wipe down high-touch surfaces like counters, phones, and keyboards frequently.

- ✓ **End-of-Day Deep Cleaning:**



Perform a more thorough cleaning at the end of the day to ensure the area remains in pristine condition for the next day's guests.

- ✓ **Train Staff:**



Train front desk staff to clean and sanitize their workspaces regularly and to quickly address spills or messes as they occur.

- ✓ **Sanitize High-Traffic Areas:**



Ensure frequent sanitization of door handles, elevator buttons, and any shared objects like pens, check-in kiosks, or brochures.

- **Key considerations when placing front desk facilities**

- ✓ **Location of the front desk**



Visibility and accessibility



Strategic position



Avoid obstruction

✓ **Desk placement and flow**

-  Work area behind the desk
-  Seating for visitors
-  Accessibility considerations

✓ **Equipment and technology**

-  Placement of tech devices
-  Cable management
-  Document storage

✓ **Visitors amenities**

-  Sign-in station
-  Display of information
-  Personal touches

✓ **Security and privacy**

-  Visibility of staff
-  Protecting privacy

✓ **Cleaning and maintenance**

-  Easy to clean the surface
-  Storage of cleaning supplies

✓ **Space for staff interaction**

-  Desk layout for team collaboration
-  Break area

✓ **Branding and aesthetics**

-  Corporate identity
-  Lighting

1

¹ Kodera, S., Kodate, A., & Ichifuji, Y. (2023, December). Analysis of factors affecting hotel occupancy rate. In 2023 15th international congress on advanced applied information winter (IIAI-AAI-Winter) (pp.19-22). IEEE.



Activity 2: Guided Practice



TASK 3:

Scenario 2: Managing Desk Cleanliness

A small boutique hotel has a quiet front desk area during off-hours, but the receptionist struggles to keep the desk clean and tidy. There are often periods where the desk looks untidy with old papers, coffee cups and pens scattered around even though the receptionist is not actively engaging the guest. The hotel has limited cleaning staff, and the front desk often falls behind in terms of cleaning during these quiet hours. Today as a hotel front desk attendant, you have a group of interns who will assist you to handle this issue.

You are required to:

1. Identify the cleaning supplies that can be used when cleaning the front desk area.
2. Describe the steps for cleaning front desk area.
3. Explain the importance of cleaning the front desk area.
4. Discuss the factors that are considered when placing front desk facilities.



Activity 3: Application



Task 4:

Scenario 3: Streamlining Check-In Efficiency

On your visit to one prominent hotel in your community, you notice that the guests experience a long wait time during check-in, particularly during peak hours. The front desk area is often cluttered with registration forms, guest keys and outdated brochures. Guests complain that the reception area feels chaotic and unorganized. Additionally, the receptionist has to search for information and keys, leading to further delays.

Required:

Assist the front desk officer to arrange the front desk area.

Topic 1.2: Gathering daily hotel information



Activity 1: Problem Solving



Task 5:

Scenario 1: Improving Shift Handover and Reporting Efficiency:

A large hotel faces issues with daily shift handovers and reporting between front desk staff. The process is fragmented with some staff members forgetting to complete daily reports or passing on incorrect information during handovers. This causes confusion and inefficiency in hotel operations as well as missed opportunities for managers to monitor and optimize performance.

Questions:

1. What could be the best way of gathering the daily hotel information?
2. What is the key information to be gathered?
3. What kind of reports to be prepared by the front desk staff before the shift handover?

Key Facts 1.2: Gathering daily hotel information

- **Introduction to gathering daily hotel information**

- ✓ **Why daily information matters**



Gathering daily hotel information is crucial for smooth operations, guest satisfaction, and overall business success. Here's why it matters:

- **Enhances Guest Experience**

By staying updated on room availability, special requests, and guest preferences, hotel staff can provide personalized service, improving guest satisfaction and loyalty.

- **Improves Operational Efficiency**

Daily updates help different departments (front desk, housekeeping, maintenance, and food services) coordinate effectively, ensuring seamless service delivery.

- **Maximizes Revenue & Occupancy**

Monitoring occupancy rates, room pricing, and bookings allows the hotel to adjust rates dynamically, optimize room sales, and prevent overbooking.

- **Ensures Staff Preparedness**

Knowing the day's check-ins, check-outs, VIP guests, and special events enables staff to plan accordingly, ensuring prompt service and minimizing errors.

- **Helps with Housekeeping & Maintenance**

Housekeeping relies on daily reports to know which rooms need cleaning, which are occupied, and which require maintenance, ensuring readiness for new guests.

- **Supports Security & Safety**

Keeping track of guest lists, visitor logs, and incidents helps the hotel maintain security, prevent unauthorized access, and respond quickly to emergencies.

- **Improves Communication Among Departments**

Daily briefings and reports help all hotel departments stay aligned, reducing miscommunication and ensuring smooth operations.

- **Aids in Decision-Making**

Real-time data on revenue, occupancy trends, and guest feedback helps management make informed decisions about staffing, marketing, and service improvements.

- **Enhances Compliance & Record-Keeping**

Keeping accurate daily records ensures compliance with legal and financial regulations and provides valuable data for audits and business analysis.

✓ **Types of daily information: the following are different types of daily hotel information:**



Guest-Related Information

- Check-ins and Check-outs – List of arriving and departing guests.
- Guest Profiles & Preferences – VIP guests, repeat customers, and special requests.
- Room Status Updates – Occupied, vacant, reserved, or under maintenance.

- Guest Complaints & Feedback – Issues raised by guests and resolutions provided.



Room & Housekeeping Information

- Room Availability & Occupancy Report – Number of occupied, available, and reserved rooms.
- Housekeeping Status – Rooms that need cleaning, inspected, or ready for check-in.
- Lost & Found Items – Guest belongings reported lost or found in rooms.
- Maintenance Requests – Rooms requiring repairs or deep cleaning.



Financial & Revenue Information

- Daily Revenue Report – Income from room sales, restaurants, spa, and other services.
- Room Rates & Pricing Adjustments – Dynamic pricing based on occupancy levels.
- Pending Payments & Billing Updates – Guest balances, invoices, and pending transactions.
- Cash & Credit Transactions – Summary of daily financial transactions.
- **Reservations & Bookings**
- New Bookings & Cancellations – Updates on room reservations.
- Group & Event Bookings – Scheduled meetings, conferences, or wedding reservations.
- No-shows & Early Departures – Guests who didn't check in or left earlier than expected.



Food & Beverage Information

- Restaurant & Bar Sales Reports – Revenue and popular menu items.
- Guest Meal Plans & Orders – Room service requests and special dietary needs.
- Inventory & Stock Levels – Availability of food, beverages, and supplies.



Staff & Shift Information

- Employee Attendance & Shift Schedules – Who is on duty, breaks, and shift changes.

- Departmental Briefings – Updates for front desk, housekeeping, security, and F&B teams.
- Training & Performance Updates – Staff evaluations or training needs.



Security & Safety Reports

- Incident Reports – Any accidents, guest complaints, or security issues.
- Emergency Situations – Fire alarms, evacuations, or medical emergencies.
- Guest & Visitor Logs – Record of non-guest visitors for security purposes.



Competitor & Market Insights

- Competitor Pricing & Promotions – How nearby hotels are pricing their rooms.
- Local Events & Attractions – Events that may affect bookings or guest activities.

✓ **Reservation system**



Guest reservation; the following are the information that should guest reservation contain:

- Guest Information – Name, contact details, and special requests.
- Reservation Dates – Check-in and check-out dates.
- Room Type & Number – The category of the room (e.g., Standard, Deluxe, Suite) and quantity.
- Rate & Payment Details – Price per night, taxes, deposit, and payment method.
- Booking Source – Direct booking, online travel agency (OTA), or third-party provider.
- Reservation Status – Confirmed, pending, waitlisted, or canceled.
- Special Requests – Extra bed, early check-in, late check-out, or dietary needs.



Payment status: This means the current state of a guest's payment for their hotel booking. It helps hotels track whether a guest has paid in full, partially, or not at all, ensuring smooth financial transactions and record-keeping.

 **Group booking:** Refers to a hotel reservation made for multiple guests, typically involving several rooms booked under one name or contract. It is commonly used for corporate events, weddings, conferences, tour groups, or family gatherings.

✓ **Guest check-in/ check-out information**

 Expected check-in and check-out times: Means Hotels set **standard check-in and check-out times** to manage room availability and housekeeping schedules efficiently. By the use of Hotels use **PMS software** (e.g., Opera, Cloudbeds, or RoomRaccoon) to:

Track guest arrivals and departures in real time.

Assign rooms based on availability.

Update housekeeping on room readiness.

 Guest preferences refers to the specific needs, likes, and expectations of hotel guests, which help personalize their stay and enhance their experience. Hotels collect and store these preferences to provide tailored services and improve customer satisfaction.

 Payment or billing details refer to the financial information related to a guest's hotel stay. This includes the amount charged, payment methods, invoices, and any additional fees or taxes applied to the booking. Hotels use this information to ensure smooth transactions and accurate financial records.

✓ **Housekeeping report**

 Room cleanliness is one of the most important factors in a guest's hotel experience. A well-maintained and hygienic room ensures guest satisfaction, prevents health risks, and upholds the hotel's reputation.

 Room status refers to the current condition and availability of a hotel room. It helps the **front desk, housekeeping, and reservation teams** manage occupancy, check-ins, and housekeeping schedules efficiently.

The following are the common Room Status Categories

Occupied (OCC) – A guest is currently staying in the room.

Vacant (VAC) – The room is empty and available for booking.

Dirty (DND/Needs Cleaning) – The room requires cleaning after a guest checks out.

Clean (CLN/Inspected) – The room has been cleaned and is ready for a new guest.

Out of Order (OOO) – The room is temporarily unavailable due to maintenance issues.

Out of Service (OOS) – The room is unavailable for a short period but doesn't require major repairs.

Do Not Disturb (DND) – A guest has requested privacy, and housekeeping cannot enter.

Stayover (S/O) – A guest is extending their stay beyond the original check-out date.

Late Check-out (LCO) – The guest has been given extra time beyond the standard check-out time.

Early Check-in (ECI) – The room is assigned to a guest arriving before the normal check-in time.

✓ **Maintenance report**



in a hotel is a document that records issues related to equipment, facilities, and room conditions that require repair or upkeep. It helps the engineering and housekeeping teams track, prioritize, and resolve maintenance problems efficiently.

✓ **Guest requests refer to special services, items, or accommodations that guests ask for during their stay.**



Types of Guest Requests

○ **Room Preferences**

- Specific room type (suite, deluxe, connecting rooms)
- High or low floor preference

- Smoking or non-smoking room
- **Housekeeping & Amenities Requests**
 - Extra towels, pillows, or blankets
 - Additional toiletries (soap, shampoo, toothbrush)
 - Room cleaning or turndown service at a specific time
- **Food & Beverage Requests**
 - Special dietary meals (vegetarian, gluten-free, halal, kosher)
 - In-room dining or minibar customization
 - Birthday cake or special occasion setup
- **Check-in & Check-out Requests**
 - Early check-in or late check-out
 - Express check-in/check-out service
 - Luggage storage before or after stay
- **Technical & Maintenance Requests**
 - Fixing air conditioning, Wi-Fi, or TV issues
 - Power adapter or charging cables
 - Assistance with in-room safe or appliances
- **Transportation & Concierge Services**
 - Airport pickup/drop-off
 - Taxi or car rental service
 - Tour bookings and local recommendations
- **Special Occasion Requests**
 - Romantic decorations (rose petals, candles, champagne)
 - Anniversary or honeymoon arrangements
 - Corporate event or meeting room setup
- ✓ **Restaurant/ bar activities**
 -  Hotel restaurants and bars play a crucial role in enhancing the guest experience by providing dining options, entertainment, and social engagement. These activities help boost hotel revenue and create memorable experiences for guests.
- ✓ **Conference/meeting room usage**



Hotels provide **conference and meeting rooms** for corporate, social, and private events. Proper management of these spaces ensures smooth event execution, enhances guest satisfaction, and boosts hotel revenue.

- Daily information gathering process

✓ **Morning reports/ briefing**



Expected arrivals and departure

- **Expected Arrivals (Check-ins)**

- **Definition:** Guests who have booked a room and are scheduled to arrive on a specific date.

✓ **Key Aspects of Managing Expected Arrivals**

- ✓ **Reservation Confirmation** – Ensure bookings are confirmed and verified.

Room Assignment – Allocate rooms based on guest preferences and availability.

Special Requests – Prepare for early check-ins, VIP guests, or special amenities.

Payment Verification – Confirm deposit or pre-authorization for room charges.

Housekeeping Status – Ensure rooms are cleaned and ready for occupancy.

Personalized Welcome – Prepare greetings, welcome notes, or special amenities for returning guests.

✓ **Expected Departures (Check-outs)**

- ✓ **Definition:** Guests who are scheduled to leave the hotel on a specific date.

Key Aspects of Managing Expected Departures

- ✓ **Check-out Preparation** – Remind guests of check-out time (usually 11 AM or 12 PM).

Billing & Payment Processing – Ensure all charges (room, restaurant, minibar) are settled.

Luggage Assistance – Offer porter services for guest convenience.

Feedback Collection – Ask guests for reviews or suggestions before departure.

Housekeeping Coordination – Mark rooms for cleaning and preparation for new arrivals.

Late Check-out Requests – Handle extended stays based on availability and hotel policy.



Special guest request or VIPs

VIP guests include **celebrities, business executives, government officials, and loyal customers**. Providing top-tier service ensures a lasting relationship with them.

VIP Guest Services & Privileges:

Personalized Welcome – Greeting by hotel management, welcome note, complimentary drinks

Priority Check-in & Check-out – Fast-tracked or private check-in service

Exclusive Room Upgrades – Complimentary suite or better room category

Customized Amenities – Champagne, premium toiletries, personal butler service

Dedicated Concierge – Personalized assistance for reservations, events, or travel needs

Security & Privacy – Private entrances, discretion, and additional security if needed

Special Discounts & Rewards – Exclusive deals, free stays, or loyalty program perks

 Any operational concern: Operational concerns in a hotel affect guest satisfaction, efficiency, and profitability. Managing these issues effectively ensures smooth operations and enhances the guest experience.

✓ **Daily information forms/report**

 Types of Daily Hotel Reports & Forms

○ **Front Desk Reports**

Expected Arrivals & Departures Report – Lists guests checking in/out for the day.

No-Show & Cancellation Report – Tracks reservations that were not fulfilled.

VIP & Special Requests Report – Ensures personalized services for

important guests.

Occupancy Report – Shows the percentage of rooms occupied.

- **Housekeeping Reports**

Room Status Report – Lists rooms as "Vacant," "Occupied," "Dirty," or "Out of Order."

Daily Cleaning Schedule – Assigns cleaning tasks to housekeeping staff.

Lost & Found Report – Records guest items found in rooms or common areas.

- **Maintenance Reports**

Daily Maintenance Requests – Tracks reported issues (e.g., plumbing, AC, electrical).

Preventive Maintenance Checklist – Ensures regular inspections to avoid breakdowns.

Out-of-Order Room Report – Lists rooms unavailable due to maintenance issues.

- **Food & Beverage (F&B) Reports**

Restaurant & Bar Sales Report – Summarizes daily revenue from dining areas.

Inventory & Stock Report – Tracks food, beverages, and supply levels.

Special Event Report – Details catering services or banquet hall bookings.

- **Guest Services Reports**

Guest Requests & Complaints Log – Documents all service-related guest interactions.

Conference/Meeting Room Usage Report – Tracks event bookings and revenue.

Transportation & Concierge Requests – Lists guest needs for airport transfers or tours.

- **Security & Incident Reports**

Lost Key Report – Logs lost or stolen room keys.

Incident Report – Documents security issues, accidents, or emergencies.

Fire & Safety Checklist – Ensures compliance with safety protocols.

✓ **Guest arrival and departure list**



Guest Arrival List (Expected Check-Ins)

Definition: A list of guests scheduled to check in on a specific date.

Purpose: Helps front desk, housekeeping, and concierge staff prepare for a smooth check-in process.



Guest Departure List (Expected Check-Outs)

Definition: A list of guests scheduled to check out on a specific date.

Purpose: Ensures a smooth departure process, timely room turnover, and accurate billing.



Activity 2: Guided Practice



Task 6:

Scenario 2: Guiding a New Front Desk Attendant on Gathering daily hotel information

Ms. Joanna was recently hired as a front desk attendant at Ejo Heza Hotel; a four-star hotel located in Kigali City. She was supposed to work an AM shift where she is supposed to perform Guest check-in/ check-out as well as guest reservations. To accomplish these tasks successfully, she should have gathered daily hotel information. But she is seeking advice due to the lack of enough experience as a new employee. As an experienced front attendant, assist her in accomplishing these tasks.

1. What could be the best way to gather the daily hotel information?
2. Demonstrate on her how to gather daily hotel information.
3. Assist her in making reports on the gathered information.



Activity 3: Application



Task 7:

Scenario 3: A Day in the Life of a TVET Hospitality Student on Industrial Attachment

You are a TVET student in Level 5 in hospitality and tourism from one of the TVET school in Kigali. You are doing a two months' industrial attachment in a well-equipped hotel as a front desk attendant. Today, all rooms have a varying occupancy throughout the day. Do the following:

1. Records the number of guest check-ins and check-outs for the day.
2. Track the time each guest checks in, the type of room they booked, any special requests (e.g., early check-in, late check-out), and payment information.
3. Make the rooms occupancy reports for the next shift.

Topic 1.3: Carrying out administrative activities



Activity 1: Problem Solving



Task 8:

Scenario 1: Staffing for Success

There is a new hotel which is opened in Kigali, and it is hiring staff. Among the vacant position that need to be filled/occupied there is front office staff where he/she will perform the duties of carrying out administrative activities. As an experienced and qualified front desk attendant, make a list of required competencies and key technical skills to perform the mentioned duties.

Key Facts 1.3: Carrying out administrative activities

- **Key administrative activities**

- Guest check-in and check out



Guest registration: Guest registration refers to the process where guests provide their personal details upon arrival at a hotel. This information is recorded in the Property Management System (PMS) and is essential for check-in, billing, and security purposes.

Methods of Guest Registration

1. **Manual Registration** – Guests fill out a physical registration form.
2. **Digital Registration (PMS-Based)** – Guests register using an electronic system.
3. **Online Pre-Registration** – Guests provide details via email or a mobile app before arrival.
4. **Self-Check-In Kiosk** – Guests enter their details at an automated kiosk.

Information Collected During Guest Registration

1. **Guest Name & Contact Information** – Full name, phone number, and email.
2. **ID or Passport Details** – Government-issued ID for verification.

3. **Nationality & Address** – Required for legal and reporting purposes.
4. **Check-In & Check-Out Dates** – Expected length of stay.
5. **Room Type & Number** – Assigned based on reservation.
6. **Payment Method & Billing Details** – Credit card or cash deposit.
7. **Special Requests or Preferences** – Extra beds, meal preferences, or accessibility needs
8. **Signature of Guest** – Confirms agreement to hotel policies and terms.



Room assignment: Is a process that involves allocating specific rooms to guests based on their reservations, preferences, and availability. Effective room assignment enhances guest satisfaction and optimizes hotel operations.



Check out process

- **Steps in the Check-Out Process:**

1. **Reviewing the Bill:**

Itemized Statement: Guests are presented with a detailed account of all charges incurred during their stay, including room rates, dining, and any additional services.

Dispute Resolution: Guests should examine the bill carefully and address any discrepancies with the front desk promptly.

2. **Payment Settlement:**

Payment Methods: Hotels typically accept various forms of payment, such as credit/debit cards, cash, or digital payment platforms.

Pre-Authorization Release: If a credit card was pre-authorized at check-in, the hold is adjusted to reflect the exact amount due.

3. **Returning Room Keys:**

Key Drop-Off: Guests can return physical keys or keycards to the front desk or deposit them in designated drop boxes.

Digital Keys: For hotels utilizing mobile key technology, keys may deactivate automatically upon check-out.

4. **Providing Feedback:**

Surveys and Reviews: Many hotels encourage guests to share their experiences through feedback forms or online reviews, aiding in service improvement.

5. Departure Assistance:

Luggage Services: Staff may offer help with transporting luggage to vehicles or arranging transportation.

Future Reservations: Guests interested in returning can make advance bookings or join loyalty programs during check-out.

- **Managing reservations**



Booking new reservations

Methods of Booking Reservations:

1. Direct Bookings:

Hotel Website: Guests can book rooms through the hotel's official website, often benefiting from exclusive offers or loyalty programs.

Phone or Email: Traditional methods where guests contact the hotel's reservation desk directly to make bookings.

2. Online Travel Agencies (OTAs):

Platforms like Booking.com, Expedia, and Hotels.com allow guests to compare prices and book rooms across various hotels. These platforms charge commissions to hotels but offer extensive reach.

3. Global Distribution Systems (GDS):

Primarily used by travel agents, GDSs like Amadeus and Sabre connect hotels with a vast network of travel professionals, facilitating bookings on behalf of clients.



Modifying existing reservation

Steps to Modify a Hotel Reservation:

1. **Review Hotel Policies:** Before initiating any changes, check the hotel's modification and cancellation policies. Some hotels may charge fees for

modifications or have specific time frames within which changes can be made.

2. Access Your Reservation:

Online: Log in to the hotel's official website or the booking platform where you made the reservation. Navigate to the "My Reservations" or "Manage Booking" section.

Mobile App: If the hotel offers a mobile application, open it and go to your bookings.

Direct Contact: Alternatively, you can call the hotel's front desk or reservation department to request modifications.

3. Initiate the Modification:

Select the Reservation: Choose the booking you wish to modify.

Choose Modification Options: Depending on the hotel's system, you may have options to change dates, room types, number of guests, or add special requests.

4. Confirm Changes:

Review Details: Ensure all modifications are correct.

Acknowledge Fees: Be aware of any additional charges or refunds resulting from the changes.

Receive Confirmation: After processing, you should receive an updated confirmation via email or through the hotel's system.



Monitoring reservations status

Best Practices for Monitoring Reservation Status:

- 1. Integrated Property Management System (PMS):** Utilize a PMS that consolidates reservation and room status information, providing real-time updates and facilitating communication between departments.

2. **Regular Status Updates:** Ensure that front desk and housekeeping staff promptly update statuses to reflect current conditions, minimizing errors and overbookings.
3. **Clear Communication Protocols:** Establish standardized procedures for reporting and recording status changes, ensuring all team members are informed and aligned.
4. **Training and Familiarization:** Regularly train staff on status codes and system usage to maintain accuracy and efficiency in reservation management.



Cancellation handling

Best Practices for Handling Cancellations:

1. **Transparency:** Clearly display the cancellation policy during the booking process and in
2. **Data Analysis:** Regularly review cancellation patterns to identify trends, such as high cancellation rates from specific channels or during certain periods, and adjust policies accordingly.
3. **Guest Engagement:** Reach out to guests who cancel to understand their reasons, which can provide insights for improving services and reducing future cancellations.
4. **Flexible Options:** Consider offering alternatives to cancellation, such as rescheduling or providing vouchers for future stays, to retain revenue and foster guest loyalty.

- **Billing and payment processing**



Creating invoices

Essential Components of a Hotel Invoice:

1. **Hotel Information:** Hotel name, address, phone number, email, and website.
2. **Guest Details:** Guest's full name, contact information, and reservation number.
3. **Stay Details:** Check-in and check-out dates.

4. **Itemized Charges:** Room rate per night and total room charges.
Additional services (e.g., meals, spa treatments, parking).
Applicable taxes and fees.
5. **Total Amount Due:** Sum of all charges, including taxes.
6. **Payment Information:** Payment method used (e.g., credit card, cash).
Transaction or authorization number.
7. **Invoice Number and Date:** Unique identifier for the invoice and the date of issuance.



Payment handling

Different methods of payments

1. **Credit and Debit Cards:** Widely used and convenient for guests.
2. **Mobile Wallets:** Platforms like Apple Pay, Google Pay, and PayPal provide quick and secure transactions.
3. **Cash Payments:** Ensure proper handling and secure storage.



Refunds and adjustments: Effectively managing refunds and adjustments is crucial for maintaining guest satisfaction and protecting a hotel's revenue. A well-structured approach to handling cancellations, refunds, and adjustments can enhance operational efficiency and foster positive guest experiences

- **Guest requests and communication**



Handling special requests: Special requests encompass any guest needs or preferences that deviate from standard offerings. These can include:

1. **Room Preferences:** Specific bed types, room locations, or amenities.
2. **Dietary Requirements:** Allergies, vegetarian or vegan diets, or religious dietary restrictions.
3. **Celebrations:** Arrangements for birthdays, anniversaries, or honeymoons.
4. **Accessibility Needs:** Requests for wheelchair-accessible rooms or other mobility aids.



Guest communication: Effective guest communication is pivotal in the hospitality industry, directly influencing guest satisfaction, loyalty, and overall experience



Messages delivery

- **Guest Messaging Systems:**

- 1. Multi-Channel Communication:**

- SMS and Email: Reach guests through traditional channels for important updates and confirmations.
- In-App Messaging: Utilize hotel apps to provide real-time assistance and personalized offers.
- Social Media Platforms: Engage with guests on platforms like WhatsApp and Facebook Messenger for convenience.

- 2. Automation and Personalization:**

- Automated Responses: Set up AI-driven replies for common inquiries to ensure prompt service.
- Personalized Messaging: Customize communications based on guest preferences and history to enhance their experience.

- 3. Integration with Property Management Systems (PMS):**

- Seamless Data Sync: Ensure guest information and communication history are consistently updated across platforms.
- Enhanced Service Delivery: Coordinate between departments to fulfill guest requests efficiently.

- **Daily reports and documentation**

Daily arrival and departure list

- 1. Daily Arrival List:**

The daily arrival list provides detailed information about guests expected to check in on a particular day. Key components include:



Guest Details: Full name, contact information, and any VIP status.



Reservation Information: Booking date, check-in and check-out dates, room type, and number of guests.



Special Requests: Preferences such as room location, dietary requirements, or additional amenities.



Billing Information: Payment method, pre-payment status, and billing address.

2. Daily Departure List:

The daily departure list outlines guests scheduled to check out on a given day.

Essential elements include:

- Guest Information: Name, room number, and contact details.
- Stay Details: Check-in and check-out dates, and duration of stay.
- Billing Summary: Outstanding balances, payment status, and preferred payment methods.
- Departure Logistics: Scheduled departure times and any transportation arrangements.



Occupancy report: An occupancy report is a tool used by hotels, providing insights into room utilization and revenue generation over a specific period. This report aids in strategic decision-making, helping to optimize operations and enhance profitability.



Incident report: An incident report is a document for hotels, detailing events such as accidents, injuries, property damage, or any unexpected occurrences involving guests or staff. Proper documentation ensures accountability, aids in legal compliance, and helps in implementing preventive measures.

• Liaise with other hotel departments



Housekeeping: Effective collaboration between the front desk and housekeeping departments is essential for hotel operations and improved guest satisfaction. By fostering open communication and coordinated efforts, hotels can ensure that guest rooms are prepared promptly and meet the highest standards.



Food and beverage: Effective collaboration between the front desk and food and beverage (F&B) departments is essential for creating guest experience in the hospitality industry. By fostering open communication and coordinated efforts, hotels can ensure that guest dining preferences and requirements are met promptly and efficiently.



Maintenance: Effective communication between the front desk and maintenance departments is crucial for ensuring guest experience and

maintaining hotel operations. By fostering collaboration and implementing structured communication strategies, hotels can quickly address guest concerns and maintain facility standards.



Security: Effective collaboration between the front desk and security departments is essential for ensuring guest safety, protecting hotel assets, and maintaining a secure environment. By fostering open communication and implementing structured protocols, hotels can promptly address security concerns and enhance overall operations.

- Guest feedback and complaints management using Customer Feedback Management (CFM)



Customer Feedback management:

- Feedback collection
- Feedback analysis
- Actionable insights
- Continuous improvement
- Closed-loop feedback
- Customer engagement
- Measurement and metrics
- Technology and tools
- Employee training and involvement
- Data privacy and compliance



Activity 2: Guided Practice



Task 9:

Scenario 2: Handling Reservation Modifications

A guest called **Mr. David Carter**, calls the front desk to modify his reservation. He initially booked a standard room for two nights (Booking ID: DC2024001), but he now

requests an upgrade to a deluxe room and an extension for one additional night. He also mentions he will arrive at 8:00 AM for early check-in.

As a well-trained front desk agent do the following:

1. Explain different methods of registration.
2. Outline different types of information that are collected during guest check in process.
3. Describe the steps of modifying reservation/ booking.
4. Explain the methods of booking.



Activity 3: Application



Task 10:

Scenario3: Efficient Front Desk Management During Peak Hotel Occupancy

You are a front desk agent in a hotel those experiences fluctuating occupancy. During the peak season, you must manage multiple check-ins and check-outs, some of which require special requests (late check-out, early check-in). Do the following:

1. For each guest, you need to:
 - a. Verify the reservation.
 - b. Confirm guest identity.
 - c. Process payments and room assignments.
 - d. Address any special requests.
 - e. Issue room keys and direct guests to their rooms.
2. You will process check-outs, which will include:
 - a. Verifying the room charges.
 - b. Collecting any outstanding balances.
 - c. Asking for guest feedback.
 - d. Updating the system to mark the room as vacant for housekeeping.



Formative Assessment

Instructions:

- I. For Question one and two answer **true** or **false**.
 - II. Question three to six (cycle the letter) that correspond to the answer.
-
1. Tracking daily guest arrivals and departures is only useful for front desk staff, not for other hotel departments.
 2. It is acceptable to check in a guest without confirming their reservation if the hotel is not fully booked.
 3. Which of the following is an essential administrative task for a hotel front desk?
 - a. Supervising hotel maintenance
 - b. Checking the cleanliness of guest rooms
 - c. Managing guest reservations and check-ins/check-outs
 - d. Planning hotel marketing strategies
 4. Which of the following is the most important area to clean at the hotel front desk?
 - a. Guest computers and phones
 - b. Front desk counters and workspaces
 - c. Lobby seating
 - d. Hotel bathrooms
 5. What should be used to disinfect the front desk counter and guest-facing surfaces?
 - a. Warm water and soap
 - b. Only a wet cloth
 - c. disinfectant spray or wipes
 - d. vacuum cleaner
 6. Which of the following should be removed from the front desk area before cleaning?
 - a. All promotional materials
 - b. Phones and headsets
 - c. Personal items like bags
 - d. All the above



Points to Remember

- When cleaning the hotel front desk area, it's essential to maintain cleanliness and ensure the space is welcoming and functional for both guests and staff.
- When gathering daily hotel information, it's essential to ensure accuracy, efficiency, and relevance.
- When performing hotel front desk activities, it's essential to maintain a balance between guest service, operational efficiency, and attention to detail
- **A comprehensive checklist of front desk activities to prepare:**
 - ✓ **Pre-Opening Activities**
 1. Review reservations and check-ins: Verify arrivals, departures, and room assignments.
 2. Prepare room keys: Ensure all room keys are available and organized.
 3. Restock supplies: Replenish stationery, pens, paper, and other essential items.
 4. Check equipment: Ensure the front desk computer, printer, and credit card machine are functioning properly.
 - ✓ **Front Desk Setup**
 1. Organize workspace: Arrange the front desk area to ensure efficiency and productivity.
 2. Display essential information: Post important phone numbers, hotel policies, and emergency procedures.
 3. Prepare welcome materials: Have welcome packets, maps, and other information ready for guests.



Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

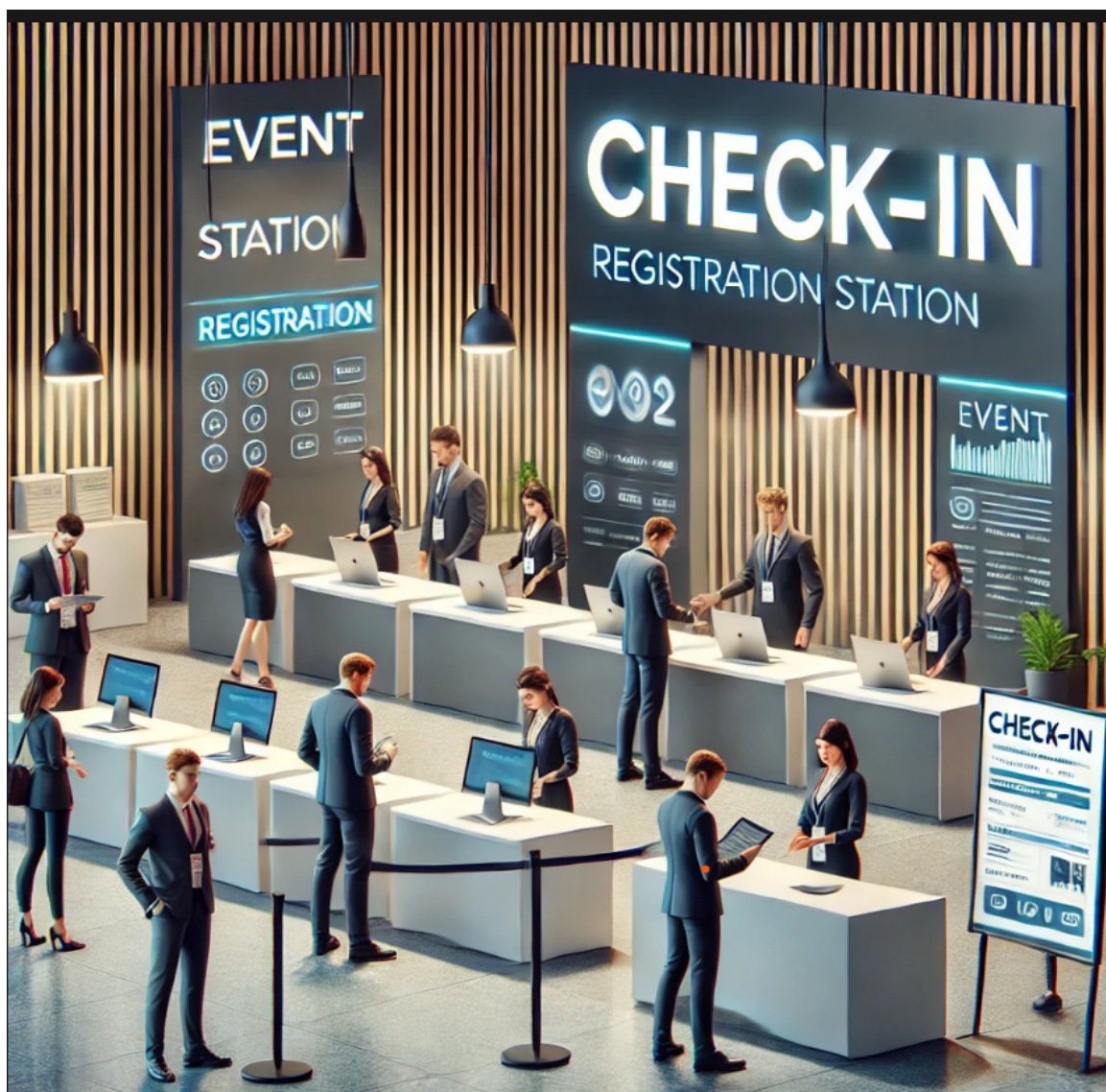
My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the key steps of cleaning the front desk area					
Identify the guidelines to follow when cleaning the front desk area					
Follow the steps for cleaning the desk area					
Highlights Key considerations when arranging front desk facilities					
Keeping the Front Desk Area Clean					
Follow hotel daily information gathering process					
Identify key sources of daily hotel information					
Describe daily information gathering process					
Define key front desk administrative activities					
Describe the activities carried out when performing front desk administrative activities					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Demonstrate professionalism when carrying out front desk activities					
Place front desk facilities					
Demonstrate organizational skills when arranging front desk facilities					

2. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: ORGANIZE CHECK-IN ACTIVITIES



Unit summary

This unit provides you with knowledge, skills and attitudes required to organize guest check-in activities. It covers three topics, namely carrying out preliminary activities, handling guest inquiries as well as SOPs for updating guest profile in PMS.

Self-Assessment: Unit 2

1. Referring to the unit above illustration, discuss the following:
 - a. What does the illustration show?
 - b. What topics do you think will be covered in the unit base on the illustration?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check in a column that best represents your level of knowledge, skills and attitudes.
 - d. At the end of this unit, you will assess yourself again

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the phases of guest life cycle					
Interpret phases of guest life cycle					
Identify key steps involved in room assignment					
Follow steps of room assignment					
Identify frequent guest inquiries in a hotel					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe steps to follow when handling guest inquiries					
Handle guest inquiries					
Explain the important to use SOPs for updating guest profile in PMS					
Differentiate the responsibilities for different hotel staff responsible for updating guest database into PMS					
Describe the key steps to follow when using SOPs for updating guest profile into PMS					
Follow the key steps to follow when using SOPs for updating guest profile into PMS					
Maintain guest data accuracy and confidentiality					



Key Competencies

Knowledge	Skills	Attitudes
1. Describe the phases of guest life cycle	1. Interpret phases of guest life cycle	1. Attention to details, Customer services
2. Identify key steps involved in room assignment	2. Follow steps of room assignment	2. Accuracy, organization, attention to detail
3. Describe steps to follow when handling guest inquiries	3. Handle guest inquiries	3. Empathy, Personalization, customer loyalty, conflict resolution
4. Describe the key steps to follow when using SOPs for updating guest profile into PMS	4. Follow the key steps when using SOPs for updating guest profile into PMS	4. Maintain guest data accuracy and confidentiality, data retention



Discovery activity

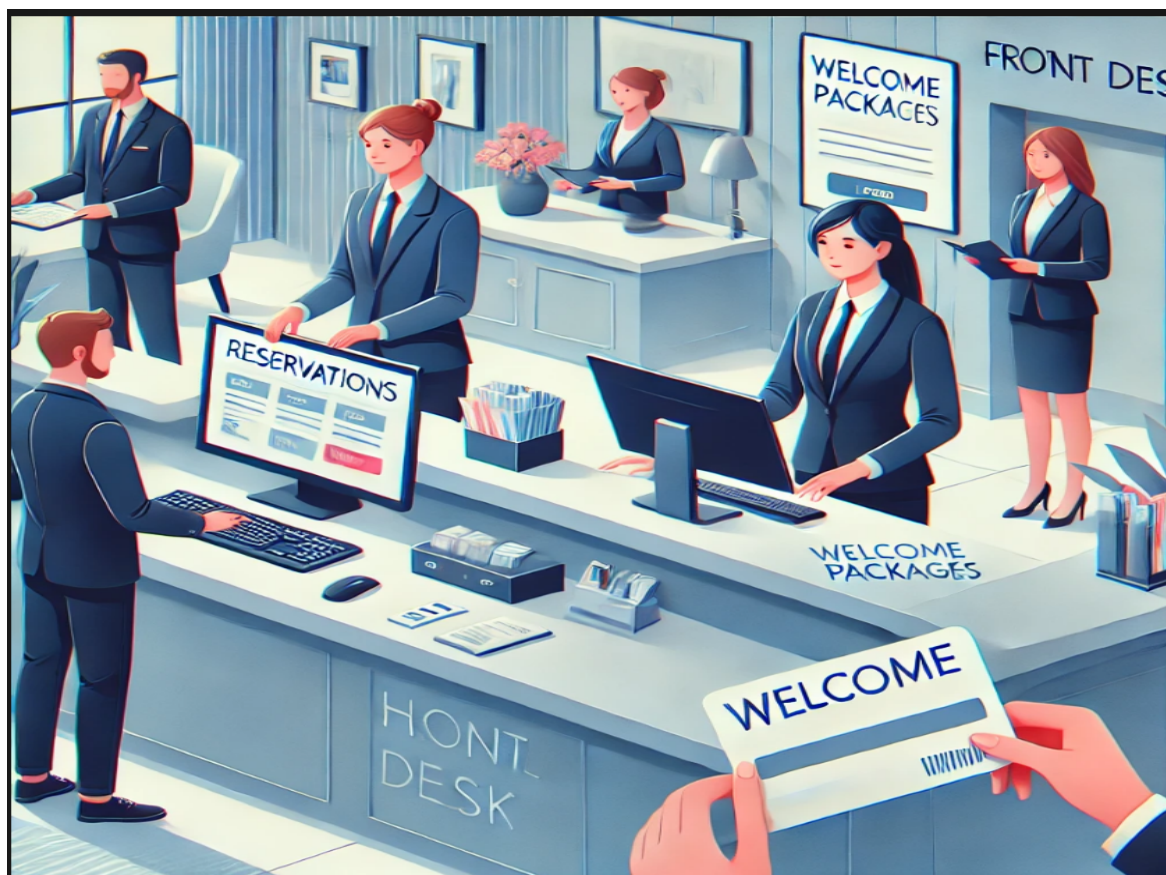


Task 11:

Read and answer the following questions

1. What are the Phases of hotel guest life cycle?
2. What are the key steps involved in room assignment?
3. what are the most frequent guest inquiries observed in a hotel?
4. Which steps would you follow when handling guest complaints?
5. Why is it important to use SOPs for updating guest profile in PMS?
6. Who is responsible for updating guest database into PMS?
7. What are the key steps to follow when using SOPs for updating guest profile into PMS
8. What are the key considerations when using SOPs for updating guest profile into PMS?

Topic 2.1: Carrying out preliminary activities



Activity 1: Problem Solving



Task 12:

Scenario 1: An Early Arrival: Navigating Guest Expectations and Hotel Policies

- ✓ A guest, **Mr. Alex Taylor**, arrives at the hotel at 11:00 AM for an early check-in. However, the standard check-in time is 2:00 PM, and his room is not ready. He is visibly tired from a long flight and insists on accessing his room immediately.

Questions:

1. What options can you offer to offer to offer Mr. Taylor to address his early arrival?
2. How would you meet his expectations if the room cannot be made available right away?
3. What proactive measures could have prevented or minimized this issue?

Key Facts 2.1 Carried out preliminary activities

- **Phases of hotel guest life cycle:**

- **Pre-arrival**

-  **Awareness:** – The guest becomes aware of the hotel through advertisements, word of mouth, online searches, travel agencies, or promotions.

-  **Research and considerations:**

- The guest explores different hotel options, comparing prices, amenities, location, and services.
 - They may visit the hotel's website, read reviews on platforms like TripAdvisor, or check travel blogs for recommendations.

-  **Booking:**

- The guest makes a reservation through the hotel's website, third-party booking platforms, or directly via phone/email.
 - The hotel confirms the booking, provides details (pricing, check-in/check-out times, cancellation policy), and may offer additional services.

- **Arrival:**

-  **Key Activities:**

- **Check-In Process** – The guest presents identification, and the hotel verifies the booking details.
 - **Payment Authorization** – The hotel may request a deposit or pre-authorize a credit card.
 - **Room Assignment** – The front desk assigns a room and provides key cards.
 - **Briefing & Assistance** – The guest is informed about hotel services, Wi-Fi access, meal options, and other amenities.
 - **Luggage Assistance** – Bell staff may help transport luggage to the guest's room.

- **Occupancy**

-  **Key Activities:**

- Guest Services & Housekeeping – Regular room cleaning, laundry, and special requests are attended to.

- Dining & Recreation – The guest may use restaurants, spas, pools, or other facilities.
- Billing & Charges – Additional charges (room service, minibar, spa, etc.) are added to the guest's bill.
- Guest Engagement & Support – The hotel ensures guest satisfaction by responding to requests, complaints, or special needs.
- Security & Maintenance – The hotel ensures a safe and comfortable stay by maintaining security and addressing any technical issues in the room.

- **Departure**



- **Key Activities:**

- Check-Out Process – The guest returns the room key and reviews the final bill.
 - Payment Settlement – The guest pays for the stay and any additional charges.
 - Feedback Collection – The hotel may request feedback or reviews to improve services.
 - Luggage Assistance & Transportation – The hotel may assist with luggage handling and airport transfers.
 - Loyalty Program & Future Bookings – The hotel may offer loyalty program enrollments or discounts for future stays.

- **Post departure phase**



- Many people assume that marketing ends when the guest leaves the property.
No! You have to up your game even post-departure



- You need to keep promoting your property to the guests, and also keep on taking feedback on how to improve the guest experience.



- Remember, you are building a relationship, not merely selling a hotel room



- It is the concluding stage of the hotel guest cycle.

- **Rebooking and repeat stay:**



- Rebooking: Means changing or cancelling a reservation and making a new one. You can often rebook a hotel stay for free, unless you booked a non-

refundable rate. You can contact the hotel or online travel agency directly to rebook



Repeat stay: Means When a guest chooses to return to a hotel or vacation rental after staying there before. Repeat guests can be valuable because they can create a steady source of revenue



Tips for encouraging repeat stay

- Send rebook requests: Send a rebook request around the same time the guest booked the previous year.
- Offer incentives: Offer a repeat guest discount, such as 10%.
- Draw guests to your website: Encourage guests to book their second stay on your website, rather than another platform.

- **Room assignment**

- ✓ **Review guest reservation**



Verify reservation details: these are the tasks that are performed when verifying reservation:

- Guest Identification & Booking Confirmation
- Room & Rate Verification
- Payment & Deposit Check
- Special Requests & Preferences
- Loyalty Program & Membership Benefits
- Final Confirmation & Check-In Process



Confirm special requests these are the tasks that are performed when confirming special request:

- Retrieve and Review Special Requests
- Cross-Check with Availability
- Coordinate with Relevant Departments
- Confirm with the Guest
- Note the Request for Follow-Up

- ✓ **Check room availability**

 Room status check: these are the tasks that are performed when checking room status:

- Verify Room Status in the Property Management System (PMS)
- Physical Room Inspection
- Coordinate with Housekeeping and Maintenance
- Final Confirmation Before Guest Arrival

 Review occupancy levels: these are the tasks that are performed when reviewing occupancy level:

- Check Current Occupancy Reports
- Analyze Future Reservations & Trends
- Coordinate with Front Desk & Housekeeping
- Adjust Pricing & Room Allocation
- Communicate with Sales & Marketing

✓ **Assign rooms based on guest preferences and needs**

 Bed type and room category

 Special needs/accessibility

 Location requests

 VIP guests

✓ **Room upgrades or downgrades**

 Upgrades offers: Hotel room upgrades are a great way to enhance guest experience, boost revenue, and increase occupancy for higher-category rooms. Upgrades can be complimentary or paid, depending on the guest profile and hotel availability.

 Handling overbooking: Overbooking occurs when a hotel sells more rooms than its actual capacity, anticipating cancellations or no-shows. While it's a common revenue strategy, improper handling can lead to guest dissatisfaction. The following are preventive strategies:

- Monitor Booking Trends – Use historical data to predict cancellations and avoid excessive overbooking.

- Set Overbooking Limits – Establish a safe overbooking percentage based on past no-show rates.
- Coordinate with Revenue & Sales Teams – Ensure that all departments align on booking strategies.
- Manage OTA (Online Travel Agency) Allotments – Adjust availability on platforms like Booking.com and Expedia to prevent excessive bookings.
- Encourage Prepayments or Deposits – This reduces last-minute cancellations.

✓ **Communicate room assignment to guest**



Provide room information: Providing accurate and clear room information is an essential part of guest service. It ensures that guests understand the features, amenities, and services available in their assigned room.

The following are what you do when providing room information:

- Verify Guest's Room Assignment
- Explain Room Features & Amenities
- Inform About Housekeeping & Services
- Provide Safety & Emergency Instructions
- Answer Guest Questions & Offer Assistance



Room key or key card: Room keys or key cards are essential for guest security and access to their rooms. Proper handling of keys ensures a smooth and safe guest experience.



Offer additional services: the following are the practice of how you can offer additional service:

- Identify Available Services
- Understand Guest Preferences
- Offer Services During Check-In or Pre-Arrival
- Upselling Through Room Service & On-Site Services
- Concierge Services
- Provide Personalization & Customize Services
- Communicate Availability & Costs Clearly

✓ **Prepare for guest arrival in the assigned room**

 **Verify room readiness:** Verifying room readiness is a crucial step to ensure that the guest's room is clean, fully equipped, and prepared for their stay. Here are the key activities involved;

- Review Reservation Details
- Inspect Room Cleanliness and Condition
- Check Room Equipment & Amenities
- Confirm Special Requests & Preferences

 **Special requests fulfilment:** Fulfilling special requests is essential in providing excellent guest service. These requests can range from specific room preferences to additional services that make a guest's stay more personalized and enjoyable. Proper handling of these requests helps increase guest satisfaction and loyalty.

✓ **Handle guest room changes complaints**

 **Room changes requests:** Guests may request room changes for various reasons, such as dissatisfaction with the room's location, amenities, or other factors. Handling these requests efficiently and empathetically is key to maintaining guest satisfaction. Below are the key activities involved in fulfilling room change requests:

- Listen and Understand the Reason for the Request
- Check Room Availability
- Offer Alternative Solutions or Upgrades
- Communicate the Details to the Guest
- Arrange for the Room Change Logistics
- Offer Additional Assistance
- Follow-Up and Ensure Satisfaction

 **Complaints resolution:** Effectively handling guest complaints is crucial for maintaining a positive guest experience, even when things go wrong. Resolving complaints promptly and professionally helps retain guest satisfaction and loyalty. The steps involved in the complaints resolution process:

- Listen Actively and Empathetically
- Apologize Sincerely

- Clarify the Problem
- Apologize Again and Offer a Solution
- Act and Implement the Solution
- Follow Up with the Guest
- Document the Complaint and Resolution
- Prevent Future Complaints

✓ **Document rooms assignment in the hotel system**



Update the data in the system (PMS): the following are the activities done when updating data in the System;

- Guest Profile Management
- Reservation Data Entry or Modification
- Room Assignment and Status Update
- Billing and Payment Information
- Special Requests and Preferences
- Check-In and Check-Out Process
- Incident and Complaint Reporting
- Staff Updates and Scheduling
- Availability and Inventory Management



Track room preferences; Tracking guest room preferences is essential for delivering personalized and exceptional service. A robust Property Management System (PMS) can effectively manage and store this information. Here's how to implement and utilize this feature:

- Utilize PMS Features for Guest Preferences
- Capture and Update Preferences
- Integrate with Other Systems
- Train Staff
- Maintain Data Security

✓ **Monitor room availability and operational adjustment**



Overbooking management; Key Strategies for Effective Overbooking Management:

- Implement Advanced Booking Systems
- Develop a Comprehensive Overbooking Strategy
- Regular Inventory Management
- Diversify Inventory
- Partner with Nearby Hotels
- Train Your Staff
- Monitor and Analyze Data



Special events or group rooming; Managing special events and group bookings requires particular planning and organization to ensure a good experience for both guests and hotel staff. The following are practice to effectively handle these reservations:

- Understand the Group's Requirements
- Utilize Technology for Efficiency
- Assign Rooms Strategically
- Communicate Effectively
- Manage Billing and Payments
- Monitor and Adjust as Needed

✓ ²



Activity 2: Guided Practice



Task 13:

- ✓ A group of five guests explore hotel options, book room, and the "hotel" verifies and confirms the booking. As a well-trained front desk attendant, a. discusses common booking issues and how to resolve them (incorrect reservations, payment issues, special requests).

² <https://ideascale.com/blog/what-is-customer-feedback-management/>

1. As a front desk agent Perform the following tasks at the arrival of the above-mentioned guests: checks identification, confirms booking details, assigns a room, and provides information on hotel services.
2. Describe the phases of guest life cycle and briefly explain tasks and responsibilities at each phase.



Activity 3: Application



Task 11:

You are the Front Desk Manager at a four-star hotel, and you are responsible for managing guest reservations, check-ins, room assignments, and handling guest concerns throughout their stay.

Your hotel is expecting a high-profile guest, Mr. John, a business executive who frequently stays at the hotel. His assistant has made a reservation, requesting a suite with a city view, early check-in, and a fruit basket in the room upon arrival.

Additionally, the hotel has reached full occupancy, and another guest, Ms. Rachel Smith, has requested a last-minute upgrade. A family with a confirmed reservation has also complained about their room being too close to the elevator due to noise concerns.

Your tasks are as follows:

1. Review Mr. John's reservation details and confirm all his special requests.
2. Verify that his assigned room is ready and meets his preferences.
3. Communicate the room details and additional services to the housekeeping and front desk teams.
4. Assign a suitable room for Ms. Rachel Smith, considering upgrade availability.
5. Resolve the complaint from the family by finding a better-suited room while maintaining hotel occupancy efficiency.
6. Update the Property Management System (PMS) with all changes.

Topic 2.2: Handling guest inquiries



Activity 1: Problem Solving



Task 12:

Scenario1: Inquiries and Complaints at a Four-Star Hotel

- ✓ You are working as a front desk agent at a high-end hotel. A guest, Mr. Smith, approaches you, visibly frustrated. He booked a sea-view suite, but due to a system error, he was assigned a garden-view room. The hotel is fully booked for the next two nights, meaning no sea-view suites are available.

- ✓ Mr. Smith is upset and insists on a solution, mentioning that he specifically chose this hotel for the view. He also warns that he will leave a negative online review if the issue is not resolved to his satisfaction.
- 1. How would you respond to Mr. Smith's frustration while keeping a professional and calm behavior?
- 2. What immediate actions would you take to verify the booking issue?
- 3. What compensation options would be reasonable in this situation?
- 4. How can you prevent similar booking errors in the future?
- 5. If the guest refuses all offered solutions and continues to demand an unavailable room, what would be your next step?

Key Facts 2.2: Handling guest inquiries

- **Most frequent inquiries**

- **Hotel service and amenities**



Check-in and check-out services; Efficient check-in and check-out services are vital for enhancing guest satisfaction and streamlining hotel operations. Here's how to optimize these processes:

- Online and Mobile Check-In
- Self-Service Kiosks
- Contactless Payments
- Express Check-Out
- Staff Training and Support
- Integration with Property Management Systems (PMS)



WIFI access: Providing reliable and secure Wi-Fi access is essential for guest satisfaction in the hospitality industry



Breakfast and dining options; Offering diverse and high-quality breakfast and dining options is essential for enhancing guest satisfaction and elevating your hotel's reputation. Here are some strategies to consider

- Diverse Breakfast Offerings
- Themed Dining Experiences
- Flexible Dining Hours

- Partnerships with Local Food Producers
- Sustainable Practices
- Seasonal and Local Menus

 Fitness Centre /pool access: Access to fitness centers and swimming pools is a valued amenity for many travelers. It is the duty of Front desk staff to provide full information about these services.

 Room services: Room service offers the convenience of dining in the comfort of your hotel room, providing a range of meal options tailored to your preferences. Here's how to make the most of this service:

- Accessing the Room Service Menu
- Placing an Order
- Understanding Service Hours
- Additional Considerations

 Housekeeping services: Provides daily housekeeping, 24-hour room service, and a coffee shop/cafe for guests.

Key Aspects of Housekeeping Services:

- Daily Cleaning: Ensures that your room is cleaned and refreshed each day, including making the bed, changing linens, and replenishing toiletries.
- Laundry Services: Many hotels offer laundry and dry cleaning services for your convenience.
- Special Requests: Housekeeping can accommodate special requests, such as extra towels, pillows, or specific cleaning preferences.
- Turn-Down Service: Some hotels provide evening turn-down service, preparing your room for rest.

 Laundry services: Provides dry cleaning and laundry services, along with free newspapers in the lobby and luggage storage.

Key Aspects of Hotel Laundry Services:

- Service Types: Hotels typically offer laundry services, dry cleaning, and ironing. Some may also provide express services for quick turnaround.

- Pricing: Laundry service costs can vary based on the hotel and the type of service. It's advisable to check the hotel's laundry price list, often found in the room directory or provided upon request.
- Operating Hours: Laundry services usually operate during business hours, with some hotels offering extended or 24-hour services. Confirm the operating hours with the hotel to plan accordingly.
- Special Requests: If you have specific laundry needs, such as delicate items or special detergents, inform the hotel staff in advance to ensure proper handling.
- **Local area and travel inquiries**
 -  Transportation option: As a front desk attendant provide all the information concerning different offers/ variety of transportation options to suit different preferences and budgets.
 -  Tourist attraction: Effectively informing hotel guests about local tourist attractions enhances their experience and encourages exploration. Here are several strategies to consider:
 - Create a Local Guide
 - Offer Personalized Recommendations
 - Utilize Digital Platforms
 - Provide Physical Materials
 - Collaborate with Local Businesses
 - Organize Guided Tours
 - Highlight Unique Experiences
 - Maintain Updated Information
 -  Map and directions:

Front desk attendant should assist guest by maps and direction for navigating and exploring its attractions.
 -  Safety and emergency services: Ensuring your safety and access to emergency services is paramount during the guest stay.

Safety tips for guests:

- Stay Alert: Be vigilant in crowded places like markets and public transport hubs to avoid petty theft.
- Avoid Night Travel: Refrain from walking or traveling after dark to minimize risks.
- Secure Valuables: Keep valuables out of sight and avoid displaying large amounts of cash.
- Use Reputable Transport: Opt for registered taxis or reputable ride-hailing services.
- Stay Informed: Monitor local news and follow the advice of local authorities regarding safety.



ATM/ bank location: Provide information about different bank offers and variety of banking services with numerous ATMs and branches conveniently located throughout the neighborhood.

- **Special requests**

Early check-in /late check-out: Hotels often offer early check-in and late check-out services to accommodate guests' varying schedules. Here's what you need to know:

- ✓ **Early Check-In:**



Availability: Standard check-in times typically range from 2 PM to 4 PM. To secure an early check-in, consider booking the room for the night before your arrival.



Fees: Some hotels may charge an additional fee for early check-in, while others offer it complimentary, especially for loyalty program members. It's advisable to inquire about any potential charges when making your reservation.

- ✓ **Late Check-Out:**



Availability: Late check-out is often subject to availability and may be granted upon request. Some hotels offer guaranteed late check-out times for an extra fee.

 **Fees:** Charges for late check-out vary; some hotels may offer it for free, while others might impose a fee. It's best to confirm the hotel's policy at the time of booking or during check-in.

✓ **Tips:**

 **Loyalty Programs:** Members of hotel loyalty programs often receive priority for early check-in and late check-out requests.

 **Advance Requests:** Contact the hotel in advance to request early check-in or late check-out, as availability can be limited.

 **Confirm Policies:** Hotel policies regarding early check-in and late check-out can vary widely. Always confirm the hotel's specific policies when making your reservation.

• **Room preferences:**

Hotel room preferences encompass various aspects that can significantly enhance your stay. Here are some common preferences to consider:

✓ **Bed Configuration:**

 **Single Room:** Designed for one occupant with a single bed.

 **Double Room:** Accommodates two guests with one double bed.

 **Twin Room:** Suitable for two guests, featuring two single beds.

 **Triple Room:** Ideal for three guests, typically with one double and one single bed.

 **Quad or Family Room:** Accommodates four guests, often with a combination of beds.

✓ **Room Location:**

 **Floor Preference:** Some guests prefer higher floors for better views and reduced noise, while others opt for lower floors for easier access.

 **View:** Rooms with city, garden, or ocean views can enhance the ambiance of your stay.

 Proximity to Amenities: Being close to elevators, pools, or dining areas can be convenient.

✓ **Room Features:**

 Kitchen Facilities: Suites or rooms with kitchenettes are ideal for longer stays or guests who prefer self-catering.

 Work Space: A desk and ergonomic chair are beneficial for business travelers.

 Entertainment: Access to streaming services, premium channels, or gaming consoles can enhance leisure time.

✓ **Special Amenities:**

 Accessibility: Rooms equipped for guests with mobility challenges, including wider doors and roll-in showers.

 Pet-Friendly Rooms: For travelers accompanied by pets.

 Smoking Preferences: Designated smoking or non-smoking rooms.

✓ **Environmental Preferences:**

 Temperature Control: Rooms with adjustable air conditioning or heating systems.

 Lighting: Options for natural light, blackout curtains, or adjustable lighting settings.

✓ **Additional Services:**

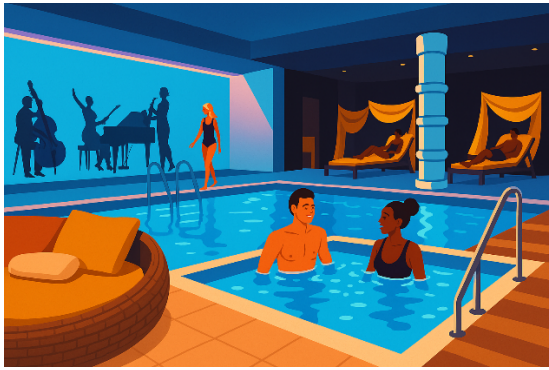
 Laundry Facilities: In-room washers/dryers or access to hotel laundry services.

 Minibar: Stocked with preferred snacks and beverages.

 Room Service: Availability of in-room dining options.

✓ **Extra amenities:** Enhancing your hotel stay with additional amenities can significantly elevate your experience. Here are some notable options to consider:

Spa and Wellness Services	Many hotels offer on-site spas providing massages, facials, and other treatments to help you relax and rejuvenate.
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 <i>Figure 1: Spa and wellness services</i>	
Rooftop Pools and Lounges	Enjoy panoramic city views while lounging by a rooftop pool or bar, a feature available in select hotels.
Fitness Centers  <i>Figure 2: Fitness centre</i>	Access to well-equipped gyms allows you to maintain your workout routine during your stay.
Complimentary Bicycles	Some hotels provide free bike rentals, enabling you to explore the local area at your own pace.
Airport Shuttle Services	Convenient transportation to and from the airport can be arranged by certain hotels.
Pet-Friendly Accommodations  <i>Figure 3: Pet-friendly accommodation⁴</i>	Traveling with pets? Some hotels offer amenities and services tailored for your furry companions.

In-Room Entertainment



Figure 4: In-room entertainment⁵

Access to streaming services, premium channels, or gaming consoles can enhance your leisure time.

When booking, it's advisable to inquire about the availability and any associated fees for these amenities to ensure they align with your preferences and enhance your stay.

- **Accessibility request:** Ensuring your hotel accommodations meet your accessibility needs is crucial for a comfortable stay. Here's how to effectively request and secure accessible rooms:

- ✓ **Understand Your Specific Needs:**

Clearly identify the accommodations you require, such as:



- ✚ **Mobility Assistance:** Wheelchair-accessible rooms, roll-in showers, grab bars, or elevators.



- ✚ **Visual Impairments:** Rooms with tactile signage, braille materials, or visual alarms.



- ✚ **Hearing Impairments:** Rooms equipped with visual or vibrating alarms, or assistive listening devices.

- ✓ **Research Hotel Accessibility Features:**

Before booking, review the hotel's accessibility features:



- ✚ **Online Descriptions:** Hotels are required to provide detailed descriptions of their accessible features on their websites.



- ✚ **Direct Inquiry:** Contact the hotel directly to confirm that the room meets your specific needs.

- ✓ **Make Reservations:**

³ <https://shorturl.at/oEjrM>

⁴ <https://shorturl.at/IWlcn>

⁵ <https://www.hotelwifi.com/blogs/in-room-entertainment/>

 **Online Booking:** Use the hotel's official website to book an accessible room, ensuring you select the appropriate options.

 **Phone Reservations:** When booking by phone, explicitly state your accessibility requirements to the reservation agent.

✓ **Confirm Your Reservation:**

 **Follow-Up:** A few days before your arrival, contact the hotel to reconfirm your reservation and ensure the room meets your needs.

 **Documentation:** Keep a record of all communications and confirmations related to your accessibility request.

✓ **Upon Arrival:**

 **Room Inspection:** Upon check-in, inspect the room to ensure it meets your accessibility requirements.

 **Immediate Feedback:** If any issues arise, inform the hotel staff promptly to seek a resolution.

✓ **Utilize Specialized Services:**

Consider using **services** that specialize in accessible travel:

 **accessibleGO:** This platform allows you to book accessible hotels, flights, and rental cars, with follow-up to confirm your accessibility requests.

 **Travel Apps:** Utilize apps like Wheelmap, which provides crowdsourced information on the accessibility of places worldwide.

✓ **Know Your Rights:**

Familiarize yourself with the Americans with Disabilities Act (ADA) regulations, which require hotels to:

 **Equal Reservations:** Allow individuals with disabilities to reserve accessible rooms in the same manner as other guests.

 **Detailed Descriptions:** Provide descriptions of accessible features during the reservation process.

 **Room Availability:** Hold accessible rooms for individuals with disabilities until all other rooms of that type are booked.

- **Billing and payment inquiries**

Billing clarification: Understanding and clarifying hotel billing is essential to ensure accurate charges and a smooth checkout process. Here's how to effectively manage and address billing concerns:

- ✓ **Review Your Hotel Folio:**

A hotel folio is a detailed invoice listing all charges during your stay, including room rates, taxes, and additional services.

-  **Accessing Your Folio:** Request a copy at check-in or check-out. Many hotels also provide digital access via their websites or mobile apps.

-  **Key Components:** Look for itemized charges such as room rate, food and beverage, laundry, telephone, taxes, and any adjustments.

- 1. Common Billing Issues:**

-  **Unauthorized Charges:** Occasionally, hotels may mistakenly charge for services not used. For instance, a guest reported an extra night's charge despite checking out on time.

-  **Overcharges:** Errors can occur, such as being billed for an extra night or service not rendered. It's crucial to review your bill for any discrepancies.

- ✓ **Steps to Address Billing Concerns:**

-  **Immediate Inquiry:** If discrepancies are noticed, contact the front desk promptly for clarification.

-  **Documentation:** Keep records of all communications, receipts, and confirmations related to your stay.

-  **Escalation:** If issues remain unresolved, request to speak with a manager or contact the hotel's corporate customer service.

- ✓ **Preventive Measures:**

-  **Pre-Authorization Holds:** Be aware that hotels may place a hold on your credit card at check-in to cover potential incidentals. This is a common practice to guarantee payment for your stay and associated fees.

-  **Itemized Receipts:** Always request an itemized receipt at checkout to verify all charges.



Credit Card Statements: Monitor your credit card statements for any unauthorized charges post-departure.

✓ **Utilizing Consumer Protection Resources:**



Chargebacks: If unauthorized charges persist, consider initiating a chargeback through your credit card issuer. However, ensure you have substantial evidence to support your claim.



Consumer Advocacy: Organizations like Consumer Rescue offer guidance on handling billing disputes.



Currency exchange

• **Tips for Currency Exchange:**

- ✓ **Compare Rates:** Exchange rates can vary between banks and bureaus. It's advisable to compare rates to ensure you get the best deal.
- ✓ **Avoid Airport Exchanges:** Currency exchange services at airports often offer less favorable rates. It's better to exchange currency at local banks or reputable bureaus in the city.
- ✓ **Use Local Currency:** While USD is accepted in some places, many transactions, especially in local markets or smaller establishments, require RWF.
- ✓ **Keep Receipts:** Always keep receipts of your currency exchange transactions for record-keeping and in case of discrepancies.
- ✓ **Invoice request:** Obtaining an invoice for your hotel stay is essential for record-keeping and expense reporting.

• **Maintenance and room issues**

Room problems: Experiencing issues in your hotel room can be frustrating. Here are some common problems and practical solutions to address them:

✓ **Cleanliness Concerns:**



Problem: Finding unclean linens, leftover items from previous guests, or poorly cleaned bathrooms.

 Solution: Contact the front desk immediately to request a room change or housekeeping service. Hotels are committed to maintaining high cleanliness standards and will address such issues promptly.

✓ **Noise Disturbances:**

 Problem: Loud neighbors, street noise, or thin walls causing sleep disruptions.

 Solution: Request a room change to a quieter area or ask for earplugs. Hotels often have designated quiet zones or can provide white noise machines to enhance sleep quality.

✓ **Uncomfortable Bedding:**

 Problem: Beds that are too soft, too hard, or have inadequate bedding.

 Solution: Ask for additional pillows or blankets. If the mattress is uncomfortable, inquire about room availability with different bedding options.

✓ **Temperature Control Issues:**

 Problem: Difficulty adjusting room temperature to a comfortable level.

 Solution: Ensure the thermostat is set correctly. If problems persist, contact maintenance to inspect the heating or cooling system.

✓ **Wi-Fi Connectivity Problems:**

 Problem: Slow or unreliable internet access.

 Solution: Request the correct network credentials from the front desk. If issues continue, ask for assistance or consider using a mobile hotspot if available.

✓ **Plumbing Issues:**

 Problem: Clogged toilets, leaky faucets, or inadequate water pressure.

 Solution: Inform the front desk so maintenance can address the problem promptly.

✓ **Malfunctioning Appliances:**

 Problem: Non-working TVs, air conditioners, or other in-room amenities.

 Solution: Notify the front desk for repairs or request a room change if necessary.

✓ **Safety Concerns:**

 Problem: Faulty locks, inadequate lighting, or other safety hazards.

 Solution: Report the issue immediately so the hotel can rectify it to ensure your safety.

✓ **Inadequate Housekeeping:**

 Problem: Missed cleaning services or insufficient supplies.

 Solution: Contact housekeeping directly or inform the front desk to ensure timely service.

✓ **Unfriendly Staff:**

 Problem: Rude or unhelpful hotel staff.

 Solution: Politely express your concerns to the front desk manager, who can address the behavior appropriately.

 Noise complaints: Businesses, especially bars and entertainment venues, are encouraged to adopt the following practices to comply with noise regulations:

- Soundproofing: Install materials to contain noise within the premises.
- Volume Control: Monitor and adjust sound levels to stay within permissible limits.
- Regular Monitoring: Use decibel meters to ensure compliance with noise standards.

- **Community Engagement:** Maintain open communication with neighbors to address concerns proactively.

 Cleanliness issues: Ensuring a clean and hygienic environment is paramount for guest satisfaction in the hospitality industry. Addressing cleanliness issues promptly and effectively can significantly enhance the guest experience and uphold the establishment's reputation.

- **Reservation issues**



Availability: Encountering reservation issues and availability challenges can be frustrating for both guests and hotel management. Understanding common problems and implementing effective solutions can enhance the booking experience and operational efficiency.

- Double Bookings
- No-Shows
- System Glitches
- Last-Minute Cancellations
- Poor Communication



Upgrade/downgrade: Navigating hotel room upgrades and downgrades involves understanding hotel policies and effectively communicating your preferences. Here's a guide to help you manage these situations:

1. Requesting an Upgrade:

- **Leverage Loyalty Programs:** Membership in a hotel's loyalty program can enhance your chances of receiving complimentary upgrades. Elite status often comes with benefits like room enhancements. Familiarize yourself with your program's specific perks to maximize your opportunities.
- **Direct Booking:** Reserving your stay directly through the hotel's official channels can increase the likelihood of an upgrade, as hotels prioritize direct bookings over third-party reservations.
- **Special Occasions:** Inform the hotel in advance if you're celebrating an event such as a birthday or anniversary. Hotels often accommodate such occasions with complimentary upgrades or amenities.
- **Polite Inquiry:** A courteous request at check-in can sometimes result in an upgrade, especially during periods of low occupancy. Expressing flexibility and kindness can positively influence the outcome.

2. Handling a Downgrade:

- **Understanding Downgrades:** Occasionally, hotels may not honor the room category you booked, leading to a downgrade. This can occur due to overbooking or maintenance issues.

- Immediate Action: If informed of a downgrade upon arrival, address the issue promptly with the front desk. Request clarification and explore possible solutions, such as moving to the reserved room type as soon as it becomes available.
- Compensation: In cases where a downgrade is unavoidable, inquire about compensation. This may include a rate reduction corresponding to the room difference, complimentary services, or future stay credits. Ensure any agreements are documented in writing.

3. Hotel Policies on Room Changes:

- Upgrades: Hotels may offer complimentary upgrades based on availability, guest loyalty status, or special occasions. Some establishments have formal policies, while others handle upgrades on a case-by-case basis.
- Downgrades: While less common, downgrades can occur. It's advisable to familiarize yourself with the hotel's terms and conditions regarding room categories and compensation policies before booking.
- Cancellation: Hotel cancellation policies are essential guidelines that outline the terms under which a guest can modify or cancel their reservation. These policies vary across establishments and are influenced by factors such as booking rates, dates, and the hotel's operational considerations.



Common Types of Cancellation Policies:

1. Free Cancellation Policy:

- Description: Allows guests to cancel their reservation without incurring any charges if done within a specified timeframe before check-in.
- Typical Timeframes: Cancellation windows often range from 24 to 72 hours prior to arrival. For instance, some hotels permit free cancellations up to 24 hours before check-in, while others may require notice up to 72 hours in advance.

2. Non-Refundable Policy:

- Description: Requires guests to pay the full amount at the time of booking, with no refund offered upon cancellation.
- Considerations: These rates are typically lower than flexible rates but come with the risk of forfeiting the entire payment if plans change.

3. Partially Refundable Policy:

- Description: Offers a partial refund if the reservation is canceled within a certain period before check-in.
- Example: A hotel might refund 50% of the booking amount if canceled between 48 to 24 hours before arrival.

4. One-Night Penalty Policy:

- Description: Charges the equivalent of a one-night stay if the reservation is canceled after the free cancellation window has passed.
- Application: Commonly used when guests cancel close to the arrival date, ensuring the hotel recoups some revenue.

5. No-Show Policy:

- Description: Applies when a guest does not arrive for their reservation and hasn't canceled.
- Penalty: Hotels may charge a fee ranging from one night's stay to the full booking amount, depending on their policy.

Factors Influencing Cancellation Policies:

- Rate Type: Discounted or promotional rates often come with stricter cancellation terms, such as non-refundable policies.
- Group Bookings: Reservations for multiple rooms may have extended cancellation windows and stricter penalties due to the higher revenue at stake.
- Seasonality: During peak seasons or special events, hotels might enforce more stringent cancellation policies to manage high demand.
- Policies: Some hotels may have their own specific policies regarding reservations, cancellations, and guest services.



Key Regulatory Policies:

1. Licensing and Grading:

- All tourism entities, such as hotels, are required to obtain proper licensing and are subject to grading based on established standards. This system aims to enhance service quality and align with international benchmarks.

2. Environmental Sustainability:

- Hotels are encouraged to adopt eco-friendly initiatives to attract environmentally conscious guests. Implementing sustainable practices not only benefits the environment but also enhances the establishment's appeal to a growing segment of eco-aware travelers.

• Event services



Conference rooms: These venues are well-equipped to host a range of events, from small meetings to large international conferences, offering modern facilities and professional services to ensure successful gatherings.



Group booking: When planning your group booking, it's advisable to contact the chosen hotel directly to discuss specific requirements, such as room configurations, conference facilities, and any special services needed. Early communication ensures availability and allows the hotel to accommodate your group's needs effectively.



Special request for events:

Considerations for Special Event Requests:

- Catering Services: Many venues offer customizable menus to accommodate dietary preferences and cultural considerations.
- Audiovisual Equipment: Ensure the venue provides necessary equipment such as projectors, sound systems, and lighting to meet your event's technical requirements.
- Decor and Setup: Discuss options for room layouts, decorations, and any thematic elements you wish to incorporate into your event.
- Accommodation: If your event spans multiple days or involves international guests, consider venues that offer on-site lodging or have partnerships with nearby hotels.

- Transportation and Parking: Ensure the venue can accommodate transportation needs, including parking facilities or shuttle services for attendees.

- **Customer services**



Complaints: Effectively addressing guest complaints is crucial for maintaining high standards of service and ensuring guest satisfaction in the hospitality industry. Here are some strategies and best practices for handling complaints:

- Prompt Response: Address complaints swiftly to demonstrate attentiveness and commitment to guest satisfaction. Guests expect timely responses, and delays can exacerbate dissatisfaction.
- Show Empathy and Gratitude: Acknowledge the guest's feelings and thank them for bringing the issue to your attention. This approach fosters a positive relationship and encourages open communication.
- Apologize and Offer Solutions: Provide a sincere apology and outline the steps you will take to resolve the issue. This reassures the guest of your commitment to their satisfaction.
- Implement Preventive Measures: Analyze the root cause of the complaint and implement measures to prevent recurrence. This proactive approach demonstrates a commitment to continuous improvement.
- Document the Complaint: Maintain a record of the complaint and the actions taken to resolve it. This documentation can be valuable for future reference and for identifying recurring issues.
- Encourage Feedback: Invite guests to provide feedback on how the complaint was handled. This can offer insights into areas for improvement and enhance the overall guest experience.
- Feedback: Feedback is the process of providing information or reactions about an action, event, or process to the original or controlling source. It serves as a vital tool for improvement and learning across various fields.



Types of Feedback:

- Positive Feedback: Reinforces desired behaviors or outcomes, encouraging their continuation.
- Negative Feedback: Identifies areas for improvement, guiding corrective actions.



Effective Feedback Characteristics:

- Specific: Clearly addresses particular behaviors or outcomes.
- Constructive: Offers actionable suggestions for improvement.
- Timely: Provided promptly to ensure relevance.
- Balanced: Includes both positive and negative aspects to provide a comprehensive perspective.
- Loyalty programs: Loyalty programs are strategic initiatives designed to encourage repeat business by rewarding customers for their continued patronage. These programs offer various incentives, such as discounts, exclusive offers, or points redeemable for products or services, aiming to enhance customer retention and satisfaction.



Types of Loyalty Programs:

- Points-Based Programs: Customers earn points with each purchase, which can be accumulated and redeemed for rewards. For example, Starbucks Rewards allows members to earn stars per purchase, redeemable for free drinks or food items.
- Tiered Programs: These programs offer different levels of rewards based on customer spending or engagement. The North Face's XPLR Pass provides members with exclusive offers and early access to products, with benefits increasing at higher tiers.
- Paid Programs: Customers pay a fee to access immediate benefits, such as free shipping or exclusive discounts. Amazon Prime is a notable example, offering members various perks for an annual fee.
- Value-Based Programs: These programs focus on delivering value through personalized experiences or services, rather than traditional rewards. IKEA Family offers members special pricing, workshops, and events, enhancing the overall shopping experience.



Benefits of Loyalty Programs:

- Enhanced Customer Retention: By rewarding repeat customers, businesses can foster loyalty and encourage continued patronage.
- Increased Revenue: Loyal customers are more likely to spend more and refer others, contributing to higher sales.
- Valuable Customer Insights: Loyalty programs provide data on customer preferences and behaviors, enabling businesses to tailor their offerings effectively.

• Guest complaints handling steps

- Listen to the guest



Give full attention: Providing guests with your full attention is essential in hospitality, as it fosters trust and enhances their overall experience. Here are some strategies to ensure you are fully present during interactions:

1. Minimize Distractions:

- Turn Off Devices: Silence or put away your phone and other electronic devices to avoid interruptions.
- Create a Focused Environment: Ensure the area is free from unnecessary noise and clutter.

2. Maintain Open Body Language:

- Face the Guest: Position yourself to face the guest directly, signaling attentiveness.
- Use Positive Non-Verbal Cues: Nod occasionally and maintain appropriate facial expressions to convey understanding and empathy.

3. Practice Active Listening:

- Avoid Interrupting: Allow the guest to express themselves fully before responding.
- Paraphrase and Clarify: Repeat back what you've heard to confirm understanding and show that you value their input.

4. Be Mindful of Your Responses:

- Think Before Speaking: Take a moment to consider your response to ensure it is thoughtful and relevant.

- Stay Present: Focus on the current conversation without letting your mind wander to other tasks.

 Let the guest speak: Allowing guests to speak without interruption is fundamental to effective communication and fostering a positive relationship

 Use empathy: Incorporating empathy into your interactions with guests is essential for fostering trust and enhancing their overall experience

- Acknowledge and apologize

 Acknowledge the issue: Acknowledging an issue is a crucial first step in addressing and resolving it effectively. By recognizing the problem, you demonstrate awareness and a commitment to finding a solution.

Steps to Acknowledge an Issue:

1. **Recognize the Problem:** Identify and understand the issue at hand.
2. **Express Understanding:** Communicate that you comprehend the problem's significance.
3. **Commit to Action:** Assure that steps will be taken to address the issue.

 Apologize sincerely: Apologizing sincerely is a vital aspect of maintaining healthy relationships and demonstrating accountability. A heartfelt apology can mend rifts, restore trust, and promote healing.

Key Elements of a Sincere Apology:

1. **Acknowledge the Offense:** Clearly recognize and state the specific action or behavior that caused harm. This shows you understand the impact of your actions.
2. **Take Responsibility:** Accept full responsibility for your actions without deflecting blame. Avoid using phrases like "I'm sorry if you were offended," as they can minimize the offense.
3. **Express Genuine Remorse:** Convey heartfelt regret for the harm caused. Your tone and demeanor should reflect your sincerity.
4. **Offer to Make Amends:** Propose concrete steps to rectify the situation or prevent future occurrences. This demonstrates a commitment to change.

5. **Seek Forgiveness:** While you cannot demand forgiveness, express your hope for it and give the other person space to process their feelings.

- **Gather information**

- ✚ Ask clarifying questions: Effectively handling guest complaints requires a thorough understanding of the issue at hand. Asking clarifying questions is essential to gather detailed information, ensuring that the response addresses the root cause of the complaint.

- ✚ Document the complaints: Documenting guest complaints is essential for improving service quality and preventing recurring issues. A well-structured documentation process enables hotels to analyze trends, identify areas for improvement, and enhance guest satisfaction.

- **Assess the situation**

- ✚ Evaluate the severity: Assessing the severity of guest complaints is crucial for determining the appropriate response and ensuring guest satisfaction.

- ✚ Check available solutions: Assessing the situation and evaluating available solutions are crucial steps in effectively handling guest complaints

- **Offer a solution**

- ✚ Propose a solution: Effectively addressing guest complaints involves not only acknowledging the issue but also proposing appropriate solutions to enhance their experience.

- ✚ Involve the guest in the solution: Effectively implementing solutions to guest complaints is essential for maintaining high standards of service and ensuring guest satisfaction.

- **Take actions**

- ✚ Implement the solution: Effectively handling guest complaints requires coordinated efforts across various hotel departments. Here's how to implement solutions through interdepartmental collaboration:

1. **Front Desk:**

- **Initial Point of Contact:** Front desk staff often receive guest complaints. They should listen actively, empathize, and document the issue. They may also offer immediate solutions within their authority.
- **Room-Related Issues:** For complaints about room cleanliness or maintenance, front desk staff should coordinate with housekeeping to address the problem promptly. This may involve sending housekeeping staff to clean the room or arranging for maintenance to fix any issues.

2. Maintenance:

- **Facility Concerns:** If the complaint involves facilities like elevators, air conditioning, or plumbing, the front desk should contact the maintenance department to resolve the issue swiftly. This ensures that the problem is addressed by the appropriate personnel with the necessary expertise.

3. Food and Beverage:

- **Dining Complaints:** For issues related to dining experiences, such as food quality or service, the front desk should inform the food and beverage department to investigate and rectify the situation. This may involve offering a complimentary meal or addressing specific concerns raised by the guest.

4. Management:

- **Escalated Issues:** For serious complaints or those requiring compensation beyond standard procedures, front desk staff should escalate the matter to hotel management. Management can authorize refunds, upgrades, or other compensatory actions to resolve the issue satisfactorily.

5. Follow-Up:

- **Guest Satisfaction:** After implementing the solution, the front desk should follow up with the guest to ensure their satisfaction and gather feedback on the resolution process. This demonstrates commitment to guest satisfaction and provides valuable insights for future improvements.



Coordinate with relevant departments: Promptly take appropriate actions and coordinate with all relevant departments to effectively address and

resolve guest complaints. Ensure clear communication, timely follow-ups, and proactive problem-solving to enhance guest satisfaction. Document the complaint, the steps taken, and the resolution provided, while keeping the guest informed throughout the process. Strive to turn negative experiences into positive ones by demonstrating empathy, professionalism, and a commitment to excellent service.

- **Follow up**



Check back with the guest: Follow up with the guest to ensure their concerns have been fully addressed and that they are satisfied with the resolution. Check in with them personally or through their preferred communication channel to gather feedback, express appreciation for their patience, and reinforce a commitment to excellent service. Document the follow-up actions and any additional feedback for continuous improvement.



Ensure complete solution: Follow up with the guest to confirm that their concerns have been fully addressed and that they are satisfied with the resolution. Ensure a complete and effective solution by coordinating with relevant departments as needed. Maintain clear communication, express appreciation for their feedback, and take any necessary additional steps to enhance their experience. Document the resolution and follow-up actions for continuous improvement and service excellence.

- **Maintain a positive attitude**



Stay calm and professional: Maintain a positive attitude at all times, ensuring a calm, professional, and empathetic approach when handling guest interactions. Stay calm under pressure, actively listen to concerns, and respond with patience and understanding. Demonstrating professionalism and a solution-oriented mindset helps build trust, defuse tense situations, and enhance the overall guest experience.



Do not take it personally: Maintain a positive attitude at all times, ensuring a calm, professional, and empathetic approach when handling guest interactions. Stay calm under pressure, actively listen to concerns, and

respond with patience and understanding. Demonstrating professionalism and a solution-oriented mindset helps build trust, defuse tense situations, and enhance the overall guest experience.

- **Offer compensation if appropriate**

 Consider compensation: Assess the situation carefully and determine if offering compensation is appropriate to resolve the guest's concern. Consider options such as discounts, complimentary services, upgrades, or other goodwill gestures that align with company policies. Ensure that any compensation provided is fair, reasonable, and enhances guest satisfaction while maintaining business interests. Communicate the offer professionally and with empathy, emphasizing the commitment to excellent service.

 Ensure fairness: Evaluate the situation carefully and offer compensation if appropriate, ensuring fairness and consistency in line with company policies. Consider reasonable options such as discounts, complimentary services, or upgrades to address the guest's concerns while maintaining business integrity. Communicate any compensation with professionalism and empathy, reinforcing the commitment to guest satisfaction and service excellence.

- **Document the complaint and the solution**

 Record the outcome: Document the guest complaint, the actions taken, and the final resolution to ensure transparency and continuous improvement. Record key details, including the nature of the issue, the departments involved, and any compensation provided if applicable. Keeping accurate records helps identify recurring concerns, improve service strategies, and maintain consistency in handling future complaints.

 Follow up trends: Document the complaint, including the details of the issue and the solution provided, to ensure accurate records for future reference. Regularly follow up on trends and recurring issues to identify patterns and opportunities for process improvement. Analyzing these trends allows for proactive adjustments to policies or procedures, helping to prevent similar complaints in the future and enhancing the overall guest experience.



Activity 2: Guided Practice



Task 13:

Scenario 2: Handling Guest Complaints at the Front Desk"

1. How do you respond to a guest asking for late check-out, especially if the hotel is fully booked?
2. If the hotel cannot accommodate an early check-in or late check-out request, how would you handle the situation professionally?
3. How would you explain the different amenities (fitness center, spa, pool) offered at the hotel to a guest interested in extra services?
4. If a guest requests information about a pet-friendly room, what steps would you take to confirm availability and any associated policies?
5. What steps would you take to ensure all guest inquiries are handled in a timely and professional manner?



Activity 3: Application



Task 14

Scenario 3: Managing Overbookings

A guest calls the hotel in advance to request a specific room type (e.g., suite with a king-sized bed), but upon arrival, the hotel has overbooked that category and cannot provide the room the guest requested. As a front desk attendant, you are requested to handle the situation professionally and provide Possible solutions.

Topic 2.3: SOPs for updating guest profile in PMS



Activity 1: Problem Solving



Task 15:

Scenario1: Handling Missing Contact Details at a Luxury Hotel

You work as a room attendant at a Luxury Hotel in Kigali City and, a guest who stays in a its rooms While updating a guest's profile, you notice their phone number and email address are missing. You need this information to send a confirmation email for their next stay.

Questions:

1. How will you check the missing information is available elsewhere in the system or records?
2. How are you politely contact the guest to request the missing details?
3. How are you going to update the profile in the PMS following the SOP for data entry?

Key Facts 2.3: SOPs for updating guest profile in PMS

- **PMS using key steps**

- ✓ **Accessing guest profile in PMS**



Log into PMS: Log into the Property Management System (PMS) to access and manage guest information, reservation details, and any related complaints or service requests. Ensure that all relevant information is updated accurately in the system to maintain smooth communication across departments and provide timely resolutions to guest issues.



Search for a guest: Search for the guest in the Property Management System (PMS) by entering relevant details such as their name, reservation number, or contact information. Review their booking history, current status, and any prior interactions or complaints to gather a complete understanding of their experience and address any concerns efficiently.



Verify information: Verify the guest's information in the Property Management System (PMS) to ensure accuracy. Double-check key details such as their name, reservation dates, contact information, and any previous complaints or requests. This ensures all communication and actions taken are based on correct data, helping to provide a seamless experience and resolve any issues effectively.

✓ **Updating personal information**



Personal details: When updating a guest's personal information in the Property Management System (PMS), ensure that all relevant details such as name, contact information, billing address, and any other personal data are accurate and up-to-date. Confirm the accuracy of the new information before saving it in the system to avoid errors. Always follow company policies regarding data privacy and security to protect the guest's confidentiality.



Contacts information: When updating a guest's contact information in the Property Management System (PMS), ensure that the correct phone number, email address, and any other relevant communication details are entered accurately. Double-check the information for any errors before saving the changes. Maintaining up-to-date contact details is crucial for effective communication and follow-ups with the guest.



Identification: When updating a guest's identification information in the Property Management System (PMS), ensure that all details, such as passport numbers, national IDs, and other official identification data, are entered accurately and securely. Verify the information against the original documents to prevent errors. Adhering to company policies and data protection regulations is crucial to maintain guest confidentiality and comply with legal requirements.

✓ **Updating stay preferences**



Room preferences: To update a guest's room preferences in your Property Management System (PMS), follow these general steps:

- **Access the Guest Profile:**

Log into your PMS and navigate to the guest's profile using their name, reservation number, or contact information.

- **Navigate to Preferences:**

Within the guest profile, locate the section labeled "Preferences" or "Stay Preferences."

- **Update Room Preferences:**

Modify the room preferences as per the guest's requests, such as bed type, room location, or special amenities.

- **Save Changes:**

Ensure all updates are saved to maintain accurate records.



Special requests: To update a guest's special requests in your Property Management System (PMS), follow these general steps:

- **Access the Guest Profile:**

- Log into your PMS and navigate to the guest's profile using their name, reservation number, or contact information.

- **Navigate to Special Requests:**

- Within the guest profile, locate the section labeled "Special Requests" or "Guest Requests."

- **Update Special Requests:**

- Add or modify any special requests the guest has made, such as dietary restrictions, room preferences, or additional services.

- **Save Changes:**

- Ensure all updates are saved to maintain accurate records.



VIP or loyalty status: To update a guest's VIP or loyalty status in your Property Management System (PMS), follow these general steps:

- **Access the Guest Profile:**

- Log into your PMS and navigate to the guest's profile using their name, reservation number, or contact information.

- **Navigate to VIP or Loyalty Status:**

- Within the guest profile, locate the section labeled "VIP Status," "Loyalty Program," or similar.
- **Update Status:**
 - Select or enter the appropriate VIP level or loyalty status for the guest.
- **Save Changes:**
 - Ensure all updates are saved to maintain accurate records.

✓ **Updating payment information**



Payment details: To update a guest's payment details in your Property Management System (PMS), follow these general steps:

- **Access the Guest Profile:**
 - Log into your PMS and navigate to the guest's profile using their name, reservation number, or contact information.
- **Navigate to Payment Information:**
 - Within the guest profile, locate the section labeled "Payment Information," "Billing," or similar.
- **Update Payment Details:**
 - Modify the payment information as needed, such as updating credit card details or billing addresses.
- **Save Changes:**
 - Ensure all updates are saved to maintain accurate records.



Billing address: To update a guest's billing address in your Property Management System (PMS), follow these general steps:

- **Access the Guest Profile:**
 - Log into your PMS and navigate to the guest's profile using their name, reservation number, or contact information.
- **Navigate to Billing Information:**
 - Within the guest profile, locate the section labeled "Billing Information," "Billing Address," or similar.
- **Update Billing Address:**
 - Modify the billing address details as needed, ensuring accuracy.

- **Save Changes:**

- Ensure all updates are saved to maintain accurate records.



Invoice requests: To process guest invoice requests in your Property Management System (PMS), follow these general steps:

- **Access the Guest Profile:**

- Log into your PMS and navigate to the guest's profile using their name, reservation number, or contact information.

- **Navigate to Billing or Folio Section:**

- Within the guest profile, locate the section labeled "Billing," "Folio," or similar.

- **Generate the Invoice:**

- Select the option to generate or print the invoice.
- Review the invoice for accuracy, ensuring all charges, taxes, and payments are correctly listed.

- **Provide the Invoice to the Guest:**

- Offer the invoice to the guest in their preferred format, such as printing a physical copy or sending it via email.

✓ **Special occasion and marketing preferences**



Special dates: To enhance guest satisfaction by acknowledging special occasions and tailoring marketing efforts, it's essential to record and manage special dates within your Property Management System (PMS). The following steps can be used:

- **Access the Guest Profile:**

- Log into your PMS and locate the guest's profile using their name, reservation number, or contact information.

- **Navigate to Special Dates or Marketing Preferences:**

- Within the guest profile, find sections labeled "Special Dates," "Marketing Preferences," or similar.

- **Update Special Dates:**

- Add relevant dates such as birthdays, anniversaries, or other significant events.

- Ensure accuracy and note any preferences related to these dates.
- **Save Changes:**
 - Confirm all updates are saved to maintain accurate records.
- **Utilize the Information:**
 - Use these details to personalize guest experiences, such as offering special amenities or sending personalized marketing communications.



Marketing preferences: Effectively managing marketing preferences within your Property Management System (PMS) is essential for delivering personalized guest experiences and enhancing engagement.



Communication preferences: Effectively managing communication preferences within your Property Management System (PMS) is essential for delivering personalized guest experiences and enhancing engagement.

✓ **Updating reservation of stay history**



Reservation changes: To update a reservation in your Property Management System (PMS), follow these general steps:

- **Access the Reservation:**
 - Log into your PMS and locate the reservation you wish to modify.
- **Edit Reservation Details:**
 - Select the option to edit or update the reservation.
 - Make the necessary changes, such as adjusting dates, room assignments, guest information, or rates.
- **Save Changes:**
 - Confirm and save the updated reservation details.



Previous stay records: Accessing a guest's previous stay records is essential for providing personalized service and maintaining comprehensive guest profiles. Below are steps of how you can retrieve this information:

- **Access the Guest Profile:**
 - Log into your Property Management System (PMS).
 - Navigate to the "Guest" or "Profile" section.

- Search for the guest by name, email, or other identifying information.
 - **View Stay History:**
 - Within the guest profile, locate the "Stay History" or "Reservations" tab.
 - This section displays a chronological list of the guest's past, current, and future reservations.
 - Click on individual entries to view detailed information about each stay, including dates, room types, special requests, and billing details.
 - **Utilize Stay Information:**
 - Reviewing stay history allows you to identify repeat guests, understand their preferences, and tailor services accordingly.
 - This information is valuable for loyalty programs, personalized marketing, and enhancing guest satisfaction.
 - ✓ **Ensuring data security and privacy**
 -  Secure storage: Ensuring the secure storage of sensitive information, such as guest data and reservation histories, is crucial for maintaining privacy and complying with data protection regulations.
 -  Access control: Access control is a fundamental security measure that regulates who or what can view or use resources in a computing environment. It ensures that only authorized individuals or systems can access specific data, applications, or networks, thereby protecting sensitive information and maintaining system integrity.
- Types of Access Control:**
- **Physical Access Control:** Restricts access to physical spaces, such as buildings or rooms, using methods like locks, biometric scanners, or security personnel.

- **Logical Access Control:** Manages access to digital resources, including files, databases, and networks, through mechanisms like passwords, encryption, and authentication protocols.

✓ **Confirming updates with guests**



Confirm changes with guest: Confirming changes with guests is essential to ensure clarity and mutual agreement on any modifications to their reservations. Below are the steps of how to effectively manage this process:

- **Initiate the Change Request:**
 - **For Hosts:** If a guest requests a change, submit the alteration through your platform's system. This action notifies the guest and allows them to review and accept the proposed changes.
 - **For Guests:** If you need to modify your reservation, use the platform's change request feature to send a formal request to the host.
- **Communicate Clearly:**
 - Provide detailed information about the proposed changes, including new dates, room types, or any other modifications.
 - Clearly outline any adjustments to pricing, cancellation policies, or other terms resulting from the changes.
- **Await Confirmation:**
 - Once the change request is submitted, the other party (host or guest) should review and accept the changes.
 - Ensure that the platform sends a confirmation notification to both parties once the changes are accepted.
- **Document the Changes:**
 - Keep a record of all communications and confirmations related to the changes for future reference.



Guest verification: Guest verification is a critical process in the hospitality industry, ensuring the safety and security of both guests and property

owners. By confirming the identity of guests, hosts can mitigate risks such as property damage, fraud, and unauthorized parties.

Methods of Guest Verification:

- **Platform-Based Verification:**

- Many booking platforms, like Vrbo, offer built-in guest verification. Guests may have a "Verified Identity" badge, indicating that the platform has confirmed their personal information, including physical address and date of birth. However, hosts cannot require guests to verify their identity before sending a booking request.

- **Third-Party Screening Services:**

- Services like Authenticate provide advanced identity verification through AI-driven analysis, including facial recognition and document verification. They also offer customizable screening criteria based on the property's specific needs.

- **Manual Verification:**

- Hosts can request guests to provide identification documents, such as a driver's license or passport, and verify them manually. This method can be time-consuming and may not be as reliable as automated systems.



Acknowledge request: Acknowledging a guest's request promptly and professionally is essential for maintaining positive relationships and ensuring clear communication. Here's how to effectively acknowledge a guest's request:

- **Respond Promptly:**

- Aim to reply to the guest's request as soon as possible, ideally within 24 hours, to demonstrate attentiveness and respect for their time.

- **Use a Clear and Professional Tone:**

- Maintain a courteous and professional tone throughout your response.
- Begin with a polite greeting and express gratitude for the guest's inquiry.
- **Confirm Receipt:**
 - Clearly state that you have received and understood their request.
 - For example: "Thank you for your inquiry regarding [specific request]. I have received your message and will address it promptly."
- **Provide Relevant Information:**
 - If possible, offer immediate answers or information related to their request.
 - If further action is required, outline the steps you will take and provide an estimated timeline.
- **Offer Assistance:**
 - Encourage the guest to reach out if they have additional questions or need further assistance.
 - For example: "If you have any other questions or need further assistance, please don't hesitate to contact me."
- **Close Professionally:**
 - End your message with a polite closing, such as "Best regards" or "Sincerely," followed by your name and contact information.
- ✓ **Troubleshooting and system errors**
 - 🔧 Identify system issues: Identifying system issues in property management software is crucial for maintaining smooth operations and ensuring tenant satisfaction. Here's how to effectively detect and address these challenges:
 - **Monitor System Performance:**
 - **Regular Monitoring:** Continuously track system performance metrics such as response times, uptime, and transaction success rates to detect anomalies.

- **Synthetic Monitoring:** Implement synthetic monitoring to simulate user interactions and proactively identify potential issues before they affect end-users.
- **Analyze User Feedback:**
 - **Collect Feedback:** Encourage users to report issues they encounter, providing valuable insights into system performance and usability.
 - **Identify Patterns:** Look for recurring problems or complaints to pinpoint areas needing attention.
- **Conduct Regular Audits:**
 - **System Audits:** Perform periodic audits to assess system integrity, security, and compliance with industry standards.
 - **Data Integrity Checks:** Regularly verify data accuracy and consistency to prevent errors and discrepancies.
- **Utilize Diagnostic Tools:**
 - **Performance Analysis Tools:** Employ specialized tools to analyze system performance, identify bottlenecks, and optimize resource allocation.
 - **Error Logging:** Implement comprehensive logging to capture and analyze errors, facilitating quicker diagnosis and resolution.
- **Stay Updated with Software Releases:**
 - **Patch Management:** Regularly update software to incorporate the latest features, security patches, and performance improvements.
 - **Vendor Support:** Maintain communication with software vendors for timely support and updates.
- **Train and Support Users:**
 - **User Training:** Provide ongoing training to users to minimize errors and enhance system utilization.
 - **Support Channels:** Establish clear channels for users to report issues and seek assistance.



Manual record keeping: Manual record keeping involves the process of maintaining important information and documents in a physical or non-automated format, such as paper files, logbooks, or simple spreadsheets. This practice is especially useful as a backup to digital systems or in environments where digital records are not feasible. Here are some best practices to ensure effective manual record keeping:

- **Standardization:**
Use uniform templates, forms, and procedures for recording data to ensure consistency and clarity across all records.
- **Accuracy and Completeness:**
Record information accurately and verify entries periodically. Double-check details to prevent errors and omissions.
- **Organization:**
Arrange records systematically (by date, category, or guest name) to ensure that they can be easily retrieved when needed.
- **Secure Storage:**
Keep physical records in a secure, locked location to protect sensitive information from unauthorized access or damage.
- **Retention Policies:**
Establish clear guidelines on how long records should be maintained and when they should be archived or securely disposed of, in accordance with legal and regulatory requirements.
- **Periodic Audits:**
Regularly review manual records to ensure they are up-to-date and that the record-keeping process meets current operational and compliance standards.
- **Transition and Backup:**
Consider periodically digitizing manual records as a backup and to integrate with digital systems for improved accessibility and security.

✓ **Final verification**



Review updated profile: Below is the guideline for reviewing an updated guest profile in a Property Management System (PMS):

Review Updated Profile

- **Access the Profile:**

Log into your PMS and navigate to the updated guest profile. Ensure that any recent modifications (personal details, contact information, preferences, etc.) are visible.

- **Verify Changes:**

Compare the updated information against previous records or recent guest communications. Confirm that all fields (such as name, contact details, loyalty status, and special requests) are accurate and complete.

- **Audit for Consistency:**

Check for any inconsistencies or missing details. Validate critical information (like identification or billing details) to ensure compliance with data quality standards and any regulatory requirements.

- **Document the Update:**

Once confirmed, record the review process in your internal logs. Note any discrepancies found or additional actions required to further update the profile if necessary.

- **Notify Relevant Departments:**

If any corrections or follow-ups are needed, inform the appropriate departments to maintain seamless guest service across the organization.



Confirm profile with guest: After updating a guest's profile, it's important to ensure that the guest verifies and approves the changes. Below is the step-by-step process to confirm the profile with the guest:

- **Prepare a Summary:**

Compile a clear summary of the updated information (e.g., personal details, contact info, preferences) that have been modified in their profile.

- **Initiate Communication:**

Reach out to the guest via their preferred communication channel (email, SMS, or phone call) with a message such as:

"Dear [Guest Name], we have recently updated your profile with the following details: [list key changes]. Please review the information and let us know if everything is correct or if any further adjustments are needed."

- **Request Confirmation:**

Ask the guest to confirm the details by replying or clicking on a confirmation link (if using an automated system). Ensure the message encourages any corrections or feedback.

- **Document the Response:**

Record the guest's confirmation or any additional corrections in your PMS. This documentation helps maintain data accuracy and supports future service improvements.

- **Follow-Up if Necessary:**

If no response is received within a set timeframe, send a reminder or follow-up call to ensure that the guest's profile is accurate and complete.



Save profile: After you've confirmed that all the updates are accurate and complete, proceed with saving the guest profile. Here's how to do it:

- **Finalize Changes:**

Review all modified fields (personal details, preferences, etc.) one final time to ensure accuracy.

- **Click "Save":**

Locate and click the "Save" button in your PMS. This action will record all the updates into the system.

- **Confirmation Message:**

Wait for a confirmation message or notification indicating that the profile has been successfully saved. This step verifies that the changes are permanently stored.

- **Documentation:**

Optionally, log the update or notify relevant departments so that everyone has the most current guest information.



- **Best practices**

- Accuracy is key
- Consistency
- Data privacy



- **Timely update:** Ensuring that guest profiles and system records are updated promptly is crucial for maintaining accurate, actionable data. Timely updates help improve service quality, enhance guest satisfaction, and streamline operational efficiency. Here are some key points for implementing timely updates:

- **Prompt Action:**

- Address changes immediately as they occur. Whether it's a new reservation, a profile modification, or a system correction, ensure updates are processed within a short timeframe.

- **Regular Reviews:**

- Schedule routine checks of guest profiles and system data to confirm that all information is current. This could involve daily or weekly audits depending on the volume of changes.

- **Efficient Communication:**

- Quickly communicate any updates or discrepancies with the relevant team members or directly with the guest to confirm accuracy.

- **Documentation:**

- Record the timing and details of updates. This not only provides a clear audit trail but also helps in analyzing data trends and potential system improvements.



Activity 2: Guided Practice



Task 16:

Scenario 2: Meeting Guest Special Needs: Managing Special Requests and Ensuring Seamless Service.

A guest arrives at check-in and requests additional amenities, such as extra pillows, a higher floor, and a room with a bathtub. The guest also mentions dietary restrictions for their restaurant orders.

As a front desk attendant, you need to Ensure that special requests are logged into the guest's profile and communicated to relevant departments.

The front desk agent you are requested to:

1. Enter the guest's room preferences (e.g., higher floor, bathtub).
2. Log any special requests (e.g., dietary restrictions) in the PMS.
3. Update the guest profile with these preferences for future reference.
4. Communicate the requests to the relevant departments (housekeeping, restaurant, etc.).

Ensure the guest is informed about any confirmation or actions taken.



Activity 3: Application



Task 17:

Scenario 3: Visiting a nearest hotel

A guest shares sensitive information, such as health-related needs (e.g., allergies or medical conditions) and a special occasion request (e.g., anniversary celebration), during check-in. As the front desk staff, you have to record this in the PMS accurately and securely.



Formative Assessment

I. Multiple-Choice Questions (MCQs)

1. Which of the following is the first phase in the guest life cycle?
 - a. Arrival
 - b. Post-Departure
 - c. Pre-Arrival
 - d. Departure

2. In which phase of the guest life cycle is the guest most likely to provide feedback about their experience?
 - a. Pre-Arrival
 - b. During Stay
 - c. Departure
 - d. Post-Departure

3. Which of the following is a primary factor in determining a guest's room assignment?
 - a. Guest's preference for room size or view
 - b. The floor plan of the hotel
 - c. The guest's previous stay history
 - d. All of the above

4. What is the most common method used by hotel front desk staff to assign rooms to guests upon check-in?
 - a. Random selection
 - b. First come, first served
 - c. Based on guest preferences and availability
 - d. By room price categories

5. What is the most important factor when responding to a guest inquiry at the front desk?
 - a. Providing a quick answer, regardless of accuracy
 - b. Listening carefully and addressing the guest's needs thoroughly
 - c. Recommending the most expensive service

- d. Transferring the inquiry to another department immediately
6. A guest at the front desk asks for directions to the nearest restaurant. What should you do first?
- a. Tell the guest to use a search engine on their phone
 - b. Provide a detailed written map and suggest a few nearby options
 - c. Suggest a restaurant inside the hotel without considering the guest's preferences
 - d. Ignore the request since it is not related to the hotel services
7. When a guest calls to inquire about a room upgrade, what should you consider before providing an answer?
- a. The guest's loyalty status and availability of upgraded rooms
 - b. The time of day and availability of the room
 - c. The guest's reason for the upgrade request
 - d. All of the above
8. Which of the following is the most important reason for updating guest data in the PMS?
- a. To ensure accurate billing and communication
 - b. To improve the hotel's marketing strategies
 - c. To meet the legal requirements for guest tracking
 - d. All of the above
9. What should be done if a guest requests a change in their personal information (e.g., name or contact details) after check-in?
- a. Update the PMS immediately and notify the guest of the change
 - b. Tell the guest it is not possible to change their information
 - c. Write the new information on paper and update it later
 - d. Ignore the request if the guest does not provide documentation
10. When should guest data be updated in the PMS?
- a. Only at the time of check-in
 - b. At check-in, during the stay, and at check-out as required

- c. Only when there is a problem with billing
- d. Once a week, regardless of any changes

II. ANSWER BY TRUE or FALSE

1. The 'Post-Departure' phase is only about collecting feedback from guests.
2. In the 'Pre-Arrival' phase, guests often form their first impressions of the service provider.
3. The 'Departure' phase only involves the guest checking out from the hotel.
4. During the 'During Stay' phase, guests are most likely to interact with on-site services such as housekeeping, dining, and concierge.
5. Room assignments should always be based on the guest's loyalty status and special requests.
6. Guests should not be assigned rooms near elevators, vending machines, or ice machines unless they specifically request them.
7. It is important to always acknowledge a guest's inquiry, even if you do not have an immediate answer.
8. Guests who inquire about hotel services are typically only looking for the cheapest option.
9. After a guest checks out, their information can be deleted from the PMS immediately.
10. Updating guest data in the PMS can be done at any time during a guest's stay, including during check-in, in response to changes, and at check-out.
11. What is the role of the front desk staff in ensuring the accuracy of guest data in the PMS?
12. Explain the process for updating a guest's contact details in the PMS and why accuracy is important.



Points to Remember

- Ensure a smooth, efficient, and positive guest experience when conducting check-in preliminary activities
- Ensure a smooth, efficient, and pleasant room assignment process, contributing to a positive guest experience and fostering repeat business.
- Ensure that each guest inquiry is handled professionally, efficiently, and with a focus on delivering outstanding customer service.
- Ensure that guest data is updated accurately, securely, and efficiently in the PMS, while maintaining high standards of service, privacy, and compliance.



Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the phases of guest life cycle					
Interpret phases of guest life cycle					
Identify key steps involved in room assignment					
Follow steps of room assignment					
Identify frequent guest inquiries in a hotel					
Describe steps to follow when handling guest inquiries					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Handle guest inquiries					
Explain the importance to use SOPs for updating guest profile in PMS					
Differentiate the responsibilities for different hotel staff responsible for updating guest database into PMS					
Describe the key steps to follow when using SOPs for updating guest profile into PMS					
Follow the key steps to follow when using SOPs for updating guest profile into PMS					
Maintain guest data accuracy and confidentiality					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

A modern hotel lobby with a large digital display showing 'CHECK-OUT' information. Two guests are checking out, shaking hands with a staff member. A large suitcase is visible in the foreground.

This unit provides you with the knowledge, skills and attitudes required to organize check-out activities. It covers three topics, namely preparing guest folio, receiving guest payment as well as conducting closing activities.

Self-Assessment: Unit 3

1. Referring to the unit above illustration, discuss the following:
 - a. What does the illustration show?
 - b. What topics do you think will be covered in the unit base on the illustration?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check in a column that best represents your level of knowledge, skills and attitudes.
 - d. At the end of this unit, you will assess yourself again

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the process of cleaning housekeeping trolley					
Differentiate types of trolleys used in house keeping					
Describe the procedures of keeping housekeeping trolleys					
Explain the process of cleaning pantry					

My experience	I do not	I know	I have some	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	experience doing this.	of experience with this.	confident in my ability to do this.
Describe the types of guest folio					
Differentiate types of information in guest folio					
Follow the steps in preparing guest folio					
Identify the tips and best practice when preparing guest folio					
Follow the procedures of handling special situation					
Describe the mode of payment					
Arrange the payment					
Describe best practice when providing receipt to the guest					
Describe the tips for building farewell					

My experience	I do not	I know	I have some	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	experience doing this.	of experience with this.	confident in my ability to do this.
Comply with hotel SOPs when updating guest account					
Make a follow up of Prepare for any night audit					
Prepare for the next day's operation					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe the process of identifying room availability	1. Room assignment	1. Comply with hotel SOPs
2. Differentiate the guest inquiries	2. Interpret guest reviews	2. Use data from previous stay
3. Describe the hotel services package	3. Follow the procedures of hotel service charges	3. Use the previous data
4. Explain the guest folio details	4. Prepare guest folio and record all the necessary information	4. Comply with hotel SOPs
5. Describe the mode of payments	5. Explain what allowed	5. Organizational skills and attention to details

Knowledge	Skills	Attitudes
6. Prepare the tips for building farewell	6. Prepare a well message to get all the necessary information which attract guest to revisit	6. Detail oriented
7. Identify the reporting channel	7. Submit the report to the right persons	7. Make a follow up



Discovery activity:



Task 18:

Read and answer the following questions:

1. What are the procedures of identifying room availability?
2. What are the steps to follow when handling guest complaints?
3. What are the tips when dealing with guest special request?
4. What are the steps to follow when updating guest account/folio?
5. Give examples of types of method of payments that are found in a hotel establishment.
6. What are the steps for building farewell?
7. What are the best practice for providing receipt to the guest?
8. What are the steps for arranging a pantry?
9. What are the steps for handling special situation (No show)?
10. What are the tips for settling balance?
11. What are the steps for dealing with guest account review?

Topic 3.1: Preparing guest folio



Activity 1: Problem Solving



Task 19:

Scenario1: Handling late Check-Out

A guest requested a late check-out for an additional 3 hours, which was confirmed at check-in. However, the late checkout fee of \$30 was not applied to the folio. The guest also ordered \$75 in room service during their stay.

Questions:

- What is the type of folio to be prepared for this case?
- Which steps will you follow to prepare the guest folio?
- What are the key information needed to prepare the guest folio?

Key Facts 3.1: Preparing guest folio

- **Introduction to the guest folio**

- ✓ **Definition**



A guest folio is a detailed list of all the charges a guest incurs during their stay at a hotel or resort. It's also known as a guest bill or invoice.

- ✓ **Purpose**



Guests are usually provided with their folio upon checkout so they can review it and make payment. The folio also helps hotel staff ensure accurate billing and maintain financial records

- ✓ **Types of folios**



Master folio: A master folio aggregates individual folios (guest, departmental, or group) into one comprehensive record. It is particularly useful for:

- **Corporate Accounts:** Combining charges from multiple stays or departments.
- **Group Bookings:** Consolidating several guest folios for streamlined billing.
- **Reconciliation:** Providing an overview for accounting purposes, ensuring all departmental charges are properly captured and reconciled.

Using a master folio not only simplifies billing and reconciliation processes but also enhances accuracy in reporting overall revenue for a property.

 **Individual folio:** An individual folio, often referred to as a guest folio, is a detailed, itemized record of all charges and payments for a single guest's stay. It captures every transaction incurred by the guest—from room charges and taxes to incidental expenses like food, beverages, and additional services. Key characteristics of an individual folio include:

- **Itemization:**

Every charge (room rate, taxes, service fees, etc.) and payment (deposit, credit card payment, cash) is recorded separately for clear visibility.

- **Real-Time Updates:**

The folio is continuously updated during the guest's stay, allowing both staff and guests to monitor charges as they occur.

- **Transparency:**

It provides a clear breakdown of expenses, which is essential for addressing any discrepancies during checkout and ensuring guest satisfaction.

- **Finalization:**

Upon checkout, the folio is finalized to generate the final invoice or receipt, ensuring that all transactions have been accurately reconciled.

- **Steps for preparing guest folio:**

- ✓ **Verify Guest Information:**

 Check the Guest's Name and Stay Details: Ensure that the guest's name, room number, and check-in/check-out dates are correctly entered.

 Verify Contact Information: Double-check that the guest's contact details (e.g., address, phone number, email) are accurate for future correspondence or billing.

- ✓ **Review Room Charges:**

 Room Rate: Ensure that the room rate for the stay is correctly reflected in the folio. This includes checking for any negotiated rates (e.g., corporate discounts, loyalty program rates).

 **Room Upgrades or Changes:** If the guest upgraded their room or changed rooms during their stay, ensure that the correct charges are reflected for the upgraded room type or additional nights.

- ✓ **Add Additional Charges:** Incidentals and Extra Services: Include any additional services or charges the guest may have incurred, such as:

 Food and beverage charges (restaurant, room service, mini-bar)

 Spa services, fitness center charges, or activities

 Laundry or dry cleaning services

 Parking fees:

- **Types of Parking Fees:**

- ✓ **Daily Parking Fee:**

 A standard fee charged per day for parking in the hotel's parking lot or garage.

 **Example:** "\$15 per day for parking."

- ✓ **Hourly Parking Fee:**

 Some hotels may charge parking on an hourly basis, especially in locations with high traffic or limited parking spaces.

 **Example:** "\$5 per hour for parking."

- ✓ **Valet Parking Fee:**

 This is a premium service where hotel staff park the guest's car for them. The valet fee is typically higher than self-parking.

 **Example:** "\$30 per day for valet parking."

- ✓ **Self-Parking Fee:**

 For guests who park their own vehicles in the hotel's designated parking area. This fee is typically lower than valet parking.

 **Example:** "\$20 per day for self-parking."

- ✓ **Overnight Parking Fee:**

 Hotels may charge a flat overnight parking fee, which covers the duration from check-in to check-out.

 **Example:** "Overnight parking available for \$25."

✓ **Discounted or Free Parking for Loyalty Members:**

 Hotels may offer free or discounted parking to guests who are members of their loyalty or rewards programs.

 **Example:** "VIP members receive complimentary parking."

✓ **Event Parking Fee:**

 If the hotel is hosting an event or conference, there may be a special parking rate for event attendees.

 **Example:** "Event parking fee: \$10 for the day."

✓ **Long-Term Parking:**

 Some hotels offer long-term parking options for guests who leave their cars parked for extended periods. These are often used by travelers going to the airport or away on vacation.

 **Example:** "Long-term parking is \$50 per week."

✓ **Hourly or Short-Term Parking for Visitors:**

 For guests with short visits, hotels may provide short-term parking at a reduced rate.

 **Example:** "\$3 for up to 2 hours of parking."

✓ **Electric Vehicle (EV) Charging Station Fees:**

 Some hotels provide EV charging stations, which may have separate fees based on usage.

 **Example:** "EV charging available at \$0.30 per kWh."

 Phone calls, internet access, or other business services

✓ **Tax and Service Charges:**

 Ensure that the correct taxes (e.g., sales tax, VAT) and service charges are applied according to local laws.

✓ **Apply Payments and Deposits:**

 **Pre-Authorization:** Verify any pre-authorization or deposit amounts that were held on the guest's credit card at check-in. Apply the correct amount to the folio.

 **Payments Made During Stay:** Record any payments the guest has made during their stay (e.g., cash, credit card payments, or advance payments).

 **Balance Due:** Ensure the remaining balance (if any) is accurately reflected. If there is an outstanding balance, indicate how it should be settled (e.g., credit card, cash, or other methods).

✓ **Apply Adjustments or Credits:**

 **Discounts or Promotions:** If any discounts or promotions (e.g., loyalty program points, corporate rate) apply, ensure these are reflected on the folio.

 **Refunds or Compensations:** If the guest received any refunds (e.g., due to a complaint or service issue), apply these adjustments accordingly.

 **Correct Errors:** If there were any billing mistakes, such as incorrect charges, be sure to adjust the folio to reflect the corrected amounts.

✓ **Review All Charges for Accuracy:**

 **Cross-Check Charges:** Review the folio to ensure all charges are accurate and match what the guest has used or ordered during their stay. Look for any discrepancies that could cause confusion during check-out.

 **Verify Timing of Charges:** Ensure that all charges are posted to the correct dates of the guest's stay. Charges should reflect the correct day and time.

✓ **Create Folio Format (Itemized Breakdown):**

 **Clear Itemization:** Ensure the folio is itemized, clearly displaying each charge, payment, and adjustment in detail. It should be easy for the guest to understand.

 **Summary:** Provide a summary at the bottom of the folio, showing the total charges, payments, taxes, adjustments, and the final balance due.

 **Currency:** If the guest is paying in a currency different from the hotel's primary currency, ensure the folio reflects the correct exchange rates and currency details.

✓ **Ensure Legal Compliance**

-  Tax Laws and Regulations: Ensure the folio complies with local tax regulations, showing the appropriate tax rates and amounts.
-  Receipts and Invoices: Ensure the folio can be converted into an invoice if required by the guest for business purposes or reimbursement.

✓ **Prepare Folio for Presentation:**

-  Generate Folio: Use the Property Management System (PMS) to generate an accurate guest folio. Review it carefully before printing.
-  Include Hotel Details: Ensure that the hotel's name, address, contact information, and any relevant reservation details are included on the folio.
-  Guest Name and Room Number: The folio should clearly indicate the guest's name and room number at the top.

✓ **Present Folio to the Guest:**

-  Review the Folio: When the guest is ready to check out, present the guest folio and review it with them. Go over each charge and payment to ensure the guest understands everything.
-  Answer Questions: Be ready to answer any questions the guest may have regarding the charges. If necessary, explain any unclear items or provide receipts for individual charges.
-  Offer to Adjust If Necessary: If there are any disputes or mistakes, offer to make the necessary adjustments to the folio.

✓ **Provide Copies of the Folio:**

-  Guest Copy: Once the guest has reviewed the folio and is satisfied, provide them with a copy of the finalized folio for their records.
-  Hotel Copy: Retain a copy of the guest folio in the system for hotel records. This can be used for accounting, reporting, or audits.

✓ **Finalize the Checkout:**

 **Payment:** Ensure the guest settles their bill by the agreed-upon method (credit card, cash, etc.) and process any final payments or charges.

 **Thank the Guest:** After processing payment and finalizing the check-out, thank the guest for their stay and encourage them to return.

 **Update PMS:** Ensure that the guest folio is marked as paid and that the guest's check-out is reflected in the PMS, updating the room status accordingly.

✓ **Handle Post-Departure Issues (If Any)**

 **Follow-Up:** If there are any post-departure issues, such as disputed charges, follow the hotel's procedure for resolving the matter, which may involve contacting the guest to clarify or adjust the folio.

• **Information on guest folio**

✓ **Guest details**

 **Full name:** The guest name is the primary piece of information used to locate a guest's reservation, folio, and other associated services.

 **Room number:** Room Number is a critical piece of information in a property management system (PMS) and plays a vital role in guest services, billing, and hotel operations.

 **Arrival and departure date:** Arrival and Departure Date are fundamental details in managing guest reservations, billing, and overall hotel operations. Here's how these dates play a crucial role:

✓ **Arrival Date:**

1. **Reservation Confirmation:**

- The arrival date marks the start of a guest's stay. It's essential for confirming the reservation and ensuring the guest is assigned to the right room upon check-in.

2. **Room Allocation:**

- Hotels use the arrival date to manage room availability and ensure rooms are ready for check-in. It helps in forecasting occupancy levels and staffing requirements for that specific date.

3. Service Scheduling:

- Certain services like airport transfers, spa appointments, and special room requests (e.g., early check-in) are often scheduled based on the guest's arrival date.

4. Payment & Billing:

- The arrival date is also crucial for calculating the length of stay and any upfront payments or deposits that may be required at check-in.

✓ **Departure Date:**

1. Check-out Procedures:

- The departure date is tied to the guest's check-out time. It triggers the process of finalizing the guest's folio, ensuring all charges are accounted for.

2. Room Preparation for New Guests:

- Hotels use the departure date to manage housekeeping schedules. It indicates when a room needs to be cleaned and reset for the next guest, ensuring that rooms are prepared in a timely manner.

3. Billing and Final Charges:

- The departure date plays a key role in determining the length of stay and generating the final invoice for the guest, including room charges and any additional expenses incurred.

4. Operational Efficiency:

- The departure date helps hotels manage inventory, predict occupancy, and adjust pricing or promotions accordingly. It also aids in managing staff shifts and resources.



Reservation number: Reservation Number is a unique identifier assigned to a guest's booking. It plays a critical role in tracking and managing reservations throughout the guest's stay.

 **Contact information:** Contact Information refers to the details that help hotels communicate with a guest before, during, and after their stay. It is a crucial element of the guest profile in a Property Management System (PMS), ensuring efficient communication and a smooth guest experience.

 **Billing address if applicable:** Billing Address (if applicable) is an important detail for guest profiles and reservation records, especially when the guest's payment method is not linked directly to their stay or when there are separate billing arrangements. The billing address is typically required for charging purposes, sending invoices, or processing payments.

✓ **Final transactions**

 **Room charges:** Room Charges refer to the fees associated with a guest's stay at the hotel, typically covering the cost of the room for the duration of their stay. These charges are central to the guest's folio (a record of all charges and payments) and are one of the key components that affect the overall billing process. Here's how room charges work and how they're managed:

- **Types of Room Charges:**

✓ **Base Room Rate:**

 The standard charge for the room, often determined by the type of room (e.g., standard, suite, penthouse) and the booking rate (e.g., promotional rate, standard rate, or corporate rate).

✓ **Tax and Service Fees:**

 Additional charges such as sales tax, VAT (Value Added Tax), occupancy tax, and any resort or service fees are often added on top of the base room rate. These fees vary by location and the type of establishment.

✓ **Upgrades:**

 If a guest opts for an upgraded room (e.g., a suite or higher-category room), the additional charge is added to the room charges. This is typically handled when the upgrade is confirmed.

✓ **Early Check-in or Late Check-out Fees:**

 If the guest requests an early check-in or a late check-out, there may be additional charges depending on hotel policy. These charges are typically added to the room charges.

✓ **Additional Guests:**

 Some hotels charge extra for additional guests staying in the same room beyond the base occupancy. The extra charge is typically added to the room charges for each additional guest

 **Additional charges:** Additional Charges refer to any costs added to a guest's folio that are not part of the standard room rate. These charges typically include services, amenities, or requests beyond the basic accommodation provided. They play an important role in revenue generation for hotels and must be managed carefully to ensure proper billing and guest satisfaction. Here's how additional charges are typically categorized, managed, and applied:

• **Types of Additional Charges:**

✓ **Food and Beverage (F&B) Charges:**

 Charges for meals, snacks, drinks, and other food items consumed by the guest at the hotel's restaurant, room service, or mini-bar.

 Examples include:

- Meals at the hotel restaurant or room service.
- Mini-bar charges for snacks, beverages, and other items in the room.
- Charges for event catering or special dietary requests.

✓ **Spa and Wellness Charges:**

 Charges for spa treatments, massages, fitness center access, or wellness programs.

 Examples include:

- Massage services.
- Sauna, spa, or wellness treatments.
- Personal training sessions.

✓ **Laundry and Dry Cleaning:**

 Charges for laundry services, dry cleaning, and pressing clothing.

 This may include standard laundry services or specialized services like ironing or stain removal.

✓ **Parking Charges:**

 Charges for parking services, including valet, self-parking, or parking fees for guests using the hotel's parking facilities.

✓ **Phone and Internet Services:**

 Charges for phone calls made from the room, international calls, or Wi-Fi and internet access fees.

 Some hotels charge for premium Wi-Fi access, while others may offer it as a free service.

✓ **Room Upgrades:**

 Charges for upgrading to a higher-category room or suite during check-in, after booking, or based on availability.

✓ **Early Check-in or Late Check-out Fees:**

 Charges applied when a guest requests an early check-in or a late check-out, depending on availability and hotel policy.

✓ **Conference Room and Meeting Charges:**

 Charges for booking a conference room, meeting space, or AV equipment for business events, seminars, or conferences.

 This may also include costs for catering during business events.

✓ **Special Requests:**

 Additional charges for special requests such as extra towels, additional pillows, bed arrangements (e.g., cribs), or special room arrangements.

 Example: Charges for a romantic package or birthday setup in the room.

✓ **Service Charges and Gratuities:**

 This could be an automatic charge applied to certain services, particularly for restaurant dining or room service, which covers tips for the staff.

 **Payments:** **Payments** refer to the process of settling the charges associated with a guest's stay, including room rates, additional services, and any other fees. Payments are a crucial part of the guest experience, and the accuracy and efficiency of this process play a significant role in guest satisfaction and operational success.

- **Payment Methods:**

- ✓ **Credit/Debit Cards:**

 **Credit Cards:** The most common form of payment, especially for reservations and pre-authorizations. Accepted cards often include Visa, MasterCard, American Express, and others.

 **Debit Cards:** Used similarly to credit cards but with the funds withdrawn directly from the guest's bank account.

 **Prepaid Cards:** Some guests use prepaid cards, which work like a credit or debit card but are preloaded with funds.

- ✓ **Cash:**

 Some guests prefer to pay with cash, particularly when checking out. However, many hotels require credit card pre-authorization at check-in, even if the guest plans to pay in cash upon departure.

- ✓ **Third-Party Payments:**

 When a third-party (like a corporate entity, travel agent, or family member) covers the costs, the guest's folio may be billed to the third party's payment method.

 It's essential to obtain proper authorization from the third party before processing payments.

- ✓ **Online Payment Systems:**

 Many hotels accept online payments through platforms like PayPal, Alipay, or bank transfers for bookings made through the hotel's website or third-party booking engines.

 These systems may also allow guests to pay online in advance to secure their booking.

✓ **Mobile Payments:**

 With the rise of mobile wallets (e.g., Apple Pay, Google Pay, Samsung Pay), some hotels now offer the ability for guests to pay directly through their mobile devices, especially for quick checkouts.

✓ **Room Charges and Incidentals:**

 If guests charge incidentals (e.g., room service, parking fees, spa treatments) to their room, the total balance, including room charges and additional services, is paid together at check-out.

 **Adjustments:** Adjustments refer to the modifications made to a guest's folio after charges have been applied. These modifications could be due to various reasons, such as pricing errors, guest complaints, or changes in services provided. Adjustments can include both adding or removing charges, correcting errors, or applying discounts. Managing adjustments effectively ensures transparency, accuracy, and guest satisfaction.

• **Adjustments Process:**

✓ **Identify the Need for Adjustment:**

 Adjustments are typically initiated either by the hotel staff (due to errors or policy adjustments) or by the guest (e.g., complaints or disputes). It's essential to have a clear understanding of why the adjustment is necessary to ensure that it's valid.

 Common triggers include pricing mistakes, missed services, complaints about room conditions, or discrepancies in charges.

✓ **Document the Adjustment:**

 Every adjustment should be documented thoroughly. This includes noting the reason for the adjustment, who authorized it, and the guest's acknowledgment (if applicable).

 A record of the adjustment should be created in the hotel's Property Management System (PMS) to ensure transparency and avoid future issues with the guest or the hotel's financial records.

✓ **Verify the Details:**

 Before making the adjustment, ensure that the original charge is accurate and that the adjustment is reasonable. Double-check the guest's complaint or request and verify any relevant documents (e.g., reservation details, service usage records).

 If the adjustment is based on a guest complaint, ensure that the complaint has been investigated thoroughly to determine its validity.

✓ **Apply the Adjustment:**

 Once all details have been verified, apply the adjustment in the PMS. This could involve either removing a charge, issuing a refund, or applying a discount to the folio.

 Ensure that the adjustment is applied correctly and reflects the final balance due.

✓ **Inform the Guest:**

 After the adjustment is made, inform the guest of the change. Provide them with an updated itemized bill or folio reflecting the adjusted charges.

 If applicable, explain the reason for the adjustment and provide any necessary details or documentation (e.g., a refund receipt).

✓ **Audit and Review:**

 Ensure that any adjustments are subject to proper internal audits to verify their accuracy and appropriateness.

 Management should regularly review adjustments to ensure they comply with company policies and are not being misused.

✓ **Balance summary**

 **Total charges:** Total Charges refer to the full amount a guest owes for their stay at a hotel or other accommodation. These charges typically include a variety of components such as room rates, taxes, service fees, additional services, and incidentals. It's crucial to ensure that the total charges are accurately calculated and clearly communicated to the guest, both during their stay and at check-out.

• **Importance of Total Charges:**

✓ **Accuracy and Transparency:**

 Providing accurate total charges prevents misunderstandings or disputes at check-out. It is crucial that guests can clearly see what they are being charged for and why.

 Transparency in billing builds trust and enhances the overall guest experience.

✓ **Efficient Check-Out:**

 A clear and well-organized folio helps streamline the check-out process, making it easier for the guest to review the charges and make payments without delays or confusion.

 Efficient check-out times lead to better guest satisfaction and improved operational efficiency.

✓ **Revenue Management:**

 The total charges reflect the hotel's revenue and operational performance. By accurately tracking all charges, hotels can manage their revenue, analyze trends, and make data-driven decisions for pricing strategies and promotions.

✓ **Handling Disputes or Errors:**

 If there's a discrepancy in total charges (e.g., incorrect room rates or services billed), having detailed, transparent records allows the hotel to resolve disputes quickly and fairly.

 **Payment made:** Payment Made refers to the amount a guest has paid for their stay or services at a hotel, which is typically recorded in the folio or billing system. The payment is part of the overall process of settling a guest's account and can be made through various methods, such as credit/debit cards, cash, electronic transfers, or even third-party payment services.

• **Payment Recording and Process:**

✓ **Recording Payments:**

 When a payment is made, it must be recorded in the hotel's PMS or billing system. This includes logging the payment amount, the method of payment, and the date and time of the transaction.

 If multiple payments are made (e.g., a deposit at booking and full payment at check-out), each payment should be recorded separately in the system.

✓ **Verification of Payment:**

 For Credit/Debit Cards: Ensure the card is valid and that the payment is processed successfully. A pre-authorization may be required before finalizing the payment to ensure there are enough funds available.

 For Cash: Ensure the correct amount is received, and issue a receipt to the guest for confirmation.

 For Bank Transfers: Confirm that the payment has been received in the hotel's bank account before updating the guest's folio.

 For Third-Party Payments: Verify that the third-party organization has made the payment and confirm it with a payment confirmation or invoice.

✓ **Payment Confirmation:**

 Once a payment has been made, provide the guest with a confirmation. For card payments, this might be an electronic receipt or a printout; for cash or other methods, a physical receipt is often issued.

 It's important to ensure that the payment is reflected in the guest's folio, showing any remaining balance and confirming that the payment has been processed correctly.

✓ **Adjusting Folio after Payment:**

 If any changes are made after a payment (e.g., additional charges or refunds), the folio must be updated accordingly to reflect the most accurate balance. If the guest pays an additional amount, make sure it is reflected in the system in real-time.

✓ **Refunds and Adjustments:**

 If the guest is due for a refund (e.g., if the room rate is adjusted, if a guest cancels a service, or if there's an overcharge), it's important to process the

refund promptly and adjust the payment records accordingly. Ensure that the refund is credited back to the original payment method if possible.

✓ **Providing a Final Invoice:**



At check-out, the guest should receive a final invoice or folio that includes all charges and payments made. This will typically show:

- The total charges (room rates, taxes, services, etc.)
- The payments made (credit card, cash, vouchers, etc.)
- Any adjustments, refunds, or discounts applied
- The final balance due or the confirmation that the balance is paid



Outstanding balance: Outstanding Balance refers to the amount of money that a guest still owes after a partial payment or deposit has been made, or if additional charges were applied during their stay. It is the remaining amount that needs to be paid before the account is fully settled.

• **How to Manage Outstanding Balance:**

✓ **Track in Real-Time:**



Keep track of any outstanding balances in real-time using your Property Management System (PMS). This includes adding new charges and payments as they are processed throughout the guest's stay.



Regularly update the guest's folio to ensure all charges and payments are accurately reflected.

✓ **Communicate with the Guest:**



Ensure the guest is aware of any outstanding balance, especially before check-out. Providing them with a summary of the charges during their stay can help prevent surprises and encourage payment.



If the guest has a balance remaining at the time of check-out, inform them of the amount due and the available payment methods.

✓ **Apply Payments and Adjustments:**



If a payment is made (e.g., a partial payment or deposit), apply it to the outstanding balance. Ensure that any adjustments (e.g., corrections for overcharges or added discounts) are accurately reflected.

 Always check the final balance to ensure all payments, deposits, and adjustments are accounted for.

✓ **Payment Methods:**

 Provide the guest with a variety of payment methods for settling their outstanding balance (e.g., credit card, cash, bank transfer, or mobile payment options).

 If the guest is unable to pay the full balance at once, consider offering a payment plan or holding the balance on the guest's credit card until it is paid.

✓ **Handling Unpaid Balances:**

 If a guest leaves without paying the outstanding balance, you may need to follow up with them via email or phone. Depending on the hotel's policy, you may charge their credit card on file or request payment through another method.

 For larger balances or long-term unpaid balances, further actions (such as debt collection) may be necessary, depending on the hotel's policies and local regulations.

✓ **End of Stay Finalization:**

 At check-out, ensure that the guest's outstanding balance is paid. This can be done through one final payment or through the application of pre-paid amounts (e.g., deposit).

 If the guest has made full payment, the outstanding balance should be marked as zero in the PMS, and a receipt or invoice should be issued to the guest for confirmation.

✓ **Preventative Measures:**

 Use a pre-authorization or deposit system at check-in to minimize the chance of significant outstanding balances at check-out. This ensures that the guest has already paid for part of their stay and incidentals.

 Implementing an automatic charge notification system that alerts the guest to their balance at regular intervals during their stay can help prevent surprises at check-out.

- **Tips and best practices**

- ✓ Accuracy
- ✓ Customer services
- ✓ Confidentiality
- ✓ Timeliness



Activity 2: Guided Practice

Scenario2: Checking Guest Billing Accuracy

A guest checks out after a 3-night stay in a standard room. Their folio should include the room rate, any additional charges for services (e.g., room service, mini-bar), taxes, and payments made during the stay. You have group of interns. Guide them on how to prepare the guest's folio with the following information:

Room rate: \$100 per night

Room service charges: \$50

Mini-bar charges: \$30

Taxes: 10% sales tax

Prepaid deposit: \$200

Payments: Prepaid deposit = \$200



Activity 3: Application



Task 21:

Scenario3: "Preparing a Consolidated Group Folio for Corporate Conference Stay and Additional Services

A corporate group has stayed at the hotel for a conference, and there are 10 rooms booked. Some guests used additional services such as catering, room service, and transportation, while others only stayed in the rooms. You are responsible for preparing the folio for the group, consolidating individual room charges, and group-related charges.

Prepare a consolidated group folio for the company. The group's booking details are as follows:

- 5 standard rooms at \$150 per night for 3 nights
- 5 deluxe rooms at \$200 per night for 3 nights
- Catering services for the group (10 guests) totalling \$1,000
- Additional room service charges for deluxe rooms: \$150
- Taxes: 10% sales tax

Topic 3.2: Settling guest account



Activity 1: Problem Solving



Task 25:

Scenario 1: Solving Payment Discrepancies in the PMS: Addressing a Pending Cash Payment After Guest Departure"

You've successfully processed the payments for a guest's stay, and their balance has been cleared. However, after reviewing the payment records in the Property Management System (PMS), you notice a discrepancy: The guest's payment of \$200 in cash was not recorded correctly in the system. The payment is showing up as "pending," even though the guest has already settled it. The guest has already left the hotel, and there's no way to contact them immediately for confirmation. You are now in the final stage of closing activities, and you need to resolve this issue before closing out the shift.

Questions:

1. How would you handle a situation where a discrepancy is discovered after the shift has ended and you cannot make immediate corrections?
2. What steps did you take to ensure that the guest's account was accurately updated in the system?
3. What measures could be put in place to prevent similar discrepancies from occurring in the future?

Key Facts 3.2: Settling guest account

- **Key Steps in Receiving Guest Payments**

- ✓ **Review the Guest's Bill:**

-  Before processing any payment, carefully review the guest's bill to ensure all charges are accurate. This includes the room rate, taxes, incidentals (e.g., minibar, room service, phone calls), and any additional services (e.g., spa treatments or parking).

-  Verify any discounts, loyalty program points, or promotional rates that may apply to the bill.

- ✓ **Confirm the Total and Payment Method:** Ask the guest how they would like to pay for their stay. Common payment methods include:

-  Credit card/debit card: Credit Card/Debit Card payments are one of the most common methods for settling charges at hotels. Both credit and debit cards offer a convenient and secure way for guests to make payments for their stay, as well as to cover incidentals like room service, spa charges, or other services.

-  Cash: Cash payments are another common method of settling hotel bills, although they are less frequently used today compared to credit and debit cards. Cash payments can be preferred by certain guests who may not have access to credit or debit cards or who simply prefer to pay directly with cash.

-  Mobile payments (e.g., Apple Pay, Google Pay)

-  Bank transfer (rare but sometimes applicable)

-  If the guest is paying by credit/debit card, ensure that the card details are correct. If paying by cash, ensure the guest provides the correct amount and provide change if necessary.

- ✓ **Process the Payment:**

 Credit/Debit Card Payment:

- Use the hotel's point-of-sale (POS) system or payment terminal to process the transaction.
- For credit cards, swipe or insert the card, or process contactless payments if applicable.
- Ensure the correct amount is entered, and ask for the guest's authorization (signature or PIN).

 Cash Payment:

- Count the cash in front of the guest to ensure the correct amount is received.
- Provide change if necessary and confirm the final amount with the guest.
- Record the cash payment in the system and place the cash securely in the cash drawer.

 Mobile Payments:

- If using a mobile payment system, ensure that the guest's device is correctly scanned and processed.

✓ Issue the Receipt: After receiving payment, always provide a receipt to the guest, either printed or electronic. The receipt should detail the charges and payment method. For credit card payments, provide a signed authorization slip. Ensure that all receipts reflect the correct transaction amount and any adjustments (e.g., discounts or taxes).**✓ Finalize the Checkout Process:** Update the guest's record in the hotel system to reflect that the bill has been paid in full. Politely thank the guest and offer assistance with any further requests (e.g., transportation, future reservations).



Wish the guest a pleasant journey or return and invite them to visit again.

- **Prepare for any night audit**

- ✓ Close the day transactions: Preparing for the Night Audit and Closing Day Transactions is an essential part of hotel operations. The night audit process ensures that all financial transactions for the day are accurate, and the hotel's accounting and guest billing systems are balanced before the new day begins.
- ✓ Generate daily reports



Revenue report: A Revenue Report is a critical financial document in the hospitality industry, especially during the night audit process. It summarizes the income generated by a hotel over a specific period and helps management track the performance of various revenue streams, such as room charges, food and beverage sales, and other services.

Steps for Generating and Reviewing a Revenue Report:

1. **Log into the PMS:** Access the hotel's Property Management System (PMS) where all revenue-related data is tracked.
2. **Select Reporting Period:** Choose the date range for the revenue report (e.g., daily, weekly, monthly).
3. **Generate Report:** Request the revenue report from the PMS, which will aggregate all data from various departments.
4. **Review Revenue Streams:** Examine the income generated from different sources like room revenue, food and beverage, and other services.
5. **Verify Accuracy:** Check for discrepancies or errors in the report. Ensure that all transactions have been posted correctly to the relevant accounts.
6. **Compare with Budget/Forecast:** Assess performance by comparing actual results against the budget or forecast.
7. **Review Adjustments:** Verify any adjustments made to guest accounts (e.g., refunds, discounts, or corrections).
8. **Ensure Tax Calculations:** Confirm that taxes have been correctly applied to the total revenue.

9. **Generate Summary for Management:** Once reviewed, generate a summary for hotel management, highlighting key revenue insights and any actions needed.

 **Payment report:** A Payment Report is a vital financial document used by hotels to track and manage all guest payments. It provides a detailed overview of the payments made during a specific period, ensuring that the hotel's financial records are accurate and up-to-date. Payment reports are crucial for reconciling transactions, ensuring proper accounting, and identifying any discrepancies between payments made and outstanding balances.

- **Key Elements of a Payment Report:**

- ✓ **Payment Type:**

-  **Cash Payments:** The total amount of cash received from guests.

-  **Credit Card Payments:** Total payments made by guests using credit cards (Visa, MasterCard, American Express, etc.).

-  **Debit Card Payments:** Payments made using debit cards, often directly linked to a guest's bank account.

-  **Bank Transfers:** Payments made through bank wire or ACH transfers.

-  **Online Payments:** Payments made via online platforms like booking websites or payment gateways.

-  **Other Payment Methods:** Any other forms of payments accepted, such as checks, vouchers, or gift certificates.

- ✓ **Guest Name/Reservation Number:**

-  Each payment should be attributed to the guest or the corresponding reservation number to ensure the payment is applied correctly.

- ✓ **Payment Date:**

 **The date on which the payment was made.** This helps track payment trends and ensure payments are recorded for the correct day.

✓ **Payment Amount:**

 **The total amount paid by the guest.** This includes any partial payments, full payments, or deposits made during the stay or before arrival.

✓ **Folio/Account Number:**

 **The folio or account number for the guest,** showing which account the payment was applied to (room folio, incidentals, or other charges).

✓ **Applied Payment:**

 **Indicates** which charges the payment was applied to, such as room charges, food and beverage, spa services, or other services.

✓ **Outstanding Balance:**

 **After** a payment is applied, the report shows if there's any outstanding balance on the guest's account. If a guest has made a partial payment, the remaining balance will be noted.

✓ **Refunds and Adjustments:**

 **If** any payments were refunded or adjusted, this would be noted in the payment report, along with the reason for the refund (e.g., a billing error, guest dissatisfaction).

✓ **Payment Processing Fees:**

 **If** applicable, some payment methods (e.g., credit card transactions) may have processing fees associated with them. These are often tracked and listed in the payment report for reference.

✓ **Payment Status:**

 The status of the payment: whether it has been processed, is pending, or was declined (especially for credit/debit card payments).

 Transactions reports: A Transactions Report is an essential financial document in the hospitality industry that provides a detailed breakdown of all financial transactions during a specific period. It tracks every transaction, including room bookings, services, payments, adjustments, and refunds. This report helps in maintaining financial accuracy, auditing, and ensuring that all activities are properly recorded and reconciled.

- Check for discrepancies

- ✓ **Guest account review**

-  Ensure all charges are posted

-  Check the overdue balance

-  Prepaid and deposit verification

- ✓ **Report generation**

-  Balance reports

-  Room status reports

- ✓ **Prepare for the next day's operation**

-  Check -in preparation

-  VIP or special guests

-  Room availability

- ✓ **System backups and software update**

-  Data back up

-  System update

- ✓ **Close the front desk system**

-  Log out from PMS

-  Secure sensitive data

-  Guest data: Guest Data refers to the collection of information related to guests that is stored in a hotel's Property Management System (PMS) or guest database. This information is used to manage reservations, track guest

preferences, facilitate communication, and enhance the overall guest experience. It is vital for operational efficiency, personalized service, and ensuring that guests' needs are met during their stay.

 Financial records: Financial Records in a hotel or hospitality business refer to the comprehensive documentation and tracking of all financial transactions, which includes revenue, expenses, profits, losses, and other financial activities. Maintaining accurate and up-to-date financial records is critical for financial management, auditing, tax purposes, and overall business operations. Properly kept records help in making informed decisions, ensuring regulatory compliance, and providing transparency to stakeholders.

 Payments methods: Payment Methods in the hotel industry refer to the different ways that guests can pay for their stay and services during their visit. Offering multiple payment methods is crucial for enhancing guest convenience, streamlining the payment process, and ensuring the hotel can accommodate various guest preferences. Payment methods can vary by region, guest preferences, and the hotel's technology infrastructure.

- **Staff handover**

- ✓ Shift handover

 Any issues that need attention: When addressing issues that need attention in the hospitality industry, there are several common concerns that may arise in various areas of operations, guest services, and administrative processes. These issues need to be identified, assessed, and resolved promptly to maintain smooth operations and a positive guest experience.

 Pending guest requests: Pending Guest Requests refer to requests made by guests that have not yet been fulfilled or resolved. Managing these requests promptly and efficiently is crucial to maintaining guest satisfaction and ensuring smooth hotel operations. Unaddressed or delayed requests can lead to guest dissatisfaction, negative reviews, and potential loss of business.

 Special instruction: Special Instructions refer to specific requests or preferences made by guests that require special attention or customization

to enhance their stay. These instructions can range from preferences for room setup to dietary restrictions, and handling them properly is crucial for delivering exceptional guest service.

✓ **Communication with other departments:**

Effective communication with other departments is crucial in ensuring smooth hotel operations, guest satisfaction, and quick resolution of any issues. This type of communication is especially important when fulfilling guest requests, addressing complaints, and ensuring that services are provided.



Activity 2: Guided Practice



Task 26:

Scenario 2: End-of-Shift Reconciliation: Resolving Payment Discrepancies and Finalizing Closing Activities"

Your shift is coming to an end, and you need to perform closing activities for the day. Throughout the shift, you handled multiple guest check-outs with various payment methods. Now, you need to ensure that all transactions are accurate, accounts are balanced, and reports are prepared for the next shift. This is what you have to do:

1. Guest payments:
 - a. One guest paid \$350 by credit card.
 - b. Another guest paid \$200 in cash but didn't collect their receipt.
 - c. A corporate guest used a \$500 company voucher.
2. System updates:
 - a. The PMS shows a pending payment for the guest who paid \$200 in cash.
 - b. The corporate voucher payment was recorded correctly.
 - c. The credit card payment was processed, but the receipt wasn't printed.

Reconcile these transactions, ensure all discrepancies are resolved, and complete the closing activities according to SOPs.



Activity 3: Application



Task 27:

Scenario 3: Correcting Billing Discrepancies: Applying Advance Payments and Processing Refunds Post-Checkout"

A guest who stayed for three nights prepaid \$500 before their arrival. Their final bill at checkout totaled \$450, but the advance payment wasn't applied to their folio. As a result, the PMS shows an outstanding balance of \$450, and the guest has already left. as a front desk attendant you are requested to perform the following:

1. Review the guest's booking records and identify the advance payment.
2. Apply the \$500 to the guest's folio and process a refund for the \$50 overpayment.
3. Notify the finance team to ensure the refund is issued promptly.
4. Document the situation in the end-of-shift report for management review.



Formative Assessment

Section A: Multiple Choice Questions (MCQs)

1. What is the first step when receiving a guest payment?
 - a. Confirm the payment method
 - b. Review the guest's bill
 - c. Issue a receipt
 - d. Process the payment
2. Which of the following is NOT a common payment method in hotels?
 - a. Credit/Debit Card
 - b. Cash
 - c. Cryptocurrency
 - d. Mobile Payments
3. What should be done after processing a guest's payment?
 - a. Ask the guest to leave immediately
 - b. Issue a receipt
 - c. Offer a discount
 - d. Ignore any remaining balances
4. Why is a revenue report important in a hotel setting?
 - a. It helps track room availability
 - b. It summarizes the income generated by the hotel
 - c. It shows a list of pending guest requests
 - d. It is only useful for tax purposes
5. What information is NOT typically included in a payment report?
 - a. Payment type
 - b. Guest's nationality
 - c. Outstanding balance
 - d. Refunds and adjustments
6. What is a guest folio?
 - a. A hotel's staff schedule
 - b. A list of all charges a guest incurs during their stay

- c. A guest's personal identification document
 - d. A hotel's marketing brochure
7. Which of the following is NOT a type of guest folio?
- a. Master folio
 - b. Individual folio
 - c. Housekeeping folio
 - d. Corporate folio
8. Why is it important to verify guest information when preparing a folio?
- a. To ensure the guest has the correct meal plan
 - b. To ensure accurate billing and financial records
 - c. To check the availability of rooms
 - d. To confirm staff working hours
9. What should be included in a guest folio?
- a. Guest's full name and room number
 - b. All room charges and additional services used
 - c. Payments made and balance summary
 - d. All of the above

Section B: True or False

- 1. Mobile payments such as Apple Pay and Google Pay are never accepted in hotels.
- 2. A night audit ensures that all financial transactions for the day are accurate.
- 3. The front desk system should remain open even after the night audit is complete.
- 4. A transaction report tracks all financial transactions in a hotel, including room bookings and payments.
- 5. A guest's outstanding balance should not be included in the payment report.
- 6. Tax and service charges are optional and do not need to be included in the guest folio.
- 7. A hotel must provide a copy of the finalized folio to both the guest and retain one for hotel records.
- 8. The final balance in a guest folio should be checked for accuracy before presenting it to the guest.
- 9. Payments should only be applied to a folio at check-out, never during a guest's stay.

Section D: Scenario-Based Questions

1. A guest is checking out and notices an incorrect minibar charge on their folio. How would you handle this situation?
2. A guest asks for an itemized breakdown of their charges before making payment. What steps should you take?
3. A guest has prepaid for their stay, but there is still a balance on their folio. What might be the cause?
4. During check-out, a guest asks for a VAT invoice for reimbursement purposes. What should you do?
5. What should be included in the staff handover to ensure a smooth transition between shifts?



Points to remember

- Consistency: Use standardized templates for each type of report.
- Detail: Provide as much detail as necessary to convey the condition and actions taken.
- Accuracy: Double-check information for accuracy before submitting.
- Timeliness: Ensure reports are completed and submitted promptly.
- Review: Supervisors should regularly review reports to address any issues and maintain high standards
- Make a follow up



Self-reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the process of cleaning housekeeping trolley					
Differentiate types of trolleys used in house keeping					
Describe the procedures of keeping housekeeping trolleys					
Explain the process of cleaning pantry					
Describe the types of guest folio					
Differentiate types of information in guest folio					
Follow the steps in preparing guest folio					
Identify the tips and best practice when preparing guest folio					
Follow the procedures of handling special situation					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the mode of payment					
Arrange the payment					
Describe best practice when providing receipt to the guest					
Describe the tips for building farewell					
Comply with hotel SOPs when updating guest account					
Make a follow up of Prepare for any night audit					
Prepare for the next day's operation					

2. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3	3	3



Summative assessment

Instructions:

Read the scenario below and attempt to the questions which are asked in the situation.

Integrated situation

UBUKERARUGENDO Hotel located in Nyarugenge District, and is a busy hotel during a peak season. The hotel has recently hosted a corporate group for a conference, and now you are managing the check-out process for both the corporate guests and individual travelers. Your responsibilities include handling check-ins and check-outs, managing guest requests, processing payments, and ensuring guest satisfaction.

As a hired front desk attendant, you are requested to perform front desk activities.

Read the situation provided above and perform the following tasks

The guests are in the following rooms including Room 201, 203 and 205 within 45 minutes.

1. Prepare Front desk activities (10 min)
2. Organize check in activities (25 min)
3. Organize check-out activities (10 min)

You are provided with the following resources (tools, materials.....)

Resources:

Tools	Electronic signature pad, ID card scanner, Credit card authorization machine, Cash register, Mail and message rack, Wakeup call device, Room status board, key cards.
Equipment	Computer and PMS software, Telephone system, Luggage carts and bellman equipment
Materials/ Consumables	Front office amenities, such as welcome gift, PMS, Receipt printer, Guest feedback form.

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