RQF LEVEL 5

TRADE: Front office operations

MODULE CODE: **FOOHG501**

TEACHER'S GUIDE

Module: Perform Hotel Guests Full cycle.

Table of content

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- **Acronyms**
  - CRS (Central Reservation System)
  - NGO (Non-Government Organization)
  - GDS (Global Distribution System)

Introduction

This module describes the skills, knowledge and attitudes required to manage guest full cycle in the hospitality industry. It covers the pre-arrival, arrival, occupancy and departure stages required in the hospitality industry.

➢ Module Code and Title: FOOHG501 Hotel guests full cycle

Learning Units:

Perform Pre-Arrival Stage
Perform Arrival Stage
Perform Occupancy Stage
Perform Departure Stage

❖ **Learning Unit 1: Perform pre-arrival stage.**

STRUCTURE OF LEARNING UNIT

Learning outcomes:

1.1**:** Introduce the Pre- Arrival Activities as required by Hospitality Concept.

1.2: Handle Reservations Activities as per standards Operating

Procedures.

1.3: Prepare and Provide Reservation Activities Report as per Standard Operating Procedures.

Learning outcome 1.1: Introduce the Pre- Arrival Activities as required by Hospitality Concept

Duration: 20hours

Learning outcome 1 objectives:

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

1. Explain pre- arrival activities as required by hospitality concept.

2. Identify the mode of reservation

3. Identify the types of reservation

Resources

Equipment	Tools	Materials
-Computer	-Books -Band out notes	-Internet

Advance preparation

● **Prepare activities**
● **Prepare workshop**

Indicative content 1.1.1: definition of reservation.

- **Reservation** is: an arrangement to have something (such as a hotel room) held for one's use. also: a promise, guarantee, or record of such engagement. a limiting condition. agreed, but with reservations.
- ➢ As we already now know that the main source of income for the hotels comes from the rooms division and, the rooms division comprises of two major departments, the front office and housekeeping, which are involved in the sales or services of rooms to guests. The three main functions of the front office are as follows:
- Selling rooms
- Maintaining balanced guest accounts
- ➢ Providing services and information to guests It is the responsibility of the front office to ensure that the guest do not face any kind of problem during their entire stay at the hotel. The guest of the hotel has four main stages of interaction with the hotel which is called **guest cycle**.

- ❖ The guest cycle describes the activities that each guest passes by from the moment he/she calls to communicate a reservation inquiry till he/she departs from the hotel. In fact, the guest cycle encompasses four different stages and each stage of the guest cycle is associated guest service, and guest accounting activity.
- ❖ **guest cycle**:
- ❖ **below is a description of the activities undertaken at each stage of the guest cycle:**
- **pre-arrival:** the stage where the guest makes room reservation.
- **arrival:** the point when the guest arrives at the hotel.
- **occupancy:** the period during which the guest stays in the hotel.
- **departure:** the point when the guest checks out and leaves the hotel
- ❖ **other concepts**

- ➢ **check in:** activities done during the arrival of the guest
- ➢ **check out:** activities done during the guest departure
- ➢ **no-show**: a customer who made a reservation but does not come.

- ❖ **Pre Arrival**: The Guest chooses a hotel during the pre- arrival stage of the guest cycle. Choice of the guest can be affected by many factors which includes:
  - previous experiences with the hotel, ☐ advertisement,
  - word of mouth referral by friends and colleagues,
  - location,
  - corporate,
  - travel agent booking,
  - Hotel name, hotel loyalty program member etc.
- ✓ The guest's decision of making the reservation can also be effected by the ease of making the reservation and the way reservation agent interacted and described the facility of the hotel like room type, room rate, recreational facilities and other attractions near the hotels etc.

- ✓ We can certainly call the reservation area as the sales office for non-corporate or group bookings. Its employees should be sales orientated and present positive, strong image of the hotel
- ❖ **Arrival:** The arrival stage of the guest cycle includes registration and room assignment process. After the guest arrives, he or she establishes a business relationship with the hotel through front office. It is the front office staff responsibility to clarify any query of the guest especially the details of room rate of packages he /she is booked on.
- Front office staff should determine the guest's reservation status before beginning the check-in / registration process.
- Guest with reservation and guest without reservation commonly known as Walk-in's also provide an opportunity of business for front desk staff.
- A Registration card or GRC is printed and completed at the time of check in, which will help the front desk to collect essential information
- ❖ **Occupancy:** The manner in which the front office staff represents the hotel is important during the occupancy stage.
- As the main contact centre for hotel, the front office is responsible for coordinating guest request and providing information and supplies to the guests.
- Front desk should take extra care to respond to the guest on a timely and accurate manner.
- The main focus of the front desk staff is to provide anticipatory service and to meet or exceed the guest's expectations. This will encourage the guest to repeat to the hotel.

- Security is also a main important concern during occupancy of the guest.
- Issues like protection of funds and valuables are among those.
- The front desk should also follow the hotel standard operating procedure for handling the hotel and guest keys, property surveillance, safe deposit boxes, guest's personal property, and emergencies are also important.
- ❖ **Departure:** Guest services and guest accounting aspects of the guest cycle are completed during the cycle's fourth and final phase departure.
- At Departure the guest vacates the room, receives the accurate statement of the settled accounts, returns the room keys and leaves the hotel.
- Once the guest has checked out, front office updates the rooms 'availability status and notifies the housekeeping department.
- (For hotels using Property management software the status of the room is updated automatically).
- At this stage front office also collect the feedback of the guest experience in the hotels by handing over the guest feedback form.
- ✓ Reservation is one of the major sections of the front office department which plays the central role and is responsible for booking the hotel room.
- ✓ Reservation section is generally located back/behind of the reception as it does not come in direct contact with the guest.
- ✓ Reservation and reception to some extent are similar as they play the similar role of booking the room in the hotel.
- ✓ Therefore, in l small hotels, Front office manager is the head of reservation section while in large hotels this section is headed by reservation manager who is assisted by reservation supervisor and assistants.
- ✓ A reservation is an arrangement made in advance to live somewhere such as place in a hotel, restaurant or on plane booking, etc.
- ✓ In context of the front office of a hotel, a reservation means the booking or reserving of bedroom in hotel.
- ✓ The reservation section in front office, as mentioned before, is the nerve or service centre of the department where all requests of reservation are received and processed.
- ✓ Reservation can be defined also as an agreement between hotel and guest for a particular period of time.
- ✓ Guest reserved his Room from a few hours, several month or many go up to years before they actually arrive. Departure: Guest services

and guest accounting aspects of the guest cycle are completed during the cycle's fourth and final phase ie departure.

✓ At Departure the guest vacates the room, receives the accurate statement of the settled accounts, returns the room keys and leaves the hotel.

✓ Once the guest has checked out, front office updates the rooms 'availability status and notifies the housekeeping department.

✓ (For hotels using Property management software the status of the room is updated automatically).

✓ At this stage front office also collect the feedback of the guest experience in the hotels by handing over the guest feedback form.

❖ **Modes of Reservation**

✓ The process of reservation begins with an inquiry. A guest may contact the hotel for reservation either in writing or verbally.

● **Written mode**: When the reservation request reaches the hotel in writing, the mode is classified as written mode of reservation. The different written modes of reservation are letter, fax, email. The merit of written mode is that they are clear, un ambiguous, act as a proof because of written form as well as can be referred again and again and can be filed. They are:

● **Letter:** A letter is a good mode of making reservation request. But If the guest sends their letters to the hotel it requires several months in advance (as to reach the hotel and further action to be taken). This mode is commonly used by travel agent, tour operators and corporate houses, which send reservation request on their letter heads. As this method is time consuming so now a day this method is also becoming old fashioned.

● **Fax:** Fax, or facsimile transmission, uses electronic scanning techniques to send copies of document/ written statements and graphics over an ordinary telephone line to a special machine that prints out an identical copy at the other end. It is much faster and cheaper than sending a letter.

● **E-mail**: Due to fast advancement and development of internet all over the world, today most of the hotel allows reservation online on the internet through their websites Email is the mail sent by electronic means from one computer user to one or more recipients via a network from anywhere in the world. It is the fastest cheapest and convenient mode as it provides a written record for future as well.

● **verbal mode:** Reservation request may also be made through oral communication i.e. either in person or on telephone. The main advantage of this mode is that it is fast, cheapest, convenient and

generates immediate feedback or response from the guest though its biggest disadvantage is the there is no written record. They are:

- **In Person:** If an individual or his representative comes to the hotel to book rooms for future, it is called In-Person mode of reservation request. This is a good mode of reservation as the person is available to consider the various option and suggestion, in case the room, or its availability, or its rate does not match the guest expectation. The hotel processes the reservation as per the details given by the guest and gives him the confirmation number and letter.
- **Telephone:** this is the most commonly used mode of reservation as the Reservation request comes to the hotel through telephone calls It is the fast, convenient and generates immediate response or feedback and one can get the complete information and clear doubts on telephone. The disadvantage is that it does not provide a permanent record.

❖ **Summary**

❖ **below is a description of the activities undertaken at each stage of the guest cycle:**
- ➢ **pre-arrival**.
- ➢ **arrival**
- ➢ **occupancy**.
- ➢ **departure:**
- ➢ **other concepts**

- ➢ **check in**
- ➢ **check out**
- ➢ **no-show**
- ➢ **Pre Arrival**
- ❖ **Modes of Reservation**
- ✓ **Written mode**
- ✓ **Letter**
- ✓ **Fax**
- ✓ **Telephone**
- ✓ **Email**

Theoretical learning Activity

1. Differentiate between types of reservation used in hospitality service.

❖ **It is of two types:**

❖ **Guaranteed reservation**

✓ It's a confirmed reservation that the hotel will hold the reserved room for the guest and will not give it to any other guest even if the guest does not arrive on time.

❖ **Non-guaranteed reservation**

✓ When a guest confirms his reservation in the hotel but does not guaranteed it with an advance deposit, it is termed as.

2. **Which ways The guaranteed reservation can be obtained?**

● **Advance deposit:** An advance deposit guaranteed reservation requires that the guest pay the hotel the decided amount of money before their arrival.

➢ Many hotel organizations require a form of guarantee to hold a room to the guest for specific time and period for a confirmed reservation for to avoid different issues with the guest. Pre-payment: This requires advance deposit of payment either full or partial (as per hotel policy) prior to the guest arrival. This is normally the most desirable form of a guaranteed reservation.

● **Credit card:** Guaranteeing reservations through credit card are most popular method of payment in the business hotel. Depending upon the financial status and money in bank, the credit card is issued to the buyers/clients.

● **Travel agents**: Guest pays the travel agent in advance for their tour packages and the travel agent guarantees the clients reservation. In case of no show the hotel generally bills the travel agency for payment and according to agreement.

● **Corporate guarantee:** This is a contractual agreement between Corporation Company and hotel which state that the corporation will accept financial responsibility for any no-show guest.

✓ **Allotment:** It is a set of rooms booked for a particular period of time

✓ for the company or group, this type of reservation is made for training, conferences and conventions and private parties.

 Practical learning Activity

✓ **Not applicable**

 Points to Remember (Take home message)

> ❖ **Enumerate the types of reservation.**
> ● guaranteed reservation and non-guaranteed reservation
> ❖ **Source of reservation are**:
> 1. Direct Reservation
> 2. Travel and Tour Organization
> 3. Airlines & car rental agencies
> 4. Companies and commercial business houses
> 5. NGO 's and INGO 's

Indicative content1.1.2: Types of Reservation

> ✓ Hotel receive reservation for their room only after checking various factors such as availability of rooms, sales forecast, room rates, profile of guests and their importance to the hotel etc. A reservation made by the guest could be tentative, confirmed or waitlisted. Once the reservation is confirmed than hotel will, take a guaranteed or non-guaranteed reservation as per the guest 's requirement.
> ● **Tentative:** it's a reservation request made by a prospective guest on a provisional or tentative basis for particular stay dates. The hotel fixes a cut of date, in form the same to guest, by which hotel should confirm the reservation otherwise it gets cancelled, and once the confirmation by the guest is received till cut-off date the hotel changes the tentative reservation to confirmed reservation and updates the records accordingly

- **Waitlisted:** A reservation is waitlisted when the requested category of room is not available for the requested date. It gets confirmed against a cancellation request for the same category of room is made by other guest. This way hotel ensures that its room will not remain vacant   in case of cancellation. the hotel in such situations not guarantee a room for waitlisted reservation. it is informed that guest will only be assigned a room in case of cancellation or no show. This situation normally occurs in high occupancy period, like in peak season time, festival in the destination etc. the hotel informs the guest that they are on waitlist and will only be confirmed in case of cancellation.
- **Confirmed:** A reservation is confirmed when hotel Blocks a room for the guest for the specific dates and send a written confirmation of the same to the guest.
- ❖ **It is of two types:**
- ❖ **Guaranteed reservation**
- ✓ It's a confirmed reservation that the hotel will hold the reserved room for the guest and will not give it to any other guest even if the guest does not arrive on time. this requires the guest to make an advance payment either partial or full depending upon the hotel policy and occupancy status of the hotel during the stay, irrespective of whether the guest avails the reservation or not unless the request is cancelled according to the hotel 's cancellation policy. by this way guest will find their room ready even if they reach late to the hotel without a prior information to the hotel. The guaranteed reservation can be obtained through one of the following ways:
- **Advance deposit:** An advance deposit guaranteed reservation requires that the guest pay the hotel the decided amount of money before their arrival.
- ➢ Many hotel organizations require a form of guarantee to hold a room to the guest for specific time and period for a confirmed reservation for to avoid different issues with the guest. Pre-payment: This requires advance deposit of payment either full or partial (as per hotel policy) prior to the guest arrival. This is normally the most desirable form of a guaranteed reservation.
- **Credit card:** Guaranteeing reservations through credit card are most popular method of payment in the business hotel. Depending upon the financial status and money in bank, the credit card is issued to the buyers/clients.
- **Travel agents**: Guest pays the travel agent in advance for their tour packages and the travel agent guarantees the clients reservation. In

case of no show the hotel generally bills the travel agency for payment and according to agreement.

- **Corporate guarantee:** This is a contractual agreement between Corporation Company and hotel which state that the corporation will accept financial responsibility for any no-show guest.
- ✓ **Allotment:** It is a set of rooms booked for a particular period of time for the company or group, this type of reservation is made for training, conferences and conventions and private parties.

❖ **Non-guaranteed reservation**

➢ When a guest confirms his reservation in the hotel but does not guaranteed it with an advance deposit, it is termed as nonguaranteed reservation. In this Hotel holds the room for the guest till the cancellation hours, unless the guest informs the hotel about his late arrival. the cancellation hour is the time fixed by the hotel after which the non-guaranteed is considered cancelled and the room is released for other guest, generally in hotel the cancellation time is 6: 00pm.if the guest does not arrive by the cancellation hour the hotel is free to release the room for other guest. There by it is also called as provisional reservation where rooms are not secured as that in guarantee

❖ **Reservation Procedure Reservation procedure involves following steps:**
  1. The enquiry for reservation
  2. Determining the room availability
  3. Accepting or denying reservation request
  4. Documenting the room request.
  5. Confirming the reservation request

Theoretical learning Activity

1. **Differ from walk-in and no show**.
   - ✓ **Walk-in**
   - ✓ Walking refers to a guest who arrives at the hotel without reservation. They are always called chance guest. Walk-in should be handled carefully and accommodated by following walking formalities with secure advance deposit.

✓ **No-show**
  ✓ A guest who doesn't arrives to pick up the reservation and for which formal cancellation is not done by them.
  ✓ Walk-in generates revenue but also bear risk to the hotel. A guest who doesn't arrives to pick up the reservation and for which formal cancellation is not done by them. In this case of no-show, a hotel will compensate some amount of money and remain money is refunded.

2. **What are the factors affecting reservation?**

✓ **Confirmation**
- It is legal document indicating acceptance of room request made by a guest and the hotel. It may be either guaranteed or non-guaranteed reservation. It affects room occupancy by if a guest does not check in or check out on time.

➢ **Cancellation**
- This means the room which was previously booked again becomes available for resale due to personal reasons or natural rules then guest has to pay a certain compensation and remaining amount are refunded.

➢ **Overbooking**
- It is the tendency of booking more room than the room available in the hotel. It is a strategy adopted to maximize room revenue and in order to prevent no show, last minute cancellation. Overbooking must be practiced carefully in case of overbooked room guest must be transferred to same standard hotel and the extra burden should be handled by the hotel itself.

 Practical learning Activity

✓ **Not applicable** (Example: Trainees in pair perform)

 Points to Remember (Take home message)

What are the function of reservation?
➢ To accept other reservation or deny

➢ Processing reservation

➢ To control room and rate request

> ➢ Update the guest history record
>
> ➢ To maximize room sales
>
> ➢ To match rooms, request and room availability.

Indicative content1.1.3: Importance of Reservation

> ● **Importance of reservation process**: As mentioned earlier the role of reservations is not only limited to making reservations but also to maintain records of the hotel occupancy which helps the management in planning for future and also helps in estimating man power requirements. The same time efficiently executed reservation goes a long way in ensuring comfortable stay for the guest. Thus reservation department is important for both hotel and the guest.
>
> ➢ **For Hotel**
> ● It gives the first impression of hotel to the guest.
> ● It helps to sale the hotel 's main product i.e. accommodation.
> ● It helps in handling guest inquiry with room 's availability and gives the hotel sufficient time to arrange and prepare for most suitable accommodation for them.
> ● It gives good indication of the level of business that the hotel might get in future.

- It helps in generating customer for other department of hotel as well e.g. Food and beverage products, banquet hall, etc.
- Forecast the future revenue generation keeping in mind the reservation business.
- It helps in scheduling and reorganizing the staff if the need be.
- It prepares the housekeeping and front office for the arrivals by communicating the arrival details taken at the time of reservation.
- Accepting advance booking of their rooms in order to achieve high occupancy and to maximize their revenue
- It updates the room availability record and thus maximize the revenue generates from room booking.
- It helps in building good relation with the market as well as with other departments.
- It helps to uplift the hotel business during off season.
- To forecast future occupancy report.
➢ **For Guest**
- Prior booking or reservation is important for the guest in terms of:
- The guest is assured that when he will reach the destination he has the fixed place to stay.
- Reservation gives the guest time to make the choice in terms of Types of rooms.
- As per his budget o Preference of floor, view and any other personal choice
- If the guest is travelling he can use the hotel address to receive any urgent mails, couriers, messages etc. hotels receive it all on behalf of the guest.

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Theoretical learning Activity

1. **What are the importance of reservation process?**

As mentioned earlier the role of reservations is not only limited to making reservations but also to maintain records of the hotel occupancy which helps the management in planning for future and also helps in estimating man power requirements.

❖ **For hotel**
➢ **For Hotel**
- It gives the first impression of hotel to the guest.

- It helps to sale the hotel 's main product i.e. accommodation.
- It helps in handling guest inquiry with room 's availability and gives the hotel sufficient time to arrange and prepare for most suitable accommodation for them.

Practical learning Activity

✓ **Not applicable**

Points to Remember (Take home message)

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2. What are the importance of reservation process?

As mentioned earlier the role of reservations is not only limited to making reservations but also to maintain records of the hotel occupancy which helps the management in planning for future and also helps in estimating man power requirements.

❖ **For hotel**

➢ **For Hotel**

- It gives the first impression of hotel to the guest.
- It helps to sale the hotel 's main product i.e. accommodation.

It helps in handling guest inquiry with room 's availability and gives the hotel sufficient time to arrange and prepare for most suitable accommodation for them.

Indicative content1.1.4: Sources of reservation

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- The reservation in of accommodation in a hotel is usually generated through the different organization as they are determined to get the stay and take delivery of the service facilities.

❖ **The various sources or channels through which the reservation comes to the hotel are listed below:**

1. Direct Reservation
2. Travel and Tour Organization
- Tour operator
- Travel agencies
- The other sources to some extent that could be the potential source of reservation for the hotel are: Trekking agencies
- Rafting agency
- Mountaineering agencies

3. Airlines & car rental agencies

4. Companies and commercial business houses
5. NGO 's and INGO 's
6. Embassy and consulate offices
7. Universities and other educational Institutions
8. Ministries and government offices
9. Un organization and banks
10. Chain hotel and referable from other hotels
11. CRS
12. GDS (Global Distribution System)
13. Hotel website

❖ **Direct Reservation:** A reservation request that a hotel receives directly from an individual or a group without any mediator involved in it is known as direct reservation. An individual directly (direct reservation) coming to a hotel not as a part of a group is typically referred to as an FIT (Free Individual travellers).

❖ **Travel and Tour Organization:** They acts as a middleman between guest and hotel by making a reservation for a guest.

- **Tour Operator:** These are wholesalers of tourism product who coordinate with different mode of transportations, hotels, tour, associations, tourist offices etc.

- **Travel Agencies:** Travel agencies are the backbone of the tourism industry and potential source of business for any hotel. They are the generator and creator of the hotel business. The other sources to some extent that could be the potential source of reservation for the hotel are:

- **Trekking agencies**
- **Rafting agency**
- **Mountaineering agencies**

- **Airlines & Car Rental Agencies:** These promote tourism growth for the destination thereby becomes the good source of reservation for the hotels, hotels even have tie ups with them to generate business. Different airlines book hotel rooms for their regular crew members or for their clients in case of cancellation of their onward flights and also for the use of their executives
- **Companies and Commercial Business Houses:** The companies and commercial business houses may book rooms are for their clients or guests, participants, executives, delegates employees, etc. in the hotel at special rates.
- **NGO's and INGO's:** They also provides reserve rooms and other facilities for their guest and employees and even book rooms directly for conducting seminars, research, training programmes etc.
- **Embassy and Consulate Offices:** They are good source of reservation. They reserve the room for the expatriates and officials from their country.
- **Universities and other Educational Institutions**: These also reserve rooms for students, associations, research scholars, professors, technicians and employees are the reliable reservation source to hotel as they generally reserve rooms for longer duration.
- **Ministries and Government Offices:** They reserve the room for their guest, diplomats or government employees. Usually they are sent for official programs. Participation in international conference/ summit, seminars or sports events is the main objective of these groups.
- **UN organization and Banks:** These are valuable source as they come for special mission for short duration. Special packages rates are offered at high discounts on rooms and food and beverages.
- **Chain Hotel and Referable from Other Hotels:** Through the channel of group hotels, rooms are booked for guest mostly on confirmed reservation request. These guests from chain hotels or other individual hotels usually come under guaranteed reservation.
- **CRS (Central Reservation System):** CRS are another expanding phenomenon to make booking easier. They provide toll free telephone number to encourage travellers to use their facility.
- CRS is a computer based reservation system, which enables guest to make reservation in any of the participating lodging properties at any destination in a single call. It stores and distributes information of a hotel, resort, or other lodging facilities. Deals directly with the guest, travel agent, corporate booker, etc. by means of toll free number.

- As many hotels have their own **CRS** network which allows direct reservation access Operates 24 hrs a day, all round the year.
- **GDS (Global Distribution System):** GDS is a network of providers that bring, products and services that are geographically spread to the doors representation of costumer anywhere in the world is a network operated by a company that enables automated transactions between Vendors and booking agents in order to provide travel related services to the end consumers.
- **Hotel Website**: It contain a link for reservation request by clicking the link, guest can make a hotel reservation as per the requirement from the comforts of their house/office/cyber cafe. Most hotels provide photo galleries description of room categories and hotel facilities.

Theoretical learning Activity

1. What are the function of **''NGO's and INGO's:** They also provides reserve rooms and other facilities for their guest and employees and even book rooms directly for conducting seminars, research, training programmes?
2. **What do you understand by Hotel Website**: It contain a link for reservation request by clicking the link, guest can make a hotel reservation as per the requirement from the comforts of their house/office/cyber cafe? Most hotels provide photo galleries description of room categories and hotel facilities.

 Practical learning Activity

✓ **Not applicable**

 Points to Remember (Take home message)

- ❖ **Enumerate the types of reservation.**
- guaranteed reservation and non-guaranteed reservation

6. Direct Reservation
7. Travel and Tour Organization
8. Airlines & car rental agencies
9. Companies and commercial business houses
10. NGO 's and INGO 's

Indicative content1.1.5: Factors that influence guest's choice of hotel for reservation

- **Factors Affecting Reservation**
- ➢ **Confirmation**
- It is legal document indicating acceptance of room request made by a guest and the hotel. It may be either guaranteed or non-guaranteed reservation. It affects room occupancy by if a guest does not check in or check out on time.
- ➢ **Cancellation**
- This means the room which was previously booked again becomes available for resale due to personal reasons or natural rules then guest has to pay a certain compensation and remaining amount are refunded.
- ➢ **Overbooking**
- It is the tendency of booking more room than the room available in the hotel. It is a strategy adopted to maximize room revenue and in order to prevent no show, last minute cancellation. Overbooking must be practiced carefully in case of overbooked room guest must be transferred to same standard hotel and the extra burden should be handled by the hotel itself.
- ➢ **Walk-in**
- Walking refers to a guest who arrives at the hotel without reservation. They are always called chance guest. Walk-in should be handled carefully and accommodated by following walking formalities with secure advance deposit.
- ➢ **No-show**
- A guest who doesn't arrives to pick up the reservation and for which formal cancellation is not done by them
- **Over and Under stay guest**

- If a guest stays in hotel rooms beyond the scheduled departure date that is called **overstay**.

while

- Guest who check out before scheduled departure date then it is **called under the stay**. This types of guest in the hotel can affect the normal operation of a hotel.
➢ Location
➢ Recommendation
➢ Price
➢ Tourist agencies
➢ Personal experience
➢ Promotion

Theoretical learning Activity

✓ Differentiate between types of reservation used in hospitality service.
❖ **It is of two types:**
❖ **Guaranteed reservation**
✓ It's a confirmed reservation that the hotel will hold the reserved room for the guest and will not give it to any other guest even if the guest does not arrive on time.

✓ **The guaranteed reservation can be obtained through one of the following ways:**
- **Advance deposit:** An advance deposit guaranteed reservation requires that the guest pay the hotel the decided amount of money before their arrival.
➢ Many hotel organizations require a form of guarantee to hold a room to the guest for specific time and period for a confirmed reservation for to avoid different issues with the guest. Pre-payment: This requires advance deposit of payment either full or partial (as per hotel policy) prior to the guest arrival. This is normally the most desirable form of a guaranteed reservation.
- **Credit card:** Guaranteeing reservations through credit card are most popular method of payment in the business hotel. Depending upon

the financial status and money in bank, the credit card is issued to the buyers/clients.

- **Travel agents**: Guest pays the travel agent in advance for their tour packages and the travel agent guarantees the clients reservation. In case of no show the hotel generally bills the travel agency for payment and according to agreement.
- **Corporate guarantee:** This is a contractual agreement between Corporation Company and hotel which state that the corporation will accept financial responsibility for any no-show guest.
  - ✓ **Allotment:** It is a set of rooms booked for a particular period of time for the company or group, this type of reservation is made for training, conferences and conventions and private parties.
- ❖ **Non-guaranteed reservation**

When a guest confirms his reservation in the hotel but does not guaranteed it with an advance deposit, it is termed as

Practical learning Activity

  ✓ **Not applicable.** (Example: Trainees in pair perform)

Points to Remember (Take home message)

❖ **Types of reservation are:**
- guaranteed reservation and non-guaranteed reservation

❖ **Source of reservation are**:

11. Direct Reservation
12. Travel and Tour Organization
13. Airlines & car rental agencies
14. Companies and commercial business houses
15. NGO 's and INGO 's
16. Embassy and consulate offices
17. Universities and other educational Institutions
18. Ministries and government offices
19. Un organization and banks
20. Chain hotel and referable from other hotel
21. CRS (central reservation system)

 12. GDS (Global Distribution System)

Learning outcome 1 formative assessment

Written assessment

- Assessment tools
- ❖ **True or false questions**
  - a) No-show is when customer goes in the hotel without making reservation. **False**
  - b) Go-show is when customer arrival in the hotel and make reservation but don't come to use it. **False**
  - c) V/d its means vacant and dirt. **True**
  - d) V/r its means vacant and ready **True**
  - e) Sleep out is someone who make settlement in advance and he/she not come to use it.
- ❖ **Multiple choice**

One of the following is not types of bed room:

  a) Cabana room
  b) <mark>Tween bed room</mark>
  c) Double bed room
  d) Triple room
  e) Suit room

  ✓ **Open ended questions**
  1) What is the function of a room status report?

the function of a room status report?

The room status of the room alerts front office department for sale of the room to the guest, the housekeeping department to get ready the used rooms and make it ready for sale again to the customers and also links the maintenance, engineering and safety department to service all equipment's and put in working condition

2) **What are the features and structure of a report?**
- **Reports are formal documents which can** include:
  - ✓ headings,
  - ✓ sub-headings,
  - ✓ numbered sections,
  - ✓ bullet point text, and
  - ✓ graphics such as flow charts,

✔ diagrams or graphs. All of these devices may be used to help the reader navigate the report and understand its content

❖ **Case studies**
  ✔ Suppose that you are receiving call from USA, the guest inquires to know all information related to the hotel you are working for as receptionist. Give all details information including in pre-arrival stage.

Answer:

❖ Pre-arrival phase includes:
  a) Processing the reservation request of the guest. (location of hotel, distance from airport, number rooms, and their types)
  b) Creation of guest folio (in case the hotel has received any advance payment, names and address of guest, method of payment, nationality).
  c) Blocking the room for the guest.
  d) Making special arrangements for the guest (if required).

Practical assessment

✔ Observation checklist

Checklist.

SN	Checklist	Score	
		YES	NO
1	Reservation is well defined		
2	Types of reservations are well identified		
3	Guaranteed reservation is well respected		
4	Non-guaranteed reservation is well respected		
5	Importance of reservation process is explained		
6	Sources of reservation are provided		
7	Factors that influence guest's choice of hotel for reservation are explained		
	OVERALL	/21	

Not applicable

References:

1. Baker, S., Bradley, P., & Huyton, J. 1994. Principles of Front Office Operations. Cassell, ISBN:

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2. Bardi J.A. 2003. Hotel Front Office Management (Third edition). John Wiley Sons, Inc., ISBN:

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Learning outcome1.2: Handle Reservations Activities as per standards Operating Procedures.

Indicative content1.2.1: Reservation procedures

❖ **Reservation Procedure Reservation procedure involves following steps:**

1. **The enquiry for reservation**

● When a reservation request is received then reservationist must determine reservation details and guest purpose of stay.

❖ **The details are:**

▪ Name of guest

▪ address of guest

- date of arrival
- date of departure
- desire of room type
- contact address
- desired room rate, etc.

2. **Determining the room availability** Then next step is that Reservation assistant should check the room availability i.e. whether the room is available on the desired date request by the guest.

➢ **This can be checked through different checking system such as:**
   ➢ Forecast Board,
   ➢ Room Status Board
   ➢ Density Board,
   ➢ Advance Letting Chart/ Conventional Booking Chart
   ➢ Standard Density Chart and Computer Reservation System. Now a day, most of the hotel use C.R.S.

3. **Accepting or denying reservation request**: If the room is available according to the request of the guest than the reservation assistance should accept the request and book the room of the hotel. In three cases, reservation assistance will deny the request i.e. if the customer is blacklisted, if the rooms of the hotel are fully booked and if the rooms are not available according to the request of the guest than in that case he should apologize and offer other alternatives.

4. **Documenting the room request**. After accepting the reservation request, reservation assistance should fill the reservation form.

❖ **Depending upon the need of the hotel and volume of business the hotel can adopt either manual or automatic system of reservation**:
➢ Diary System (Manual System)
➢ List of all arrivals of a particular day are recorded
➢ Kept on loose –leaf basis
➢ Top pages represents arrivals on the current date, this is removed and sent to the front desk for receiving the guest.
➢ A new blank sheet is added at the back of the diary to record the reservation of a new date.

➢ Suitable for small properties. Format is shown in shown below

5. **Confirming the reservation request**

When client and hotel agree on room and rates then reservation assistant confirms reservation request.

✓ **Maintaining Whitney rack**

Whitney rack means reservation rack. It is the series of a rack with small slots to hold reservation slip that is displayed on reservation office. Reservation slip is made of two copies, one goes to Whitney rack and another one is attached with reservation form or file. Reservation slip may be colour coated. Every colour is separated into the types of guest for example; Pink reservation slip for free individual travellers, red reservation slip for groups and crews guest, yellow reservation slip for very important guest(VIPs), green reservation slip for guest brought by travel agents.

7. **Blocking rooms on reservation chart**

A reservation chart is based on the basis of a reservation system. Each page represents a month. The vertical column represents each day of a month while the horizontal columns represent the room in the hotel. The number of horizontal columns depends on upon the number of rooms in a hotel. Each block is created in a matrix then represents the room on a particular day of the month. Or in other words in this process, the reservationist blocks the requested room on the requested date on reservation chart.

● **THE FUNCTION OF RESERVATION**

➢ To accept other reservation or deny
➢ Processing reservation
➢ To control room and rate request
➢ Update the guest history record
➢ To maximize room sales
➢ To match rooms, request and room availability

Theoretical learning Activity

What are the point that are to be recorded in **Enquiry for reservations?**

- ✓ Name of the guest
- ✓ Date of arrival
- ✓ Date of departure
- ✓ Desired room type or product
- ✓ Desired room rate
- ✓ Required number of rooms
- ✓ Desired room plan
- ✓ Number of person
- ✓ Contact address and number (details)
- ✓ Special recommendation

Practical learning Activity

- ✓ **Not applicable**

Points to Remember (Take home message)

❖ **A registration record is for the necessary data of the guests**

- Guest full name
- Address
- Date of arrival
- Telephone number
- Company

- Room rate method of payment

- Check out time

Summary

✓ **Present the Registration Card to guest for verifying / reconfirming pre-printed details Like :**
- First name, last name.

- Arrival date.
- Time.
- Departure date,
- Expected time of departure.
- Room rate.
- Room number.
- Room type.
- Method of payment.

✓ **Decline the guest in appropriate**
- Check the 'black list 'unwonted person
- Check full occupancy- no rooms
- Review hotel policy 'drunk guests, violent guests etc.

Indicative content1.2.2: The information needed when receiving request

- **The following elements are needed in reservation making**
1. Date arrival and departure
2. Room type
3. Room rate
4. Method of payment

5. Reservation guaranteed
6. Guests names &address
7. Number of guests
8. Applicable discount
9. Special requests (need of guests)

❖ **standard procedures of taking reservation (booking) on telephone or in person**

➢ Greetings: good morning, evening, may I help you.
➢ Obtain arrival and departure date: May I have the arrival and departure date, sir, madam?
➢ Room type: may I know the room type? Type you require?
➢ Check the room availability: try to check if guest room desired is available (in occupied room according guest requirements)
➢ Confirm the reservation: sir, madam, your reservation for the required dates is confirmed.
➢ Guest names: may I have the guest's names please?
➢ Flight information: may I have the flight details please?
➢ Mode of payment: how would you like to settle the accounts please?
➢ Offer room rates: give to the guests' information about room rate.
➢ Complete the booking by repeating all the information received.
➢ Sending confirmation code or letter

❖ **RESERVATION FORM**

Company logo and address

Date: ……………………………………… stay: ……………………………………… arrival time: ……………………………

Room type: ………………………………….. N°: ……………………………………… Rate: …………………………………………

Name: ………………………………………………………………… Phone number: …………………………………………………………

Address: …… ………

✓ Summarize information in standard format
✓ Getting full information

❖ Front office personal

F.O MANAGER

ASS.F.O MANAGER

CHIEF OPERATOR | RESERVATIO MANAGER | CHIEF BUSINESS SERVICE | CHIEF CONCIERGE | NIGHT AUDITOR

E–MAIL AND INFORMATION SUPERVISOR | RECEPTIONIST | CASHIER SUPERVASOR

TELEPHONE OPERATOR | RESERVATION CLERKS/ AGENTS | BUSINESS SERVISES STAFF | BELL CAPTAIN | CASHIERS

DOORMAN | PORTERS | DRIVERS
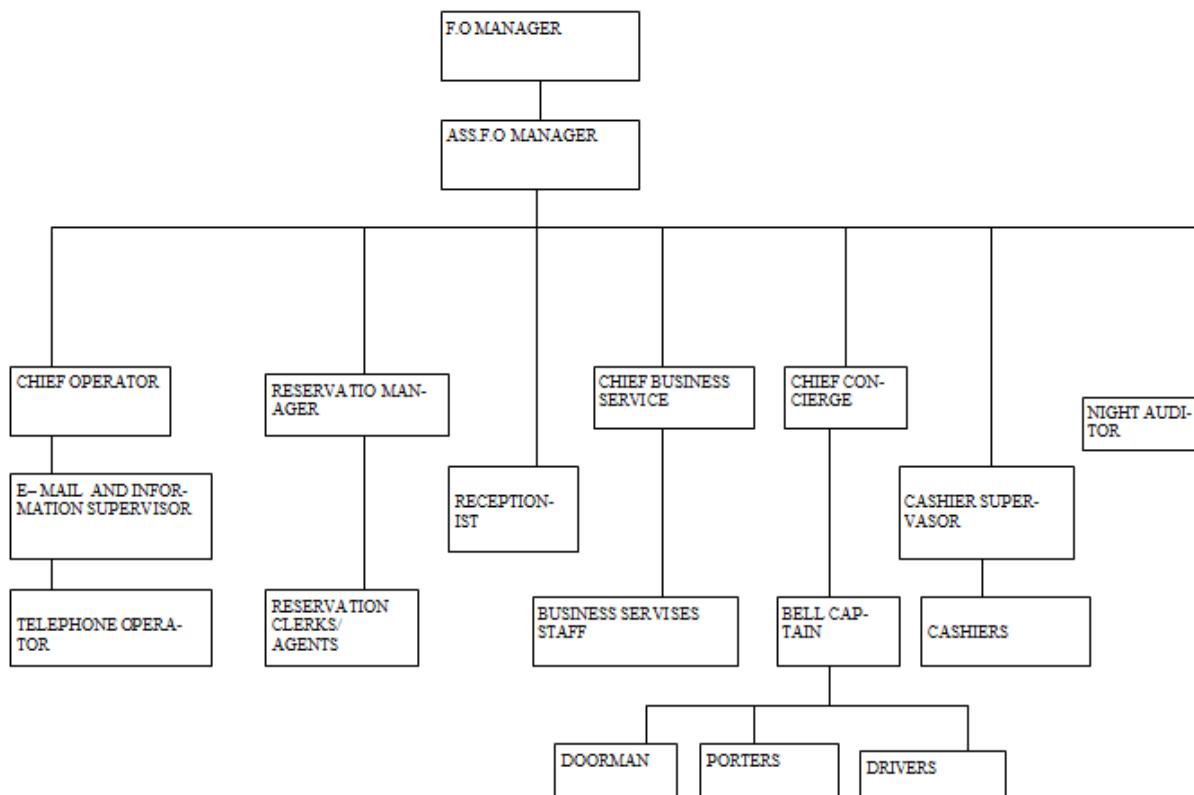
❖ Front office organisation chart

1. **The Reception Manager/Front Office manager**

❖ **The Front Office Manager is on the top of all the Front Office staff. His/her duties are:**

- S/he controls and manages Front Office staff.
- S/he motivates Front Office staff.
- S/he welcomes VIP guests.
- S/he trains Front Office staff.
- S/he coordinates the Front Office activities.
- S/he collaborates with other department managers

2. **Senior Receptionist/Front Desk supervisor or Assistant Front Office Manager**

❖ The following are the main duties of the Senior Receptionist:
- S/he responsible for organizing the shifts of Front Office staff.
- S/he responsible for dealing with group arrival.
- S/he assists the Front Office Manager.

3. **Receptionist/front Desk/Agent**

❖ The Receptionist is responsible for:

- Handling customers' complaints.
- Making the highest room occupancy possible.
- Preparing the guests' arrivals and greeting them.
- Assigning suitable room to the guests.
- Keeping records of the status of each room (occupied, vacant/clean, dirty, Out of Order, etc.
- Taking charges of guest room key.

4. **Reservation Manager**

❖ **He is responsible for:**

- Controlling and managing the reservation section
- Deciding if the reservation is accepted or not.
- Collaborating with other sections

5. **Reservation clerks/Agents**
   - The reservation clerk(s) or Agent(s) is/are responsible for:
   - Taking bookings/ reservations for the guests
   - Keeping records of number of bookings taken for each day.
   - Recording the details of each booking.
   - Giving receptionist all booking details of the guest (list and details).

6. **Cashier supervisor**
   - Heisresponsibleforallcashandmethodsofpaymentsandsupervisesallthe Front Office cashiers.

7. **Cashiers**
   ❖ They are responsible for:

   - Opening guest accounts.
   - Billing the guest
   - Providing Foreign Currency Exchange services

8. **E-Mail and Information supervisor**

This one is found for big hotel and he/she responsible for team of mails and information and also manages and controls his/her team.

9. **E-Mail and Information clerks**

The E- Mail and Information clerks are responsible for giving out keys, delivering guest mails and massages, and provide information on hotel.

10. **Head Hall Porters/Bell Captain/Lobby service Manager**
    - He is the head of the uniformed staff.
    - He collaborates closely with Front Office Manager,
    - He gives information and local directions to guests,
    - He takes messages of the guests,
    - He arranges the hire of the hotel cars,
    - He solves the problems of the guests.

11. **Doorman**
    - He opens card or for the guests,

- He greets all new arrival guests,
- He is in charge of luggage handling for both arrival and departure guests.

12. Driver/Car jockeys
- He picks guests to and from Airport, and
- He parks guest's car if necessary.

13. Porters/Pages/Bell boys
- He carries bags to and from guests' rooms,
- He runs around and takes messages staff and guests.
- He escorts the guests

14. Telephone operator
- He receives all telephone calls from inside and outside the hotel,
- He answers all incoming calls,
- He makes outgoing calls,
- He programs and follows up wake up calls,
- He communicates in the event of emergency,
- Note: This staff needs good language and good communication skills.

15. Business centre staff
- Business centre staff facilitate guests with internet, photocopy, secretarial work, etc.
- Hire equipment's to the guests,
- Provide other service apart from those the hotel provides.

16. Night Auditor
- He verifies hotel and guest's account,
- He balances hotel revenues,
- He verifies bills and Front Office cashiering reports, and
- He prepares the night audit report.
- Closing and opening hotel day
- ❖ **Registration of guest/check in guest**
- After a guest arrives at the hotel, the front desk agent should complete the guest registration process.
- This is to make sure that the guest registration is completed as per the hotel standard and also to collect important guest information's.
- Guest is also asked to sign on the printed registration card as a statutory requirement and also to verify that the details provided on the registration card is accurate.
- General time for check in guest not exceed to 5minutes for one guest, and for group not exceed 10minutes.
- ❖ **When Guest arrives at the reception to check in:**

- Great the guest.

- Ask guest if has reservation or not
- Enquire the Last name / First name of the guest.
- Search for the reservation record and print registration card (if the same is not pre -printed)

- **Present the Registration Card to guest for verifying / reconfirming pre-printed details Like :**

- First name, last name.
- Arrival date.
- Time.
- Departure date,
- Expected time of departure.
- Room rate.
- Room number.
- Room type.
- Method of payment.
- Billing instructions.
- Meal plan
- Request for ID proof for local guest and passport and visa details for foreigners.
- Explain to the guest regarding late checkout policy if any.
- Request the guest to sign on the registration card.
- Front office assistant to also cross sign the registration card on the provided field.
- Issuing room key to the guest and ask bell man of porter to assist guest to the guest
- Update the guest details collected on regard to the profile of the guest and create guest account in system.
- File registration card

- **Following details to be completed:**

- Address home / business
- City, country
- Telephone / fax / mobile numbers.
- Email address.
- Contact number / person in case of emergency.
- Purpose of visit.

- **Passport details:**

- Passport number.

- Nationality and country of residence.
- Date of Birth / anniversary date.
- Passport issue date and expiry date
- Place of issue of passport.

- **Visa details:**

- Visa number
- Visa issue date and expiry date.
- Visa place of issue.
- Type of visa.
- Proposed duration of stay in the country.
- Arrived from.
- **Examples of registration form used in hotel**

CHEZ DIZO GUEST HOUSE

Address :email :dizzod5@gmail.com

Telephone:+250785055715

- Registration form
- **Guest names   Other name**
- ……………………………
…………………………………….
- **Arrival date   Departure date   Room rate Amount Paid**
- ………………   ………………   …… ……   ………………
- **Room number   of guest Membership**
- ………….   …………….
…………….
- **Method of payment**
- **Cash ……   credit card ……….   other
…………………….**
- **Credit card number …………………………………. expired date……….**
- **Nationality……………… City………………telephone …………………**
- **Email……………… …………………… ………………company name…………………….**

- **Passport/ID number ....Expire date............ place issued ....**
- ❖ **Terms and condition**
- We respectfully to remind you our check out time 11h00am
- Extra person charged 50% of room rate
- By signing this form, i consent to the use of my personal information for the purpose described above
- Guest names   checked in by: Date
- ....
- Signature............   signature.............
- ❖ **Create and process reservation.**
- Welcome guests warmly and courteously
- ❖ **What is welcome**: Is greeting (someone arriving) in a polite or friendly way.
- ✓ Provide a professional welcome
- ✓ Use a suitable greeting phrase
- ✓ kindly welcome.
- ✓ don't be rude to the guests
- ✓ Body language – what message does your body language send?
- ❖ **Check required booking availability according to system functions and requirements**
  - **Bookings:** an act of reserving accommodation, a ticket, etc. in advance.
  - Reservation is a complete process of booking that is conducted by to parties i.e. one guest or customer and next one is hotel reservation section
- ❖ **PROCESS OF RESERVATION**
- Firstly, receiving guest by introduce the company name, introduce yourself, ask direction or help.
- ❖ **Conduct reservation inquiry**
- ❖ **Enquiry for reservations:**

Second step of reservation is registered as enquiry of reservation where reservation personnel conduct a brief question answer section with guest or customer to gain various knowledge about reservation which he/she wants to make.

- ❖ **The point that are to be recorded are note down below:**

i.   Name of the guest

ii.   Date of arrival

iii.   Date of departure

iv.   Desired room type or product

v.   Desired room rate

vi.   Required number of rooms

vii.   Desired room plan

viii.   Number of person

ix.   Contact address and number (details)

x.   Special recommendation

❖ **Determine room and rate availability**
❖ **Determining the room(service) availability**:

The first most important step in reservation is determining the room availability. In this process we check the demand of guest encoded during the first step. The availability can be checked by referring to forecast chart, in fully automated system we can begin check in the same availability by computerized system or software.

❖ **The different room rates can found in hospitality industry**

Room rate reflected the types of room guest has requested
  ✓ Standard room, twin room, family room junior sweet etc
❖ **Discounted rates usually reflected the types of business**

  ✓ Corporate rate
  ✓ Air crew rate
  ✓ Government rate
  ✓ STO rates
❖ **Accepting/Denying reservation request**
● **Excepting or dying the request:**
● Now after check in the room availability in hotel we are able to expect or deny the reservation request.
● Expecting can be done if the request is fully validated by the availability formats and system, where as vice versa can be conducted for denying.
● Exceptional: In few cases reservation personnel an up sale another room of same criteria or higher by conveying or motivate the customer or guest
❖ **Decline the guest in appropriate**

✓ Check the 'black list 'unwonted person

✓ Check full occupancy- no rooms

✓ Review hotel policy 'drunk guests, violent guests etc.

❖ **Create reservation record**
 ● **COMPLETE REGISTRATION FORM**

✓ First guest has to gives you copy of ID or passport

✓ Start filling registration form

✓ After to complete the form ask the guest to sign on registration form

❖ **A registration record is for the necessary data of the guests. such as:**

● Guest full name

● Address

● Date of arrival

● Telephone number

● Company

● Room rate method of payment

● Check out time

❖ **A GUEST REGISTRATION CARD/RECORD**
 ● **Confirm reservation record**
 ● **Confirming the reservation request:**

✓ After documenting the details of a guest we need to confirm the room to a guest confirmation are generally done by dispatching a confirmation letter to the guest by having a guaranteed reservation and may be sometime non-guarantee too.

● **Maintain reservation record**

❖ **Determine If Guest Has Reservation and Confirm and Explain Reservation Details**

● **Confirm the reservation details**: if the guest arrival at hotel; front desk clerk ask guest if he/she has booked a service. and then check by using guest names or confirmation number if any.

> - After to found it explain more about reservation to the guest in order to confirm the all information is related to the guest.
> - **Produce reservation reports**
> ♦ **Research, plan and monitor reservations**

Theoretical learning Activity

What are the point that are to be recorded in **Enquiry for reservations?**

✓ Name of the guest

✓ Date of arrival

✓ Date of departure

✓ Desired room type or product

✓ Desired room rate

✓ Required number of rooms

✓ Desired room plan

✓ Number of person

✓ Contact address and number (details)

✓ Special recommendation

Practical learning Activity

✓ **Not applicable**

Points to Remember (Take home message)

❖ **A registration record is for the necessary data of the guests**

- Guest full name

- Address

- Date of arrival

- Telephone number

- Company

- Room rate method of payment

- Check out time

Summary

✓ **When Guest arrives at the reception to check in:**

- Great the guest.
- Ask guest if has reservation or not
- Enquire the Last name / First name of the guest.
- Search for the reservation record and print registration card (if the same is not pre -printed)

✓ **Present the Registration Card to guest for verifying / reconfirming pre-printed details Like :**

- First name, last name.
- Arrival date.
- Time.
- Departure date,
- Expected time of departure.
- Room rate.
- Room number.
- Room type.
- Method of payment.
- Billing instruct.

Indicative content1.2.3: Use international terms for rooms and bed types

❖ **WELCOME AND REGISTER ARRIVAL GUEST**
- If the guest has not booked a service or room as receptionist, you must check availability then fellow the process of registration the guest according to the hotel policy.
- here receptionist he must ask the gust method of payment and to pay deposit and not use personal cheque.
- Guest requesting certain rooms and expected them.
- Receptionist need to ensure these request is allocated.

● **Simple Special request such as:**
✓ Non-smoking room
✓ Specific view like swimming pool view, lake view, garden view etc.
✓ Suits room, family room, twin room etc.
✓ Ground floor, near lift etc.

● **Challenging special request**
✓ Hotel hampers or gifts, fruits, flower chocolate
✓ Full bar set up
✓ Open connected room door
✓ Change duvet
✓ Remove all alcoholic inside the room
✓ Challenging requests are a bit more difficult and involve the assistance of other departments within the hotel.
✓ For these requests the rooms must be allocated in advance so the other departments can arrange the requests.

● **Group rooms Allocation**
✓ If you host group of tourist in hotel the rooms should be close together and at same floor if possible
✓ Check the discount rate
✓ Tour leader different floor-unless group have language difficulties
✓ Check all the rooms are ready when group arrived
✓ Group and tours receive discounted room rates therefore they don't receive the „best" rooms in the hotel It is best to have all the group people on the same floor if possible or at least close to each other.
✓ This also helps the porter when distributing luggage to the guest's rooms. Make sure all the groups and tour rooms are ready for the group arrival – might have to work with housekeeping to ensure this is possible.

✓ It is difficult to move group guests as you don't want one room on its own – so if you don't have all your rooms ready you might have to move 3 tour rooms – to another floor so you don't have one room alone on a separate floor.

- **Issuing the room key**

✓ If the guest is at reception for check in reason, we should probably issue them a room key, then porter or bell man escorting the guest in the room.

- **Arrange porter service (concierge section)**
- Carry guest luggage
- Escort guest to the room
- Discuss in room equipment
- Deliver message
- Arrange taxis and parking
- Store guest luggage
- Reception staff should give the key to a porter if they are waiting with the guest's luggage and introduce them to the guest "John, the porter will show you to your room"
- Porter takes the luggage and escorts guest to their room
- explain hotel facilities along the way
- Discuss in-room equipment
- air conditioning, television, phone service, alarm clock
- Deliver messages
- often to the restaurant to find guests, or to a guest room
- Arrange taxis or transport the guest requests Store luggage.
- **For guests who want to check out late, go on a tour or if the room is not ready store the luggage until it can be put into the room:**

✓ Personal information
✓ Financial information
✓ Special inquiries
✓ Use of international terms for rooms and bed types
❖ **Types of Guest Rooms**
✓ The most important product which contributes the major share in the revenue generation of the hotel is the:
- guest rooms besides food
- beverages and other facilities offered by the hotel.
- In order to suite the need, profile,
- luxury and pocket etc.
- hotel offer different types of room to meet the guest demand.

- The rooms may be categorized on the basis of the room size, layout, view, décor, ambience, interior decoration and services offered.
- ❖ **The various types of rooms offered by the hotel are as follows:**
- Single room
- Double Room
- Triple Room
- Quad Room
- Twin Room
- Double Room
- King Room
- Queen Room
- Interconnecting Room
- Adjoining Room
- Adjacent Room
- Cabana Room
- Studio Room
- Parlour Room
- Suite Room
- Duplex Room
- Pent House Room
- Lanai Room
- Hospitality Room
- Efficiency Room
- ❖ **Sample Room**
- ➢ **Single Room**:
- A single rooms has only one single bed for single occupancy.
- The size of the bed is normally 3 feet by 6feet.
- The room is designed to meet the needs of single guest though an extra bed can be added to it on the guest request which will be charged separately.
- However, the concept of single room is diminishing these days instead mostly hotels offer twin or double room and charge for single room if occupied by single occupancy.
- ➢ **Double Room:**
- A double room has one double bed for double occupancy. The size of double bed is 4.5feet to 6 feet.
- And an extra bed can be added to it on guest request which will be charged separately.
- ➢ **Twin Room:**
- A twin room has two identical single beds separated by the coffee table or bed side table for double occupancy.
- The size of the bed is normally 3 feet by 6feet same as of single bed, and an extra bed can be added to it on the guest request which will be charged

separately These rooms are suitable for sharing accommodation among a group or delegates.

- ➢ **Triple:**
- A triple room has three separate single beds which can be occupied by three guests.
- This type of room is suitable for groups and delegates of meeting and conferences.
- ➢ **Quad:** A quad room has four separate single beds and can accommodate four persons together in the same room.
- ➢ **Double-Double Room:**
- A double –double room has two double beds separated from each other and is normally preferred by a family or group as it can accommodate four persons together.
- ➢ **Hollywood Twin Room**:
- It has 2 single beds with a common headboard. This type of room is generally occupied by two guests
- ➢ **King Room:** A king room has a king size bed. The size of the bed is 6feet by 6 feet.
- ➢ **Queen Room:** A queen room has queen size bed. The size of the bed is 5 feet by 6 feet.
- ➢ **Interconnecting Rooms:**
- Interconnected rooms are the rooms which are connected to each other they have a common wall and a door that connects the two rooms.
- This allows guest to move to any of the two rooms without passing through a public area.
- The connecting door is kept locked if the room is to be sold to two different guest separately.
- This type of rooms is ideal for families and crew members
- ➢ **Adjoining Room:**
- An adjoining room shares a common wall with another hotel room but is not connected by a door two or more rooms side by side without connecting door between them.
- ➢ **Adjacent Room:**
- An adjacent room is very close to another room but does not share a common wall with it, perhaps across the hall or the corridor.
- **Parlor:** A parlor room is a living room without bed, and may have sofa and chairs for sittings.
- It is generally not used as a bedroom. Also called as Salon in some parts of Europe
- ➢ **Studio:**

- A studio has sofa –cum-bed, and is generally used as a living room in the daytime and bed room in the night they use furniture 's like Murphy bed, or rollaway bed.
- Murphy bedded room is a room where the bed is hinged at the base of the head board and swing up into the wall for storage.
- During the day room can be used as a sitting /living room and at night the bed can be laid for the guest to sleep.

➢ **Cabana**:
- A cabana is suited away from the main hotel building, in the close proximity of the swimming pool or sea beach.
- It is generally used as a changing room and not as a bedroom so it may or may not have beds.
- These rooms have twenty-four hours supply of hot and cold water and shower facility.
- Some hotels may have furnished in bamboo for attractive appearance.

➢ **Suite**:
- A suite comprises more than one room, with clearly defined sleeping (bedroom) and sitting areas (Living area).
- The decor of such units is of very high standards, aimed to please the affluent guest who can afford the high tariffs of the room category. Different types of suite can be Junior Suite, Double Suite, Duplex Suite, Penthouse Suite.

➢ **Junior Suite**: It is one large room partitioned into bedroom and sitting area.

➢ **Duplex:**
- A duplex comprises two room situated on different floors, which are connected by an internal staircase.
- The suite is generally used by business guest who wish to use the lower level as an office and meeting place and the upper level room as a bedroom. This type of room is quite expensive.

➢ **Duplex Penthouse**: A penthouse is generally located on the topmost floor of hotel and has an attached open terrace or open sky space etc. It has very opulent decor and furnishings, and is among the costliest rooms in the hotels, preferred by celebrities and major political personalities.

➢ **Lanai**: A lanai is a Hawaiian term for the room that has a veranda or roofed patio, and is often beautifully furnished with a view of garden, seal beach or waterfall.

➢ **Efficiency Room**: An efficiency room has an attached kitchenette for guest preferring longer duration of stay. Generally, this type of room is found in holidays and health resorts where guest stay for a longer time.

> **Hospitality Rooms**: A hospitality room is designed for hotel guest who would want to entertain their own guests outside their allotted rooms. Such rooms are generally charged on hourly basis

> **Sample Room:** A sample room is used only to show the prospective client generally travel agent or tour operator for business promotion it is a model room and is not used for sleeping purpose.

Theoretical learning Activity

1. Differentiate between double bed room and twin bed room

> **Double Room:**
- A double room has one double bed for double occupancy. The size of double bed is 4.5feet to 6 feet.
- And an extra bed can be added to it on guest request which will be charged separately.

> **Twin Room:**
- A twin room has two identical single beds separated by the coffee table or bed side table for double occupancy

2. What do you understand by Hospitality Rooms?

✓ A hospitality room is designed for hotel guest who would want to entertain their own guests outside their allotted rooms. Such rooms are generally charged on hourly basis

Practical learning Activity

✓ **Not applicable**

Points to Remember (Take home message)

> ❖ **Give the various types of rooms offered by the hotel are as follows:**
> - Single room
> - Double Room
> - Triple Room

- Quad Room
- Twin Room
- Double Room
- King Room
- Queen Room

Summary

✓ **For guests who want to check out late, go on a tour or if the room is not ready store the luggage until it can be put into the room:**
- Personal information
- Financial information
- Special inquiries
- Use of international terms for rooms and bed types

✓ **Types of Guest Rooms**
- guest rooms besides food
- beverages and other facilities offered by the hotel.
- In order to suite the need, profile,
- luxury and pocket etc.
- hotel offer different types of room to meet the guest demand.
- The rooms may be categorized on the basis of the room size, layout, view, décor, ambience, interior decoration and services offered.

✓ **The various types of rooms offered by the hotel are as follows:**
- Single room
- Double Room
- Triple Room
- Quad Room
- Twin Room
- Double Room
- King Room
- Queen Room
- Interconnecting Room
- Adjoining Room
- Adjacent Room
- Cabana Room
- Studio Room
- Parlour Room
- Suite Room

Indicative content1.2.4: packages(rates) offered by hotels and the range of terms used to describe them

❖ **TYPES OF ROOM RATES**
✓ Hotel offer two types of room rates- **Rack Rate** it is the standard rate of the room and the **discounted rated** which gives discount on the rack rate on the basis of the business offered by the clientele.
❖ **Room rates are of two types:**
● Rack Rate
● Discounted Rate
➢ **Rack Rate:**
● It is a term which refers to the actual or normal room rate of the hotel room. Hotel generally fixes a standard rate for each of the category of rooms offered to guests.
● Traditionally, a wooden rack or rate board was placed near the room rack in the lobby or at the reception, hence the name is placed rack rate.
● This is the rate which is published on the tariff card of the hotel and is without any discount is known as the Rack rate.
➢ **Discounted Rate:**
● To attract the guest, increase the business and to compete in the market hotels offer different types of discounted room tariff.
● Discounted tariff is always lower than the rack rate.
● Sometimes hotels offer discounts to guest to please him for a courtesy as it is expected that the guest may be sending lot of business to the hotel in future.
❖ **Room Tariff**

Accommodation	Single	Double
Standard room	16,000 +10%tax	18,000 +10%tax
Deluxe room	18,000+10% tax	20,000 +10%tax
Club room	25,000+10%	25,000 +10%tax
2-buy suite	35,000+10%	35,000 +10%tax
3- buy suite	40,000+10%	40,000 +10%tax
Suite	125,000+10%	125,000 +10%tax

❖ **Guarantee and Cancellation Policy**
- Please note that the reservation(s) would be on tentative status unless guaranteed by Credit Card or Company.
- The hotel reserves the right to release the tentative reservation(s) unless guaranteed by Credit Card or Company 48 hours prior to arrival.
- In the event of guaranteed reservation cancellation, please inform the hotel 48 hours prior to the day of arrival to avoid cancellation charges.
- In the event of No-Show or Late cancellation the guaranteed credit card/company will be billed for 1-night retention. Sample of Tariff Card

Theoretical learning Activity

Differentiate between double bed room and twin bed room

➢ **Double Room:**
- A double room has one double bed for double occupancy. The size of double bed is 4.5feet to 6 feet.
- And an extra bed can be added to it on guest request which will be charged separately.

➢ **Twin Room:**
- A twin room has two identical single beds separated by the coffee table or bed side table for double occupancy

3. What do you understand by Hospitality Rooms?

✓ A hospitality room is designed for hotel guest who would want to entertain their own guests outside their allotted rooms. Such rooms are generally charged on hourly basis

Practical learning Activity

✓ **Not applicable**

📝 Points to Remember (Take home message)

> ❖ **Give the various types of rooms offered by the hotel are as follows:**
> - Single room
> - Double Room
> - Triple Room
> - Quad Room
> - Twin Room
> - Double Room
> - King Room
> - Queen Room

Summary

> ✓ **TYPES OF ROOM RATES**
> - Hotel offer two types of room rates- **Rack Rate** it is the standard rate of the room and the **discounted rated** which gives discount on the rack rate on the basis of the business offered by the clientele.
>
> ✓ **Room rates are of two types:**
> - Rack Rate
> - Discounted Rate
>
> ✓ **Rack Rate:**
> - It is a term which refers to the actual or normal room rate of the hotel room. Hotel generally fixes a standard rate for each of the category of rooms offered to guests.
> - Traditionally, a wooden rack or rate board was placed near the room rack in the lobby or at the reception, hence the name is placed rack rate.
> - This is the rate which is published on the tariff card of the hotel and is without any discount is known as the Rack rate.

Indicative content 1.2.5: Methods used to record bookings

- **Diaries**
- **Conventional charts**
- ❖ **Conventional booking chart**
  - ➢ It is used in recording the room reservation for a particular month of a given year.
  - ➢ It can show a room status of one whole month at a glance.
  - ➢ The room numbers are put in sequence whereas the room numbers are random.
  - ➢ this chart is focused mainly on the room numbers rather than the room type.
  - ➢ The guests name is marked against the room numbers with arrows extending from the arrival date to the departure date.

One -way of working with this chart is to mark the reservation chart in pencil where the booking is made and linked after the booking is confirmed.

Reservation Charts

- Reservation charts can be of two [2] different types:

1. Conventional Charts

- *Display the availability of each room in the hotel by room number.*

CONVENTIONAL CHART

Month: November 2007
Std=Standad room S=Single, D = Double, T= Twin

DATE/ ROOM	01	02	03	04	05	06	07	08	09	10	11
101 Std Sgl			IHSAN, MR								
102 Std Dbl			DANISH, MS			TENNY , MR					
103 Std Twn											

Room #

- ❖ **Density charts**
- ❖ **Density booking chart**
- ➢ This is the development of the conventional booking chart to overcome its weakness. It is mostly used in large and commercial establishments with standardized rooms because its basic principle is that the rooms of the particular type is grouped together.
- ➢ In this chart, room types are listed in sequence whereas the room numbers are random. each chart may cover a period of one month and is available in the printed form of loose- leaf of paper.
- ➢ The chart indicates the reservation status on the particular type of rooms in a given month at a glance Here, room types and room numbers are listed on two vertical columns on the left hand side. the date and days of the month are listed in horizontal column on top. The reservation assistant updates the chart by putting a cross indicate reservation as and when they occur.
- ➢ **Density charts -** are designed to overcome some of the limitations of conventional charts: in particular, a hotel's reluctance to allocate specific rooms at the time of reservation. This system suits large hotels with

standardised rooms, because prospective guests probably don't have preferences about which particular room they get: they merely request a particular *type of room on* reservation, and wait to be allocated a room when they arrive at the hotel.

➢ A density chart looks similar to a conventional chart, but instead of room numbers, the horizontal rows represent the total number of rooms of a specified type.

❖ **Rooms may be classified as follows, with the total number of rooms of each type shown in brackets:**

● Twin with bath (15)
● Twin with shower (12)
● Double with bath (30)
● Double with shower (15)
● Single with shower (6)

❖ A chart is then drawn up for each room type for a given period with spaces / circles / icons or etc.) corresponding to the number of available rooms. When a booking is received, a stroke (f) is

used to 'block out a room in the appropriate date column.

Hotel Soaltee
Kathmandu
Density Booking Chart
Month..... Year...

Room Type	Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
	Room No	S	M	T	W	TH	F	SA	A	M	T	W	TH	F	SA	S	M	T	W
Single Bed	101			X	X	X	X									X			
	106							X	X	X									
	105				X	X				X	X	X							
Double Bed	108							X	X	X									
	101		X	X	X	X													
	109				X	X				X	X	X	X	X			X		
Twin Bed	112							X	X										
	115			X	X					X	X	X	X						
	103					X	X												
Duplin	110							X	X	X									
	115										X	X	X	X					
	114		X												X	X	X	X	X

Figure: Specimen of Density Booking Chart.

- ❖ **Stop-go charts and computers**
- ❖ **Stop-go (space availability) charts**
- ➢ Is a calendar for the year, with symbols inserted (in pencil) on a given day if There are no rooms left of a particular type (no singles, no twins); or if the hotel is completely full.
- ➢ If a date is clear, the clerk could 'safely' go ahead and take a booking: rooms are **available.**
- ➢ If there is a symbol indicating a particular room type, but there is **no availability of that type of** room: the clerk will have to offer alternative options to the enquirer.
- ➢ If there is a 'Go Slow' marking, the clerk will have to check the more detailed reservation records to check on up-to-date availability, or might be able to sell individual rooms but check if a group booking is received.
- ➢ The stop-go chart can be used by the reservations manager to **block further reservations on** particular room types at particular periods, or at reduced rates, in order to 'save' the rooms for longer stay or higher-rate bookings: the process of yield management, mentioned earlier. This may be annotated on the chart as R (Refer): the clerk would refer the reservation request to the Reservations Manager, who would decide

whether to release the room - or whether a more advantageous option might become available. (It's discussed in in Chapter 6.)

❖ **FRONT OFFICE ACCOUNTING**

♦ An important function of the **front office accounting** system is to maintain an accurate and up-to-date record of all the financial transactions (credit and debit) between the hotel and each guest, so that all the outstanding accounts are settled and the hotel does not lose any revenue.

♦ It is a systematic process in which the front office accounting staff identifies, records, measures, classifies, verifies, summarizes, interprets, organizes, and communicates financial information for a hotel business.

❖ **WHAT IS ACCOUNTING?**

● Accounting defined as the process of collecting, recording, summarizing, and analysing financial transactions of a business.

● In the simplest form, a front office account resembles English alphabet 'Block-T'.

<p style="text-align:center">Account Name</p>

<p style="text-align:center">Charges   Payments</p>

❖ **Guest Accounts**

✓ A guest account is the record of financial transactions between guest and the hotel. This account is created either during the registration of the guest (at the time of check-in) or during reservation, if the guest makes an advance payment.

❖ **Non-guest Accounts**

✓ A non-guest account is the record of the financial transactions that take place between a non-resident guest and the hotel. This is also known as a city account.

✓ The front desk cashier also maintains other types of non-guest accounts, which include:

✓ Guests who leave the hotel without the settlement of their accounts are known as skippers; their accounts are also treated as non-resident guest accounts. The account is transferred to the city ledger awaiting eventual payment, and after a stipulated wait time, the same is written off as a bad debt.

❖ **Types of Accounts**
● **There are following typical accounts in hotel business dealing with customers**:

● Guest Account
● Non-guest or City Account
● Management Account

Guest Account	City Account
♦ It is the record of financial transactions, between the guests and the hotel.	♦ **It is the record of financial transactions between the non-guests and the hotel.**
♦ It is created at the time of reservation, or registration.	♦ **It is created when a guest fails to settle the bill completely at the time of check-out.**
♦ It is maintained by the front office completely.	♦ **It is maintained by the Accounts section in back office.**
♦ It records all financial transactions of a guest from check-in till check-out.	♦ **It records financial dues not paid or partially paid by the guests at the time of check-out from the front office to the back office.**
♦ Guest account is compiled on a daily basis.	♦ **City account is compiled on a monthly basis.**

❖ **Management Account**
✓ Some hotels allow the managers to entertain the guests' queries. For example, if a guest has some problem about the hotel policy, the manager calls the guest for interaction over a coffee or a drink and tries to resolve the same.
✓ The expenses towards this interaction are then recorded on the management account.
❖ **WHAT IS FOLIO?**
✓ A folio is a statement of all transaction that has taken place in a single account.
✓ The front office staff records all the transactions between the guest and the hotel on the folio. The folio is opened with zero initial balance. The balance in the folio then increases or decreases depending upon the

transactions. At the time of check-out, the folio balance must return to zero on settlement of payment.

❖ **Types of Folios**

➢ **There are following major types of folios:**

- **Guest** – Assigned to charge for individual guests.
- **Master** – Assigned charge for group/organization.
- **Non-guest** – Assigned for non-resident guest.
- **Employee** – Assigned for hotel employee to charge against coffee shop privileges.
- **Split Folios** – Accounts assigned to a guest on his/her request to split his/her charges and payments between two personal folios

❖ **Postings and Types**

- The process of recording the entries on the folio is called 'Posting' of transactions.
- **There are two basic types of postings**:
- ◆ **Credit** – They reduce the guest's outstanding balance. These entries include complete or partial payment.
- ◆ **Debit** – They increase the outstanding balance in the guest account. Debit entries include charges under restaurant, room-service, health centre/spa, laundry, telephone, and transportation.

❖ **Vouchers and Types**

✓ Vouchers are detailed documentary evidences for a transaction. It transfers the transaction from its source to the front office.

✓ Vouchers are used to notify the front office about guest's purchases or availing of any service at the hotel.

- **The following typical vouchers are used in the hotel:**
  - ◆ Cash Receipt Voucher
  - ◆ Commission Voucher
  - ◆ Charge Voucher
  - ◆ Petty Cash Voucher
  - ◆ Allowance Voucher
  - ◆ Paid-out Voucher (VPO)
  - ◆ Transfer voucher

Payment Voucher

PV No: _____

Amount:		Date:	
Method of Payment			
Cash:		Check#:	
To:			
The Sum of:			
Being:		Payee:	
Approved By:	Paid By:	Signature	

Payment Voucher Template

- ❖ **Ledger and Types**
- ♦ The ledgers are a group of accounts.
- ● **There are two ledgers the front office handles:**
- ♦ **Guest ledger** – A set of all guest accounts currently residing in the hotel.
- ♦ **Non-guest ledger** – A set of all unsettled, departed guest accounts.
- ❖ **There are two other types of ledgers used in the hotel. Both types of ledgers are used by back office accounting section as given**:

- ● **Receivable ledger** – The back office accounting staff mails the bills and statements to the guests after their departure without settling the bills and ensures the payments for services provided.
- ● **Payable ledger** – The staff handles amounts of money paid in advance on behalf of the guest to the hotel for future consumption of goods and services.

- ❖ **Account Settlements**
- ♦ There are various issues regarding account settlement
- ❖ **Orientation of Account Settlement**
- ● **By Guest** – the guest settles own account by cash/credit card/cheque.
- ● **By Organization** – the organization settles guest account by transferring money to the hotel account.
- ❖ **Methods of Account Settlement**
- ● **There are following popular methods of account settlement**:
- ♦ **Account Settlement in Local Currency** – A guest can pay in terms of a local currency where the payment is not chargeable with conversion fees.

- ♦ **Account Settlement in Foreign Currency**: If the guest prefers to pay in foreign currency, the service of payment by the bank is chargeable for around 3% to 6% of the total payable amount.
- ♦ **Account Settlement Using Traveller Check**: Travellers' cheques, the pre-printed cheques in the denominations of major world currencies are a good option to paying by cash.
- ♦ **Debit Card**: Use of magnetic cards for payment against account is most common today. Paying by debit cards is as good as paying by cash as the amount of money is instantly transferred from the guest's bank account into the hotel's bank account.
- ♦ **Credit Settlement by Organization**: Many national, international, private, or public organizations send their employees or students for attending workshops, seminar, or meetings
- ♦ In **direct billing account settlement**, the front office staff verifies guest folios and transfers the guest account to non-guest or city account. The hotel's back-office accounting verifies the guest folios and is responsible to collect the direct billing amount from a direct billing agency such as embassy, university, or organizations
- ♦ **Combined Account Settlement** – A guest can settle account by paying partial amount in cash and remaining amount on credit. The front office staff needs to prepare the supporting document for such kind of payment and hands it over to the back-office accounts.
- ❖ **Front Office Accounting Cycle**
- ✓ An important function of the front office accounting system is to maintain an accurate and up-to-date record of all the financial transactions (credit and debit) between the hotel and each guest
- ❖ **The front office accounting cycle has three distinct phases:**
- ✓ Creation of accounts
- ✓ Maintenance of accounts
- ✓ Settlement of accounts
- ❖ **Creation of Accounts.**
- ✓ A guest account is created when the first financial transaction between the hotel and a guest takes place.
  - ❖ **It may happen at one of the following stages:**
- ♦ At the time of reservation, if the guest pays an advance amount
- ♦ At the time the hotel receives the advance payment for a booking after the reservation has been made and before the arrival of the guest.
- ♦ At the time of guest registration, when a room is allotted to the guest.
- ♦ A guest folio is created on the day the hotel receives a payment from the guest and the transactions are recorded in the order of their occurrence.

- ♦ The hotel sets a credit limit, known as floor limit, for each guest, which is the maximum amount of credit that the hotel will extend to the guest.
  - ❖ **Maintenance of Accounts:**
- ✓ All the monetary transactions that take place between the hotel and a guest are recorded in the guest folio in the order of their occurrence. An entry in the guest folio may be either debit or credit.
  - ❖ **The most common debit entries in a guest account include the following:**
- ♦ Room charges
- ♦ Food and beverage charges (restaurant, bar, coffee shop, room service, etc.)
- ♦ Telephone and fax charges
- ♦ Health centre, business centre, fitness centre charges
- ♦ Laundry charges
- ♦ Postage charges
- ♦ Transportation charges
- ♦ Visitors paid-out
  - ❖ **Credit entries in a guest account may include the following:**
- ♦ Pre-payment, in part or in full (at the time of reservation or between reservation and arrival).
- ♦ Part payment during the stay.
- ♦ Allowances given to the guest.
- ♦ Adjustments made in case of any error in posting in the guest folio.
- ♦ Final payment for the settlement of accounts at the time of check-out.
  - ❖ **Settlement of Accounts:**
- ✓ This is the final and concluding phase of the front office accounting cycle. The settlement of account means zeroing the balance in a guest folio.
  - ❖ **The formula for calculating the outstanding balance is:**
- ♦ Opening balance + Debit entries – Credit entries = Outstanding amount.
- ♦ At the time of departure, the final bill of the guest is prepared and settled in such a way that the outstanding balance is brought to zero
  - ❖ **Front office night audit**
- ♦ **Auditing** is nothing but conducting **financial inspection** of the organization. For a hotel business, the finance management starts at the front office. Accurate posting of transactions on the guest folios start at the front office, which is further carried to the back-office accounting department. The guest accounts are counterchecked on a daily basis during auditing.

- ♦ Experts recommend the hotel management team to go through the night audit reports daily to get an insight of the hotel occupancy and finances.
- ♦ Let us see what night auditing is and details about the same.
  - ❖ **What is Night Audit?**
- ♦ It is the process of auditing where the night auditor reviews all financial activities of the hotel that has taken place in one day.
- ♦ The auditing process for the day is generally conducted at the end of the day during the following night, hence the name 'Night Audit'.
- ♦ It can be performed by the conventional method of using papers, receipts, vouchers, coupons, and files.
- ♦ But performing audit using modern PMS systems is easy, fast, and efficient.
  - ❖ **Basic Activities during Night Audit**
- **The night auditor performs the following steps during night audit activity:**

- Posting accommodation and tax charge
- Accumulating guest service charges and payments
- Settling financial activities of various departments
- Settling the account receivables
- Running the trial balance for the day
- Preparing the night audit report

  - ❖ **The Need for Night Audit**
- ♦ The objective of night audit is to evaluate the hotel's financial activities.
- ♦ Night audit not only reviews guest accounts by checking credits and debits but also tracks the credit limits of the guests and tallies projected and actual sales from various departments.
- ♦ Night audit reviews daily cash flow into and out of the hotel's account.
- ♦ Night audit has a large significance in hotel business operations. The management body refers night audit report to plan future goals and control the expenses.
- ♦ The managers can react immediately on the acquired information.
  - ❖ **Responsibilities of a Night Auditor**
- **Apart from the basic audit activities listed above, the night auditor carries out the following responsibilities:**

- Taking over from the last shift.
- Checking-in or checking-out the guests after 11:00 pm at night.
- Registering the guests.
- Allocating accommodations to the newly checked-in guests.

- Settling transactions in the newly created guest accounts.
- Verifying guest folios.
- Verifying room status report.
- Balancing all paperwork with the accounts in the PMS.
- Remaining liable for security of the premises.
- Handling guest accommodation keys.
- Taking backup of the PMS generated reports.
- Preparing lists of expected guest arrivals for the next day.
- Closing financial activities for a day.
- Starting financial activities for the next day.
- Receiving and recording bank deposits.

- **Types of Night Audit Reports**
- ✓ Today, the PMS helps night auditors to a great extent in auditing and generating accurate reports.
- **Here are some typical reports generated during night audit**:

- **Night Audit Accommodation Report** – It gives a snapshot of the days when accommodations are occupied, the days when the accommodations are available, check-ins, check-outs, no-shows, and cancellations. This report can show further details for any of the items listed above.
- **Night Audit Counter Report** – It gives details on cash and credit card receipts and withdrawals.
- **Night Audit Revenue Report** – It delivers information on accommodation revenue, cancellation and no show revenue, and other POS revenue. Revenue generated through various agencies and bodies such as travel agents, corporate organizations, internet booking. etc., is also listed in this report.
- **Night Audit Tax Report** – Contains all the tax information on reservation revenue and other POS revenues such as VAT, luxury tax, and service tax.
- **Cashier's report** – It is the detailed list of cashier activity of cash influx and out flux, credit cards, and PMS totals. Cashier's report is very important part of the financial control system of a hotel. The front office manager reviews the night audit and looks for any divergences between the actual amount received and the PMS total.
- **Manager's Report** – It is a statistical list of previous day's occupancy. It includes details about available accommodations, occupied accommodations, sold and vacated accommodations, rack-rate, number of guests in the hotel, number of no-shows, and so on.
- **General Manager's Report** – Each department in the hotel is required to send daily sales report to the front office. The General Manager

determines the profit-generating departments and evaluates the success of sales and marketing.

- **High Balance Report** – This is a detailed report about the guests who have exceeded the credit limit set by the hotel management.
- **Ledger Balance Summary Report** – It displays the opening and closing balances for the Advance Deposit Ledger, Guest Ledger, and City Ledger.

Theoretical learning Activity

1. Differentiate between **Night Audit Tax Report and Cashier's report**.

✓ **Night Audit Tax Report** – Contains all the tax information on reservation revenue and other POS revenues such as VAT, luxury tax, and service tax.

✓ **Cashier's report** – It is the detailed list of cashier activity of cash influx and out flux, credit cards, and PMS totals. Cashier's report is very important part of the financial control system of a hotel. The front office manager reviews the night audit and looks for any divergences between the actual amount received and the PMS total.

Practical learning Activity

✓ **Not applicable**

Points to Remember (Take home message)

- **There are two ledgers the front office handles:**
- ♦ **Guest ledger** – A set of all guest accounts currently residing in the hotel.
- ♦ **Non-guest ledger** – A set of all unsettled, departed guest accounts.

Summary

✓ **Here are some typical reports generated during night audit**:

Indicative content1.2.6: reservation status

Room Status Terminology / Definitions for hotels

♦ During the guest stay, the housekeeping status of the guest room changes several times.

♦ The various terms defined are typical of the room status terminology of the lodging industry.

♦ Maintaining timely housekeeping status requires close coordination and cooperation between the front desk and the housekeeping department for the Non- Automated / Semi-Automated hotels.

➢ **Occupied:** A guest is currently occupied in the room

➢ **Stay over:** The guest is not expected to check out today and will remain at least one more night.

➢ **On-Change:** The guest has departed, but the room has not yet been cleaned and ready for sale.

➢ **Do Not Disturb:** The guest has requested not to be disturbed

➢ **Cleaning in progress:** Room attendant is currently cleaning this room.

➢ **Sleep-out:** A guest is registered to the room, but the bed has not been used.

➢ **On-Queue:** Guest has arrived at the hotel, but the room assigned is not yet ready. In such cases, the room is put on Queue status in-order for the housekeeping staff to priorities such rooms first.

➢ **Skipper:** The guest has left the hotel without making arrangements to settle his or her account.

➢ **Vacant and ready:** The room has been cleaned and inspected and is ready for an arriving guest.

➢ **Out of Order (OOO):** Rooms kept under out of order are not sellable and these rooms are deducted from the hotel's inventory. A room

may be out-of-order for a variety of reasons, including the need of maintenance, refurbishing and extensive cleaning etc.

- ➢ **Out of Service (OOS):** Rooms kept under out of service are not deducted from the hotel inventory. This is a temporary blocking and reasons may be bulb fuse, T V remote not working, Kettle not working etc. These rooms are not assigned to the guest once these small maintenance issues are fixed.

- ➢ **Lock out:** The room has been locked so that the guest cannot re-enter until he or she is cleared by a hotel official.

- ➢ **DNCO (did not check out):** The guest made arrangements to settle his or her bills (and thus not a skipper), but has left without informing the front desk.

- ➢ **Due Out:** The room is expected to become vacant after the following guest checks out.

- ➢ **Check-Out:** The guest has settled his or her account, returned the room keys, and left the hotel.

- ➢ **Late Checkout:** The guest has requested and is being allowed to check out later than the normal / standard departure time of the hotel.

Theoretical learning Activity

1. Differentiate between **out of order and out of service**

- ● **Out of Order (OOO):** Rooms kept under out of order are not sellable and these rooms are deducted from the hotel's inventory. A room may be out-of-order for a variety of reasons, including the need of maintenance, refurbishing and extensive cleaning etc.
- ● **Out of Service (OOS):** Rooms kept under out of service are not deducted from the hotel inventory. This is a temporary blocking and reasons may be bulb fuse, T V remote not working, Kettle not working etc. These rooms are not assigned to the guest once these small maintenance issues are fixed.

Practical learning Activity

✓ **Not applicable**

Points to Remember (Take home message)

✓ **Room Status Terminology / Definitions for hotels**

- **Occupied:** A guest is currently occupied in the room
- **Stay over:** The guest is not expected to check out today and will remain at least one more night.
- **On-Change:** The guest has departed, but the room has not yet been cleaned and ready for sale.
- **Do Not Disturb:** The guest has requested not to be disturbed
- **Cleaning in progress:** Room attendant is currently cleaning this room.

♦ .

Summary

✓ **Room Status Terminology / Definitions for hotels**

- **Occupied:** A guest is currently occupied in the room
- **Stay over:** The guest is not expected to check out today and will remain at least one more night.
- **On-Change:** The guest has departed, but the room has not yet been cleaned and ready for sale.
- **Do Not Disturb:** The guest has requested not to be disturbed
- **Cleaning in progress:** Room attendant is currently cleaning this room.
- **Sleep-out:** A guest is registered to the room, but the bed has not been used.

- **On-Queue:** Guest has arrived at the hotel, but the room assigned is not yet ready. In such cases, the room is put on Queue status in-order for the housekeeping staff to priorities such rooms first.
- **Skipper:** The guest has left the hotel without making arrangements to settle his or her account.

Indicative content1.2.7: reservation confirmation procedures:

✓ deposits
✓ guarantees
✓ Cancellation policy and procedures
✓ Reservation status:
✓ Confirmed reservation
✓ Non confirmed reservation
✓ Cancelled reservation
✓ Release times of tentative and non-guaranteed reservations policy
✓ Group reservations procedures

Theoretical learning Activity

2. Differentiate between **out of order and out of service**

- **Out of Order (OOO):** Rooms kept under out of order are not sellable and these rooms are deducted from the hotel's inventory. A room may be out-of-order for a variety of reasons, including the need of maintenance, refurbishing and extensive cleaning etc.
- **Out of Service (OOS):** Rooms kept under out of service are not deducted from the hotel inventory. This is a temporary blocking and reasons may be bulb fuse, T V remote not working, Kettle not working

etc. These rooms are not assigned to the guest once these small maintenance issues are fixed.

 Practical learning Activity

✓ **Not applicable**

Points to Remember (Take home message)

> ✓ **Room Status Terminology / Definitions for hotels**
>
> - **Occupied:** A guest is currently occupied in the room
> - **Stay over:** The guest is not expected to check out today and will remain at least one more night.
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> ♦ .

Summary

> ✓ **Room Status Terminology / Definitions for hotels**
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- **Skipper:** The guest has left the hotel without making arrangements to settle his or her account.

Indicative content1.2.8: difference between overbooking and under booking

❖ **What is overbooking?**
➢ **Overbooking** is a situation when the total number of rooms reserved for a certain period of time exceeds the total number of rooms available for sale for the same period.

- Eg: hotel has 200 rooms the receive over bookings than room availability like 210 rooms. **Overbooking**

- Is a situation when the total number of rooms reserved for a certain period of time exceeds the total number of rooms available for sale for the same period?
- In other words, it is the number of additional reservations needs to achieve 100% occupancy. Overbooking for hotels is a revenue management strategy that helps to maximize the total capacity and increase the Room revenue.
❖ **Advantages of Overbooking:**

- Helps the hotel to achieve 100% occupancy by hedging against guests who do not arrive or cancel their reservations.
- Maximize expected revenue.
- Optimizes the operations efficiency by increasing profitability.
- Long-term revenue and profit increases
- Overbooking is a Low risk and the oldest most commonly used method to increase profitability.
- Widely used strategy in hotel revenue management.

❖ **Disadvantages of Overbooking:**

- Loss of room and other potential revenue.
- Decreased customer loyalty.
- Loss of hotel reputation.
- The potential risk of denied services.
- Lost future business from the walked guest.
- Negative word-of-mouth publicity.

❖ **How can you minimize customer complaints while hotel is overbooked?**
- Almost all **customer** service training includes instructions for dealing with unhappy **customers.**
- When a hotel is filled to capacity and guest reservations are still on the books for the night, hoteliers need to have policies in place to walk, or refer, guests to nearby properties for accommodations.
- Sometime Overbooking happens because guests fail to check out
❖ **General ways of handling guest Complaints in hospitality industry**

1. Listen with concern and empathy.
2. Stay calm. Don't argue with the guest.
3. Be aware of the guest's self-esteem. Show a personal interest in the problem,
4. Try to use the guest name frequently.
5. Give the guest your undivided attention. Concentrate on the problem, Do NOT Insult the guest.
6. Take notes. Writing down the key facts saves time if someone else must get involved.
7. Tell the guest what can be the best done. Offer choices. Don't promise the impossible, and don't exceed your authority Set an approximate time for completion of corrective actions. Be specific, but do not underestimate the amount of time it will take to resolve the problem.
8. Monitor the progress of the corrective action.

9. Follow up. Even if the complaint was resolved by someone else, Contact the guest to ensure that the problem was resolved satisfactory

Theoretical learning Activity

✓ **What is overbooking?**

● **Overbooking** is a situation when the total number of rooms reserved for a certain period of time exceeds the total number of rooms available for sale for the same period.

✓ **What do you understand by ''room status?**

Room Status refers to the current housekeeping cleaning status of the room. During a guest's stay, the status of the guest room changes several times.

✓ **Differentiate reception from front office department.**

Front office area is commonly termed as 'Reception', as it is the place where the guests are received when they arrive at the hotel. It is the first point of interaction between the hotel and the guests.

 Practical learning Activity

✓ **Not applicable.**

 Points to Remember (Take home message)

> **What is overbooking?**
> **Overbooking** is a situation when the total number of rooms reserved for a certain period of time exceeds the total number of rooms available for sale for the same period.

> **Occupied:** A guest is currently occupied in the room
> **Stay over:** The guest is not expected to check out today and will remain at least one more night.
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> ➢ **Do Not Disturb:** The guest has requested not to be disturbed
> ➢ **Cleaning in progress:** Room attendant is currently cleaning this room.
> ➢ **Sleep-out:** A guest is registered to the room, but the bed has not been used.

Summary

> ✓ **Advantages of Overbooking:**
>
> ● Helps the hotel to achieve 100% occupancy by hedging against guests who do not arrive or cancel their reservations.
> ● Maximize expected revenue.
> ● Optimizes the operations efficiency by increasing profitability.
> ● Long-term revenue and profit increases
> ● Overbooking is a Low risk and the oldest most commonly used method to increase profitability.
> ● Widely used strategy in hotel revenue management.
>
> ✓ **Disadvantages of Overbooking:**
>
> ● Loss of room and other potential revenue.
> ● Decreased customer loyalty.
> ● Loss of hotel reputation.
> ● The potential risk of denied services.
> ● Lost future business from the walked guest.
>
> ● Negative word-of-mouth publicity.

Learning outcome1.3: Prepare and Provide Reservation Activities Report as per Standard Operating Procedures

Indicative content1.3.1: The features of each report

> ➢ **Features of report?**
> ● The structure,
> ● content,
> ● language,

- typing, and
- presentation style of a good report should be attractive to make a clear impression in the mind of its reader. A good report shows important information.
  - ➢ **What are the features and structure of a report?**
- **Reports are formal documents which can** include:
  - ✓ headings,
  - ✓ sub-headings,
  - ✓ numbered sections,
  - ✓ bullet point text, and
  - ✓ graphics such as flow charts,
  - ✓ diagrams or graphs. All of these devices may be used to help the reader navigate the report and understand its content

- ❖ **What are the main features of formal report?**
- Formal reports contain three major components.
- ❖ **The front matter of a formal report includes:**
- a title page,
- cover letter,
- table of contents,
- table of illustrations, and
- an abstract or executive summary. The text of the report is its core and contains an introduction, discussion and recommendations, and conclusion.

Theoretical learning Activity

- ❖ **What are the main features of formal report?**
- Formal reports contain three major components.
- ❖ **The front matter of a formal report includes:**
- a title page,
- cover letter,
- table of contents,
- ✓ table of illustrations
- ❖ **Differentiate reception from front office department.**

✓ Front office area is commonly termed as 'Reception', as it is the place where the guests are received when they arrive at the hotel. It is the first point of interaction between the hotel and the guests.

Practical learning Activity

✓ **Not applicable.**

Points to Remember (Take home message)

> ➢ **Features of report?**
> - The structure,
> - content,
> - language,
> - typing, and
> - presentation style

Summary

> ✓ **Features of report?**
> - The structure,
> - content,
> - language,
> - typing, and
> - presentation style of a good report should be attractive to make a clear impression in the mind of its reader. A good report shows important information.
>
> ✓ **What are the features and structure of a report?**
>
> ✓ **Reports are formal documents which can** include:
> - headings,
> - sub-headings,
> - numbered sections,
> - bullet point text, and
> - graphics such as flow charts,
> - diagrams or graphs. All of these devices may be used to help the reader navigate the report and understand its content

Indicative content1.3.2: When to use these reports

> ❖ **What is the purpose of these reports?**
> ▪ The purpose of a report is **to provide information to people on a specific topic**. And
> ▪ it should take around ten to fifteen minutes to present it.
> ▪ Apart from school, reports play an integral role in the professional world.
> ❖ **When should reports be used?**
> ● Reports will provide important detail that can be used to help develop future forecasts,
> ● marketing plans,
> ● guide budget planning and
> ● improve decision-making. Managers also use business reports to track progress and growth, identify trends or any irregularities that may need further investigation.

Theoretical learning Activity

❖ **What are the main features of formal report?**
● Formal reports contain three major components.
❖ **The front matter of a formal report includes:**
● a title page,
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● table of contents,
✓ table of illustrations
❖ **Differentiate reception from front office department.**
✓ Front office area is commonly termed as 'Reception', as it is the place where the guests are received when they arrive at the hotel. It is the first point of interaction between the hotel and the guests.

Practical learning Activity

✓ **Not applicable.**

> ➢ **Features of report?**
> - The structure,
> - content,
> - language,
> - typing, and
> - presentation style

Summary

> ✓ **When should reports be used?**
> - Reports will provide important detail that can be used to help develop future forecasts,
> - marketing plans,
> - guide budget planning and
> - Improve decision-making. Managers also use business reports to track progress and growth, identify trends or any irregularities that may need further investigation.

Ic

Indicative content1.3.3: types of reservation reports

> ❖ **Which of these reports used in business?**
> ♦ Which of these reports are used in business?
>   Explanation: **Technical reports are of two types.**
> ❖ **They are: formal and non- formal technical reports**. They must present a complete picture of all the necessary and relevant facts.
> ❖ **Types of reservation reports**
> ▪ Occupancy report.
> ▪ Special arrival report.
> ▪ Revenue forecast report.
> ▪ Turn away report.
> ❖ **What are the five types of front office reports?**
> ❖ **Generating Reports at Front Desk**
> - Arrival Report.

- Housekeeping Status Report.
- Bookings Report.
- Stay over Report.
- Departure Report.
- Printing.
- Sorting.
- In-house Printing.
- ❖ **Rooms Reports**
- An essential component of any property management system, the housekeeping report **provides details on room status, room notes, and current guests**, and is crucial for communicating housekeeping information at a property with numerous rooms and employees.
- ❖ **What is a room report?**
- The Room Activity Report **displays specific changes/details pertaining to room numbers within a property**, including when a room is Checked in or Checked Out, a key is made for the room, the Housekeeping Status is updated, or when a reservation is moved to a different room
- ❖ **What is the function of a room status report?**
- The room status of the room alerts front office department for sale of the room to the guest, the housekeeping department to get ready the used rooms and make it ready for sale again to the customers and also links the maintenance, engineering and safety department to service all equipment's and put in working condition.
- ❖ **Listed below is the full list of Room Action Types that will be included in the report.**

  - check in

  - check out

  - discrepant (room skips/sleeps)

  - key create

  - key delete

  - key duplicate

  - key moved

  - one shot key

  - reinstate

  - return from

  - reverse check out - only the last name of the guest will show for this action type.

- room assign

- room move - When a room is moved, there will also be a corresponding Key Moved action (when Key Interface is active).

- status change (Room Status, OOO/OOS)

❖ **Report Output**

➢ **Room No.** Room number.

➢ **Action Type.** Type of action performed for the room number.

➢ **Date.** System date of when the action was performed for the room number.

➢ **Time.** System time of when the action was performed for the room number.

➢ **User.** User that performed the action for the room number.

➢ **Action Description.** Complete description of the action that was performed for the room number.

➢ **Confirmation Number.** Confirmation number of the reservation.

❖ **Revenue reports**
❖ **What is a revenue report?**

♦ Revenue reporting refers to **the process of tracking your revenue numbers**. Revenue reports help tour businesses and attractions keep track of essential revenue metrics like sales, profit, and cash flow.

❖ **What is a daily revenue report?**

♦ The Daily Revenue Report is **a high level report of all revenue transactions made on any given day**.

♦ Use this report to have a summary breakdown of revenue by departments/categories.

❖ **What is hotel revenue report?**

♦ This report can be produced for past dates only, and can include up to a maximum of 31 days of information.

♦ The Room Occupancy and Revenue Report **shows a detailed overview of past occupancy and revenue information**.

♦ This report is permission based.

❖ **Reservation forecast report**

✓ The Reservation Forecast Report generates a reservation forecast by date, for a specified date range.

✓ You choose the breakdown of the reservations or Blocked Rooms not picked up, on the attached.

- ✓ The information can include Individual or Block Reservation Types, deduct and/or Non-Deduct Reservations and whether the rate amount displayed should be the package rates or net room rates.
- ✓ The Block reservations will only calculate on reservations actually reserved. The report displays for each date selected, the Arrival Rooms, Number of rooms, occupancy, room revenue, number of Guest's, multiple occupancy %, single occupancy rooms and multiple Occupancy rooms.
- ❖ **What is reservation forecast?**
- ♦ It **enables the hotel managers to determine projected income and related expenses for a certain time period**.
- ♦ The front office manager, who has estimated total room occupancy to be 100 rooms with an average room rate for a seven-day period, can project a revenue from room sales.
- ❖ **What is a forecasting report?**
- ● Forecasting refers to the process of using current and historic cost data to predict future costs.
- ● The Forecast Report is a management tool that presents financial information (revenue and expense) based on actual and budgeted (projected) amounts within the current fiscal year.
  - ❖ **Cancellation report**
- ❖ **What are the types of cancellation reasons?**
- ♦ **Examples of cancel reasons include:**
- ➢ Event No Longer Happening.
- ➢ Room Requirements Changed.
- ➢ Found More Affordable Venue.
- ➢ Lost Funding
- ❖ **What is cancellations in hotel?**
- ● A cancellation deadline is **a date before which you must cancel a hotel reservation without paying any money**.
- ● You may cancel your reservation up until the cancellation deadline shown on your booking.
- ● If you cancel your reservation after the cancellation deadline, you will have to pay for one night's stay.
- ❖ **What is cancellation in reservation?**
- ➢ A reservation cancellation **informs the hotel that a previously reserved room is once again available**, and helps the front desk more effectively manage its room inventory.
- ➢ Hotels should make processing cancellation easy and efficient.

> ❖ **How do you write a formal cancellation email?**
>
> Hi (Recipient's name), I recently ordered (product name) from you, and I would like to cancel if possible. My order number is (order number), and my details are (including information). Please confirm that you have received this email and that my order has been canceled

 Theoretical learning Activity

❖ **What is cancellations in hotel**?
- A cancellation deadline is **a date before which you must cancel a hotel reservation without paying any money**.
- You may cancel your reservation up until the cancellation deadline shown on your booking.
- If you cancel your reservation after the cancellation deadline, you will have to pay for one night's stay.

❖ **Differentiate booking and reservation used in hospitality industry.**

A booking contains details such as the space, time and date of your event or meeting. A reservation contains a description of the event as well as contact information.

❖ **What is cancellations in reservation?**
- ✓ A reservation cancellation **informs the hotel that a previously reserved room is once again available**, and helps the front desk more effectively manage its room inventory.
- ✓ Hotels should make processing cancellation easy and efficient.

 Practical learning Activity

- ✓ Not applicable**.** (Example: Trainees in pair perform.)

 Points to Remember (Take home message)

> ❖ **Examples of cancel reasons include:**
> ➢ Event No Longer Happening.
> ➢ Room Requirements Changed.
> ➢ Found More Affordable Venue.
> ➢ Lost Funding
> ❖ **check in**
> ➢ arrival guest the act or process of reporting that you have arrived at a hotel, an airport, the act or process of checking in.
> ❖ **check out**
> ➢ **departure guest** When you check out of a hotel where you have been staying, or if someone checks you out, you pay the bill and leave. They packed and checked out of the hotel. There is a 24-hour reception service so guests can check in or check out at any time.

Learning outcome 1 formative assessment

Written assessment

- Assessment tools
- ❖ **True or false questions**
  - a) No-show is when customer goes in the hotel without making reservation. **False**
  - b) Go-show is when customer arrival in the hotel and make reservation but don't come to use it. **False**
  - c) V/d its means vacant and dirt. **True**
  - d) V/r its means vacant and ready **True**
  - e) Sleep out is someone who make settlement in advance and he/she not come to use it.
- ❖ **Multiple choice**

One of the following is types of bed room:

- f) Cabana room
- g) Tween bed room
- h) Simple bed room
- i) small room
- j) Sueet room
  - ✓ **Open ended questions**

3) What is the function of a room status report?

What are the function of a room status report?

The room status of the room alerts front office department for sale of the room to the guest, the housekeeping department to get ready the used rooms and make it ready for sale again to the customers and also links the maintenance, engineering and safety department to service all equipment's and put in working condition

4) What are the features and structure of a report?
- **Reports are formal documents which can** include:
    - ✔ headings,
    - ✔ sub-headings,
    - ✔ numbered sections,
    - ✔ bullet point text, and
    - ✔ graphics such as flow charts,
    - ✔ diagrams or graphs. All of these devices may be used to help the reader navigate the report and understand its content

❖ **Case studies**
- ✔ Suppose that you are receiving call from USA, the guest inquires to know all information related to the hotel you are working for as receptionist. Give all details information including in pre-arrival stage.

Answer:

❖ Pre-arrival phase includes:
a) Processing the reservation request of the guest. (location of hotel, distance from airport, number rooms, and their types)
b) Creation of guest folio (in case the hotel has received any advance payment, names and address of guest, method of payment, nationality).
c) Blocking the room for the guest.
d) Making special arrangements for the guest (if required).

Practical assessment

- Assessment tools
    - ✔ Assay
    - ✔ Task to be performed
    - ✔ Observation checklist

✓ <u>Checklist.</u>

SN	Checklist	Score	
		YES	NO
1	Reservation procedure are followed		
2	Information needed when receiving a request are captured		
3	International terms for rooms and bed types are used		
4	Different Packages/rates are explained		
5	Methods used to record bookings are used		
6	Reservation confirmation procedures are explained		
7	Cancellation policy and procedures are followed		
	OVERALL	/21	

Not applicable

References:

3. Abbott, P., & Lewry, S. 1997. Front Office Procedures, Social Skills and Management. Butterworth Heinneman, ISBN: 0750600241.
4. Bagavathi, R.S.N (2003). Office Management. First Edition.S.Chand & Company Ltd. New Delhi. India

Learning Unit 2: Perform arrival stage.
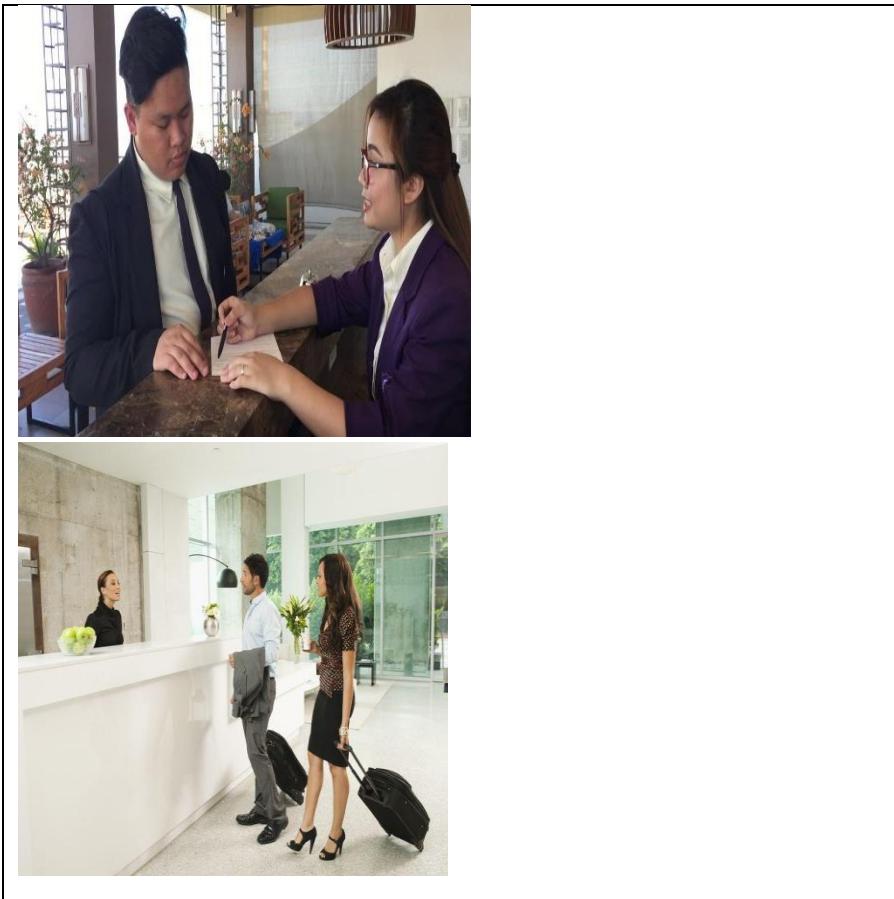
STRUCTURE OF LEARNING UNIT

Learning outcomes:

2.1. Introduce the arrival activities as required by hospitality concept

2.2. Complete Registration duties as per standards Operating Procedures

2.3. Prepare and Provide of Registration Activities Reports as per Standards Operating Procedures.

Learning outcome 2.1: Introduce the arrival activities as required by hospitality concept.

Duration: 1ohours

Learning outcome 1 objectives:

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

1. know Guest registration in hospitality establishment.

2. know Importance of Guest registration.

3. know Procedures for Receiving and Checking in Guests.

Resources

Equipment	Tools	Materials
-computer	-Reference books -handout notes	-internet -sample of reports

Advance preparation:

. should be aware of how to use laptop

. should know to take care various tools and materials

. should know to respect time(time management)

Learning outcome2.1: Introduce the arrival activities as required by hospitality concept.

Indicative content2.1.1: Definition of Guest registration in hospitality establishment

♦ As the first stage of guest cycle was pre arrival reservation is the second stage of the guest cycle i.e. arrival or registration of guest.

♦ Guest registration is one of the first and most lasting impressions on a hotel customer.

♦ Registration begins when the front desk agent extends a sincere welcome to the guest. A warm greeting sets the tone for everything. The front desk agent moves into the registration process after determining the guest reservation status.

❖ **What is registration?**

♦ Guest Registration or making booking for hotel rooms are sole responsibility of hotel front office.

♦ During room booking front office collect guest information and at the time of check in of the guest those reordered are used to pre fill the GRC card.

♦ Guest registration is nothing but recording the guest 's information for official purposes ie gathering information from the guest.

♦ As the guest arrives in the hotel, his first contact is with front desk staff where his registration activity takes place.

♦ At the time of registration, the front office staff asks the guests to enter their personal information on the Guest Registration Card (GRC).

➢ Registration is mandatory requirement for both; the guest over the age of 16 years irrespective of Indian or foreigner, ordinary personnel or VIP and the hotel ie all hotels, Regardless of the size, boarding houses and other accommodation providers must keep a record of the basic information of the guest staying, ie full name and nationality of their guests each guest must be separately registered.

➢ Registration acts as a valid contract between the guest and the hotel in which the hotel offers to provide safe and secure boarding and lodging facilities to the guest and the guest accepts to pay for the service and facilities. In case of foreigner guest the front desk should fill Form C and verify the passport and visa of the guest.

➢ During registration, the guest is required provide basic information about them and fill up either a visitor's register / hotel register.

➢ The register may be a Red Book / form or a card also called G.R. C (Guest Registration Card).

➢ It is a legal obligation for all guests to be registered in the hotel. All guests have to provide their name and nationality.

> In addition, foreigners must provide their passport number, place of issue and next destination.

> Guests might register by way of recording their details in a register, on a registration card or by using a self-check-in kiosk. Group guests and VIP 's are often pre-registered by reception.

> Many hotels now also have self-check-in kiosks It is the duty of the receptionist to always check the registration details to ensure that it is correct.

Theoretical learning Activity

❖ **What is registration?**
♦ Guest Registration or making booking for hotel rooms are sole responsibility of hotel front office.
♦ During room booking front office collect guest information and at the time of check in of the guest those reordered are used to pre fill the GRC card.

Practical learning Activity

✓ **Not applicable**

Points to Remember (Take home message)

❖ **What is registration?**
♦ Guest Registration or making booking for hotel rooms are sole responsibility of hotel front office.
♦ During room booking front office collect guest information and at the time of check in of the guest those reordered are used to pre fill the GRC card.
♦ Guest registration is nothing but recording the guest 's information for official purposes ie gathering information from the guest.

Indicative content 2.1.2: Importance of Guest registration

> **Indicative content 2.1.2: Importance of Guest registration**
> - ● Importance of registration
> - ➢ Registration is helpful for both guest and hotel, in various ways:
> - ✓ It satisfies the legal requirements for hotels to keep records of their guests.
> - ✓ It provides a record of (as opposed to reservations), which may help to account for residents in the event of a fire or other disaster.
> - ✓ It provides management information: e.g. about the proportion of arrivals to reservations; occupancy statistics; the national origin of guests and so on.
> - ✓ It confirms guests' acceptance of the hotel's terms and conditions (if they are asked to sign the register).
>
> It occupies the guest while the receptionist checks booking records, allocates rooms, prepares keys

Theoretical learning Activity

- ❖ **Discuss about guest registration in hospitality industry**. (As the first stage of guest cycle was pre arrival reservation is the second stage of the guest cycle i.e. arrival or registration of guest.
- ♦ Guest registration is one of the first and most lasting impressions on a hotel customer.
- ♦ Registration begins when the front desk agent extends a sincere welcome to the guest. A warm greeting sets the tone for everything. The front desk agent moves into the registration process after determining the guest reservation status.
- ❖ **Talk about the importance of register the guest**.
- ➢ Registration is helpful for both guest and hotel, in various ways:
- ✓ It satisfies the legal requirements for hotels to keep records of their guests.
- ✓ It provides a record of (as opposed to reservations), which may help to account for residents in the event of a fire or other disaster.

✓ It provides management information: e.g. about the proportion of arrivals to reservations; occupancy statistics; the national origin of guests and so on.

It confirms guests' acceptance of the hotel's terms and conditions (if they are asked to sign the register).

 Practical learning Activity

✓ **Not applicable.** (Example: Trainees in pair perform.)

 Points to Remember (Take home message)

❖ **importance of register the guest**.
➢ Registration is helpful for both guest and hotel, in various ways:
✓ It satisfies the legal requirements for hotels to keep records of their guests.
✓ It provides a record of (as opposed to reservations), which may help to account for residents in the event of a fire or other disaster.
✓ It provides management information: e.g. about the proportion of arrivals to reservations; occupancy statistics; the national origin of guests.

 Learning outcome 1 formative assessment

Written assessment

- Assessment tools
  ✓ **True or false questions**
a) Booking and reservation are similar
b) V/c means vacant and choose

c) v/r means vacuum and ready
  ✓ **Multiple choice**
♦ The following statements which is incorrect:
a) The main department of hotel are:
  i) Front office department
  ii) <mark>Food and beverage operation</mark>
  iii) Kitchen department
  iv) Housekeeping department
  ✓ **Open ended questions**
1. Explain the department find in a hotel establishment
  a) Food and beverage department
  b) Kitchen department
  c) Front office department
  d) Housekeeping department
2. What do you understand by room division?

Room division is a combination of two departments such as front office and housekeeping department

  ✓ **Case studies**
♦ The guest history is a valuable resource for marketing and sales, which uses the guest registration information to target marketing campaigns, develop promotions, prepare mailing labels, and select appropriate advertising media. The front office staff must make every effort to keep this database current and accurate. What are the relationship between front office and other department?

Front office is a heart of hotel which facilitate other department in the hotel establishment.

❖ **Practical assessment**
● Assessment tools
  ✓ Assay
  ✓ Task to be performed
  ✓ Observation checklist

  ✓ Checklist.

SN	Checklist	Score	
		YES	NO
1	Reservation procedure are followed		
2	Information needed when receiving a request are captured		

3	International terms for rooms and bed types are used		
4	Different Packages/rates are explained		
5	Methods used to record bookings are used		
6	Reservation confirmation procedures are explained		
7	Cancellation policy and procedures are followed		
	OVERALL	/21	

▪ Not applicable

References:

1. Boella, M., & Pannett, A. 1999. Principles of Hospitality Law. Cassell, ISBN: 0304704725.

2. Braham, B. 1999. Hotel Front Office. S. Thornes, ISBN: 0748716327.

Learning outcome2.2: Complete Registration duties as per standards Operating Procedures.

Indicative content2.2.1: Procedures for Receiving and Checking in Guests

> ▪ The **duties** and responsibilities of receptionist include checking guests in and out, issuing keys, taking reservations by telephone or email, preparing bills and dealing with payments.
> ▪ As a **Hotel Receptionist**, you will deal with enquiries and room reservations made on the telephone, online or by email.
>
> ❖ **Receptionist also has responsible of making different report in hotel:**
>
> ● **Examples of reports distributed by reception**

> **Expected arrivals list**

- An **arrival** report used in to check the **Expected** guest **arrivals** to the **hotels** on any given date.
- This report is to be designed to give **arrival** guest details like, **Arrival** Date, **Arrival** time, room blocked, VIP code, Any special guest specific request or room specific requests etc.
- This report can deliver in housekeeping, restaurants, security in order to prepared the work before.

Theoretical learning Activity

- ❖ **Discuss about guest registration in hospitality industry**. (As the first stage of guest cycle was pre arrival reservation is the second stage of the guest cycle i.e. arrival or registration of guest.
- ♦ Guest registration is one of the first and most lasting impressions on a hotel customer.
- ♦ Registration begins when the front desk agent extends a sincere welcome to the guest. A warm greeting sets the tone for everything. The front desk agent moves into the registration process after determining the guest reservation status.
- ❖ **Talk about the importance of register the guest**.
- ➢ Registration is helpful for both guest and hotel, in various ways:
- ✓ It satisfies the legal requirements for hotels to keep records of their guests.
- ✓ It provides a record of (as opposed to reservations), which may help to account for residents in the event of a fire or other disaster.
- ✓ It provides management information: e.g. about the proportion of arrivals to reservations; occupancy statistics; the national origin of guests and so on.

It confirms guests' acceptance of the hotel's terms and conditions (if they are asked to sign the register).

Practical learning Activity

- ✓ **Not applicable.** (Example: Trainees in pair perform.

Points to Remember (Take home message)

- ❖ **importance of register the guest**.
- ➤ Registration is helpful for both guest and hotel, in various ways:
- ✔ It satisfies the legal requirements for hotels to keep records of their guests.
- ✔ It provides a record of (as opposed to reservations), which may help to account for residents in the event of a fire or other disaster.
- ✔ It provides management information: e.g. about the proportion of arrivals to reservations; occupancy statistics; the national origin of guests.

Indicative content 2.2.2: situation of guest check in reservation

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- ➤ **check actual arrivals**

  - ▪ This report shows a list of arrivals based on name, room number or arrival date.
  - ▪ This report can be run for day as well as future dates up to a maximum date range

NOTE: This report will also include any wait list reservations.

- ➤ **check out list**
  - ▪ Reception staff prepare departure list after to check out all expected departure
  - ➤ Welcoming a guest
  - ➤ Collection of data (Guest ID)

- ➢ Product Matching and key in information where necessary (Assigning the right room type and right rate, right length of stay to the guest as desired based on availability)
- ➢ Producing and issuing the registration form to the guest for signature
- ➢ Collection of payment
- ➢ Issuing of the receipt
- ➢ Issuing of room key
- ➢ Explanation of hotel facilities and operational hours
- ➢ Introduction the porter to the guest for rooming procedure
- ➢ Situations of a Guest check in
- ❖ **Check in Procedure**
- ● **The check in procedures of guest with different status is discussed under following sections:**
    - ✓ Guest with Confirmed Reservations
    - ✓ Walk in Guest
    - ✓ VIP 's
    - ✓ Groups/ Crew (domestic and international)
    - ✓ Scant Baggage guest
    - ✓ Foreign Nationals
    - ✓ Guest with Confirmed Reservations
- ❖ **CHECK IN PROCEDURE FOR GUEST WITH CONFIRMED RESERVATIONS**
- ● **The check in procedure of confirmed reservation guest involves following steps**:
- ▪ When the guest arrives in the hotel the front desk should welcome them and ask them if they have confirmed reservation.
- ▪ If yes than front desk should check the day 's arrival list to confirm the reservation status of the guest.
- ▪ Once the reservation status of the guest is confirmed the front desk agent should give the pre filled registration card to the guest to verify the details.
- ▪ When the guest has checked and signed the GRC than front desk will ensure that all the details are properly filled including the billing instructions.
- ▪ Check the availability of room as per the preference of the guest and allot the room accordingly.
- ▪ The front desk agent should issue the room keys to the guest and authorize the bell boy to escort the guest to the room.

- Bell boy will escort the guest and carry their luggage to the allotted room, the bell captain will fill the information in the arrival errand card and lobby control sheet.
- The front desk agent should wish the guest and enjoy able stay at the hotel and update the front office records.

❖ **Check-in a guest with reservation**

● **CHECK IN PROCEDURE FOR FOREIGNER GUEST**

✓ The check in procedure of foreigner guest is similar to domestic guest only thing is that Form has to filled for all foreigner guest.

✓ It is mandatory to fill Form, for all foreigner guest staying in the hotel, the details which can be filled with the help of passport.

✓ Diplomats and NRIs not have to fill this form. Form is also called as Hotel Arrival report.

● **The front office staff should check the validity of the passport and visa it involves following steps:**

✓ When the foreigner guest arrives in the hotel the front desk should welcome them and ask them if they have any confirmed reservation or any prior booking,

✓ If yes check the day 's arrival list to verify the guest reservation status.

❖ **With Reservation:**

♦ Give the prefilled GRC to the guest to verify and sign the card □ Without Reservation

♦ If no reservation the front desk agent should check the availability of room for the time duration requested by the guest and if rooms available, establish the mode of settlement.

♦ Give the fresh GRC to fill by the guest and assist in doing so.

♦ Once the GRC is filled and signed in either of the case, check for its completeness.

♦ Depending upon the availability and preference of the guest allot the room

♦ Request for the passport from the foreigner guest; check for the validity of passport and visa once checked fill the details in the Form.

♦ The front desk agent should issue the room keys to the guest and authorize the bell boy to escort their guest to the room.

♦ Bell boy will escort the guest and carry their luggage to the allotted room, the bell captain will fill the information in the arrival errand card and lobby control sheet.

♦ The front desk agent should wish the guest and enjoy able stay at the hotel and update the front office records.

❖ **Check-in a walk in (without reservation)**
● **CHECK IN PROCEDURE FOR WALK IN GUEST**
➢ **The check in procedure of walk in guest involves following steps:**
● When the guest arrives in the hotel the front desk should welcome them and ask them if they have confirmed reservation or any prior booking.
● If no i.e. if the guest does not have any prior reservation than front desk agent should check the room availability status for the time period of the stay requested by the guest.
● If rooms are available for the specific duration specified by the guest, the front desk agent should proceed with the check in activity of walk in guest, however in case of undesirable or black listed guest, the front desk agent should politely deny the room, even if the rooms are available.
● To ascertain the credibility of the walk in guest the front desk agent should ask for the mode of settlement and ask for either advance deposit in cash or credit card imprints are taken to ensure that guest is genuine and will not turn into skipper.
● The front desk agent should now give the fresh GRC to fill by the guest and help the guest in doing so.
● Once the guest has filled and signed the GRC, the front desk agent should check for its completeness.
● The front desk agent should allot the room to the guest as per the availability and preference of the guest.
● The front desk agent should issue the room keys to the guest and authorize the bell boy to escort the guest to the room
● Bell boy will escort the guest and carry their luggage to the allotted room, the bell captain will fill the information in the arrival errand card and lobby control sheet. The front desk agent should wish the guest and enjoy able stay at the hotel and update the front office records.
❖ **Group check in**.
● **CHECK IN PROCEDURE FOR DOMESTIC AND INTERNATIONAL GROUPS & CREWS**
❖ The check in procedure for group or crew requires specialized pre-registration activity as group contains number of people who have to register at the same time.
❖ **The pre-registration activities involve following steps**:
● **Pre arrival for group**

- Front office prep area group list containing detail of each guest in the group the list contains the detail like the name of the guest, their address their like and dislikes etc.
- The front office blocks the room for the group and preferences is given, that room should been at the same floor.
- Inform housekeeping regarding blocked rooms to ensure that rooms are ready before the arrival of the group.
- The front office prepares a rooms list which contains the name of the group members and the corresponding room numbers.
- The front office ensures that keys of all the rooms for the group are available at the reception and they arrange them according to the room numbers and place them in an envelope and to be handed over to group leader.
- Based on the information received from group leader, pre-registration is done, that is guest registration card are filled before arrival of group.
- Front office coordinate with f & B department for the arrangement of welcome drink on arrival.
- Front office inform bell desk to arrange bell boys for luggage handling of the group.
- Inform the concerned person to make the arrangement for traditional welcome if any.
- Check for any mail or message for the group.

❖ **On arrival**
- Front office coordinates with the group leader to ensure smooth check in of the group so they always keep in contact with the group leader.
- As soon as the group vehicle arrives in the hotel bell boys are send to handle the guest luggage to identify the luggage of the individual guest, luggage tags are placed on the luggage as per the rooming list.
- Front office agent escort the group leader to the reception desk, and traditional welcome is given to the group members if required to be given.
- The receptionist handover the prefilled GRC and room keys to the group leader for completion and signature of the group members as per the rooming list.
- F&B service and front office mean while organize welcome drink for the group members in the scheduled area.
- Once the group leader handover the signed GRC to the receptionist, the guest may proceed to their rooms
- Bell boys escort the group members to their rooms.

- In case of foreigner group, front desk requires passport of all the guest to fill the form.
- Front office distribute the copies of rooming list to different departments like housekeeping, F&B service section order to inform the arrival of group.
- Front office coordinates with the group leader regarding group activities like meal schedule wakeup call and other requirements.
- Once the group members move to their room the front office:
- Ensure that luggage of the guest has been sent to their respective rooms
- Update the room position
- Front office cashier opens two folio – master folio for the entire group and individual folio for each member of the group which is to be charged directly from the guest or individual group member.

❖ **VIP and Guests with Special Requirements**
- **CHECK IN PROCEDURE FOR VIP GUEST**
  ➢ **Very Important guest for the hotel includes**:
- heads of states.
- Ministers.
- media personnel.
- sports personnel.
- Celebrities.
- film stars
- travel writers
- top executives
- corporate heads famous figures etc.
- They get special treatment and attention from the hotel because of their VIP status the hotel desire to have VIP guest in their hotel as it provide free publicity to the hotel.
- The check in procedure of VIP guest involves following steps:

❖ **Pre arrival activities**
- Check the reservation record for the details of the VIP guest
- Preregister the guest- fill the GRC for the VIP guest
- Block the room for VIP guest and ensure that room is being checked by lobby manager or executive housekeeper.
- Send the amenities voucher to concern department, so that amenities can be placed in the guest room which include complimentary fruits, cakes, cookies etc. as per the policy of the hotel.
- Arrange for the vehicle for VIP guest if required.

❖ **On arrival**
- Send the vehicle for the pickup of the VIP guest if required

- When the VIP guest arrives in the hotel, inform the lobby manager or general manager, the VIP guest is given a traditional welcome to the lobby by the guest being welcomed by front office manager or lobby manager.
- The registration formalities are carried out in the guest room over a welcome drink, a prefilled GR card is given to the VIP guest himself or to the authorize person of the VIP guest to complete the registration formalities.
- Room is pre allotted to the VIP guest and the guest is escorted either by front office manager or general manger to his room.
- Call the bell boy to carry the luggage to the guest room
- The front office staff should update the records and send the ANS (Arrival Notification Slip) to concern department regarding the check in of the guest.

 Theoretical learning Activity

1. **Discuss Pre arrival activities**
- Check the reservation record for the details of the VIP guest
- Preregister the guest- fill the GRC for the VIP guest
- Block the room for VIP guest and ensure that room is being checked by lobby manager or executive housekeeper.
- Send the amenities voucher to concern department, so that amenities can be placed in the guest room which include complimentary fruits, cakes, cookies etc. as per the policy of the hotel.
- Arrange for the vehicle for VIP guest if required.
- ➢ **Talk about the Very Important guest for the hotel includes**:
- heads of states.
- Ministers.
- media personnel.
- sports personnel.
- Celebrities.
- film stars
- travel writers
- top executives
- corporate heads famous figures etc.
- They get special treatment and attention from the hotel because of their VIP status the hotel desire to have VIP guest in their hotel as it provide free publicity to the hotel.

❖ Practical learning Activity

✓ **Not applicable.** (Example: Trainees in pair perform.)

 Points to Remember (Take home message)

❖ **Pre arrival activities**
- Check the reservation record for the details of the VIP guest
- Preregister the guest- fill the GRC for the VIP guest
- Block the room for VIP guest and ensure that room is being checked by lobby manager or executive housekeeper.
- Send the amenities voucher to concern department, so that amenities can be placed in the guest room which include complimentary fruits, cakes, cookies etc. as per the policy of the hotel.
- Arrange for the vehicle for VIP guest if required.

Indicative content 2.2.3: Types of hotel room rates

Standard rate (RACK)

The standard rate is also called a RACK rate. This is the price per room without discounts or extras. It's also the price shown on the website and the published price list for the hotel. Think of creating at least two different kinds of RACK rates: including and excluding breakfast.

➢ **Best available rate (BAR)**

The best available rate, or BAR, is the most affordable rate that can be offered to the guest. There are two types of BAR rates, a dynamic rate, or a daily rate.

The daily rate has a fixed price based on the day of the week. For example, from Sunday to Tuesday you pay 100 euros for a standard room, on Wednesday and Thursday it's 120 euros and Friday and

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Saturday it's 150 euros. The prices are always adjusted proportionally based on forecasts made by the revenue manager.

➤ Non-refundable rate

A non-refundable rate means that the guest cannot cancel the booking free of charge. Not every booker is interested in this rate, because there is an element of risk should they need to cancel the booking. Nevertheless, a non-refundable rate is attractive, the price is lower than the standard rate and, as a hotelier, it is guaranteed revenue.

➤ Last-minute rate / Walk-in rate

The description says it all, this rate is for guests who book a room at the last minute or at reception for that night. The rate is often lower than the standard rate to stimulate last minute room sales. How much lower this rate is, is up to the hotelier to determine.

➤ Length of stay (LOS) rate

You can use this rate type when you want to encourage extended stays. The longer the guest stays, the more discount they will receive. It's an interesting rate type because, as the guest is staying longer, the overall cost of maintaining the room is lower. The guest is also more likely to spend extra at the hotel and the longer stay inspires a positive review because of familiarity.

➤ Family rate

A family rate is a price reserved for parents and children. The price of extra beds is usually included. Also, there are often some add-ons included, such as fun children activities. If your accommodation is a place where many families stay, this can be an attractive rate to offer.

➤ Package deal

The best available rate (BAR) in combination with an activity or dinner is called a package deal. There can be many different kinds of package deals so get creative and offer different choices. Think of a package deal including bike rental, or a 2-night stay including dinner on one night

Corporate rate

Is your hotel popular for business travellers? If so, you can consider a special rate for this target group. The corporate rates are for business guests who return regularly or add significant value to the hotel. Look at businesses that drive volume to your property and offer them a competitive price, exclusively for them.

Group rate

When large groups stay at your hotel, for meetings or conferences, there's a good chance that they'll receive a group discount. Group travellers for leisure can also receive a similar discount, for example, tour groups or weddings. These agreements are not made directly with the guests, but with the travel agencies, companies, or organisers.

Complementary rate

This rate is not seen anywhere online but only in the property management system. The rate is set at 0 euros and can be used when you are offering someone a free stay.

Promotional rate

If you want to increase room sales during the low season, promotional rates are excellent to use. Think of offers like "3 nights for the price of 2" or a free breakfast.

Half-day rate

The half-day rate is popular with airport hotels or hotels that are attractive to business guests. It's likely that the booker only wants to stay half a day at the hotel, whether as a layover until their next flight or to have a quiet place to work. The advantage to the hotelier is that the hotel room can be rented twice in one day: during the morning and then for an overnight stay. However, for housekeeping, logistical challenges can arise so keep this in mind.

Early booking rate

Early bird rates encourage early bookings. This is usually a rate that offers a discount if you book well in advance (30 days up to 6 months). For the hotelier, it guarantees advance room occupancy, and for the booker, it's nice to be rewarded for their loyalty.

2. Discuss Pre arrival activities

- Check the reservation record for the details of the VIP guest
- Preregister the guest- fill the GRC for the VIP guest
- Block the room for VIP guest and ensure that room is being checked by lobby manager or executive housekeeper.
- Send the amenities voucher to concern department, so that amenities can be placed in the guest room which include complimentary fruits, cakes, cookies etc. as per the policy of the hotel.
- Arrange for the vehicle for VIP guest if required.

➢ **Talk about the Very Important guest for the hotel includes**:
- heads of states.
- Ministers.
- media personnel.
- sports personnel.
- Celebrities.
- film stars
- travel writers
- top executives
- corporate heads famous figures etc.
- They get special treatment and attention from the hotel because of their VIP status the hotel desire to have VIP guest in their hotel as it provide free publicity to the hotel.

❖ Practical learning Activity

✓ **Not applicable.** (Example: Trainees in pair perform.)

Points to Remember (Take home message)

❖ **Pre arrival activities**
- Check the reservation record for the details of the VIP guest
- Preregister the guest- fill the GRC for the VIP guest
- Block the room for VIP guest and ensure that room is being checked by lobby manager or executive housekeeper.
- Send the amenities voucher to concern department, so that amenities can be placed in the guest room which include

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complimentary fruits, cakes, cookies etc. as per the policy of
the hotel.
- Arrange for the vehicle for VIP guest if required.

Indicative content 2.2.4: Factors that affect the room rates

✓ **Room Tariff**: the term tariff means rate and when applied to rooms
of the hotel it becomes room rates/ room tariff which are available
in the published form with the hotel known as the tariff card.

✓ **Room tariff Fixation:** Fixation of room tariff is a difficult task for
the management. As if room rents are low, the hotel operations will
not be economical and if they are too high guest may not patronize
the property. Hence an accurate and competitive room rent is very
much essential for running a successful hospitality business.

❖ **A hotel fixes room tariff on the following basis:**

♦ Cost Based Pricing
- Market Based Pricing
- On the basis of competitor 's rate
- Inclusive and non-inclusive rates/on the basis of meal plans
- **On the basis of competitor's rate**: The hotels fix their room tariff
on the basis of what their competitor 's in their **Inclusive and non-
inclusive rates/on the basis of meal plans:** Hotels also charge
room rates on the basis of meals provided or not provided along with
the room to the guest.

❖ **Factors for deciding a room tariff: Various factors which should
be kept in the mind while deciding the room tariff for the hotel
are**:

i. **Cost**: The total expenditure that is required in providing services
and products to the ultimate consumer of the hotel services is the
cost. The total cost can include fixed cost, labour cost and material
cost. Tariff should be fixed in such a manner that it covers the cost
of it production and the profit. Higher the cost of the room, the
higher will be the room rent.

ii. **Seasonality**
iii. **Service level**
- **Level/ Standard of Service:** Level or standard of services provided
by the hotel is also one of the factor for deciding the room tariff.

- A hotel offering the best services like spa, gymnasium, banquet halls, specialty restaurants, etc., will charge a higher room rent in comparison to other hotels offering limited services.
- Even more the amenities, higher the standards and higher the room rent. the star classification of the hotel is also based on level of services, five star or above will have better standards of services so higher room rent as compared to those of others.

iv. **Room location**
- **Locality**: The locality or the area in which hotel is situated also gain importance while fixing the room tariff.
- As if the hotel is situated in posh locality where all the shopping and other facilities are available and are also approachable to railway or airport will have higher room rates as compared to those located in backward and far off localities.

Theoretical learning Activity

1. Room Tariff: the term tariff means rate and when applied to rooms of the hotel it becomes room rates/ room tariff which are available in the published form with the hotel known as the tariff card.

2.Talk about the Level/ Standard of Service: Level or standard of services provided by the hotel is also one of the factor for deciding the room tariff.

A hotel offering the best services like spa, gymnasium, banquet halls, specialty restaurants, etc., will charge a higher room rent in comparison to other hotels offering limited services

Practical learning Activity

✓ **Not applicable.** (Example: Trainees in pair perform.)

Points to Remember (Take home message)

❖ **Factors for deciding a room tariff.**

❖ **Cost**: The total expenditure that is required in providing services and products to the ultimate consumer of the hotel services is the cost. The total cost can include fixed cost, labour cost and material cost. Tariff should be fixed in such a manner that it covers the cost of it production and the profit. Higher the cost of the room, the higher will be the room rent.

❖ **Seasonality**

❖ **Service level**

❖ **Level/ Standard of Service:** Level or standard of services provided by the hotel is also one of the factor for deciding the room tariff.

Indicative content 2.2.5: Type of Guest and / or usage

● **Customer profile:** The category of customer coming to your hotel must also be considered.

● The social status and financial status i.e. paying capacity, of the guest should be kept in mind.

v. **Commercial**

● **Publicity:** The amount of publicity done by the hotel and special budget prescribed for hotel publicity also affects in deciding the room rates this type of expanse also need to be adjusted in the room rent as there is no source of return for such expenditure but they help in increasing the occupancy of the hotel.

● **Competition:** Rates should be competitive with other hotels of the same standards and providing the same services and facilities in similar locations of city. Competition in the market plays an important role in determining the rack rate of the hotel. The higher the competition, the lower will be the room rent.

vi. Corporate

vii. Complementary

viii. Group

ix.   Family

x.   day use

xi.   package-plan

Registration Record information

- **Pre-registration**
- Pre-registration activities help to accelerate the registration process and helps in giving fast, efficient and smooth check in of the guest.
- Guest can be pre-registered using the information collected during the reservation process. Pre-registration normally involves preparing registration documents in advance of guest arrival.
- Room and room rate assignment, creation of guest folio are part of the pre- registration process.
- Pre -registration is possible for all types of guest except walk in guest as in case of walk-in guest, there is no prior interaction between the guest and the hotel.
- Thus Pre- Registration is an activity of registering (filling the GRC) a guest even before his arrival, which is generally done one day before his arrival in the night or on the same day but before his arrival.
- The front office for pre -registration needs a list of all the guests expected on a given day to prepare for guests 'arrival, with their estimated arrival times, room type (or allocated room, if any), special requirements, and so on.

The arrivals list is usually generated, using the data in the bookings diary, or the reservation records the day before the arrival date.

Theoretical learning Activity

1. what is Customer profile? The category of customer coming to your hotel must also be considered.

2.Talk about the Pre-registration

- Pre-registration activities help to accelerate the registration process and helps in giving fast, efficient and smooth check in of the guest.
- Guest can be pre-registered using the information collected during the reservation process. Pre-registration normally involves preparing registration documents in advance of guest arrival.

Practical learning Activity

✓ **Not applicable.** (Example: Trainees in pair perform.)

Points to Remember (Take home message)

> **Registration Record information**
> - **Pre-registration**
> - Pre-registration activities help to accelerate the registration process and helps in giving fast, efficient and smooth check in of the guest.
> - Guest can be pre-registered using the information collected during the reservation process. Pre-registration normally involves preparing registration documents in advance of guest arrival.
> - Room and room rate assignment, creation of guest folio are part of the pre- registration process.

Indicative content 2.2.6: Methods of Registration

> - ▪ **Registration Methods**
> - **Hotels have different ways of posting and storing registration records depending upon the requirements of a hotel the registration records may be maintained in three ways:**
> - **Registration form**
> - ✓ **Format of a hotel register (hardbound and loose leaf)**
> - ✓ **Loose Leaf Register**: In this system, a separate loose leaflet is used for each day instead of a consolidated / bound register.
> - ✓ One new page is used every day so to some extent the confidentiality of guest information can be maintained.
> - ✓ It is mostly suitable for medium sized hotels
> - ❖ **The advantages of this method are;**
> - The privacy of the guest can be maintained to some extent
> - If sheet is lost only one-day record is lost.
> - It is convenient to hand over to the guest to fill their details
> - ❖ **The disadvantages of this method are:**

- It can be easily misplaced.
- The leaflet may not be fully filled or in some occasions single sheet may not be sufficient**.**
- Filing also becomes a problem
- Only one guest can register at a time.
- Pre-registration of guest cannot be done
- The sheets are required to be filled
- ❖ **Book**
- ✓ **Bound Book**:   It is a big bound book or register. Guest on arrival fills his details in a line and signs in this book. It is often used in small hotels. All the pages of this are bound into thick book and therefore can be used for long time.
- ❖ **The advantages of this book are:**
- Wastage of paper is minimal.
- No filing is required
- All the records for the duration are available in the single book
- ❖ **The disadvantages of this book handling are:**
- Confidentiality of guest information cannot be maintained. The next guest can easily access the details of the previous guests.
- The book is bulky and gets dirty and torn very soon due to frequent usage.
- Pre-registration of guest cannot be done.
- Only one guest can register at a time.
- If book is lost all the records of the guest are lost forever
- ❖ **Individual Registration or Guest Registration Card**: In this system, a separate card is used for each guest. The cards may be designed so as to serve various purposes. It may be made in duplicate or triplicate with the help of carbon papers so that one copy can be sent to Government departments and the other retained by the hotel.
- ❖ **The following are the advantages of this method**:
- The size of the card is small and quite handy.
- They may also be used to serve as a guest history card.
- Complete privacy of the guest is maintained.
- Many guests can be registered at the same time.
- Pre-registration of guest can be easily done
- ❖ **The disadvantages of this method are**:
- They are quiet expansive
- If not stored properly they can be lost or misplaced easily
- ❖ **Registration Process**
- **The registration process consists of following steps:**

a. Identification of guests

b. Creating the Registration Record

c. Allotment of Room & Rate Assignment

d. Establishing the Method of Payment

e. Issuing the Room Key & Completion of Check in Procedure

f. Filling Special Request

❖ **Identification of Guest's Status**: the identification of guest 's status is important as the hotel process the registration of guest with confirmed reservation and walk-in guest in a slightly different way. The front desk first verifies the status of the guest – if the guest has confirmed reservation his details will be in today 's arrival list and as the pre- registration would be done there check in will take less time as compared to walk in guest as we have no details of the guest

❖ **Creating the Registration Record:** After the guest arrives at the hotel; the front desk agent creates a registration record which is a collection of important guest information. The registration record requires the guest to write down his or her name, address and other information. As the guest signs the registration card it is considered to be the completion of registration.

● **The formats used during the check-in of the guests are**:

➢ **Guest Registration Card (GRC)**: Registration card is filled by the guest during check-in. It is a very important document from where a front desk agent gets all the information about the guest. A registration card consists of name of the guest, address, organization name and address, nationality, arrival time and date, expected date of departure, purpose of visit, room number, number of person, room rate etc.

Theoretical learning Activity

1. what is Individual Registration or Guest Registration Card: In this system, a separate card is used for each guest. The cards may be designed so as to serve various purposes.

2. Give steps of registration process.

● Identification of guests

● Creating the Registration Record

● Allotment of Room & Rate Assignment

● Establishing the Method of Payment

● Issuing the Room Key & Completion of Check in Procedure

- Filling Special Request

Practical learning Activity

✓ **Not applicable.** (Example: Trainees in pair perform.)

Points to Remember (Take home message)

- ❖ **Registration Process**
- ● **The registration process consists of following steps:**
- ● Identification of guests
- ● Creating the Registration Record
- ● Allotment of Room & Rate Assignment
- ● Establishing the Method of Payment
- ● Issuing the Room Key & Completion of Check in Procedure
- ● Filling Special Request

Indicative content 2.2.7: Systems of Registration

- ❖ **Depending upon the need of the hotel and volume of business the hotel can adopt either manual or automatic system of reservation:**
- ➢ Room
- ➢ Manuel Diary System (Manual System)
- ➢ List of all arrivals of a particular day are recorded
- ➢ Kept on loose –leaf basis
- ➢ Top pages represents arrivals on the current date, this is removed and sent to the front desk for receiving the guest.
- ➢ A new blank sheet is added at the back of the diary to record the reservation of a new date.
- ➢ Suitable for small properties.

- ❖ **Electronic**
- ● **SEMI AUTOMATED Whitney System of Reservation**:
- ● Developed by American Duplicating check company
- ● Used by small and medium properties with upto150 Rooms
- ● Uses standard size slip known as Whitney slip or Shannon slip.
- ● The slip may be coloured coded to identify the status of guest like FIT, Group, crew, VIP, commercially important persons.
- ● It uses racks that are vertically mounted on the wall.It requires a total of 43 racks ,out of which 31 racks are kept for the current month.(one for each day).11 racks for the next eleven month of the year, and 1 rack for the next year.
- ● Booking can be kept in order of the date of arrival.
- ● Booking records may be arranged in alphabetical order.
- ● Place vertically.
- ❖ **AUTOMATIC SYSTEM**
- ● Automated reservation system is computerized reservation that is ideally suited to dealing with the large amount of information which needs to be extracted in a number of ways.
- ● Consequently, a computer is an ideal tool for a hotel to employ for storing and retrieve room status information and conduct transaction
- ● Guest goes on line and book the room which automatically blocks the room for the desired duration of time and removes the room from the availability records.
- ● Generates electronic confirmation letters that are sent to the guest email addresses or postal address.
- ● It also automatically generates report like occupancy record or forecast and list like expected arrival list, expected departures list etc.eg CRS and GDS
- ● In either of three systems used by the hotel the detail is first filled in the reservation form.
- ● **Room status**
- ♦ **Rooms sell** are the major source of revenue generation for the hotel.
- ♦ The major function of front office is to sell the room, but to make the room ready for the sell is the part of housekeeping.
- ♦ So Housekeeping and the front office works in close coordination with each other. They communicate with each other for the following information about
- ❖ **Room Status**: - the report on the availability of the rooms for immediate guest occupancy i.e. depicts the entire picture of all the room position or status of guest room.

❖ **Housekeeping room status can be described in the following communication terms:**

- Available Clean, or Ready—room is ready to be occupied
- Occupied—guest or guests are already occupying a room
- Stay over—guest will not be checking out of a room on the current day
- Dirty or On-Change—guest has checked out of the room, but the housekeeping staff has not released the room for occupancy
- Out-of-Order—room is not available for occupancy because of a mechanical malfunction
- Once the housekeeping is ready with the housekeeping room status report it is send to the front office, where it is checked and compared with front office occupancy report this helps front office.
- Update room status
- Know the exact house count
- Find sleepers (a room from which the guest has checked out but is showing as occupied in front office status record)
- **Charge if any extra person has occupied the room:**
  ▪ Vacant clean
  ▪ Vacant dirty
  ▪ Occupied clean
  ▪ Occupied dirty
  ▪ Out of Order
  ▪ Ready to inspect
- **Procedure of Issuing room keys**
  ➢ Fulfilling Special Requests
  ➢ Methods of Payment
  ➢ Cash
  ➢ E-Cards
  ➢ Cheques
  ➢ Direct Billing
  ➢ Special Programs
  ➢ Companies voucher
  ➢ Bank transfer

Theoretical learning Activity

1.What are the Procedure of Issuing room keys?

➢ Fulfilling Special Requests
➢ Methods of Payment
➢ Cash
➢ E-Cards
➢ Cheques
➢ Direct Billing
➢ Special Programs
➢ Companies voucher
➢ Bank transfer
❖ 2.Differentiate between **Rooms sell** and **Room Status**
♦ **Rooms sell** are the major source of revenue generation for the hotel.

The major function of front office is to sell the room, but to make the room ready for the sell is the part of housekeeping.

♦ **Room Status**: - the report on the availability of the rooms for immediate guest occupancy i.e. depicts the entire picture of all the room position or status of guest room.

Practical learning Activity

✓ **Not applicable.** (Example: Trainees in pair perform.)

Points to Remember (Take home message)

Learning outcome 1 formative assessment

Written assessment

- Assessment tools
  - ✓ **True or false questions**
- d) Booking and reservation are similar
- e) V/c means vacant and choose
- f) v/r means vacuum and ready
  - ✓ **Multiple choice**
- ♦ The following statements which is incorrect:
- b) The main department of hotel are:
  - v)　Front office department
  - vi)　Food and beverage operation
  - vii)　Kitchen department
  - **viii)** Housekeeping department
  - ✓ **Open ended questions**
- 3. Explain the department find in a hotel establishment
- 4. What do you understand by room division?
  - ✓ **Case studies**
- ♦ The guest history is a valuable resource for marketing and sales, which uses the guest registration information to target marketing campaigns, develop promotions, prepare mailing labels, and select appropriate advertising media. The front office staff must make every effort to keep this database current and accurate. What are the relationship between front office and other department?
- ❖ **Practical assessment**
- Assessment tools
  - ✓ Assay
  - ✓ Task to be performed
  - ✓ Checklist.

SN	Checklist	Score	
		YES	NO
1	Features of each reports are provided		
2	Methods of Payment are explained		
3	Room status are explained		

4	Systems of Registration are used		
5	Methods of Registration are respected		
6	Situations of a Guest check in are identified		
7	Procedures For Receiving And Checking In Guests are followed		
	OVERALL	/21	

✓ Observation checklist

▪ Not applicable

References:

5. Boella, M., & Pannett, A. 1999. Principles of Hospitality Law. Cassell, ISBN: 0304704725.

6. Braham, B. 1999. Hotel Front Office. S. Thornes, ISBN: 0748716327.

Learning Unit 3: **PERFORM OCCUPANCY STAGE**

STRUCTURE OF LEARNING UNIT

Learning outcomes:

3.1. Analyse in house guest services as per specified by premises

3.2. Liaise hotel departments services as described by hotel

3.3. Handle guest services as per standards operating procedures **.**

Learning outcome 3.1 Analyse in house guest services as per specified by premises.

Duration: 20 hours

Learning outcome 1 objectives:

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

1. know Introduction to occupancy stage.

2. Importance of effective preparation of in house guest service.

3. Types of guest needs.

Resources

Equipment	Tools	Materials
● **Computer**	● **Reference books** ● **Handout notes** ● **Sample o report**	● **Internet**

Advance preparation:

. should be aware of how to use laptop

. should know to take care various tools and materials

. should know to respect time(time management)

Indicative content 3.1.1: analyse in house guest services as per specified by premise

Introduction to occupancy stage

- ❖ **Occupancy**:
- ● The manner in which the front office staff represents the **hotel** is important **during** the **occupancy** stage.
- ● The manner in which the front office staff represents the hotel is important during the occupancy stage.
- ● As the main contact centre for hotel, the front office is responsible for coordinating guest request and providing information and supplies to the guests.
- ● Front desk should take extra care to respond to the guest on a timely and accurate manner.
- ● The main focus of the front desk staff is to provide anticipatory service and to meet or exceed the guest's expectations.
- ● This will encourage the guest to repeat to the hotel.
- ● Security is also a main important concern during occupancy of the guest. Issues like protection of funds and valuables are among those.
- ● The front desk should also follow the hotel standard operating procedure for handling the hotel and guest keys, property surveillance, safe deposit boxes, guest's personal property, and emergencies are also important.
- ● A variety of charges restaurant charges, telephone, internet, travel desk etc. during the occupancy stage affect guest and hotel account.
- ● Most of these charges will be posted to the guest account according to front office posting procedures. And
- ● also in most cases the Room charges is the single largest charge on the guest folio. Other front office financial tasks during the occupancy stage is to verify the charges posted to the guest account and checking guest accounts against the credit limit
- ❖ **Importance of effective preparation of in house guest services**
- ➢ As the main contact centre **for hotel activity**, the front office is responsible **for** coordinating guest requests. Among those providing information and supplies to the guests.
- ● **Receptionist explain the guest all information about:**

- ✓ Room key or electronic card if any
- ✓ Customer mail: this may be come from outside or inside hotel
- ✓ Messages from different area
- ✓ Safety deposit facility arrangement
- ✓ Local tourist attraction
- ✓ Local market
- ✓ Direction
- ✓ Forex exchange office
- ✓ Transportation
- ❖ **Occupancy Percentage**: This is the ratio of the number of rooms sold to the total saleable rooms. It helps in determining the level of revenue that will be generated by the hotel and is indicator of the performance of the hotel.

N.B: *Occupancy Percentage =Number of Rooms sold x   divided byTotal number of salable rooms*

- ❖ **Types of guest needs**
- ● Connection
- ● Respect
- ● Recognition
- ● Different hotel guest services
- ❖ **Guest Services**
- ✓ Once the guest checks into the hotel ,they avail the various services and facilities offered by the hotel during their stay this is the third phase of the guest cycle this stage is very important for the hotel as the guest experience about the hotel is built here and if guest is satisfied with the hotel services it will lead to repeat business as well as free word of mouth publicity from the satisfied guest can increase the business of the hotel to great heights so hotel staff tries to provide smooth ,efficient and personalized services to the guest .
- ❖ **Guest Services and Relations**
- ✓ As the guest checks into the hotel, they start availing various services and facilities offered by the hotel during their stay in the hotel.
- ✓ The stay is the third phase of guest cycle.
- ✓ This stage is very important for the hotel as the guest good experience is very much essential and crucial in generating repeat business and for free mouth publicly of the hotel.
- ✓ So, the hotel tries to provide a more professional way to handle the services provided to the guest.
- ❖ **Different guest services provided by front office are:**
- ♦ Mail & Message Handling

- ♦ Paging of the guest
- ♦ Safety Deposit Lockers
- ♦ Room Change Procedure
- ♦ Wakeup Calls
- ♦ Guest Complains
- ❖ **SPA services Room service**
- ♦ Wake up call
- ♦ Different non-hotel guest services
- ♦ City tour
- ♦ Air ticket
- ❖ During this stage the guest gets a first-hand experience of the facilities and services offered by the hotel. These services and facilities are the most important part of a guest's overall experience at a hotel. An excellent level of services would lead to the satisfaction of the guest, which would make him come back to the hotel and give positive feedback to other potential customers.

- ❖ During occupancy, a front office accounting system is responsible for tracking guest charges against his/her purchases from the hotel restaurants, room service, bar, or any outgoing telephone calls made via the hotel's communication systems. The front office staff is responsible to manage and issue the right keys of the accommodations to the right guests. On guests' request, the staff also makes arrangement for transportation, babysitting, or local touring while the guest is staying in the hotel.
- ❖ **The functions of the front office during the stay of a guest include**:
    - Handling guest accounts
    - Message coordination
    - Key handling
    - Guest mail delivery
    - Guest paging
    - Safety deposit locker
    - Guest room change
    - Handling guest queries and complaints
    - Information about the hotel
    - Information about the city

Travel arrangements

Theoretical learning Activity

1.What are the Different guest services provided by front office?

♦ Mail & Message Handling
♦ Paging of the guest
♦ Safety Deposit Lockers
♦ Room Change Procedure
♦ Wakeup Calls
♦ Guest Complains

Practical learning Activity

✓ Not applicable**.** (Example: Trainees in pair perform)

Points to Remember (Take home message)

❖ **The functions of the front office during the stay of a guest include**:

- Handling guest accounts

- Message coordination

- Key handling

- Guest mail delivery

- Guest paging

- Safety deposit locker

- Guest room change

- Handling guest queries and complaints

- Information about the hotel

- Information about the city

- Travel arrangements

Indicative content 3.1.2: Liaise hotel departments services as describe by hotel.

Identification of hotel departments

- ❖ **Hotel**
- ✓ **Definition**: The term Hotel was used for the first time by the 5th Duke of Devonshire to name a lodging house.
- ✓ The term Hotel is derived from French word hotel meaning town house.
- ✓ Asian United Kingdom, Ireland and many other countries, in earlier times town house was the residence of a peer or aristocrats in the major cities.
- ✓ The word hotel has also derived from the word hostel which means a place to stay for travellers.
- ❖ **Housekeeping**
- ✓ Housekeeping Department: The housekeeping department is responsible for the cleanliness and upkeep of the front of the house area as well as back of the house areas, so that they appear as fresh and aesthetically appealing as on the first day when the hotel property opened for business.
- ✓ This department is headed by the executive housekeeper or in chain hotels, the director of housekeeping.
- ❖ **Food and beverages**
- ✓ **Food and Beverage Department:** These are the departments concerned with the production of food & beverage items and their sale.
- ✓ F & B Production includes all kitchens, bakery, confectionery, stores and pantry. All these are behind the scene and responsible to the total preparation of the food items right from the storage of raw material to the presentation of the final dish.
- ▪ **F & B Service includes all the service outlets where the food prepared by the production areas is sold to the guests. These areas can be listed as:**

- ❖ **Restaurants**: General as well as specialty restaurants. These restaurants have fixed hours of service.
- ✓ **Coffee Shop** - A coffee shop is open 24 hours of the day & serves mainly snacks & beverages. Heavy meals are generally served only during lunch and dinner time. A coffee shop generally has an informal atmosphere and plated service.
- ✓ **Bar:** Serves alcoholic and non -alcoholic beverages along with snacks. A permit is required to operate it and there are fixed hours of operation.
- ✓ **Banquets:** It is the major revenue producing department, among the F&B service departments. Some of the banquet functions are Dinners, Lunches, Wedding receptions, Cocktail parties, Conferences, Club meetings, outdoor catering, etc.
- ❖ **Kitchen**
- ▪ **Maintenance**
- ➢ **Maintenance Department:** The maintenance department also called engineering and maintenance department, is headed by the chief engineer or the chief maintenance officer. The department is responsible for all kinds of maintenance, repairs and engineering work on equipment, machines, fixtures and fittings.
- ❖ **Steps involved in liaising with hotel departments**
- ➢ Receiving and recording guest inquiries
- ➢ Orientation of guests requests to the concerned departments
- ➢ Making a follow up
- ➢ Providing feedback
- ❖ **Ways to communicate with other departments**
- ✓ **Inter Departmental Communication**

The front office staff interacts with all departments of the hotel, including marketing and sales, housekeeping, food and beverage, banquet, controller, maintenance, security, and sales, housekeeping, food and beverage, banquet, controller, maintenance, security, and human resources. These departments view the front office as a communication liaison in providing guest services.

- ❖ **Each of the departments has a unique communication link with the front office staff. Front office department communicates with:**
- ● Housekeeping Department
- ● Food and Beverage Department
- ● Sales and Marketing Department
- ● Maintenance or Engineering Department
- ● Security Department

- Banquet Department
- Finance Controller/ Accounts
- Human Resources Management Department
✓ Memos
✓ Face to face communication
✓ Office communication system
✓ Notice board

Theoretical learning Activity

1.explain the similar of Restaurants, Coffee Shop and Bar:

✓ **Restaurants** General as well as specialty restaurants. These restaurants have fixed hours of service.
✓ **Coffee Shop** - A coffee shop is open 24 hours of the day & serves mainly snacks & beverages. Heavy meals are generally served only during lunch and dinner time. A coffee shop generally has an informal atmosphere and plated service.
✓ **Bar:** Serves alcoholic and non -alcoholic beverages along with snacks. A permit is required to operate it and there are fixed hours of operation.

2.Give the difference between hotel and restaurants

Hotel is establishment where we can get food, accommodation and beverage by payment. Whereas restaurant is a commercial building where we can get food and beverage by payment.

Practical learning Activity

✓ **not applicable**

Points to Remember (Take home message)

❖ **Steps involved in liaising with hotel departments**
➢ Receiving and recording guest inquiries
➢ Orientation of guests requests to the concerned departments

> ➢ Making a follow up

Indicative content 3.1.3: Handle guest services as per standards operating procedures.

Introduction to hotel service
  ❖ **Identification of hotel services**
  ✓ Accommodation
  ✓ F&B service
  ✓ Conferences and banquets
  ✓ Business centre and gift shop
  ✓ SPA and sports services
  ✓ Entertainments service
  ✓ Shuttle/Limousine service
  ❖ **Collection information of the local lodging properties**
  ✓ Handling a situation when a guest cannot be accommodated
  ✓ Resetting guest room key
  ✓ Updating room status
  ✓ Handling room changes in case of dissatisfied guests
  ✓ Handling documentation process in case of room changes
  ✓ Daily pit check
  ✓ Providing currency exchange service
  ✓ Providing float services
  ❖ **Providing information using guest information directory**
  ✓ Updating and completing the directory
  ✓ providing directions to the guests
  ✓ Protecting all guest information
  ✓ The features of each reports
  ✓ When to use these reports
  ❖ **Types of guest service report**
  ✓ Contingency report
  ✓ Financial report
  ✓ Miscellaneous report
  ✓ No-show report
  ✓ Groups check in report
  ✓ VIPs Report

> ✔ Delivering of the report to the concerned personnel
>
> ✔ The front office staff interacts with all departments of the hotel, including marketing and sales, housekeeping, food and beverage, banquet, controller, maintenance, security.

Theoretical learning Activity

1. Types of guest service report

- ✔ Contingency report
- ✔ Financial report
- ✔ Miscellaneous report
- ✔ No-show report
- ✔ Groups check in report
- ✔ VIPs Report
- ✔ Delivering of the report to the concerned personnel

2.Give the difference hotel services

- ✔ Accommodation
- ✔ F&B service
- ✔ Conferences and banquets
- ✔ Business centre and gift shop
- ✔ SPA and sports services
- ✔ Entertainments service
- ✔ Shuttle/Limousine service

Practical learning Activity

> ✔ **not applicable.**

Points to Remember (Take home message)

> ❖ **Identification of hotel services**
> ✓ Accommodation
> ✓ F&B service
> ✓ Conferences and banquets
> ✓ Business centre and gift shop
> ✓ SPA and sports services
> ✓ Entertainments service
> ➢ Shuttle/Limousine service

Learning outcome 3.1 formative assessment

Written assessment

- Assessment tools
  - ✓ **True or false questions**
    - a) Booking and reservation are similar
    - b) V/c means vacant and choose
    - c) v/r means vacuum and ready
  - ✓ **Multiple choice**
- ♦ The following statements which is incorrect:

The main department of hotel are:

- ix) Front office department
- x) Food and beverage operation
- xi) Kitchen department
- **xii)** Housekeeping department
  - ✓ **Open ended questions**
  - ✓ Explain the department find in a hotel establishment
  - ✓ What do you understand by room division?
  - ✓ **Case studies**
- ♦ The guest history is a valuable resource for marketing and sales, which uses the guest registration information to target marketing campaigns, develop promotions, prepare mailing labels, and select appropriate advertising media. The front office staff must make every effort to keep this database current and accurate. What are the relationship between front office and other department?
- ❖ **Practical assessment**
- Assessment tools
  - ✓ Assay
  - ✓ Task to be performed

✓ Observation checklist

Checklist	Score	
	YES	NO
Registration activity reports are explained and provided		
Occupancy stage is introduced		
Importance of effective preparation of in house guest services is explained		
Types of guest needs are fulfilled		
Different non-hotel guest services		
Hotel departments are identified		
Steps involved in liaising with hotel departments are followed		
OVERALL	/21	

▪ Not applicable

References:

7. Boella, M., & Pannett, A. 1999. Principles of Hospitality Law. Cassell, ISBN: 0304704725.

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Learning Unit 4: PERFORM DEPERTURE STAGE

STRUCTURE OF LEARNING UNIT

Learning outcomes:
4.1. Introduce departure activities as required by hospitality concept
4.2. Handle check out activities as per standards operating procedures
4.3. Prepare and provide of reports as per standards operating procedures

Learning outcome 4.1: Introduce departure activities as required by hospitality concept.

Duration:30hours

Learning outcome 1 objectives:

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

1. know the meaning Contingency report
2. Financial report
3. Miscellaneous report

Resources

Equipment	Tools	Materials

Advance preparation:

. should be aware of how to use laptop

. should know to take care various tools and materials

. should know to respect time(time management)

Indicative content 4.1.1: Introduce departure activities as required by hospitality concept

Introduction to checkout activities

❖ **Check out:**
● The guest vacates the room
● Receives an accurate statement of the settled account.
● Returns the room keys
● Leaves the hotel

● A check-out activity happens right before participant's departure from the meeting. It typically gathers information about the meeting itself: how valuable it was, how much was learned, how worthy was it being at the meeting, and any specific feedback.

● The checkout process is the series of steps a customer follows to purchase the items in their shopping cart on an ecommerce store. This includes every step that a customer goes through to proceed through to checkout.

● the action or an instance of leaving your room in a hotel, motel, etc., after you are finished staying there.

- The Payment step is the first step of the checkout process and it enables the user to view an overview of the pending purchase, select the method of payment, and enter any necessary information.
- ❖ **check-in and check-out activity**
- Checking-in/out invites each member in a group to be present, seen and heard, and to express a reflection or a feeling.
- Checking-in emphasizes presence, focus and group commitment; checking-out emphasizes reflection and symbolic closure.
- ❖ **What do you do during check out?**
- Checking out is pretty simple. Most times you can just stop by the front desk to let the receptionist know you're leaving.
- They'll review your charges and ask if you'd like a receipt of the final bill.

❖ CHECK OUT PROCEDURE

Check-in and Check-out Procedure

Configuration Object [extracted version]

Check-In

Configuration Object [baseline version]

Audit Info   Unlock

Software Engineer

Access Control

Ownership Info

Project Database

Configuration Object [extracted version]

Lock

Check-Out

Configuration Object [baseline version]
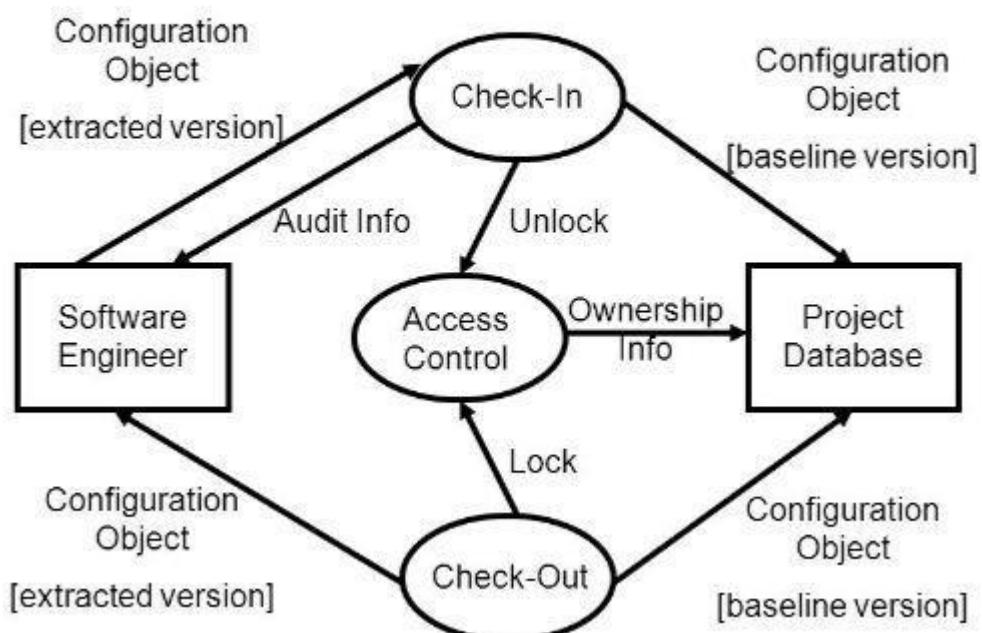
- ❖ **DEPARTURE PROCEDURE/CHECK OUT PROCEDURE**
- Guest arrives at F/O for C/O Cashier updates guest folios.
- A Check out request is received at the Front Desk Departure Notification Slip
- Bell Desk is informed Cashier presents the bill Guest settles the account

- Bell Boy collects the luggage Bell Boy deposits the key at front desk Bell Boy loads the luggage in the car.
- Front desk updates the F.O. records
- Check out information sent to all
- Front Desk makes luggage pass out

❖ **CHECK OUT REQUEST**

✓ Check Out request is received from the guest either at the front desk or bell desk.

✓ The information is communicated to all the concerned departments and points of sale.

✓ The employee must ask details like guest name, room number etc. and check the departure date.

✓ In case of early departures other departments should be informed.

❖ **LUGGAGE HANDLING**

- The front desk requests the bell captain to send a bell boy to bring the guest luggage to the lobby.
- The bell boy fills the departure errand card and the bell captain makes the entry in the control sheet.
- Housekeeping attendant is responsible to look around the room for signs of any damage to the hotel property.
- Draw the curtains and lock the balcony and windows. Check for any guest belongings left behind by mistake Collect the room keys from the guest Lock the room and hang "Clean my room" tag on the door knob.

❖ **accounting all transactions**

✓ The front desk informs housekeeping and all points of sale to rush the latest credit transactions to the front desk, so that the cashier may add them to the guest account.

✓ As the guest may refuse to pay any charges after she/he has checked out, the hotel should ensure that all the transactions have been billed to the guest at the time of account settlement.

❖ **updating guest folio**

❖ **Front Desk cashier updates the guest folio**:

- Adding the latest credit transactions received from the points of sale. Checking if any late check-out charges are applicable and to examine the current entries in guest account

❖ **PRESENT THE BILLS ALONG WITH SUPPORTING VOUCHERS**

▪ Enter the method of payment
▪ Take out the guest folio
▪ Check the room number

- Prepare bills in duplicate
- Bills are prepared on the basis of guest folios.

❖ DETERMINATION OF MODE OF PAYMENT

- The methods of payment of bills may be cash – in local and foreign currency; cash equivalents like demand draft, traveller's cheque and debit card or through credit modes like credit card, travel agent voucher and corporate billing.
- Receiving Payment
- The guest reviews the bill and makes the payment in the pre decided mode.

❖ MARKETING ACTIVITY

- **During the check out the cashier should**:
- ✓ Ask guest about their experience at the hotel and ask them to fill a feedback form if guests have any complaints, the cashier should note the same and apologize.
- ✓ The cashier must inform the guest about the upcoming offers.
- ✓ The cashier may suggest future reservation for the guest's return trip

❖ UPDATING FRONT OFFICE RECORDS

- ✓ Current Room Status
- ✓ Guest History Card
- ✓ Arrival / Departure Register

❖ MODE OF SETTLEMENT OF BILLS

- **FOREIGN EXCHANGE**
- All the entire foreign visitor's in a hotel can settle their accounts in the currency of their country – dollar, euro, pound etc. Hotels have to take a valid license from RBI to deal with foreign currency. Hotels can buy and sell foreign currency after obtaining the purchase license.
- Currency Exchange Procedure Guest contacts the F.O. cashier for currency exchange The cashier requests the guest for passport to verify his identity The cashier asks the guest the amount to be exchanged The cashier checks the exchange rate from RBI The cashier prepares the currency exchange certificate The cashier requests the guest to sign the certificate.
- The guest gives the foreign currency to the cashier The cashier calculates the total amount to be paid in local currency The cashier gives the amount to the guest along with the original currency certificate. The 2nd copy is attached with the currency The cashier fills the details of the currency exchange in the control sheet.
- **CASH SETTLEMENT**

- The cash payment is one of the most preferred modes of settlement of guest accounts. At the time of settlement, the cashier zeroes the balance in the guest account.
- If there is a credit balance in the guest folio, the cashier requests the guest to sign the certificate. If there is a debit balance, the hotel requests the guest to pay the balance.

▪ **TRAVELLER'S CHEQUE**

- A Traveller's cheque is an internationally accepted cheque for a sum in a specific currency that can be exchanged for local currency.
- It is issued by a financial institution and can be protected against loss or theft. It is useful especially in the case of overseas travel where all credit and debit cards are not accepted.

▪ **Procedure for settling the bill through TC**:

- Ensure that the 2nd signature is put in front of the cashier on the TC.
- Check the guest's passport to establish identity Note down the passport number behind the TC Calculate the value as per the daily rate Return the balance to the guest in local currency.

▪ **DEBIT CARD**

- It is a card that allows customers to access their funds immediately, electronically. It enables the holder to withdraw money or to have the cost of purchases charged directly to the bank account without paying by cash or writing a cheque.
- In case of insufficient funds, the bank does not authorize the transaction and the guest is requested for an alternate mode of payment.

▪ **CREDIT SETTLEMENT**

- Credit Card
- Travel Agent Voucher
- Bill to Company

▪ **CREDIT CARD**

- It is a payment card that allows the owner to obtain goods and services on credit terms.

▪ **PROCEDURE:**

- Check the card holder's name on the card Check the expiry date of the card.
- Swipe the card through the machine for verification and authorization from the issuer of the card,
- Ask the guest to sign on the transaction slip,
- Verify the guest signature with the signature on the backside of the card.
- Return the credit card and carbon copy of the transaction slip to the guest.

- **TRAVEL AGENT VOUCHER**
- The tour operators receive advance payment from travellers at the time of selling the tour package.
- The TA sends a voucher to the hotel with the details of the billing procedure and the services to be provided to the guest.
- While Check Out the cashier must:

- **Check the billing instructions:**
- Collect payment for the services not covered
- Check the expenses covered by the voucher
- Read the voucher carefully.
- Send the guest bill and vouchers to the accounts department for the collection of the amount from the TA.
- Do not give the copies of the signed bill to the guest as they need to be given to the TA
- Attach all the vouchers signed by the guest with the master bill and ask the guest to sign the bill. ¨

- **BILL TO COMPANY**
- The executives carry a letter from their company, which is called a bill to company letter, as a proof of their identity.
- The reservations are made by the company on behalf of the travelling executives.
- Some companies, whose executives, travel at the expense of the company, make a deal with hotels, whereby they determine the rates for different types of rooms and meal plans to be offered to their executives.

❖ **PROCEDURE**:
➢ Ask the guest to show his identity card and BTC letter Verify that the company is listed in the CVGR (Company volume guarantee rate) list of the hotel Check the billing instructions Prepare the guest bill and ask the guest to sign Send the bill to the accounts department for collecting payment from the company

❖ **POTENTIAL CHECK-OUT PROBLEMS AND SOLUTIONS**

✓ **LATE CHECK – OUTS**

✓ If a guest vacates his room after the checkout time, it is considered late check out. This may create a problem especially during high peak time.

❖ **A hotel may take the following preventive measures:**

✓ Inform the guest about the late C/O charges Print the C/O timings on the key card cover Add the late C/O charges in the guest bill Offer to keep the luggage in the "left luggage room"

❖ **LONG QUEUES AT THE CASHIER**

❖ **Check out may take time; therefore, hotels have come up with various solutions:**

➢ EXPRESS CHECK – OUT

➢ SELF CHECK – OUT

❖ **EXPRESS CHECK OUT**

✓ The guest leaves the hotel without having to go through the standard C/O procedure.

✓ The guest signs the ECO form and authorizes the hotel to charge the outstanding balance to his credit card.

✓ The guest is given the Express C/O form on the morning of his date of departure.

✓ The hotel sends the signed ECO form and the credit card imprint to the credit card company towards payment of the bill The cashier prepares the guest's final bill and mails a copy to the guest

❖ **SELF CHECK – OUT**

✓ Only fully automated hotels are equipped with self service terminals, which allow guests to C/I and C/O promptly.

✓ Self C/I and C/O kiosks identify guests by their room number, credit card number.

✓ Guests can access and review their folios and settle their accounts using the credit card.

❖ **IMPROPER POSTING OF CHARGES:**

✓ There are occasions when a guest's financial transactions are not properly posted in the guest folio and the final bill is inadequate. This might be due to human/system error.

✓ This could lead to a dispute with the guest and delay other guests in queue.

✓ To avoid this, hotels should install guest accounting systems, which are accurate and faster, leading to guest satisfaction

❖ **Importance of pre-check out activities**

▪ The purpose of a pre-check out service is to ensure that your tenant is fully aware that the property must be returned to its original condition as it was found on move-in day.

- This service consists of a visit, in which property clerks grade each room of the property and specific items within it with actions ranging from 'No action required' to 'Replacement required'.
- The original inventory report provides evidence of the state of the property at check-in.

❖ **Examples of the tasks and responsibilities that could be recommended at the pre-check out include;**

- Replace any furniture or furnishings that have been considerably damaged or stained beyond normal wear and tear
- Cut the grass and trim back foliage in outdoor spaces
- Thorough cleaning throughout
- Defrost freezers
- Replace old light bulbs
- Remove all food and personal items from the property
- Replace any items that were present at check-in
- Ensure furniture is in the same position as at check-in

❖ **Main components of departure stage**

- **Departure Stage**

  - Guest service and guest account aspects of the guest cycle, and the final element of guest service is processing the guest out of the hotel and create a guest history file.

  - The settlement of guest account is the final element of guest accounting (that is bringing the account to a zero balance)

  - The front office system automatically updates the room"s availability status.

  - During check out the front office staff"s should determine whether the guest was satisfied with the stay and encourage the guest to return to the hotel or the another property in the chain.

  - More information about the guest it can help the management to develop marketing strategies to increase business.

  - a positive impression about the hotel: it important to for the customers to leave the hotel with good impression and affect how

they talk about the hotel to the others more over it can determining if the guest return to the hotel in the future or not.

- Property management system: use registration records to automatically construct a guest history file.

- A guest history file: is a collection of guest history records.

- The purpose of account settlement is Collect money due the hotel prior to guest departure, depending on the guest's credit arrangements. The guest will pay cash or by credit card.

- Account balances should be verified and errors corrected before the guest leave the hotel

- May be the problem occur in the guest account settlement for example when the charges are not posted to the guest's account until after the guest checks out. These charges are called **late charges.**

❖ **The guest vacates the room**
- When a guest vacates the room after the standard check out time is called?
✓ **LC – Late Check out**

  The guest has made arrangements to vacate the room but requested (and allowed) the hotel management to leave at a later date.
✓ At Departure, the guest vacates the room and receives the accurate statement of the settled accounts, returns the room keys and leaves the hotel. Once the guest has checked out, the front office updates the rooms availability status and notifies the housekeeping department. (For hotels using Property management software the status of the room is updated automatically)

✓ At this stage front office also collect the feedback of the guest experience in the hotels by handing over the guest feedback form
❖ **The guest receives an accurate statement of account for settlement**
❖ **guest account settlement**
✓ Guest account settlement depends on an effective front office accounting system that maintain accurate guest folios, verifies and

authorizes a method of settlement and resolves discrepancy in account balances.

✓ Most front office requires a guest to specify during registration an eventual method of settlement.

❖ **What are the methods of settlement of guest account?**

● **METHODS OF SETTLEMENT**.

✓ A guest account can be brought to a zero balance in several ways.

❖ **Methods of settlement include**

● cash payment,
● card or Direct Billing transfer or
● combined settlement method.

❖ **Who is responsible for the settlement of guest bill?**

● The hotel sends the original vouchers along with the guest bill and the departmental voucher for the payment to the travel agent after the guest departure.
● The travel agent settles the bill after subtracting his commission.
● On receiving the payment, the hotel issues a receipt to travel agent.

❖ **Methods of Bill Settlement in Hotel**

● Request corporate or personal identification.
● Check to be sure the individual is authorized by the account holder to bill to the account.
● Note any credit limit per employee.
● Note any red flags on the credit file due to nonpayment of bills.
● Note authorized signature

❖ **What is the purpose of settlement account?**

● Settlement account is an account that is used in Balance of Payment (BOP) accounting to keep track of central banks' reserve asset dealings with one other.
● The official settlement A/c keeps track of transactions that involve foreign exchange reserves, bank deposits, special drawing rights (SDRs) and gold.

❖ **Why might a guest use more than one settlement method to settle his or her account?**

✓ The guest may be traveling on business and charge business expenses to a direct bill account and pay for personal expenses with a credit card or cash.

❖ **The guest returns the room key**

● **What is the procedure of key handling?**

✓ Ensure all keys are kept secure at all times. Conduct regular checks and account for all keys.

✓ Promptly investigate the circumstances of all lost or misplaced keys, and ensure appropriate corrective action is taken to prevent a recurrence.

✓ Advise all lost keys to the customer as soon as a lost key is identified.

❖ **The guest departs from the hotel**

● **What is guest departure in hotel?**

➢ At Departure the guest vacates the room, receives the accurate statement of the settled accounts, returns the room keys and leaves the hotel.

➢ Once the guest has checked out, front office updates the rooms availability status and notifies the housekeeping department

● **Checkout:** The guest has settled his or her account, returned the room keys, and left the hotel.

Theoretical learning Activity

❖ **Who is responsible for the settlement of guest bill?**

● The hotel sends the original vouchers along with the guest bill and the departmental voucher for the payment to the travel agent after the guest departure.

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Practical learning Activity

✓ **Not applicable** (Example: Trainees in pair perform)

❖ **Methods of Bill Settlement in Hotel**
- Request corporate or personal identification.
- Check to be sure the individual is authorized by the account holder to bill to the account.
- Note any credit limit per employee.
- Note any red flags on the credit file due to nonpayment of bills.
- Note authorized signature.

Indicative content 4.1.2: Handle check out activities as per standards operating procedures.

4.2.1. Check out procedures

❖ **DETAILED CHECK-OUT PROCEDURE Check-out request made by guest:**
➢ A Guest can contact reception or at the bell desk through telephone/in person about their check-out and wish to depart from hotel.
➢ This information is informed to all other concerned sections that provide guest services during their stay in hotel.
➢ While processing the departure activities the front desk agent should confirm the details like Name of the guest, room number.
➢ check the departure date mentioned in guest registration card.
➢ Communicate to bell desk to send a bell boy to guest room to bring down the luggage from guest room

❖ **Step by Step Process of Guest Check-out**:
➢ The departure procedure may vary from hotel to hotel according to the degree of automation of the organization.

❖ **The following steps are involved in the departure procedure in manual or semi-automated systems:**
- The checkout request is received at the front desk or bell desk.
- The front desk sends a bell boy to transfer the guest luggage from the room to lobby.
- The bell boy fills the departure errand card.
- The front desk than sends the departure notification slip (DNS) to all concerned departments regarding the guest checkout and alerts all

the point of sale(POS)to send all last minute credit transactions to front office.

- The front desk cashier updates the guest folio on the basis of recent bills received from the point of sales
- The guest arrives at the front desk for checkout and hands over the room key
- The cashier prepares the master bill and presents to the guest along with the supporting vouchers for review and verification.
- The final payment is received from the guest as per the predetermined mode of settlement. 9. The front desk now prepares luggage out pass
- Marketing activities are carried out as the front desk informs about special offers, gives broachers, takes future booking etc.
- The front desk communicates the check out information to housekeeping and all other concerned departments.
- The front desk now updates the records:
- Current room status
- Guest History Card
- Arrival /Departure register

❖ **Reviewing expected departure list**

➢ The departures list displays all of the guests departing on a particular day or during a particular time period. In the departure list, you can check out one or more guests.

➢ Additional information, such as guest information, reservation details, or invoices, can also be quickly accessed.

❖ **The departure list is automatically accessed for today's date.**

❖ **Displaying the primary guest's language**

- **The language column issues the primary guest's language from the profile:**

❖ **Why the departure list review is important in front office?**

➢ A Departure report is used to track the expected departures for any given date.

➢ Report mainly contains the Guest Name, Room number, Departure Date and time, Billing instructions, Airport transfer details

❖ **Why is departure report important?**

➢ Departures report. The departure report displays all guests whose stay ends on a certain day.

➢ All checked-in guests that appear in the report are ready for check-out. You can also quickly access other information about guests, reservation details, or invoices.

❖ **Requesting room key.**

● **How do you ask for a hotel room key?**

It's a security issue. Contact your husband and ask him to have you added to his reservation, and to ask the front desk agent to make you a key. If your husband refuses, the front desk agent will not tell you his room number, nor will they give you a key.

Basic guidelines for room key access

As a property manager, owner, or staff member, you're responsible for the safety and security of everyone staying or working at your property. Part of this responsibility is mitigating safety risks using these guidelines.

- Only authorized employees and registered guests should have access to rooms or units

- Always register a guest's last name and room number when checking them in

- Never give out a room key or disclose a room number without requiring proper identification and confirming the reservation

- Never provide a new or additional key before asking for proper identification and confirming their right to access with the existing guest

- Cross-check the information your guest gives you against the reservation details they used to book

- If there are any discrepancies in the info provided, ask for valid photo ID, such as a passport or driver's license

- If no photo ID can be provided—or if local laws don't require presenting it or allow you to ask for it—ask the person staying in the room to come to the lobby to greet and confirm their identity

- Never issue a room key to someone claiming to have the guest's permission to enter their room unless the guest has personally given you their verbal or written consent

❖ **Presenting the folio to the guest**
- **Just after the guest entry the front desk clerk create a guest folio with the inclusion of:**
  ➢ Guest name.
  ➢ Room number
  ➢ Date of arrival.
  ➢ Date of departure.
  ➢ Room rate.
  ➢ Guest address.
  ➢ Billing instruction to the cashier.

  ❖ **How would you describe a guest folio?**
  ✓ A folio is an account showing charges or payments made during a guest's stay.
  ✓ An Open Folio is a guest account that allows the guest to check-out with an outstanding balance

  ❖ **Why a guest should review guest folio during checkout?**
  ✓ The guest can view a final version of the folio on the television screen on the morning of checkout.

✓ This expedites the process by alerting the front office to have a hard copy ready for payment.

- **To Update Guest Folio by Cashier:**
✓ Cashier should make sure that all bills are posted before preparing final The cashier must update guest folio by adding the last minute bills from other point of sale.
✓ To check for any late checkout charges if applicable.
✓ For example, if the hotel checkout timing is 12-noon and the guest depart at 5.00 in the evening, the guest will be charged for late checkout bill.
- **Confirming methods of payments**
- **To confirm the mode of payment from guest**:
- The method of bill settlement is generally confirmed with the guest at the time of making room reservation or at the time of guest check in at the hotel.
- The guest will make appropriate entries in guest registration card. So that it is easy for the cahier to perform checkout in professional manner.
- The mode of payment will differ from guest to guest in terms of guest profile and status. The guest can settle their bill by cash, credit card.
- Debit card, travel agent vouchers, personal cheque, and bill to company, foreign currency, etc.
- The above mentioned mode of bill settlement is generally followed in all luxury hotels, so that the cashier can prepare guest folio in advance.
- But it is very important to confirm the mode of bill settlement at the time of guest check out also.
- Because even at the last minute the guest can change their mode of bill settlement, and the cashier should be able to handle such kind situations.
  - ❖ **Performing the payment**
- **Receiving Payment from Guest:**
✓ After the final preparation of guest bill, it is given to guest for reviews. Once the guest is satisfied about their bills receive the payment as per the pre-decided mode of payment.
✓ Any posting error should be shown to the cashier for necessary action by guest. In case of cash settlement check the currency notes and hand over the balance to guest.

✓ Paid stamp seal is put on top of the guest copy of bill. Put the bills in hotel envelope and hand over to guest

❖ **Offering the receipt**

➢ Receipt is a document issued by a business to its customer after the customer has paid for items or services.

➢ It acts as a proof of payment for both your business and the customer.

❖ **How do you provide a receipt?**

● **What to include on a receipt?**

▪ Your business name, address, and phone number.

▪ Sale date and time.

▪ Transaction number.

▪ Product or service description.

▪ Cost.

▪ Tax, if required

❖ **Why is it so important to give customer a receipt?**

✓ Because receipts indicate proof of purchase, businesses can use them to verify a transaction.

✓ Because receipts are proof of a customer's payment, they are issued by businesses of all types.

✓ Businesses should generally issue their customers receipts for any transactions made.

❖ **What is a receipt of payment?**

✓ A payment receipt, also known as a receipt of payment, is a document issued from a business to its customer when they have received payment for provided goods or services.

✓ Payment receipts should be issued every time a payment is made on a sale - even if it's a deposit or partial payment.

❖ **What is the difference between an invoice and a receipt?**

● While invoices and receipts have some similarities, they are used at different stages of the sales process and document different information.

● The main difference is that invoices are issued before a business has received payment from a customer, and a receipt is issued after payment has been collected.

● An invoice is used when a business has completed a customer's order and needs to collect payment for the goods or services provided.

❖ **Key points to understand about invoices include:**

- Invoices are issued to collect payment after a business delivers goods or services to its customers.
- The seller sends an invoice to the buyer to notify the buyer that payment is coming due.
- Invoices are more commonly used by service providers and during business-to-business (B2B) transactions.
- A receipt is used as a proof of payment when a customer makes a payment to a business for goods or services.

❖ **Key points to understand about receipts include:**

- A business provides a receipt to its customers as a record of a sale.
- Receipts outline when a transaction took place, how much a customer has paid, and which payment methods the customer used to make the payment. They also list the items or services the customer paid for.
- Receipts help buyers keep track of payments they have made.
- In many cases, customers will need a receipt to make returns to a business. Because receipts indicate proof of purchase, businesses can use them to verify a transaction.
- Because receipts are proof of a customer's payment, they are issued by businesses of all types. Businesses should generally issue their customers receipts for any transactions made.

❖ **Closing the account**
- **How to Close a Bank Account?**
- Open a New Account. The first thing you need to do is open a new bank account.
- Switch Your Existing Scheduled Payments and Deposits.
- Transfer Your Money.
- Contact Your Bank.
- If Required, send a Letter to Close Your Bank Account.
- Get Written Confirmation

❖ **How do I close my hotel com account?**
- **How to Delete an Account?**
✓ Log into the account, go to this "Delete Your Account" page and click 'Delete Account.

❖ **How do I close my booking account?**
▪ In the extranet, first close all availability, close rooms to prevent bookings.

- go to the 'Inbox' tab.
- Select 'Booking.com messages'.
- Right Pane - Click on 'See Contact Options'.
- Choose Account.
- Now choose terminate.
- Follow the prompts.

❖ **Situation in checking out guest**

● **Guest Check-Out**

✓ It is the final phase of the guest cycle and examines the various activities involved in check out and settlement.

✓ As this is the last and final interaction stage between the guest and the hotel so hotels wants to leave a lasting impression in the minds of the guest Check-out is a great opportunity for every hotel to offer further services to guest in future, to develop guest relations by the hotel staff.

✓ The guest should be assisted in handling their luggage, by enquiring about the guest onward journey travel arrangements, arranging taxi for airport/railway station etc.

✓ The front desk staff may offer assistance for any room reservation at same chain of hotel at the guest 's next destination at the time of check-out.

✓ Departing guest is the best judge to evaluate the hotel services offered by all department staff during guest stay in the hotel.

✓ Guests are requested to fill up guest feedback through which the hotels can improve their service standards.

✓ Check-out is a major point of guest stay in hotel, where guest is more worried about their final bills or some wrong posting of charges in guest bill. Hence the check-out process should be made as relaxed, positive, trouble-free as possible for the convenience of guest.

✓ The speed and accuracy in preparing and presenting guest final bill will lead to develop guest satisfaction.

✓ Great care must be taken to review the guest bill and its settlement. The staff must handle check-outs efficiently and courteously by less time consuming so that one can achieve higher guest satisfaction.

✓ Front office should always consider that the last impression is also equally important to guest as first impression about hotel services and facilities.

❖ **Individual check out**

✓ The objective of the checkout process is to process the guest's request for settlement of his or her account as quickly and efficiently

as possible. The lodging establishment also wants to maintain a quality-control system for both the guest and the hotel: posting errors can mean erroneous charges for the guest and lost money for the lodging establishment.

❖ **The guest checkout involves the following steps:**

1. Guest requests checkout.
2. Desk clerk inquires about quality of products and services.
3. Guest returns key to desk clerk.
4. Desk clerk retrieves hard copy of electronic folio.
5. Desk clerk reviews folio for completeness.
6. Guest reviews charges and payments.
7. Guest determines method of payment.
8. Guest makes payment.
9. Desk clerk inquires about additional reservations.
10.   Desk clerk files folio and related documents for the night audit.
11.   Desk clerk communicates guest departure to housekeeping and other departments in the hotel if necessary.

Notes: First of all, set your objectives and always keep them simple. Accommodate guests and maintain necessary data to provide the lodging establishment with information for the income statement. The steps outlined for guest checkout show how easy it is to establish operational procedures when you keep these goals in mind.

✓ Guest Checkout Procedure If front office personnel have collected and posted guest late charges in an appropriate and timely manner, then the guest checkout can proceed without any bottlenecks.
✓ However, when the cashier or front desk clerk must make several phone calls to the restaurant, gift shop, and switchboard to verify charges, delays and disputes can occur.

❖ **The guest checkout involves the following steps:**
➢ Guest requests checkout.
➢ Desk clerk inquires about quality of products and services.
➢ Guest returns key to desk clerk.
➢ Desk clerk retrieves hard copy of electronic folio.
➢ Desk clerk reviews folio for completeness.
➢ Guest reviews charges and payments.
➢ Guest determines method of payment.

- ➢ Guest makes payment.
- ➢ Desk clerk inquires about additional reservations.
- ➢ Desk clerk files folio and related documents for the night audit.
- ➢ Desk clerk communicates guest departure to housekeeping and other departments in the hotel if necessary.
- ✓ The objective of the checkout process is to process the guest's request for settlement of his or her account as quickly and efficiently as possible.
- ❖ **The lodging establishment also wants to maintain a quality-control system for both the guest and the hotel:**
- ✓ posting errors can mean erroneous charges for the guest and lost money for the lodging establishment.
- ✓ Throughout your career in lodging management, you will be called on to develop operational procedures. First set your objectives and keep them simple.
- ✓ Accommodate guests and maintain necessary data to provide the lodging establishment with information for the income statement.
- ✓ The steps outlined for guest checkout show how easy it is to establish operational procedures when you keep these goals in mind.
- ✓ The narratives that follow elaborate on each step in the guest checkout.
- ✓ In-Room Guest Checkout Before proceeding further with the guest checkout procedure**.**
- ✓ In some PMSs that feature in-room guest checkout, the guest can initiate the guest checkout the night before departing by following instructions located near the television set in the guest room.
- ✓ The guest can view a final version of the folio on the television screen on the morning of checkout. This expedites the process by alerting the front office to have a hard copy ready for payment.
- ✓ If the guest has indicated that he or she will pay by credit card or direct billing (bill-to-account), the guest does not have to stop by the front desk to check out.
- ✓ A control procedure is built into the PMS to prevent a cash customer from using in-room checkout. A guest who is going to pay with cash has not established a line of credit with the hotel.
- ❖ **Group check out**

- CHECK-OUT PROCEDURES FOR GROUP

✓ The check-out of a group should be well planned in advance and need to organize the process systematically. There shouldn't be any delay or no panic and confusion during the check-out process of a group. The most organizer will be settling the bill of the group during the departure.

➢ Need to make a list of a room number
➢ Bills need to be ready in advance
➢ All the outstanding charges and last minute consumption must be added in a bill and the final bill should ready for verification.
➢ The group organizer will verify all the bills of a group.
➢ Present the final bill for signature.
➢ If the bill is to travel agent, then need to send those bills to an agent for the payment.
➢ Settling the bill.
➢ Group folio are kept in a separate file.

❖ **Express check out**
● Express Checkout means where a Cardholder checks out of a hotel/motel without accessing the checkout counter.
● **What is express check out in hotels?**
✓ Express Checkout saves your guests time when there are long queues at the front desk, because there is no need to wait to checkout.
✓ If a guest is in a hurry to catch a train or plain, you are helping her to avoid a stressful delay.

✓ Most hotels are now using the Express Checkout service that allows customers to check out of their rooms and return the keys, without actually having to wait for their final bill to be produced.

✓ It is a great convenience for hotel guests at all times, but especially so when they are pressed for time, which is often the case with many of us.

✓ If you aren't using the service at your hotel, you should start doing it — it benefits your guests, even as it makes it easier for your staff to do their job.

✓ In this post I will review exactly how the Express Checkout program benefits your guests, which card networks participate in it and what

procedures you need to follow to make sure you are doing it right. Let's get started.

❖ Why Should You Be Participating in Express Checkout?

Offering an Express Checkout service to your guests means that they can return their keys and go without having to wait for their bill to be made up. The benefits are obvious and here are some of them:

- Express Checkout saves your guests time when there are long queues at the front desk, because there is no need to wait to checkout.
- If a guest is in a hurry to catch a train or plain, you are helping her to avoid a stressful delay.
- If there is no one available at the front desk, your guests can simply drop in their keys and leave.

❖ **Express Checkout hotel program is only available with the following card schemes:**

- Visa.
- MasterCard.
- American Express.
- Discover.
- Diners Club.

❖ **Express Checkout is not available with the following card networks:**

- Maestro Domestic.
- Maestro International.
- Visa Electron.
- Solo.

❖ **How to Use Express Checkout?**

❖ **Express Checkout works by allowing participating hotels to finalize the bill after the guest checks out. The following procedures should be followed:**

1. At check-in, ask your guest if they would like to use the Express Checkout service or include the Express Checkout Authorization Form in your guest's "welcome package." Not everyone will agree to using the Express Checkout, as they will want to examine the bill first.

2. Have each customer who agrees to use the service to fill out and sign the Express Checkout Authorization Form, which should include your hotel's name, address, and phone number and provide space for the customer's name, address, room number, signature, and account number that may optionally be imprinted.

3. Explain to your customer, and spell it out in the authorization form, that the final bill will be charged on his or her card account, without the need for a cardholder signature at checkout.

4. Request a pre-authorization approval for the expected amount of the bill. If your authorization request is declined, ask your customer for an alternative form of payment.

5. Once you have obtained an authorization approval, print out a sales ticket with your customer's card account number, and follow regular authorization procedures. Write down the words "Express Checkout" on the ticket (or "Priority Check-Out" for Visa — check with your processor for the correct wording) and once again explain that the bill amount will be charged on the card after the customer checks out.

6. When your customer leaves, you need to calculate the final bill amount and complete a sales ticket, printing the words "signature on file — express checkout" (or "Priority Check-Out" for Visa, check with your processor) in the customer signature field.

7. If the final bill exceeds the pre-authorized amount by more than 15 percent, request an authorization approval for the additional amount.

8. Deposit the sales ticket in the usual manner.

9. Mail or email a copy of the bill, sales ticket and the Express Checkout Authorization Form to your customer no more than three business days after he or she has checked out.

10. Keep copies of the bill, sales ticket and authorization form for at least 18 months to be used in the event of a dispute.

❖ **Self-check out**

➢ Only fully automated hotels are equipped with self-service terminals, which allow guests to C/I and C/O promptly

➢ Self C/I and C/O kiosks identify guests by their room number, credit card number.

➢ Guests can access and review their folios and settle their accounts using the credit card.

❖ **What is self-checkout?**

✓ Self-checkouts are also known as assisted checkouts (ACOs) or self-service checkouts. With Self-checkouts.

✓ customers grab the products, and they scan them through barcodes.

✓ They complete their shopping without any assistance.

❖ **What are the advantages of self-service check-in/out in hotel?**

    1. Better use of hotel resources

● To gain a customer's loyalty, it's vital to provide them with memorable and positive experiences while at your property. In order to do so, hoteliers should make an optimum use of all resources at their disposal. When linked up to the hotel's PMS (property management system), the self-service kiosk can transform the standard of service that can be offered to guests.

- For instance, guests can reserve rooms the moment they become available. RTO (**real time optimization**) enables hotel employees to relay the information across different departments, so they can focus their efforts on other key tasks.

2. **Bid farewell to queues**

- One of the major advantages of a check in kiosk is that they **prevent long queues** from forming at the reception desk.

- Regardless of how many employees happen to be on duty, kiosks make it simple to fulfill the requirements of several guests simultaneously.

- Customers value the hassle-free processes for checking in and checking out — particularly if they are pushed for time.

3. A more personalized approach

- Self-service kiosks can gather a raft of useful data about guests, such as previous purchases, room preferences and special requirements.

- Because these kiosks are linked to the hotel's PMS, the team can access this data quickly to deliver a more personalized experience.

- In addition, this stored information can be used to populate bespoke promotional emails, including tempting offers that fit the tastes of different customers.

- Better still, any customer requests that have been made previously can be catered for, thus surpassing their expectations and making their stay memorable.

4. Opportunities to generate revenue

- While using the self-service kiosks, guests can view additional services and upgrades in their own time.

- This appeals to people who don't like to be sold things face-to-face. The kiosks can feature different upgraded amenities that customers can add to their bills straightaway.

- For this reason, self-serve kiosks are a source of revenue that doesn't require extra labor expenses.

5. Keep customers satisfied

- Studies have shown that two thirds of customers would opt for self service, rather than conventional interactions with retail outlets.

- This is not surprising as consumer's view technology as a time-saver. Along with this, many kiosks have a number of different language settings, so international visitors will have an easier time when checking-in.

- A simple process like this will increase your guest satisfaction.

6. Minimize human error

- Regrettably, errors with hotel bookings are an all-too-common occurrence. Invariably, the names of certain guests will be misspelt, or they will be booked into the wrong type of room by accident. Even if the staff are highly committed, they're still human and not immune to the occasional slip-up.

- By automating the check-in process, you can avoid many of these errors and improve the way you engage with customers.

- Self-check-in kiosks can record customer data accurately, because the guests themselves input the information while checking-in. Therefore, the opportunities for mistakes are greatly reduced.

- Your team can access this data from the hotel's PMS when the same customer next checks-in.

- One way to make a good impression on guests is to surprise them with their favorite meal or preferred room, for example. Kiosks can save all the preferences/information about the guests' previous stays in the PMS, so it's simple to retrieve these details when required. This means that the hotel can deliver a bespoke service to its loyal customers.

7. A flexible solution to suit your requirements

- Whether hotel owners just want a basic self-check-in kiosk, or a kiosk that allows guests to control other elements of their booking,

this technology can help them accomplish their key objectives in an eye-catching manner.

- Kiosks can be positioned in a lounge area, close to the reception desk, or anywhere else that customers can use them.

- They usually look modern and don't take up huge amounts of space, meaning they'll complement the hotel decoration.

8. Facilitate guest interaction

- There's a myth that self-service is too impersonal a process for hotels to adopt. Nothing could be further from the truth. In reality, it gives staff the freedom to have more meaningful and personal conversations with guests.

- Automated check-in kiosks take much of the workload off staff, so they can concentrate on more important things.

❖ **Late check out**
➢ A late check-out at a hotel is an arrangement which allows a guest to check out later than the normal time.

❖ **How do you politely ask for a late check out?**
➢ If you're eligible for a late checkout because of your elite status or the room rate you booked, I recommend you politely say, "Hello, I am hoping for a late checkout at 1 p.m. tomorrow because I am a Diamond member," or because "I have booked a rate with a late checkout.

Theoretical learning Activity

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- ❖ **What is self-checkout?**
- ✓ Self-checkouts are also known as assisted checkouts (ACOs) or self-service checkouts. With Self-checkouts.
- ✓ customers grab the products, and they scan them through barcodes.

 Practical learning Activity

- ✓ **Not applicable** (Example: Trainees in pair perform)

 Points to Remember (Take home message)

❖ **The guest checkout involves the following steps:**
- ➢ Guest requests checkout.
- ➢ Desk clerk inquires about quality of products and services.
- ➢ Guest returns key to desk clerk.
- ➢ Desk clerk retrieves hard copy of electronic folio.
- ➢ Desk clerk reviews folio for completeness.
- ➢ Guest reviews charges and payments.
- ➢ Guest determines method of payment.
- ➢ Guest makes payment.
- ➢ Desk clerk inquires about additional reservations.
- ➢ Desk clerk files folio and related documents for the night audit.
- ➢ Desk clerk communicates guest departure to housekeeping and other departments in the hotel if necessary.

Indicative content 4.3: Prepare and provide of reports as per standards operating procedure.

The features of each report

- ❖ **What is a report?**
    - ✓ A report is a piece of informative writing that describes a set of actions and analyses any results in response to a specific brief. A quick definition might be: "This is what I did and this is what it means." You may be given an assignment which is not called a report but shares many of the same features; if so, aspects of this guide will be helpful.

- ❖ **What are the features and structure of a report?**
- ● Reports are formal documents which can include:
    - ✓ headings,
    - ✓ sub-headings,
    - ✓ numbered sections,
    - ✓ bullet point text, and
    - ✓ graphics such as flow charts, diagrams or graphs. All of these devices may be used to help the reader navigate the report and understand its content
    - ✓ the report provides factual information depending on which decisions are made. So everyone should take conscious steps to ensure that a report has all the essential qualities which turn it into a good report.
    - ✓ We know that a report is a written document that shows information in an organized way using a specific format and presentation. The audience and objective are specific for a report.
    - ✓ So, writing a qualitative report may be a hard nut to crack. But not for those who know the essential characteristics of a good report. Because it helps to judge them what the qualities are present in their report.
    - ✓ A good report contains all the features which it should have. All the qualities or characteristics of a good report should be ideally known by a good reporter so that his/her report becomes a good one.

- ❖ **By the way, A good report must have the following qualities:**
- ● **Precision**

- ✓ In a good report, the <u>report writer</u> is very clear about the exact and definite purpose of writing the report. His investigation, analysis, recommendations and others are directed by this central purpose.
- ✓ Precision of a report provides the unity to the report and makes it a valuable document for best usage.
- **Accuracy of Facts**
- ✓ Information contained in a report must be based on accurate facts.

- ✓ Since decisions are taken based on report information, any inaccurate information or statistics will lead to a wrong decision. It will hamper to ensure the achievement of the organizational goal.
- **Relevancy**
- ✓ The facts presented in a report should not be only accurate but also be relevant. Irrelevant facts make a report confusing and likely to be misleading to make a proper decision.
- **Reader-Orientation**
- ✓ While <u>drafting any report</u>, it is necessary to keep in mind about the person who is going to read it. That's why a good report is always reader oriented.
- ✓ Reader's knowledge and level of understanding should be considered by the writer of the report. Well, reader-oriented information qualifies a report to be a good one.

- **Simple Language**
- ✓ Simplicity is the best for anything. It is just another essential feature of a good report. A good report is written in simple language avoiding vague and unclear words.

- **Conciseness**
- ✓ A good report should be concise but it does not mean that a report can never be long.
- **Grammatical Accuracy**
- ✓ A good report is free from errors. Any faulty construction of a sentence may make its meaning different to the reader's mind. And sometimes it may become confusing or ambiguous.
- **Unbiased Recommendation**
- ✓ Recommendation on report usually make effect on the reader mind.
- ✓ So if recommendations are made at the end of a report, they must be impartial and objective. They should come as logical conclusion for investigation and analysis
- **Clarity**

✓ Clarity depends on proper arrangement of facts. A good report is absolutely clear.

- **Attractive Presentation**

✓ Presentation of a report is also a factor which should be consider for a good report. A good report provides a catchy and smart look and creates attention of the reader.

- **Complete Information**

✓ A good report shown important information. Most of these information is analysed as the basis of importance. A good reporter has to show the skill in such cases efficiently.

- **Positivity**

✓ A good report should have the positivity. It should narrate the positive statement instead of showing negative one.

- **Summary**

✓ A good report should have a summary by which the reader of the report can take a decision at all or stand on a decision what to do next in such condition.

❖ **When to use these reports**

- **What is the purpose of these reports?**

▪ The purpose of a report is **to provide information to people on a specific topic**. And it should take around ten to fifteen minutes to present it. Apart from school, reports play an integral role in the professional world.

❖ **When should reports be used?**

➢ Reports will provide important detail that can be used **to help develop future forecasts, marketing plans, guide budget planning and improve decision-making**. Managers also use business reports to track progress and growth, identify trends or any irregularities that may need further investigation.

❖ **Types of departure activities reports**

➢ here are two types of Departure Procedures (DPs): Obstacle Departure Procedures (ODPs) and Standard Instrument Departures (SIDs).

➢ Hand calculation is simple. (groundspeed / 60) x feet per nautical mile = feet per minute. The term ODP is used to define procedures that simply provide obstacle clearance.

❖ **Check out report**

- **What is a check-out report?**

✓ The check-out report **enables all parties to identify any deterioration in the contents, cleanliness, and condition of the property during the tenancy**. Ideally it should be produced by the

same person who undertook the check-in, although this will not always be practicable.

❖ **Financial report**

❖ T**he three main types of financial statements are the balance sheet, the income statement, and the cash flow statement**.

❖ **These three statements together show**:

✓ the assets and liabilities of a business,

✓ its revenues and costs,

✓ as well as its cash flows from operating, investing, and financing activities.

❖ **What are the 4 types of financial reports?**

✓ But if you're looking for investors for your business, or want to apply for credit, you'll find that four types of financial statements—**the balance sheet, the income statement, the cash flow statement, and the statement of owner's equity**—can be crucial in helping you meet your financing goals.

❖ **What are the components of financial statements?**

● **The elements of the financial statements will be** :

　　✓ **assets,**

　　✓ **liabilities,**

　　✓ **net assets/equity,**

　　✓ **revenues and expenses**.

❖ **Miscellaneous report**

● **What are Miscellaneous Reports**?

● The reports are classified as per any one of the basis which are discussed in this article:

✓ Types of Business reports in Business Communication.

✓ Some reports do not come under any basis such as.

❖ Miscellaneous Reports

✓ **Balance Check Report** (balance check) - lists the output of the ledger imbalance checks for any date earlier than the current business date.

✓ **Frequency of Reports** (frequent) - displays statistics about all the reports configured in the hotel.

✓ **Police Report** (police_report2) - created to adhere to legal reporting requirements for properties in Portugal. The properties are required to print a report for all arrivals and departures of the day with the

> morning information on a daily basis. Accompanying guests on a reservation will be included on the report output.

 Theoretical learning Activity

✓ Explain the reservation procedure with the format of reservation form (example: ask trainees to brainstorm about.......... within groups)
✓ Explain the pre arrival and check in procedure for the group?

 Practical learning Activity

  ✓ **Not applicable** (Example: Trainees in pair perform)

 Points to Remember (Take home message)

> ✓ Discuss the precautions that a front desk agent should take while accepting credit card, travel agent voucher, currency notes and traveller's cheque as a mode of settlement?
> ✓ Explain the checkout procedure 5. Explain the front office accounting system 6. Describe the night audit process in detail

 Learning outcome 1 formative assessment

Written assessment

- Assessment tools
  ✓ True or false questions
  ✓ Multiple choice
  ✓ **Open ended questions**
➢ Talk about Individual check out used in front office
➢ Differentiate between financial report from miscellaneous report

✓ **Case studies**

➢ The purpose of a pre-check out service is to ensure that your tenant is fully aware that the property must be returned to its original condition as it was found on move-in day. Give the importance of pre-check out activities.

Practical assessment

- Assessment tools
  - ✓ Assay
  - ✓ Task to be performed
  - ✓ Observation checklist
  - ✓

Checklist	Score	
	YES	NO
Ways to communicate with other departments are used		
Check out procedures are explained		
Situation in checking out guest is identified		
Features of each reports are provided		
Report to the concerned personnel are explained		
Situation in checking out guest is identified		
Main components of departure stage are explained		
OVERALL	/21	

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