



RQF LEVEL 5



TRADE: FRONT OFFICE OPERATIONS

MODULE CODE: : FOOGS501

TEACHER'S GUIDE

Module name: GUEST SERVICES MANAGEMENT

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Acronyms

RTB: Board

RP: Rwanda Polytechnic

TVET: Technical Vocation Education Training

LU: Learning Unit

LO: Learning Outcome

RQF: Rwanda Qualifications Framework

FAQs: Frequently Asked Questions

AMC: Annual Maintenance Contract

SOPs: Manual of Standard Operation Procedures

F2F: Face to face

KPIs: Performance Indicators (KPIs)

Introduction

Guest services management for front office operations refers to the management of services and amenities provided to guests in the front office area of a hospitality establishment. This includes managing the reception area, managing guest inquiries, check-in and check-out processes, handling reservations, managing room assignments, and coordinating with other departments such as housekeeping, maintenance, and food and beverage. Effective guest services management for front office operations requires a deep understanding of guest needs and preferences, as well as the ability to deliver prompt, personalized, and attentive service. The front office staff plays a critical role in creating a positive first impression for guests, building brand loyalty, and generating revenue growth for the business.

Module Code and Title: FOOGS501: GUEST SERVICES MANAGEMENT

Learning Units:

- 1.Prepare for guest services
- 2.Coordinate guest services
- 3.Prepare and provide report

Learning Unit 1: Prepare for guest services

Picture/s reflecting the Learning unit 1



STRUCTURE OF LEARNING UNIT

Learning outcomes:

- 1.1 Proper introduction of guest services as per SOPs
- 1.2. Proper differentiation of hotel guest services and non-hotel guest service as per the standards
- 1.3. Appropriate collection and arrangement of information materials according to the guidelines

Learning outcome 1.1 Proper introduction of guest services as per SOPs



Duration: 5hrs



Learning outcome 1 objectives :

By the end of the learning outcome, the trainees will be able to:

1. To define guest service
2. To identify the importance of guest service/customer service
3. To list and explain the advantages and disadvantages of preparing for guest service both hotel and guest



Resources

Equipment	Tools	Materials
- Computer	- Journals - Reference books	- Reference books - Magazines - Internet - New papers



Advance preparation:

- Internet
- Reference books
- Computer
- Study tour on guest service
- Think about the needs of your guests and how you can best serve them



Topic/Content. Introduction to guest service

Meaning of guest service

- ✓ **Guest services** is the assistance and advice provided by a hotel to those people who make reservations, stay and buy products and services at the hotel. Guest service is how a hotel responds when things go wrong, or a guest expresses a need.
- ✓ **Guest services** refer to the various services and amenities that are provided to guests during their stay at a hotel, resort, or other hospitality establishment. These services are designed to enhance the guest's experience and make their stay as comfortable and enjoyable as possible.

Common guest services include:

- ✓ Check-in and check-out assistance
- ✓ Room service
- ✓ Concierge services
- ✓ Housekeeping
- ✓ Transportation arrangements
- ✓ Dining reservations
- ✓ Recreation and entertainment options
- ✓ Business services (such as meeting rooms and printing facilities)
- ✓ Security and safety services

The goal of guest services is to provide a high level of customer service and to ensure that guests have a memorable and pleasant stay. Guest services are an important part of the hospitality industry and can help to differentiate one establishment from another in a competitive marketplace.

A guest is someone who is invited to visit or stay at a place, typically for a short period of time. In the hospitality industry, a guest is someone who is staying at a hotel, resort, or other accommodation establishment. Guests are typically paying customers who are seeking a comfortable and enjoyable experience during their stay. The term "guest" is often used to emphasize the hospitality and service-oriented nature of the relationship between the establishment and the person staying there. The goal of a hospitality establishment is to provide exceptional service and accommodations to their guests to ensure that they have a positive and memorable experience.

Introducing hotel guest services in accordance with standard operating procedures (SOPs) is an important step in ensuring that guests have a positive experience during their stay. Here are some steps to follow:

- ✓ Greeting guests: Greet guests with a smile and a warm welcome, using their name if possible. Ask how their travel was and if they need any assistance.
- ✓ Explain hotel services: Provide an overview of the hotel's services and amenities, including check-in and check-out procedures, room service, dining options, and any available recreational activities. Provide a map of the property if available.
- ✓ Room orientation: If time allows, escort guests to their room and provide a brief orientation, pointing out the location of the bathroom, closet, and other amenities. Explain how to use any electronic devices, such as the TV or thermostat.

- ✓ Provide contact information: Provide guests with contact information for the front desk, housekeeping, and any other relevant departments, and explain how to contact them if needed.
- ✓ Address concerns: Ask guests if they have any questions or concerns and address them promptly. If a guest has a complaint or issue, listen attentively and take steps to resolve the problem quickly and effectively.
- ✓ Thank guests: Thank guests for choosing your hotel and let them know that you are available to assist them during their stay. Provide them with your name and contact information.

Following these steps can help ensure that guests have a positive experience during their stay and are more likely to return in the future. It is important to train all staff on these procedures to ensure consistency and quality in the delivery of guest services.

In front office operations, there are different types of guest services that are offered to enhance the guest experience and ensure that guests have a positive impression of the property. Here are some examples:

- ✓ Check-in and check-out services: This involves welcoming guests upon arrival, providing assistance with their luggage, facilitating the check-in process, and checking guests out upon departure.
- ✓ Concierge services: This involves providing guests with information and recommendations about local attractions, events, and restaurants, arranging transportation, and making reservations for various services.
- ✓ Room service: This involves providing guests with meals, snacks, and beverages in their rooms, either through in-room dining or delivery.
- ✓ Housekeeping services: This involves ensuring that guest rooms are cleaned and maintained to the highest standards, providing fresh linens and towels, and ensuring that guests have all the amenities they need during their stay.
- ✓ Bell services: This involves assisting guests with their luggage, delivering luggage to guest rooms, and providing transportation services to and from the hotel.
- ✓ Valet services: This involves parking and retrieving guests' vehicles, as well as providing transportation services to and from the hotel.
- ✓ Security services: This involves ensuring the safety and security of guests, monitoring the property for any security threats, and responding to emergencies as necessary.

By offering these different types of guest services, front office operations can provide guests with a high level of comfort and convenience, which can lead to increased guest satisfaction and loyalty.

The difference between guest service and guest experience

In front office operations, guest service and guest experience are closely linked, but there are some key differences. Guest service in front office operations refers to the specific services and amenities that are provided to guests by the front office staff, such as check-in and check-out services, room service, concierge services, and bell services.

On the other hand, guest experience in front office operations refers to the overall impression that guests have of their stay at the property, based on all the interactions and services they receive from the front office staff. This includes not only the specific guest services provided, but also the quality of those services, the efficiency and professionalism of the staff, and the overall atmosphere and ambiance of the property.

In other words, guest service is the specific tasks and activities that the front office staff performs to provide services to guests, while guest experience is the emotional response and satisfaction that guests have based on their interactions with the staff and the property as a whole.



✓ Theoretical learning Activity

- Trainer involves trainees to generate ideas on guest service
- Trainer involved trainees to generate ideas on the common guest service



✓ Practical learning Activity

✓ Trainees in pair discuss on the following;

1. Meaning of guest services
2. The common guest services
3. an important step in ensuring that guests have a positive experience during their stay



Points to Remember (Take home message)

1. meaning of guest service
2. common guest service
3. steps in ensuring guests service



INDICATIVE CONTENT 1.2: IMPORTANCE OF EFFECTIVE PREPARATION OF GUEST SERVICES

Topic effective preparation of guest services

Effective preparation of guest services refers to the process of organizing and planning the various aspects of a business's customer service program to ensure that guests have a positive and memorable experience. It involves identifying the needs and expectations of guests, developing strategies and training programs to meet those needs, and implementing processes and procedures to provide consistent, high-quality service.

Effective preparation of guest services requires a focus on communication, personalization, accessibility, and preparation. Businesses must train their employees to interact with guests in a friendly and professional manner, anticipate their needs, and address any concerns or issues they may have. They must also ensure that information about the business is easily accessible, and that technology is used to streamline processes and enhance the guest experience.

Ultimately, effective preparation of guest services is about creating a welcoming and inviting atmosphere that fosters customer loyalty and helps the business stand out from its competitors.

Several key elements Effective preparation of guest services:

Training

Employees who interact with guests should be trained on how to provide excellent customer service, including how to greet guests, handle complaints, and anticipate their needs.

Communication

Employees should be informed of any important information about guests, such as their preferences, special requests, and any issues they have experienced in the past.

Personalization

Guests appreciate personalized service, so it's important for employees to be able to customize their interactions based on each guest's needs and preferences.

Accessibility

Guests should be able to easily access information about your business, such as your hours of operation, services offered, and contact information.

Technology

Technology can be used to streamline guest services and provide a better experience for guests. For example, a hotel might use a mobile app to allow guests to check in and out, order room service, and access other hotel amenities.

Preparation

Finally, employees should be prepared for any situation that may arise, from handling difficult guests to addressing unexpected issues. They should have the resources and training necessary to handle any situation with professionalism and grace.

By focusing on these key elements, businesses can provide effective preparation of guest services that will enhance the overall guest experience and help them build a loyal customer base.

1.2.3. Importance of effective preparation of guest services

Effective preparation of guest services is crucial for any business that wants to provide excellent customer service and create a positive experience for their guests. Here are some reasons why:

- ✓ First impressions matter: The first impression a guest has of your business is often based on the quality of your guest services. If your staff is well-prepared, friendly, and attentive to the needs of your guests, it sets a positive tone for their entire experience.
- ✓ Increased customer satisfaction: When guests receive excellent service, they are more likely to be satisfied with their experience and recommend your business to others. This can lead to increased customer loyalty and repeat business.
- ✓ Improved reputation: A business with a reputation for providing exceptional guest services is more likely to attract new customers and retain existing ones. This can lead to increased revenue and growth opportunities.
- ✓ Better employee morale: When employees are well-prepared and equipped to provide excellent guest services, they are more likely to feel confident and motivated in their jobs. This can lead to improved job satisfaction and lower turnover rates.
- ✓ Competitive advantage: In today's competitive marketplace, businesses that provide excellent guest services have a distinct advantage over those that do not. By investing in effective preparation of guest services, a business can differentiate itself from its competitors and attract more customers.

Types of effective preparation of guest services that are commonly used in guest service management

- ✓ Guest service training: Guest service training is an important aspect of preparing employees to provide excellent guest services. Training can include communication skills, conflict resolution, problem-solving, and anticipating the needs of guests.
- ✓ Guest profiling: Guest profiling is a technique used to collect information about guests' preferences and needs. This information can be used to personalize the guest experience and provide tailored services.
- ✓ Guest feedback management: Guest feedback management involves collecting and responding to guest feedback. Guest feedback can be used to improve guest services and to address any issues that guests may have experienced.
- ✓ Technology integration: Technology integration involves using technology to streamline processes and enhance the guest experience. For example, a hotel may use an online booking system to make it easier for guests to book rooms or implement an automated check-in process.
- ✓ Employee empowerment: Employee empowerment involves giving employees the authority and resources to make decisions and solve problems on their own. Empowered employees can respond quickly to guest needs and provide a higher level of service.
- ✓ Quality control: Quality control involves monitoring and measuring guest services to ensure that they meet a certain standard. This can include mystery shopping programs, where trained evaluators pose as guests to evaluate the level of service provided.



Theoretical learning Activity

- ✓ Trainer involves trainees to Brainstorm on different guest service
- ✓ Trainer involved trainees to generate ideas on Importance of effective preparation of guest services



Practical learning Activity

- ✓ Learners in pair will discuss on Types of effective preparation of guest services



Points to Remember (Take home message)

1. Meaning of effective preparation of guest services
2. Importance of effective preparation of guest services
3. key elements Effective preparation of guest service

Ic

Indicative content 1.3. Advantages of preparing for guest services both hotel and guest

Topic/Content. Advantages of preparing for guest services both hotel and guest

Guest services are the services provided to guests by hotels, resorts, or other hospitality businesses to enhance their experience and make their stay as comfortable and enjoyable as possible.

In hotels, guest services can include a wide range of amenities such as housekeeping, room service, concierge services, transportation services, spa services, and fitness facilities. These services are designed to meet the needs of guests and provide them with a comfortable and convenient stay.

In addition to these amenities, hotels also offer customer service and support to guests. This can include 24-hour front desk support, assistance with luggage, and providing information about local attractions and events.

Advantages of preparing for guest services both hotel and guest

Preparing for guest services can provide numerous advantages for both hotels and guests. Here are some of the key advantages:

Advantages for hotels:

⊕ Increased guest satisfaction

By providing high-quality guest services, hotels can increase guest satisfaction levels, leading to positive reviews and repeat business.

⊕ Competitive advantage

Effective preparation of guest services can give hotels a competitive edge over their competitors by providing a unique and personalized guest experience.

⊕ Improved brand reputation

A hotel with a reputation for excellent guest services can enhance its brand reputation and increase its appeal to potential guests.

⊕ Increased revenue

By providing exceptional guest services, hotels can increase revenue through higher room rates, upselling of amenities and services, and increased repeat business.

⊕ Employee satisfaction

Well-prepared guest services can improve employee satisfaction levels by providing clear guidelines and training, leading to improved performance and job satisfaction.

Advantages for guests:

⊕ Enhanced experience

By providing personalized and high-quality guest services, hotels can enhance the overall guest experience, leading to a more enjoyable and memorable stay.

⊕ Increased comfort and convenience

Guest services such as room service, housekeeping, and transportation services can increase guest comfort and convenience during their stay.

⊕ Improved safety and security

Hotels that are well-prepared for guest services can provide a safe and secure environment for guests, with features such as 24-hour security and on-call medical assistance.

⊕ Personalized attention

Guest services such as guest profiling and concierge services can provide personalized attention to guests, making them feel valued and appreciated.

⊕ Value for money

By providing high-quality guest services, hotels can offer guests value for their money, leading to increased satisfaction and repeat business.

Disadvantages of not preparing guest services for both hotel and guest

Disadvantages of not preparing guest services for both hotel and guest

There are several disadvantages of not preparing guest services for both hotel and guest, including:

- ✓ Poor guest experience: If guest services are not adequately prepared, it can lead to a poor guest experience. This can include long wait times, incorrect or incomplete information, and overall dissatisfaction with the level of service provided.
- ✓ Negative reviews: When guests have a poor experience, they are likely to leave negative reviews on online platforms, such as TripAdvisor or Yelp. These negative reviews can damage the hotel's reputation and discourage potential guests from booking in the future.
- ✓ Reduced customer loyalty: If guests are not satisfied with the level of service provided, they are less likely to return to the hotel in the future. This can result in a loss of revenue and decreased customer loyalty.
- ✓ Increased costs: Poorly prepared guest services can lead to increased costs for the hotel. For example, if guests are not provided with the correct information, they may require additional assistance or services, which can result in additional costs for the hotel.
- ✓ Increased workload for staff: If guest services are not adequately prepared, it can result in an increased workload for staff. This can lead to burnout and decreased staff morale, which can ultimately impact the level of service provided to guests.

Overall, it is important for hotels to prepare guest services for both the hotel and the guest to ensure a positive guest experience, maintain customer loyalty, and minimize costs and workload for staff.

✓  Theoretical learning Activity

- ✓ Trainer involves trainees to generate ideas on Advantages of preparing for guest services both hotel and guest
- ✓ Facilitator involves learners to generate ideas concerning Disadvantages of not preparing guest services for both hotel and guest



Practical learning Activity

- ✓ Trainer in pair or in team of four members will discuss on hotel
- ✓ Trainer in pair or in team of four members will discuss on meaning of guest



Points to Remember (Take home message)

- ✓ Meaning of guest
- ✓ Advantages of preparing for guest services both hotel and guest



Indicative content 1.4. Collect and arrange informational materials as per guidelines

Topic/Content. Collect and arrange informational materials as per guidelines

common types of informational materials that are typically used for guest service management

- ✓ Reservation details: Information about guest reservations, including dates of stay, room type, rate, and any special requests or requirements.
- ✓ Guest profiles: Information about individual guests, including their name, contact details, preferences, and past stays at the hotel.
- ✓ Room availability: Information about the status of rooms in the hotel, including availability, occupancy, and maintenance issues.
- ✓ Service menus: Information about the range of services offered by the hotel, including dining options, spa services, and other amenities.
- ✓ Hotel policies: Information about the hotel's policies, including check-in and check-out times, cancellation policies, and any other rules or regulations.
- ✓ Local area information: Information about local attractions, events, and activities that may be of interest to guests.
- ✓ Staff training materials: Informational materials used to train staff members on how to provide effective guest service, including service standards, protocols, and procedures.
- ✓ Complaint and feedback records: Information about guest complaints and feedback, including how they were resolved and any follow-up actions taken.
- ✓ Emergency procedures: Information about emergency procedures, including evacuation plans, medical assistance, and safety protocols.

General steps you can follow when arranging informational materials for guest service management as per guidelines

- ✓ Categorize the materials: Organize the informational materials into categories based on their type and purpose. For example, you might categorize reservation details, guest profiles, and room availability information under the category of "Guest Information."
- ✓ Use consistent formatting: Use consistent formatting throughout all the materials to ensure that they are easy to read and understand. This may include using headings, subheadings, bullet points, and tables to organize the information.
- ✓ Use clear language: Write in clear and concise language that is easy for staff to understand. Avoid using technical jargon or overly complicated terms that may be confusing.
- ✓ Create an index or table of contents: Create an index or table of contents to make it easy for staff to locate specific information quickly.
- ✓ Keep the materials up-to-date: Regularly update the informational materials to ensure that they contain the most accurate and current information. This may involve assigning responsibility for updating the materials to specific staff members or setting up regular review periods.

- ✓ Store the materials securely: Store the materials securely and confidentially to protect guest privacy and comply with data protection regulations. Consider using password-protected electronic files or physical storage systems with restricted access.

To Collect and arrange informational materials used for guest service management as per guidelines

Here are some general steps to follow when collecting and arranging informational materials for guest service management:

- ✓ Determine the type of informational materials needed: Identify the different types of information that will be required for guest service management. This may include guest profiles, reservation details, room availability, service menus, and other relevant information.
- ✓ Identify the sources of information: Determine where the necessary information can be obtained. This may include the hotel's reservation system, guest history records, service manuals, and other relevant sources.
- ✓ Organize the information: Once the information has been collected, organize it in a logical and easily accessible way. This may include creating a database or spreadsheet that includes all relevant information, or developing a manual that contains all necessary information.
- ✓ Develop a system for updating the information: Ensure that the information is kept up to date and accurate by developing a system for updating the information. This may include assigning responsibility for updating the information to specific staff members or setting up regular review periods.
- ✓ Train staff on the use of the informational materials: Ensure that staff members are trained on how to access and use the informational materials effectively. This may involve providing training sessions or creating user manuals.
- ✓ Store the information securely: Ensure that the information is stored securely and confidentially to protect guest privacy and comply with data protection regulations



Theoretical learning Activity

- ✓ Trainer ask trainees individuals to brainstorm about different guest service



Practical learning Activity

- ✓ Trainees in pair discuss on the following;
- ⊕ To Collect and arrange informational materials used for guest service
- ⊕ common types of informational materials



Points to Remember (Take home message)

- ✓ how to arrange informational materials
- ✓ how to correct informational materials



Learning outcome 1.1. Formative assessment

Written assessment

REVIEW QUESTIONS/10Marks

Instructions:

Read carefully before answering.

Attempt all questions

Avoid any kind of cheating malpractice

The working Time is 10 Minutes

Questions

1. Read the following question and answer true or false **(2marks)**
 - a) Guest services is the assistance and advice provided by a hotel to those people who make reservations, stay and buy products and services at the hotel. **(2marks)**
 - b) guest is someone who is staying at a hotel, resort, or other accommodation establishment.
2. The following are the Common guest services used in guest service management except: **(2marks)**
 - a) Check-in and check-out assistance
 - b) Room service
 - c) Hotel
 - d) Concierge services
 - e) Housekeeping
 - f) Transportation arrangements
 - g) Dining reservations
 - h) Recreation and entertainment options
 - i) Business services (such as meeting rooms and printing facilities)
 - j) Security and safety services
 - k) customers
3. The different are types of guest services that are offered to enhance the guest experience and ensure that guests have a positive impression of the property except: **(2marks)**
 - ✓ Check-in and check-out services
 - ✓ Concierge services
 - ✓ Room service
 - ✓ Marketing
4. Explain the Advantages of preparing for guest services for hotel. **(4marks)**

Answers

1. Read the following question and answer true or false **(2marks)**

a. Guest services is the assistance and advice provided by a hotel to those people who make reservations, stay and buy products and services at the hotel. **True**

b. guest is someone who is staying at a hotel, resort, or other accommodation establishment. **True**

2. The following are the Common guest services used in guest service management except: **(2marks)**

a) Check-in and check-out assistance

b) Room service

c) **Hotel**

d) Concierge services

e) Housekeeping

f) Transportation arrangements

g) Dining reservations

h) Recreation and entertainment options

i) Business services (such as meeting rooms and printing facilities)

j) Security and safety services

k) **customers**

3. The different are types of guest services that are offered to enhance the guest experience and ensure that guests have a positive impression of the property except: **(2marks)**

✓ Check-in and check-out services

✓ Concierge services

✓ Room service

✓ **Marketing**

4. Explain the Advantages of preparing for guest services for hotel. **(4marks)**

Increased guest satisfaction

By providing high-quality guest services, hotels can increase guest satisfaction levels, leading to positive reviews and repeat business.

 **Competitive advantage**

Effective preparation of guest services can give hotels a competitive edge over their competitors by providing a unique and personalized guest experience.

 **Improved brand reputation**

A hotel with a reputation for excellent guest services can enhance its brand reputation and increase its appeal to potential guests.

 **Increased revenue**

By providing exceptional guest services, hotels can increase revenue through higher room rates, upselling of amenities and services, and increased repeat business.

 **Employee satisfaction**

Well-prepared guest services can improve employee satisfaction levels by providing clear guidelines and training, leading to improved performance and job satisfaction.

LEARNING OUTCOME 1.2: DIFFERENTIATE HOTEL AND NON-HOTEL GUEST SERVICES AS PER STANDARDS**Duration:5hrs****Learning outcome 1.2 objectives :**

By the end of the learning outcome, the trainees will be able to:

1. identify Different hotel guest services
2. identify Different non hotel guest services

**Resources**

Equipment	Tools	Materials
- Computer	- Journals - Magazines	- Reference books - Internet - New papers

**Advance preparation:**

- Internet
- Reference books
- Computer
- Study tour on non-hotel guest services



Indicative content 1.2.1. Different hotel guest services

Hotel guest services

refer to the services provided by hotels to their guests. These services are designed to make the guest's stay comfortable, convenient, and enjoyable.

Topic. Different hotel guest services

- ✓ Front desk services: The front desk is the primary point of contact for guests and offers services such as check-in and check-out, room assignments, and key card issuance.
- ✓ Housekeeping services: Housekeeping staff clean and maintain guest rooms and common areas, replenish amenities, and provide extra towels or linens upon request.
- ✓ Food and beverage services: Hotels may offer a range of food and beverage services, such as room service, restaurants, bars, and coffee shops.
- ✓ Concierge services: The concierge desk provides information and assistance to guests, such as arranging transportation, recommending local attractions and events, and booking reservations for tours, restaurants, and other activities.
- ✓ Business services: Business travelers may require access to business services such as fax machines, printers, and meeting rooms. Hotels may also offer services such as translation services and courier services.
- ✓ Fitness and wellness services: Many hotels offer fitness facilities, spas, and wellness programs for their guests.
- ✓ Pet-friendly services: Some hotels offer pet-friendly services such as pet beds, bowls, and walking services.
- ✓ Technology services: Hotels may offer services such as high-speed internet, in-room entertainment systems, and device charging stations.
- ✓ Laundry and dry-cleaning services: Hotels may offer laundry and dry-cleaning services for guests who need to clean their clothing during their stay.

Another examples of hotel guest services.

- ✓ Room services: Hotels provide room services to guests, which include cleaning and maintaining guest rooms, as well as providing amenities like towels, toiletries, and linens.
- ✓ SPA services: Many hotels have on-site spas that offer a range of services, such as massages, facials, and other beauty treatments, which can be booked by hotel guests.

- ✓ Entertainment services: Hotels may offer entertainment services, such as live music performances, movie screenings, or access to sports facilities like swimming pools, tennis courts, or golf courses.
- ✓ Currency exchange services: Many hotels offer currency exchange services to guests, allowing them to exchange their currency for the local currency of the country they are visiting.

Non-hotel guest services

Non-hotel guest services refer to services that are available to people who are not staying in a hotel but need certain amenities or assistance.

Some examples of non-hotel guest services include:

- ✓ Restaurant reservations: Many hotels have on-site restaurants that are open to the public. Non-hotel guests can make reservations to dine at these restaurants.
- ✓ Meeting and conference rooms: Hotels often have meeting and conference rooms that can be rented out to non-hotel guests for events or business meetings.
- ✓ Day use rooms: Some hotels offer day use rooms that can be rented by non-hotel guests who need a place to rest or work for a few hours.
- ✓ Spa services: Hotels often have on-site spas that offer a range of services, such as massages, facials, and other beauty treatments, which can be booked by non-hotel guests.
- ✓ Concierge services: Some hotels offer concierge services that can be used by non-hotel guests to make reservations for activities or events, arrange transportation, or obtain other assistance.
- ✓ Fitness facilities: Many hotels have fitness facilities, such as gyms or pools, that can be used by non-hotel guests for a fee.
- ✓ Parking: Hotels may offer parking facilities that can be used by non-hotel guests, either on a pay-per-use basis or as a subscription.
- ✓ Laundry services: Some hotels offer laundry services that can be used by non-hotel guests, either through drop-off or pick-up arrangements.

Overall, non-hotel guest services can provide valuable amenities and assistance to people who are not staying in a hotel but need certain services or facilities.

Another examples of non-hotel guest services.

- ✓ Car hire: Non-hotel guests may require car hire services to travel around the city or to nearby destinations.
- ✓ Hair salon: Some hotels have on-site hair salons that can be used by non-hotel guests for haircuts, styling, and other beauty services.
- ✓ Medical services: Hotels may have partnerships with nearby medical facilities or offer medical services themselves, which can be used by non-hotel guests in case of an emergency.
- ✓ Booking tickets: Non-hotel guests may need assistance in booking tickets for events, such as concerts or sporting events, which can be arranged through hotel concierge services.
- ✓ Sightseeing tours: Hotels may offer sightseeing tours or have partnerships with tour operators that can be used by non-hotel guests to explore the local area.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about on hotel guest services



Practical learning Activity

- ✓ Learners in pair will discuss on examples of hotel guest services



Points to Remember (Take home message)

- ✓ Hotel guest service
- ✓ Non- hotel guest service



Learning outcome 1.2. Formative assessment

Written assessment

REVIW QUESTIONS/10 Marks

Instructions:

Read carefully before answering.

Attempt all questions

Avoid any kind of cheating

malpractice Work out of 5 Marks

The working Time is 10 Minutes

Questions

1. Read the following statement and use X to select the correct answer. (5marks)

Statements	examples of hotel guest services.	examples of non-hotel guest services
1. Car hire		
2. Housekeeping services		
3. Parking		

4. Concierge services		
5. Fitness and wellness services		

2. Read the following question and answer true or false (5marks)

- A. Hotel guest services refer to the services provided by hotels to their guests. These services are designed to make the guest's stay comfortable, convenient, and enjoyable.
- B. Spa services offer a range of services, such as massages, facials, and other beauty treatments, which can be booked by non-hotel guests.
- C. Front desk services is the primary point of contact for guests and offers services such as check-in and check-out, room assignments, and key card issuance.
- D. Laundry services can be used by non-hotel guests, either through drop-off or pick-up arrangements
- E. Sightseeing tours: Hotels may offer sightseeing tours or have partnerships with tour operators that can be used by non-hotel guests to explore the local area.

ANSWERS:

1. Read the following statement and use X to select the correct answer. (5marks)

Statements	examples of hotel guest services.	examples of non-hotel guest services
1. Car hire		X
2. Housekeeping services	X	
3. Parking		X
4. Concierge services	X	
5. Fitness and wellness services	X	

2. Read the following question and answer true or false (5marks)

- A. Hotel guest services refer to the services provided by hotels to their guests. These services are designed to make the guest's stay comfortable, convenient, and enjoyable.
- B. Spa services offer a range of services, such as massages, facials, and other beauty treatments, which can be booked by non-hotel guests.
- C. Front desk services is the primary point of contact for guests and offers services such as check-in and check-out, room assignments, and key card issuance.
- D. Laundry services can be used by non-hotel guests, either through drop-off or pick-up arrangements
- E. Sightseeing tours: Hotels may offer sightseeing tours or have partnerships with

LEARNING OUTCOME 1.3: COLLECT AND ARRANGE INFORMATIONAL MATERIALS AS PER GUIDELINES



Duration: 5hrs



Learning outcome 1.3. Objectives :

By the end of the learning outcome, the trainees will be able to:

1. To identify the sources of informational materials
2. To arrange the informational materials



Resources

Equipment	Tools	Materials
<ul style="list-style-type: none">- Computers- CDs- Tapes- External HD- Directories- Maps	<ul style="list-style-type: none">- Journals- Magazines- Brochures- Manuals	<ul style="list-style-type: none">-Reference books- Internet- New papers- Forms and reports



Advance preparation:

- Internet
- Reference books
- Computer
- Maps



Indicative content 1.3.1. Sources of informational materials

Topic/Content. Sources of informational materials

Sources of informational materials Inside hotel

There are several sources of informational materials inside hotels, including:

- ✓ Room information binder: This is a binder usually found in the hotel room that contains information about the hotel, its facilities, and services. It may also include information about local attractions, restaurants, and transportation.
- ✓ Brochures and pamphlets: Hotels may have brochures and pamphlets about local attractions, events, and tours available in the lobby or other common areas.
- ✓ In-room TV: Some hotels have interactive TVs that provide guests with information about the hotel, its facilities, and services. They may also offer local area information, including recommendations for restaurants and attractions.
- ✓ Concierge desk: Most hotels have a concierge desk where guests can get personalized assistance with planning their stay, booking activities, and getting directions.
- ✓ Hotel website: Guests can usually find a wealth of information on the hotel's website, including details about its amenities, services, and location. The website may also have information about local attractions and events.
- ✓ Digital displays: Some hotels use digital displays in common areas to provide information about the hotel's amenities, services, and events.
- ✓ Guest directory: Some hotels have a guest directory that provides information about the hotel's facilities, services, and local area information.
- ✓ Mobile applications: Some hotels have mobile applications that provide guests with information about the hotel, its facilities, and services, as well as local area information and recommendations.

Overall, hotels provide a variety of informational materials to help guests make the most of their stay and explore the surrounding area.

Sources of informational materials Outside of hotel

There are many sources of informational materials outside of hotels that can help you explore the local area, learn about the culture and history, and find things to do. Here are some examples:

- ✓ Tourist Information Centers: These centers are often located in busy tourist areas and provide maps, brochures, and information on local attractions, events, and accommodations.
- ✓ Travel Guides: Travel guides are books or online resources that provide comprehensive information on destinations, including recommendations on where to stay, eat, and visit.
- ✓ Local Newspapers: Local newspapers often feature articles on events, attractions, and restaurants in the area, as well as advertisements for local businesses.
- ✓ Online Travel Forums: Online travel forums such as TripAdvisor and Lonely Planet allow travelers to ask questions and get advice from other travelers who have visited the area.

- ✓ City Websites: Many cities have official websites that provide information on local attractions, events, and accommodations.
- ✓ Social Media: Social media platforms such as Facebook, Twitter, and Instagram can be great sources of information on local events and attractions.
- ✓ Local Libraries: Local libraries often have travel guides and maps available for loan, as well as books on local history and culture.
- ✓ Local Tourism Associations: Many destinations have tourism associations that provide information on local attractions, events, and accommodations.
- ✓ Visitor Apps: Some destinations have visitor apps that provide information on local attractions, events, and accommodations.
- ✓ Tour Companies: Tour companies often offer guided tours of local attractions and can provide valuable information on the history and culture of the area



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about Sources of informational materials Outside of hotel



Practical learning Activity

- ✓ Learners in pair will discuss on Sources of informational materials Inside hotel



Points to Remember (Take home message)

1. Source of informational materials inside of hotel
2. Source of informational materials outside of hotel



INDICATIVE CONTENT 1.3.2. ARRANGEMENT OF INFORMATIONAL MATERIALS

Topic Arrangement of informational materials

Here are some tips for arranging the following informational materials of hard copies in a guest service setting:

- ✓ Books: Arrange books by category or subject matter. Use clear signage and labels to help guests find what they are looking for.
- ✓ Newspapers: Keep newspapers in a designated area, such as a rack or basket. Organize by date, and ensure that they are replaced daily.
- ✓ Directories: Organize directories by category, such as restaurants or local services. Use tabs or dividers to make it easy for guests to find what they need.
- ✓ Brochures: Display brochures in racks or on shelves. Organize by category, such as attractions or events. Keep the display neat and well-stocked.
- ✓ Maps: Keep maps in a designated area, such as a rack or basket. Organize by location or type, such as city or hiking maps. Ensure that they are replaced regularly.
- ✓ Magazines: Display magazines in racks or on shelves. Organize by topic or subject matter. Keep the display neat and well-stocked.
- ✓ Manuals: Store manuals in a designated area, such as a binder or folder. Organize by subject matter, and ensure that they are up-to-date.
- ✓ Forms and Reports: Store forms and reports in a designated area, such as a binder or folder. Organize by type or purpose, and ensure that they are easy to access.

Overall, it's important to keep all materials organized, up-to-date, and easily accessible to guests. Use clear signage and labels, and regularly restock materials as needed.

Arrangement of informational materials of Soft copies

Here are some tips for arranging soft copies of the following informational materials in a guest service setting:

- ✓ Websites: Organize website links in a centralized location, such as a bookmark folder or an intranet site. Categorize links by topic, such as local attractions or transportation options.
- ✓ CDs and Tapes: Store CDs and tapes in a designated area, such as a shelf or storage bin. Organize by category, such as music or language learning materials. Label each CD or tape clearly with the contents and purpose.
- ✓ Use consistent file naming conventions: Use consistent file naming conventions to ensure that files are easy to find and understand. For example, use descriptive names such as "Local Attractions Guide" or "Hotel Policies and Procedures Manual."
- ✓ Use subfolders: Use subfolders to further categorize materials within a folder. For example, within a folder labeled "Maps," create subfolders for "City Maps," "Transit Maps," and "Hiking Maps."
- ✓ Use version control: If multiple staff members are responsible for updating materials, use version control to ensure that the most current version of the file is being used.
- ✓ Use a centralized system: Use a centralized system to ensure that all staff members have access to the same materials. This could be a shared drive, cloud-based storage, or an intranet.
- ✓ Provide training: Provide training to staff on how to access and use the folder system to ensure that everyone is able to find the information they need.
- ✓ Regularly review and update the system: Regularly review and update the folder system to ensure that it remains organized and up-to-date. Remove any unnecessary files or folders and reorganize the system as needed.

Overall, it's important to keep all soft copies of informational materials organized, up-to-date, and easily accessible to staff members and guests. Use clear naming conventions, categorize materials by topic, and regularly review and update the system to ensure that it remains useful and relevant.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about tips for arranging the informational materials of hard copies in a guest service



Practical learning Activity

- ✓ Learners in pair will discuss on tips for arranging soft copies of the informational materials in a guest service setting:



- ✓ Points to Remember (Take home message)

1. Arrangement of informational materials of Soft copies
2. Arrangement of informational materials of hard copy

LEARNING UNIT 2: COORDINATE GUEST SERVICES

Picture/s reflecting the Learning unit 1



STRUCTURE OF LEARNING UNIT

Learning outcomes:

- 2.1. Identify guest requests as per standards
- 2.2. Provide services as per guests' needs
- 2.3. Ensure guest satisfaction as per standards

LEARNING OUTCOME 2.1: IDENTIFY GUEST REQUESTS AS PER STANDARDS



Duration: 10hrs



Learning outcome 2.1. Objectives :

By the end of the learning outcome, the trainees will be able to:

1. Define guest request
2. Receive and record guest requests
3. Categorize guest requests
4. Identify Special requests



Resources

Equipment	Tools	Materials
- Computer	- Magazines	- References Books - Internet



Advance preparation:

- . Presentation on sources of information
- . forming groups
- .key study

The meaning of guest request

A guest is a person who is invited or welcomed to participate in an event or activity, often in someone else's home, hotel, or other place of accommodation. As a noun, it can refer to the person who is being entertained or accommodated, or as a verb, it can refer to the act of inviting or accommodating someone as a guest. A request is an act of asking for something to be done or provided, often in a polite or formal manner. Therefore, a request from a guest would be a polite or formal inquiry or expression of desire for something to be done or provided during their stay or participation in an event or activity.

Topic/Content. Receiving and recording of guest requests

Receiving guest requests is an important part of providing excellent customer service in the hospitality industry. Here are some steps that can help you effectively receive guest requests:

- ✓ **Be attentive:** When interacting with guests, pay close attention to their needs and listen carefully to their requests. Make eye contact, smile, and engage with the guest to show that you are fully present and attentive to their needs.
- ✓ **Ask questions:** Clarify the guest's request by asking questions that help you understand their needs better. This can include questions about the type of service they require, the timing of their request, and any specific details that may be important.
- ✓ **Repeat the request:** Repeat the guest's request back to them to ensure that you have understood their needs correctly.
- ✓ **Provide options:** If possible, offer guests a range of options that can help them meet their needs. For example, if a guest is looking for a place to eat, you can provide them with a list of nearby restaurants.
- ✓ **Take notes:** Document the guest's request in a logbook or reservation system. This can help ensure that the request is not forgotten and can be followed up on later.
- ✓ **Confirm the request:** After documenting the guest's request, confirm the details with the guest to ensure that you have understood their needs correctly.

By following these steps, you can effectively receive guest requests and provide excellent customer service in the hospitality industry.

how to make record for guest requests?

Recording guest requests is an important part of providing excellent customer service in the hospitality industry. Here are some steps that can help you effectively record guest requests:

- ✓ **Use a logbook or reservation system:** Use a designated logbook or reservation system to document guest requests. This can help ensure that the request is not forgotten and can be followed up on later.
- ✓ **Record the details:** Document the guest's request in detail, including the type of service they require, the timing of their request, and any specific details that may be important.

- ✓ **Assign a unique identifier:** Assign a unique identifier to each guest request, such as a confirmation number or a tracking code. This can help you easily locate the request later and track its progress.
- ✓ **Communicate the request:** Communicate the guest's request to the appropriate team members, such as housekeeping, food and beverage, or front desk staff.
- ✓ **Follow up:** Depending on the nature of the request, follow up with the guest to ensure that their request has been fulfilled satisfactorily.
- ✓ **Document the resolution:** Record the outcome of the request, including any actions taken to address the guest's needs and any follow-up communication.

By following these steps, you can effectively record guest requests and provide excellent customer service in the hospitality industry.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about on types of request
- ✓ Trainer involved trainees how to make record for guest requests
- ✓ Trainer involves the trainees to generate ideas receiving and recording of guest requests



Practical learning Activity

- ✓ In pair the learners will discuss on the steps that can help you effectively record guest requests
- ✓ Trainees in pair form a group of four members will discuss on guest request



Points to Remember (Take home message)

1. Meaning of guest request
2. steps that can help you effectively record guest requests
3. steps that can help you effectively receive guest requests

Topic. Categorization of guest requests

categorization of guest requests is a common framework used in the hospitality industry:

- ✓ **Information requests:** These are requests for information, such as directions to local attractions, recommendations for restaurants or activities, or information about hotel amenities.
- ✓ **Product requests:** These are requests for physical products, such as toiletries, towels, extra pillows, or other amenities that the guest may need during their stay.
- ✓ **Service requests:** These are requests for specific services, such as housekeeping, room service, laundry, or transportation.
- ✓ **Categorizing guest requests** is an important part of managing and fulfilling guest needs in the hospitality industry. Here are some common categorizations of guest requests:
- ✓ **Room-related requests:** These are requests related to the guest's room, such as a request for a different room, a room upgrade, or a repair in the room.
- ✓ **Housekeeping requests:** These are requests related to housekeeping services, such as a request for additional towels, bedding, or toiletries, or a cleaning request.
- ✓ **Food and beverage requests:** These are requests related to food and beverage services, such as a request for room service, a restaurant reservation, or a dietary request.
- ✓ **Transportation requests:** These are requests related to transportation, such as a request for a taxi, shuttle, or rental car.
- ✓ **Special requests:** These are requests that do not fit into any of the above categories, such as a request for a special occasion or a unique experience.

By categorizing guest requests in this way, hospitality professionals can more effectively prioritize and manage the various requests they receive, ensuring that guests receive the best possible service during their stay.

**Theoretical learning Activity**

- ✓ Trainer ask trainees to brainstorm about on categorization of guest requests

**Practical learning Activity**

- ✓ In pair the learners will discuss on the categorization of guest requests



Points to Remember (Take home message)

1. categorization of guest requests



INDICATIVE CONTENT 2.1.3. SPECIAL REQUESTS

Topic. Special request

Special requests for guests

are specific needs or preferences that guests may have during their stay at a hotel or other hospitality establishment. These requests may go beyond the standard services offered by the hotel, and may require additional effort or resources to fulfil.

the following are examples of special requests that hotels may receive from guests:

- ✓ VIP treatments: These are special requests made by guests who require extra attention, such as celebrities or high-profile guests. VIP treatments may include personalized services, special amenities, or exclusive access to hotel facilities.
- ✓ Baby seating services: These are special requests made by guests who are traveling with young children and require baby seating services, such as baby cribs, high chairs, or baby food.
- ✓ Handicap services: These are special requests made by guests who have physical disabilities and require special services such as wheelchair accessibility, special equipment, or assistance from hotel staff.
- ✓ Special dietary requests: These are special requests made by guests who have dietary restrictions or preferences, such as vegan or gluten-free diets. Hotels should be able to accommodate such requests by providing customized menus or offering suitable alternatives.
- ✓ Birthday treatments: These are special requests made by guests who are celebrating a special occasion such as a birthday or anniversary. Hotels may offer special amenities or services, such as complimentary cake or decorations, to make the occasion memorable for the guest.

By fulfilling special requests promptly and efficiently, hotels can exceed guests' expectations and provide a memorable guest experience.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about on Special requests for guests



Practical learning Activity

- ✓ In pair the learners will discuss on the Special requests for guests



Points to Remember (Take home message)

1. Meaning of special request
2. examples of special requests that hotels may receive from guests



Learning outcome 2.1. Formative assessment

Written assessment

REVIW QUESTIONS/10 Marks

Instructions:

Read carefully before answering.

Attempt all questions

Avoid any kind of cheating malpractice

Work out of 5Marks

The working Time is 10 Minutes

QUESTIONS

1. Explain How to receive and make record for guest requests? (5marks)
2. Explain any five (5) examples of special requests that hotels may receive from guests. (5marks)

ANSWERS

1. Explain How to receive and make record for guest requests? (5marks)

✓ **Use a logbook or reservation system:** Use a designated logbook or reservation system to document guest requests. This can help ensure that the request is not forgotten and can be followed up on later.

- ✓ **Record the details:** Document the guest's request in detail, including the type of service they require, the timing of their request, and any specific details that may be important.
- ✓ **Assign a unique identifier:** Assign a unique identifier to each guest request, such as a confirmation number or a tracking code. This can help you easily locate the request later and track its progress.
- ✓ **Communicate the request:** Communicate the guest's request to the appropriate team members, such as housekeeping, food and beverage, or front desk staff.
- ✓ **Follow up:** Depending on the nature of the request, follow up with the guest to ensure that their request has been fulfilled satisfactorily.
- ✓ **Document the resolution:** Record the outcome of the request, including any actions taken to address the guest's needs and any follow-up communication.

2. Explain any five (5) examples of special requests that hotels may receive from guests. **(5marks)**

- ✓ **VIP treatments:** These are special requests made by guests who require extra attention, such as celebrities or high-profile guests. VIP treatments may include personalized services, special amenities, or exclusive access to hotel facilities.
- ✓ **Baby seating services:** These are special requests made by guests who are traveling with young children and require baby seating services, such as baby cribs, high chairs, or baby food.
- ✓ **Handicap services:** These are special requests made by guests who have physical disabilities and require special services such as wheelchair accessibility, special equipment, or assistance from hotel staff.
- ✓ **Special dietary requests:** These are special requests made by guests who have dietary restrictions or preferences, such as vegan or gluten-free diets. Hotels should be able to accommodate such requests by providing customized menus or offering suitable alternatives.
- ✓ **Birthday treatments:** These are special requests made by guests who are celebrating a special occasion such as a birthday or anniversary. Hotels may offer special amenities or services, such as complimentary cake or decorations, to make the occasion memorable for the guest.

LEARNING OUTCOME 2.2: PROPER PROVISION OF SERVICES AS PER GUESTS' NEEDS



Duration: 5hrs



✓ Learning outcome 2.2. Objectives :

By the end of the learning outcome, the trainees will be able to:

1. Differentiate tools and equipment as used in guest services
2. Identify different Tools and equipment available for guest services



Resources

Equipment	Tools	Materials
- Computers	- Telephone	- References Books
- Computer	- Baby coat	- Internet
- Stationaries	- Directories - Maps - Brochures - Magazines - Manuals/service guide	- Telephone - Computer - Stationaries - News papers - Manuals/service guide

Advance preparation:

- ✓ Using technology to personalize service
- ✓ Collecting guest information
- ✓ Planning for special events and occasions



INDICATIVE CONTENT 2.2.1.1. DESCRIPTION OF TOOLS AND EQUIPMENT AS USED IN GUEST SERVICES

Topic/content. Description of tools and equipment as used in guest services

Tools used in guest services

refer to the instruments, devices, or equipment used by hotel or resort staff to perform their tasks and responsibilities related to guest satisfaction and service. These tools may include software applications, such as reservation and billing systems, communication devices, such as phones and walkie-talkies, cleaning equipment, such as vacuums and mops, and transportation vehicles, such as shuttle buses or limousines. The tools used in guest services are designed to help staff members provide efficient and effective services that meet the needs and expectations of guests while maintaining the smooth operation of the hotel or resort.

Equipment used in guest services

refers to the physical objects or machines used by hotel or resort staff to perform their duties and responsibilities related to guest satisfaction and service. This equipment may include items such as room keys, linens, towels, cleaning supplies, safety and security equipment, audiovisual equipment, and transportation vehicles. These tools are used to ensure that guests have a comfortable and enjoyable stay, while staff members can carry out their tasks efficiently and effectively. The use of appropriate equipment in guest services can enhance the guest experience by providing the necessary amenities and services, ensuring safety and security, and promoting a positive image of the hotel or resort.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about on description of tools and equipment as used in guest services



Practical learning Activity

- ✓ In pair the learners will discuss on the the equipment in guest services



Points to Remember (Take home message)

1. Tools used in guest service
2. Equipment used in guest service



INDICATIVE CONTENT 2.2.1.2. IDENTIFICATION OF DIFFERENT TOOLS AND AVAILABLE FOR GUEST SERVICES

EQUIPMENT

There are various tools and equipment available for guest services in the hospitality industry. Some of the commonly used ones are:

- ✓ Reservation and Billing Systems: This includes software applications used to manage room bookings, check-ins, check-outs, and payment processing.
- ✓ Communication Devices: Communication devices such as telephones, intercoms, and walkie-talkies are used to communicate with guests, other staff members, and departments within the hotel.
- ✓ Room Keys: Room keys or key cards are used to provide guests with access to their rooms, while ensuring security.
- ✓ Linens and Towels: The provision of clean linens and towels is essential in guest services to ensure the comfort and satisfaction of guests.
- ✓ Cleaning Supplies: Housekeeping staff use a variety of cleaning supplies such as mops, brooms, vacuum cleaners, and cleaning chemicals to maintain the cleanliness of guest rooms and common areas.
- ✓ Safety and Security Equipment: This includes security cameras, emergency response systems, and fire safety equipment to ensure the safety and security of guests.
- ✓ Audiovisual Equipment: Audiovisual equipment such as projectors, screens, microphones, and sound systems are used for events such as meetings, conferences, and weddings.
- ✓ Transportation Vehicles: Hotels and resorts may provide transportation services for guests, which may include shuttle buses, limousines, or rental cars.
- ✓ Food and Beverage Equipment: This includes kitchen equipment such as ovens, stoves, refrigerators, and dishwashers, as well as dining equipment such as cutlery, crockery, glassware, and table linens.
- ✓ Guest Amenities: Guest amenities such as toiletries, slippers, bathrobes, and hairdryers are also provided in guest rooms to enhance the comfort and convenience of guests.

Overall, the availability and use of these tools and equipment in guest services are crucial to ensure that guests have a comfortable, enjoyable, and memorable experience at hotels and resorts.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about on various tools, equipment and consumables



Practical learning Activity

- ✓ In pair the learners will discuss on the tools, equipment and consumables



Points to Remember (Take home message)

1. various tools and equipment available for guest services

Written assessment

REVIW QUESTIONS/10 Marks

Instructions:

Read carefully before answering.

Attempt all questions

Avoid any kind of cheating malpractice

Work out of 5Marks

The working Time is 10 Minutes

QUESTIONS

1. Give the differente between tools and Equipment as used in guest service. (5marks)
2. Explain various tools and equipment available for guest services. (5marks)

ANSWERS

1. Give the differente between tools and Equipment as used in guest service. (5marks)

Tools refer to the instruments, devices, or equipment used by hotel or resort staff to perform their tasks and responsibilities related to guest satisfaction and service. These tools may include software applications, such as reservation and billing systems, communication devices, such as phones and walkie-talkies, cleaning equipment, such as vacuums and mops, and transportation vehicles, such as shuttle buses or limousines. While Equipment refers to the physical objects or machines used by hotel or resort staff to perform their duties and responsibilities related to guest satisfaction and service. This equipment may include items such as room keys, linens, towels, cleaning supplies, safety and security equipment, audiovisual equipment, and transportation vehicles.

2. Explain various tools and equipment available for guest services. (5marks)

✓ **Reservation and Billing Systems**

This includes software applications used to manage room bookings, check-ins, check-outs, and payment processing.

✓ **Communication Devices**

Communication devices such as telephones, intercoms, and walkie-talkies are used to communicate with guests, other staff members, and departments within the hotel.

✓ **Room Keys**

Room keys or key cards are used to provide guests with access to their rooms, while ensuring security.

✓ **Linens and Towels**

The provision of clean linens and towels is essential in guest services to ensure the comfort and satisfaction of guests.

✓ **Cleaning Supplies**

Housekeeping staff use a variety of cleaning supplies such as mops, brooms, vacuum cleaners, and cleaning chemicals to maintain the cleanliness of guest rooms and common areas.

✓ **Safety and Security Equipment**

This includes security cameras, emergency response systems, and fire safety equipment to ensure the safety and security of guests.

Learning Outcome 2.3: Ensure guest satisfaction as per standards



Duration: 5hrs



Learning outcome 2.3. Objectives :

By the end of the learning outcome, the trainees will be able to:

1. Introduce guest satisfaction
2. Explain the Factors to Quality service



Resources

Equipment	Tools	Materials
<ul style="list-style-type: none"> - Computers - Internet - Feedback form samples 	<ul style="list-style-type: none"> - Feedback form samples 	<ul style="list-style-type: none"> - References Books



Advance preparation:

- . Study tour on tools, equipment and consumables
- . presentation on tools and equipment



INDICATIVE CONTENT 2.3.1. INTRODUCTION TO GUEST SATISFACTION

Topic. Introduction to guest satisfaction

Guest satisfaction is a crucial element in the hospitality industry as it can impact a guest's perception of a hotel or resort and their likelihood of returning or recommending the property to others. Guest satisfaction refers to the level of contentment and fulfillment that a guest experiences during their stay, including their perceptions of the quality of service, facilities, and amenities provided by the hotel or resort.

Achieving high levels of guest satisfaction involves meeting or exceeding guest expectations in various areas, such as the cleanliness of guest rooms, quality of food and beverage services, attentiveness of staff, comfort of accommodations, and overall ambiance of the property. Guest satisfaction can be measured through feedback mechanisms such as surveys, online reviews, and social media posts. These feedback mechanisms allow hotels and resorts to identify areas for improvement and implement changes to enhance the guest experience.

Guest satisfaction is critical in establishing and maintaining a positive reputation for hotels and resorts. A satisfied guest is more likely to return for future stays and recommend the property to friends and family, which can lead to increased revenue and growth for the hotel or resort. As such, guest satisfaction should be a top priority for all staff members in the hospitality industry.

Definition of Guest satisfaction

refers to the level of contentment and fulfilment that a guest experiences during their stay at a hotel or resort. It is a measure of how well the property meets or exceeds the expectations of its guests in terms of the quality of services, facilities, and amenities provided. A high level of guest satisfaction indicates that the guest has had a positive experience and is likely to return or recommend the property to others. In contrast, low levels of guest satisfaction may result in negative reviews, decreased revenue, and a damaged reputation for the property. As such, guest satisfaction is a crucial element in the success of hotels and resorts in the hospitality industry.

Ensuring guest satisfaction as per standards in the hospitality industry involves a combination of factors, including attention to detail, effective communication, and proactive problem-solving.

Here are some steps that can be taken to ensure guest satisfaction as per standards:

✓ **Train staff members**

Properly train staff members on the property's standards of service, including how to greet guests, handle complaints, and provide exceptional service.

✓ **Anticipate guest needs**

Encourage staff members to anticipate guest needs and proactively provide solutions. For example, if a guest requests extra towels, the staff member can offer to bring them to the room instead of simply providing directions to the nearest supply closet.

✓ **Listen to guest feedback**

Actively listen to guest feedback and address any concerns or issues promptly. This can involve addressing complaints or requests, offering refunds or compensation when appropriate, and following up to ensure the guest is satisfied with the resolution.

✓ **Provide personalized service**

Personalize the guest experience by addressing guests by name, remembering their preferences, and offering personalized recommendations or suggestions.

✓ **Maintain cleanliness and comfort**

Ensure that guest rooms, common areas, and facilities are clean, comfortable, and well-maintained.

✓ **Offer amenities**

Offer amenities that enhance the guest experience, such as complimentary breakfast, Wi-Fi, or spa services.

✓ **Follow up**

Follow up with guests after their stay to ensure they were satisfied with their experience and address any remaining concerns or issues.

By implementing these steps, hotels and resorts can meet or exceed guest expectations and ensure guest satisfaction as per standards in the hospitality industry.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about on steps that can be taken to ensure guest satisfaction as per standards



Practical learning Activity

- ✓ In pair the learners will discuss on guest satisfaction



Points to Remember (Take home message)

1. Meaning of guest satisfaction
2. Steps to follow about guest satisfaction



INDICATIVE CONTENT 2.3.2. FACTORS TO QUALITY SERVICE

Topic. Factors to Quality service

- ✓ Responsiveness: This refers to the willingness of staff to provide prompt service and assistance to guests.
- ✓ Assurance: This refers to the knowledge and professionalism of staff, and the ability of guests to trust that they will receive high-quality service.
- ✓ Reliability: This refers to the ability of staff to provide consistent and accurate service to guests.
- ✓ Empathy: This refers to the ability of staff to understand and respond to the needs and concerns of guests in a caring and personalized manner.
- ✓ Tangibles: This refers to the physical environment and facilities provided by the property, such as the cleanliness and appearance of the property, as well as the quality of amenities and furnishings.

By focusing on these five factors, hotels and resorts can provide high-quality service that meets or exceeds guest expectations and contributes to guest satisfaction.

Quality service

refers to the level of excellence in the delivery of a product or service that meets or exceeds the expectations of the customer.

Quality service can be measured through various indicators such as

- ✓ customer satisfaction
- ✓ repeat business

- ✓ referrals, and online reviews

Providing quality service often involves focusing on factors such as

- ✓ responsiveness,
- ✓ competence
- ✓ empathy towards customers.

In essence, quality service means providing a high level of customer care that results in customer satisfaction and loyalty.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about on Factors to Quality service



Practical learning Activity

- ✓ In pair the learners will discuss on quality service for guest satisfaction



Points to Remember (Take home message)

1. Definition of quality service as used for guest satisfaction
2. various indicators used for guest satisfaction

Written assessment

REVIEW QUESTIONS/10 Marks

Instructions:

Read carefully before answering.

Attempt all questions

Avoid any kind of cheating malpractice Work out of 2 Marks

The working Time is 10 Minutes

1. What is a guest satisfaction? **(2marks)**
2. Explain any five (5) steps that can be taken to ensure guest satisfaction as per standards. **(5marks)**
3. List three (3) factors you can use when Providing quality service to guest. **(3marks)**

ANSWERS

1. What is a guest satisfaction? (2marks)

Guest satisfaction refers to the level of contentment and fulfilment that a guest experiences during their stay at a hotel or resort.

2. Explain any five (5) steps that can be taken to ensure guest satisfaction as per standards. (5marks)

✓ **Train staff members**

Properly train staff members on the property's standards of service, including how to greet guests, handle complaints, and provide exceptional service.

✓ **Anticipate guest needs**

Encourage staff members to anticipate guest needs and proactively provide solutions. For example, if a guest requests extra towels, the staff member can offer to bring them to the room instead of simply providing directions to the nearest supply closet.

✓ **Listen to guest feedback**

Actively listen to guest feedback and address any concerns or issues promptly. This can involve addressing complaints or requests, offering refunds or compensation when appropriate, and following up to ensure the guest is satisfied with the resolution.

✓ **Provide personalized service**

Personalize the guest experience by addressing guests by name, remembering their preferences, and offering personalized recommendations or suggestions.

✓ **Maintain cleanliness and comfort**

Ensure that guest rooms, common areas, and facilities are clean, comfortable, and well-maintained.

3. List three (3) factors you can use when Providing quality service to guest. (3marks)

- ✓ responsiveness,
- ✓ competence
- ✓ empathy towards customers.

Learning Unit 3: Provide report



STRUCTURE OF LEARNING UNIT

- 3.1 Gather information to be reported as per guidelines
- 3.2. Identify the content of the reports as per standards
- 3.3 Prepare and deliver reports to the concerned departments as per guidelines

Learning outcome: 3. 1 Gather information to be reported as per guidelines



Duration: 5 hrs



Learning outcome 3.1 objectives:

By the end of the learning outcome, the trainees will be able to:

1. Identify different source of information of the report
2. Describe different ways of collecting information for the report
3. Identify different types of the information to be collected for the report



Resources

Equipment	Tools	Materials
- Computers		<ul style="list-style-type: none">- References Books- Internet- Telephone- Emails- Fax- Memo



Advance preparation:

- . books
- .internet



Indicative content: 3.1.1 Sources of information

Introduction to the report

Definition of a report:

A report is *a concise piece of writing that uses facts and evidence to look at issues, situations, events, or findings.*

Records and reports are the tools that help you track, measure, and improve the performance of the front office and the overall business. They provide data and insights on various aspects, such as occupancy, revenue, guest satisfaction, reservations, check-in and check-out, billing, inventory, and staff productivity

Topic: Sources of information

sources of information as used in guest service management:

- ✓ **From Guest**

Feedback from guests is an important source of information for guest service management. It can provide valuable insights into areas for improvement and help identify areas where guests are satisfied.

- ✓ **From Other Departments**

Information from other departments within the hospitality establishment, such as housekeeping, food and beverage, and front desk, can help improve coordination and communication between departments and ensure that guests receive prompt and efficient service.

- ✓ **From Co-workers**

Feedback and input from co-workers can provide insights into areas where processes or systems can be improved, and help identify areas for training or development.

- ✓ **From Outsiders**

Information from external sources, such as industry experts, consultants, and benchmarking data, can provide insights into best practices, emerging trends, and guest expectations.

It is important to gather information from a variety of sources to ensure that the guest service management system is effective and efficient in meeting guest needs and expectations.

There are many different methods of information gathering that people have used to good advantage and here are a few:

- ✓ Questionnaires, surveys and checklists.
- ✓ Personal interviews.
- ✓ Documentation review.
- ✓ Observation.
- ✓ Focus group.
- ✓ Case Studies.

At any time, you need information, you can collect it from:

- ✓ **From Guest:** The basic points of information a hotel collects from his guest is Full Name of the guest, address and Country of Residence of the guest, type of Travel Document and Serial Number and so on. You can also collect information from customers to if they are satisfied or not for the improvement of the service.
- ✓ From other departments:
- ✓ Form co-workers
- ✓ From outside

Sample report

Date: [insert date]

Prepared by: [insert name]

Introduction:

This report provides an overview of guest service management in [insert name of establishment], including an analysis of guest feedback, service quality, and recommendations for improvement.

Guest Feedback:

Over the past month, [insert number] guests have provided feedback on their experience at [insert name of establishment]. The majority of the feedback was positive, with [insert percentage] of guests rating their experience as excellent or very good.

Some common positive comments included:

- Friendly and attentive staff
- Clean and well-maintained facilities
- Convenient location
- Delicious food and drinks

However, there were also some areas for improvement identified by guests. The most common complaints included:

- Slow service during peak times
- Inconsistent quality of food and drinks
- Lack of communication from staff regarding wait times or delays

Service Quality:

In order to ensure that guest service is consistently high-quality, it is important to establish clear standards and procedures for staff. During the past month, we conducted a review of our service standards and identified some areas for improvement.

One of the main areas we identified was the need to improve communication with guests, particularly during busy times. We will be implementing a new system for notifying guests of wait times and delays, and providing regular updates on the status of their orders.

We also identified the need to improve staff training, particularly in the areas of time management and prioritizing guest needs. We will be providing additional training and resources to help staff better manage their time and provide more efficient service to guests.

Recommendations:

Based on our analysis of guest feedback and service quality, we recommend the following actions to improve guest service at [insert name of establishment]:

1. Implement a new system for notifying guests of wait times and delays, and providing regular updates on the status of their orders.
2. Provide additional training and resources to help staff better manage their time and provide more efficient service to guests.
3. Conduct regular reviews of guest feedback and service quality, and make adjustments as necessary to ensure that service remains high-quality and consistent.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about on sources of information used for guest service management



Practical learning Activity

- ✓ In pair the learners will discuss on different methods of information gathering



Points to Remember (Take home message)

1. Definition of a report
2. different methods of information gathering
3. sources of information as used in guest service



Indicative content: 3.1.2 Ways of collecting information

Topic: Ways of collecting information

All common ways of collecting information in guest service management:

- ✓ Face-to-face: This is the most personal and direct method of collecting information from guests. It involves interacting with guests in person, whether it be at the front desk, in the lobby, or in a meeting room.
- ✓ Corporate emails: This method involves sending emails to guests to collect information, such as feedback on their stay, their preferences, or any issues they may have encountered.
- ✓ Telephone correspondence: This method involves calling guests to collect information or resolve any issues they may have experienced. It can be a quick and efficient way of collecting information, especially for urgent matters.
- ✓ Fax: Although not as common as it once was, some guests may still prefer to communicate via fax. This method involves sending and receiving written information via a fax machine.
- ✓ Memos: This method involves distributing written information to guests, either by hand or via email. Memos can be used to inform guests of policies, changes, or upcoming events.

Requirements of collecting information for guests

✓ Personalization

Collecting information about guests, such as their preferences, interests, and special requests, allows for a more personalized experience. This can lead to increased satisfaction and loyalty.

✓ Problem-solving

Collecting information about any issues or complaints guests may have encountered during their stay is crucial in resolving these problems in a timely and effective manner.

✓ Planning

Collecting information about upcoming events, conferences, or group bookings can help with planning and preparation, ensuring that the guests have a seamless experience.

✓ Feedback

Collecting feedback from guests about their stay can help identify areas for improvement and make necessary changes to enhance the guest experience.

✓ **Communication**

Collecting information about guests' preferred method of communication and contact details enables effective communication and allows for quick and efficient resolution of any issues or requests.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about the way of collecting information



Practical learning Activity

- ✓ In pair the learners will discuss on Requirements of collecting information for guests



Points to Remember (Take home message)

1. Collection of information
2. Requirement for guest information



Indicative content: 3.1.3 Types of information to be collected

Topic/Content: Types of information to be collected

The three types of information mentioned in your question are:

- ✓ Guest personal information: This includes information like the guest's name, address, phone number, email address, and any other relevant details that may be needed to provide personalized service. This information should be collected and stored securely, with strict confidentiality measures in place to protect the guest's privacy.
- ✓ Hotel information: This type of information pertains to the hotel itself and should be used for business purposes only. This may include details about the hotel's facilities, services, policies, and procedures, as well as information about its rates, availability, and promotions.

✓ Outside hotel information: This type of information may come from sources outside the hotel, such as local attractions, restaurants, or transportation providers. It may also include information shared among hotel co-workers and guests for business purposes, such as recommendations for local services or referrals for other businesses.

It's important to handle each type of information appropriately and in accordance with applicable laws and regulations. Collecting guest information can help hotels provide better service and a more personalized experience, but it's important to do so in a responsible and ethical manner.



Theoretical learning Activity

- ✓ Trainer ask trainees to Present on types of information to be collected



Practical learning Activity

- ✓ In pair the learners will form a Group of four (4) students to work on identification of sources of information



Points to Remember (Take home message)

1. Types of information to be collected



Learning outcome 3.1 formative assessment

Written assessment

REVIW QUESTIONS/10 Marks

Instructions:

Read carefully before answering.

Attempt all questions

Avoid any kind of cheating malpractice Work out of 5Marks

The working Time is 10 Minutes

QUESTIONS

1. Read the following statement and answer true or false **(5marks)**

- a. A report is " refers to someone who is not a permanent resident or an employee of a place, but someone who is present for a temporary period.
- b. Guest personal information includes information like the guest's name, address, phone number, email address, and any other relevant details that may be needed to provide personalized service.
- c. Hotel information: This type of information pertains to the hotel itself and should be used for business purposes only.
- d. Personalization is the requirements of collecting information for guests?
- e. Face-to-face is the ways of collecting information in guest service management?

2. Explain any five (5) sources of information as used in guest service management **(5marks)**

ANSWERS

1. Read the following statement and answer **true or false (5marks)**
 - a. A report is " refers to someone who is not a permanent resident or an employee of a place, but someone who is present for a temporary period. **(false)**
 - b. Guest personal information includes information like the guest's name, address, phone number, email address, and any other relevant details that may be needed to provide personalized service. **(True)**
 - c. Hotel information: This type of information pertains to the hotel itself and should be used for business purposes only. **(True)**
 - d. Personalization is the requirements of collecting information for guests? **(True)**
 - e. Face-to-face is the ways of collecting information in guest service management? **(True)**
2. Explain any five (5) sources of information as used in guest service management **(5marks)**

✓ From Guest

Feedback from guests is an important source of information for guest service management. It can provide valuable insights into areas for improvement and help identify areas where guests are satisfied.

✓ From Other Departments

Information from other departments within the hospitality establishment, such as housekeeping, food and beverage, and front desk, can help improve coordination and communication between departments and ensure that guests receive prompt and efficient service.

✓ From Co-workers

Feedback and input from co-workers can provide insights into areas where processes or systems can be improved, and help identify areas for training or development.

✓ **From Outsiders**

Information from external sources, such as industry experts, consultants, and benchmarking data, can provide insights into best practices, emerging trends, and guest expectations.

Learning outcome: 3. 2 Identify different reports as per standards



Duration: 5 hrs



Learning outcome 3. 2 objectives:

By the end of the learning outcome, the trainees will be able to:

1. Identify different types of the reports
2. Describe different types of the report



Resources

Equipment	Tools	Materials
Computers		<ul style="list-style-type: none">-References Books- Internet- Report format sample



Advance preparation:

- . Internet
- . Report format sample



Indicative content: 3.2.1 Types of reports

Types of reports

Introduction to the report

Reports are an essential tool in guest service management, providing valuable insights into the operations, performance, and overall guest experience. These reports can be used to track financial data, monitor guest satisfaction, analyze employee performance, and identify areas for improvement.

Financial reports provide a summary of financial transactions and performance over a specific period of time, such as revenue, expenses, and profits. These reports are critical in determining the financial health of a guest service provider and identifying opportunities for cost savings and revenue growth.

Topic/Content. The types of reports commonly used in guest service management

- ✓ Financial report: This report provides a summary of financial transactions such as revenue, expenses, and profits over a specific period of time.
- ✓ Contingency report: This report outlines the plan of action to be taken in case of any emergency situations or unforeseen circumstances that may affect guest service.
- ✓ Departmental report: This report provides detailed information about the operations and performance of a particular department within the guest service provider organization, such as the front desk, housekeeping, or food and beverage service.
- ✓ Miscellaneous report: This report covers any other information that does not fit into the other report categories, such as marketing initiatives, guest feedback, or employee performance.
- ✓ Guest information report: This report provides specific information about guests, such as their name, room number, length of stay, and any special requests or needs they may have.
- ✓ These reports are crucial for guest service management as they provide valuable insights into the performance of the guest service provider, help identify areas of improvement, and ensure that guests are provided with the best possible experience.

Here is a sample format for a guest service management report

[Title of the Report]

[Date of the Report]

[Prepared By]

[Table of Contents - List all sections and sub-sections in the report]

[Executive Summary - Provide a brief overview of the report and highlight the key findings and recommendations]

[Introduction - Introduce the purpose of the report and the scope of the analysis]

[Background - Provide background information on the guest service provider, such as its history, mission, and objectives]

[Methodology - Describe the research methods used to gather data for the report, such as surveys, interviews, or financial analysis]

[Findings - Provide detailed information on the findings of the report, such as financial performance, guest satisfaction, or employee performance. Use charts, tables, and graphs to support the findings]

[Discussion - Analyze the findings and provide a detailed discussion on their implications for the guest service provider. Identify areas of strength and weakness and provide recommendations for improvement]

[Conclusion - Summarize the key findings and recommendations of the report]

[Appendix - Include any additional information, data, or supporting documents that are relevant to the report]

[Bibliography - List all sources of information used in the report, including books, articles, and websites]

[Signature - Sign off the report with the name and designation of the person preparing the report]

This is just a sample format, and the specific sections and content may vary depending on the type and purpose of the report. However, it is important to maintain a clear and structured format to ensure that the report is easy to read and understand for all stakeholders.



Theoretical learning Activity

- ✓ Trainer ask trainees to Present on types of report



Practical learning Activity

- ✓ In pair the learners will discuss on types of report.



Points to Remember (Take home message)

1. Sample of report
2. Types of report

Learning outcome: 3.3 Prepare and deliver reports as per guidelines



Duration: 5 hrs



Learning outcome 3. 3 objectives:

By the end of the learning outcome, the trainees will be able to:

1. Outline different reports formats used for reporting
2. Describe organizational reporting system
3. Prepare report according to organization policy and procedures



Resources

Equipment	Tools	Materials
- Computers		-References Books - Internet - Report format sample



Advance preparation:

Report format sample



Indicative content: 3.3.1 Introduction to organization Reporting system

A reporting system is a set of processes and tools used to collect, analyse, and present data related to guest experience and operations of the guest service provider. It is used to monitor, measure, and improve the quality of service provided to guests.

Introduction to organization Reporting system

In the context of guest service management, a reporting system may include financial reports, guest satisfaction surveys, employee performance evaluations, departmental performance reports, and other types of data that provide insights into the guest experience and the operations of the guest service provider.

The reporting system typically involves the collection of data from various sources, such as customer interactions, sales transactions, and operational activities. This data is then processed and analyzed to identify trends, patterns, and areas for improvement. The results are then presented in a format that is easy to understand and use, such as graphs, charts, or tables.

Creating an effective reporting system involves several steps

✓ Identify Key Performance Indicators (KPIs)

The first step is to identify the KPIs that are most important to the success of the guest service provider. These could include metrics such as guest satisfaction scores, occupancy rates, revenue per available room, employee turnover rates, and departmental performance metrics.

✓ Collect Data

Once the KPIs have been identified, the next step is to collect the data required to measure them. This may involve implementing guest satisfaction surveys, tracking financial transactions, and monitoring operational activities.

✓ Analyze Data

Once the data has been collected, it needs to be analyzed to identify trends, patterns, and areas for improvement. This may involve using data visualization tools or statistical analysis software.

✓ Present Data

The data should be presented in a format that is easy to understand and use by stakeholders. This could include visualizations such as graphs or charts, or reports that summarize key findings.

✓ Use Data to Make Decisions

Finally, the data should be used to inform decision-making and strategy development. This may involve identifying areas where improvements can be made, setting performance targets, and monitoring progress towards goals.

Topic/ Content. Different formats of report

- ✓ Manual reports are created by hand, either on paper or in a physical ledger or book. These reports are often used by small guest service providers or in situations where electronic systems are not available or practical.
- ✓ Electronic reports, on the other hand, are created and stored in a digital format using computers or other electronic devices. This is the most common method of creating reports in guest service management and provides several advantages, including ease of access, ability to analyze data quickly, and the ability to share information with stakeholders easily.

Some examples of manual reports used in guest service management include:**✓ Daily Revenue Report**

This report provides a record of the total revenue earned by the guest service provider each day. It includes details such as the total number of rooms rented, the rate charged for each room, and any additional charges or fees.

✓ Occupancy Report

This report provides a record of the number of rooms occupied each day. It includes details such as the number of rooms rented, the number of rooms available, and the percentage of occupancy for the day.

✓ Maintenance Report

This report provides a record of any maintenance issues that have been reported by guests or staff. It includes details such as the location of the issue, the nature of the problem, and any actions taken to resolve the issue.

✓ Guest Feedback Report

This report provides a record of feedback provided by guests regarding their experience at the guest service provider. It includes details such as the date of the feedback, the nature of the feedback, and any actions taken to address any issues raised by the guest.



policy and procedures

Topic/ Content. Deliver of report according to organization policy and procedures Electronic

Delivery of reports in guest service management should also be done in accordance with the organization's procedures. The procedures for report delivery may vary depending on the organization, but here are some general guidelines that could be included:

✓ **Use the approved report format**

The organization should specify the format for each type of report, and it is important to use the approved format to ensure consistency and ease of use.

✓ **Submit reports on time**

The organization should establish deadlines for report submission, and it is important to submit reports on time to avoid delays and disruptions to the organization's operations.

✓ **Use the approved mode of delivery**

The organization should specify the mode of delivery for each type of report, and it is important to use the approved mode of delivery to ensure security and confidentiality.

✓ **Check for accuracy and completeness**

Before submitting a report, it is important to check that the information is accurate and complete. This can help to avoid errors and ensure that the report is reliable and useful.

✓ **Review and analyze the report**

The organization should establish procedures for reviewing and analyzing reports, and it is important to follow these procedures to ensure that the report is used effectively and that any recommendations are acted upon.

✓ **Keep records**

The organization should establish procedures for keeping records of reports and their delivery, and it is important to follow these procedures to ensure that the organization has a complete and accurate record of its activities.

Delivery of reports in guest service management should be done in accordance with the organization's policy. The policies and procedures for report delivery may vary depending on the organization, but here are some general guidelines that could be included:

✓ **Determine the schedule for report delivery**

The organization should establish a schedule for when reports are due and how often they are required. For example, financial reports may be required on a monthly basis, while guest feedback reports may be required weekly.

✓ **Determine the mode of delivery**

The organization should specify the mode of delivery for each type of report. This could include email, printed copies, or through an online platform.

✓ **Specify the intended audience**

The organization should specify who the report is intended for and who is responsible for reviewing and analyzing the report.

✓ **Ensure confidentiality and security**

The organization should establish policies and procedures to ensure that reports are delivered in a secure and confidential manner, especially when dealing with sensitive data.

✓ **Provide clear instructions**

The organization should provide clear instructions on how reports should be formatted, the types of data that should be included, and any other requirements.

✓ **Follow up on action items**

The organization should establish policies and procedures for following up on action items or recommendations provided in the reports. This could include assigning responsibility for action items and establishing timelines for completion.



Theoretical learning Activity

- ✓ Trainer ask trainees to brainstorm about the policy and procedures for report deliver.



Practical learning Activity

- ✓ Learners in pair will discuss on report deliver.



Points to Remember (Take home message)

1. Policy of report deliver
2. Procedures for report deliver



Learning outcome 3. 3. formative assessment

Written assessment

REVIW QUESTIONS/10 Marks

Instructions:

Read carefully before answering.

Attempt all questions

Avoid any kind of cheating malpractice Work out of 2 Mark

QUESTIONS

1. Identify and Explain several steps an effective reporting system. **(5marks)**

✓ **Identify Key Performance Indicators (KPIs)**

The first step is to identify the KPIs that are most important to the success of the guest service provider. These could include metrics such as guest satisfaction scores, occupancy rates, revenue per available room, employee turnover rates, and departmental performance metrics.

✓ **Collect Data**

Once the KPIs have been identified, the next step is to collect the data required to measure them. This may involve implementing guest satisfaction surveys, tracking financial transactions, and monitoring operational activities.

✓ **Analyze Data**

Once the data has been collected, it needs to be analyzed to identify trends, patterns, and areas for improvement. This may involve using data visualization tools or statistical analysis software.

✓ **Present Data**

The data should be presented in a format that is easy to understand and use by stakeholders. This could include visualizations such as graphs or charts, or reports that summarize key findings.

✓ **Use Data to Make Decisions**

Finally, the data should be used to inform decision-making and strategy development. This may involve identifying areas where improvements can be made, setting performance targets, and monitoring progress towards goals.

2. Define what report system is? **(2marks)**

Report system is a set of processes and tools used to collect, analyse, and present data related to guest experience and operations of the guest service provider.

3. Read the following statement and answer true and false. **(3marks)**

- a. Different formats of report are Manual and Electronic? **(True)**
- b. Use the approved report format comes in policy and procedures for report delivery? **(True)**
- c. Determine the schedule for report delivery is a guideline for report delivery? **(True)**

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