

The logo for the National Mission on Himalayan Studies (NMHS) features the letters 'NMHS' in a bold, blue, sans-serif font. The letters are slightly 3D, with a lighter blue shadow on the right side.

**An Initiative of
Himalayan Institute For Environment, Ecology & Development
(HIFEED)**

INTRODUCTION TO THE HISPOITALITY INDUSTRY

Training Manuals – Module 2 (FRONT OFFICE)

Project Title - A Pilot Project for Promotion of Village Tourism in the Outer Periphery of Tehri Dam to Ensure Sustainable Livelihood Options to Youths and Women by Protecting Environmental and Local Cultural Heritage under National Mission on Himalayan Studies (NMHS), GBPIHED, Almora, Ministry of Environment, Forest & Climate Change, Govt. of India

Introductions to The Hotel Front Office Department

Front Desk is a very important department in the hotel, making direct contact with guests. The main function of this department is Reservation, Guest service, Check-in, Check-out, Telephone, Finance & Cashiering, Foreign Exchange, Room Assignment, Inquiry etc.

The Front Office is also called the nerve centre of a hotel. It can be defined as a front of the housing department located around the foyer and the lobby area of a hospitality property. As this department is located around the foyer area of the hotel and is visible to the guests, patrons and visitors, they are collectively called “Front Office”.

Should guests have any problems or require to appreciate or comment, they would normally go directly to the Front Office, because it is convenient to contact and converse with other departments. Therefore, this department is the direct delegate to link the work and report the consequence to other departments.

This department is one of the major operational and revenue-producing departments of the hotel which generates two-thirds of the revenue earned by a hotel from the sale of the guest rooms. It involves in providing valuable services to the guests during the entire guest cycle consisting of Pre-arrival, Arrival, Occupancy and Departure.

Importance of Front Office Department:

Traditional Front Office functions include reservation, registration, room and rate assignment, guest services, room status, maintenance and settlement of the guest account, and creation of guest history records.

The Front Office develops and maintains a comprehensive database of guest information, coordinates guest services, and ensures guest satisfaction. These functions are accomplished by personal in diverse areas of Front Office Department.

The front office is also known as the face of the hotel. It is the first guest contact area and also the nerve centre of the hotel. All the activities and areas of the front office are geared towards supporting guest transaction and services.

The operational function of the Front Office Department:

Guest Registration: Does all guest registration-related activities like Check-in, room assignment, welcoming, room rate etc.

Guest Service: Fulfils any Guest Services related activities.

Guest History and records: Creates and maintains a guest profile, history, likes and dislikes, collect feedback etc.

Guest Database: Develops & maintains a Comprehensive Database of Guest Information

Updates Room Status: responsible to update the correct room status like CI, CO, DNCO, DND etc.

Reservation: This section is responsible in registering the room reservation from various sources, with recordings, filing of reservation records, and revise on the appropriate time to make sure that guests would have their rooms upon entering the hotel.

Postage and Parcels: This section is to facilitate guests pertaining to the posting of letters, telegrams, and parcels.

Telephone: This section is to facilitate guests pertaining to the telephone both internally and externally, and to wake guests up in the morning upon request.

Finance and Foreign Exchange: This section relates with the Accounting Department, through the collection from guests through their services, and also give the foreign exchange service.

Inquiry: This section is to answer questions and inquiries of guests. Therefore, this section would have to be alert with all the movements of the hotel.

Bell Desk and Concierge: Provide all services related to Bell desk and Concierge.

Staffing the Front Office Department:

In order to carry out its mission, goals and objectives, every company shall build a formal structure depicting different hierarchy of management, supervision, and employee (staff) levels. This very structure is referred to as an organisation chart.

Moreover, the organisation chart shows reporting relationships, the span of management, and staff/line functions. The organisation chart for the front office department differs as per the size of the hotel. [View here](#)

Typical Staff positions under the Rooms Division Department:

Front Desk Agent: Registers guests, and maintains room availability information.

Cashier: Maintains and settles guest folios, and properly checks out guests.

Night Auditor: Controls the job of the Accounts Receivable Clerk, and prepares daily reports to management (ex: Occupancy Report and Revenue Report).

Mail & Information Clerk: Takes Messages, provides Directions to Guests, and maintains Mail.

Telephone Operator: Manages the Switchboard and coordinates Wake-up Calls.

Reservation Agent: Responds to Reservation Requests and creates Reservation Records.

Uniformed Service Agent: Handles Guest Luggage, escorts Guests to their Rooms, and assists guests for any bit of information requested.

1. FRONT DESK (RECEPTION)

Welcome to the Front Desk Procedures manual. This manual has been designed to ensure that every member of our Front Desk team has all the information they need in order to provide the highest standards of service and hospitality to our guests, within our hotels.

2. GUEST SERVICES

The Guest Services Department lies at the heart of our hotel. The success of the hotel and, indeed, of the entire Brand depends very much on you!

2.1 SERVICE PHILOSOPHY

Our hotels specialize in serving business travelers and leisure guest who require value-oriented hotel accommodation.

The customer expects a high level of service and quality. Therefore, all our hotels must adhere to a service philosophy: to consistently provide all guests with effective, professional customer service that meets or exceeds their expectations, whilst being loyal to the Brand Values.

Within 120 seconds of a guest's arrival, they have developed an image of the hotel. Therefore, it is imperative that management focus on the guest's arrival/welcome/lobby/check in experience. Please be aware of the section Moments of Truth in this manual.

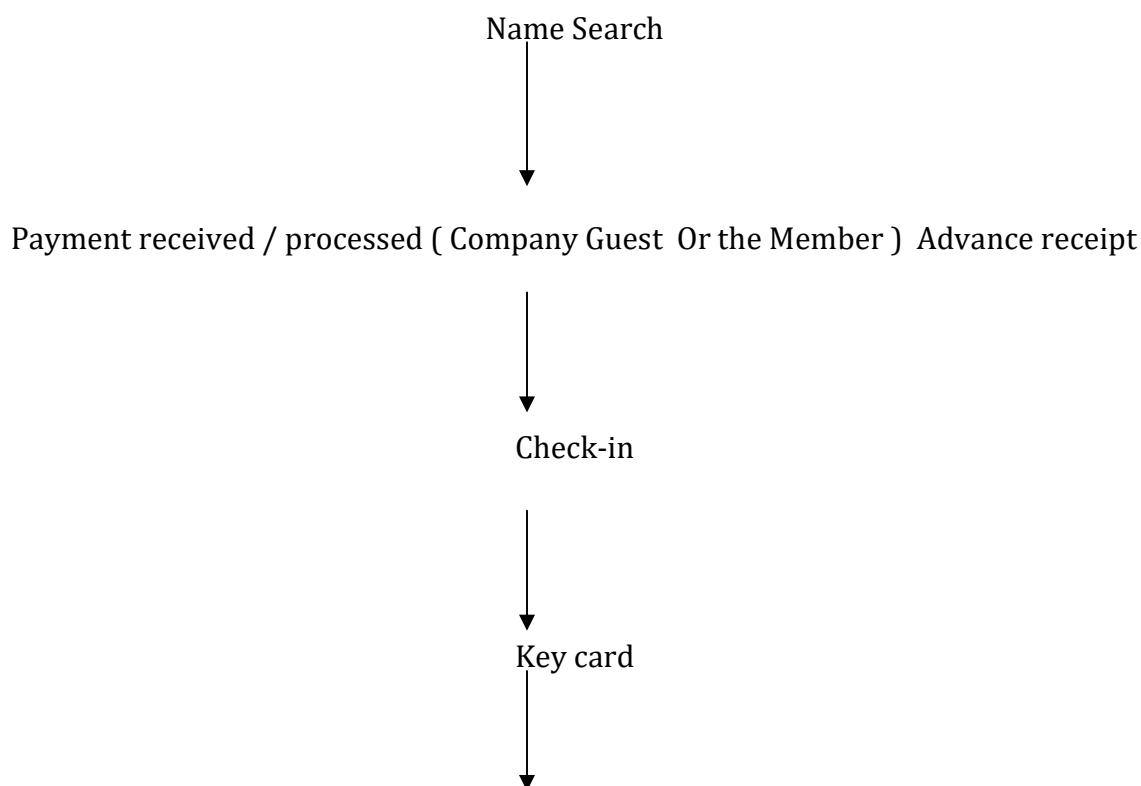
The balance of the guest's stay will remain a positive experience if all employees perform their jobs in accordance with our seven principles of excellent service:

1. Warmly greet and acknowledge every guest encountered.
2. Take care of every guest's request quickly and in a friendly manner.
3. Help create a warm and hospitable atmosphere in the hotel.
4. Project a professional image through appearance and conduct.
5. Be committed to guest comfort, safety and security.
6. Provide reliable information about the services available in the hotel and in the local area.
7. Work to make everything right for the guest.

2.2 ABSOLUTE SERVICE STANDARDS

To ensure that we are offering consistent quality service to our customers we have drawn up some Absolute Service Standards (see next page). These are the minimum standards that you should be offering. However, we do not wish you to sound like robots, so let your personality shine through! We want to create a home-from-home atmosphere so that our guests feel relaxed.

2.3 CHECK-IN FLOW



2.4

ABSOLUTE SERVICE STANDARDS

GUEST SERVICES

THE GREETING

SMILE

EYE CONTACT

APPROPRIATE WELCOME

(Hello/good morning/good afternoon/good evening)

USE YOUR NAME WHEN ANSWERING THE PHONE

OFFER AN APOLOGY IF KEPT WAITING

THE TRANSACTION

CHECK IN

USE GUEST'S NAME (at least twice)

EYE CONTACT

CLARIFY NON/SMOKING ROOM

INFORM GUEST ABOUT WAKE UP SYSTEM

GIVE OUT ROOM NUMBER

(State the floor they are on and point to the room number) Escort the guest to the room

ASK IF GUEST HAS USED KEY SYSTEM BEFORE

(if not, explain how it works)

CLARIFY PAYMENT METHOD

GENERAL

USE GUEST'S NAME ON THE TELEPHONE

THE FAREWELL

SMILE

GIVE DIRECTIONS TO LIFT/STAIRS

VARY YOUR PARTING GOODBYE

(enjoy your stay/have a pleasant journey)

2.5 GROOMING STANDARDS

To ensure our correct image is portrayed, the following standards must be followed by team Members at all times.

2.5.1 GUEST SERVICE AND MAINTENANCE STAFF

Skirt/trousers/shirt as supplied by the hotel

shoes must be black

tie as per Belleza standards

socks must be black

2.5.2 GENERAL STANDARDS

Jewellery should be kept to a minimum and be discreet

2.5.3 FEMALES

☐☐ 1 pair of earrings

☐☐ no droop earrings

☐☐ a maximum of 3 rings

☐☐ 1 thin chain (eg locket)

☐☐ hair must be neat and tidy (long hair to be tied back from the face or put up)

☐☐ make-up should not be overpowering

☐☐ nail varnish to be of light colour and not chipped

2.5.4 MALES

☐☐ no earrings

☐☐ only a wedding ring and a discreet signet

☐☐ 1 thin chain

☐☐ hair should be short/neat and tidy

☐☐ face should be clean shaven

Name badges to be worn. The name badge and any presentation and/or Language pins should be worn on the left-hand side. Everyone should keep their uniform clean and in good condition. Uniforms are machine Washable.

Personal hygiene is very important in an hotel environment. Rushing up and down the desk can be very hard work. Bath/shower daily and use deodorant. Perfumes or aftershaves should be subtle, not too overpowering.

Please refer to the Human Resources section of this manual.

3. EVERYDAY A-Z

3.1 AVAILABILITY

Before making any reservations it is essential to check in system for availability. Please see Section 1.7

3.2 BROCHURES

It is important to ensure that the Front Desk is continually restocked with appropriate brochures:

☐☐Those of other Hotels in our group.

☐☐Our own brochure

3.5 BUSINESS SERVICES

Alternatively, Reception may make photocopies and send faxes at the guest's request.

Standard charges are set locally and are charged on demand.

3.6 CHECK IN

The procedure for registering a guest is as follows

Welcome! Smile and be **genuinely** welcoming.

Remember that a guest will form their main impression of the hotel within the first two minutes of their visit!

Reservation? Check whether or not the guest has a **reservation**. Locate the reservation on system.

Reservation Card All guests checking into the hotel must complete a registration card. It is very important that these cards are filled in correctly and legibly. Registration is a legal requirement. By law the following **information** should be obtained; - please check your local legislation.

FOREIGN GUESTS

1 Name

2 Address

3 Nationality

4 Passport number

5 Next destination

(C Form)

Signature is not always required by law. However, it is a hotel policy to obtain one. Car registration is not essential. However, it does assist the hotel should there be any problems in the car park.

Please note that all registration cards must be kept for 12 months after the departure date and should be available for the police to inspect or applicable local law apply.

Check details

Check with the guest that their reservation details are correct,

e.g.

Number of nights stay

Room type

Occupancy

Payment

Ask the guest by which **method** they would like to pay their bill.

Take a **swipe** of their credit card, if applicable.

System

Enter payment and all other registration details into system. Change the guest's status on system to "checked-in".

Room Keys

Make the number of room keys required by the guest. Show the guest his/her room number. Under no circumstances should the guest's room number be given out. (On tear off portion of Registration Card Ask the guest if they have used the key system before. If not, explain how the keycard works, i.e to open the door and for the power in room.

Explain Ensure that the guest knows how the **breakfast** system works.
Ensure that the guest knows that you have details of **local attractions** and **restaurants**.

Tell the guest about **night** arrangements (e.g. front door).

Direct the guest to his/her **room**.

Enjoy your stay! Wish the guest a pleasant stay. Assure your guest that if he or she needs anything they shouldn't hesitate to contact you by dialing '0'.

NOTE

If any guests check in who may need special assistance (certain disabled guests), please make a note of this in the Handover Diary.

3.7 DEPARTURE

Guest drops the Key Card, We Thank them and Wish them a safe trip.

FILL THE COMMENTS CARD AT THE TIME OF CHECK OUT

ABOVE ALL, REMEMBER THAT A GUEST'S LAST IMPRESSION OF THE HOTEL IS ALMOST AS IMPORTANT AS THEIR FIRST.

3.8 CHEQUES

We do **NOT** accept Cheques

3.9 COMPLAINTS

Unfortunately, no matter how good the product is, and how good our services are, there will always be those guests who feel the need to complain. Because the Front Desk occupies a central point within the hotel, it is usually a customer's first calling point.

☒☒ Always listen to the guest. Let them have their say before you speak. Never interrupt them.

☒☒ Please remember that it is not you with whom they are angry, so do not take it personally! You are just the person who happens to be there at the time, representing the Company.

☒☒ If the problem is one you can deal with, then do so, but make sure you inform the Duty Manager in case there is any further comeback.

☒☒ If you are not sure, then call upon a colleague.

☒☒ There are situations, however, which really can only be dealt with by the Duty Manager.

3.10 CREDIT CARDS

3.10.1 ACCEPTED CARDS

We accept most major credit/debit cards as follows:

VISA

Mastercard

3.10.2 PROCESSING PAYMENT: PDQS

The PDQ machine is used to process credit card payments.

Press Sale.

Swipe the card.

Enter the amount.

Press Enter.

If the card will not swipe for some reason:

Manually enter the credit card number.

Press Enter.

Enter the expiry date.

Press Enter.

Enter the amount to be paid.

Press Enter.

Manual Activation is not available (need to activate)

3.11 NO DESIBLE ROOM IN HOTEL

3.12 FAX

It is vitally important that the fax machine in the back office is checked at regular intervals for incoming faxes (we recommend every 10 minutes).

If a fax is received for a guest, you should –

☐☐ telephone the guest to inform them that a fax has arrived and can be picked up at Reception

3.13 FIRE

Please check local legislation, but it is suggested that you:

☐☐ On hearing the fire alarm you must call the Fire Brigade **immediately!**

☐☐ When the alarm sounds the Duty manager needs to look at the fire alarm panel near Reception to ascertain in which room the alarm has been triggered. The Manager must immediately go to that room to find out whether the alarm is genuine.

☐☐ Ensure you have the registered guest reports in name order and room number order.

Registered Guest Reports

- It is vital that these lists are kept up to date.
- From the main menu in *system*
- Select **Reports**
- Select **In House**
- Select **In House Alphabetical/In House (Room)**.

☐☐ Bag up the front desk float and put into the drop safe.

☐☐ Collect the hotel signing-in sheet to mark off employees.

☐☐ Collect the visitors/contractors signing-in book.

☐☐ Check in the Handover Diary to see whether there are any guests who may need special assistance.

☐☐ Direct guests to the evacuation point, far end of the car park (road end).

☐☐ One person must stay and man the switchboard and one must take a roll call of the guests. Answer internal calls first and ask guests to leave the building. If you receive any external calls, simply ask the caller to ring back (telling them that the alarm has sounded).

☐☐ In the event of a fire **do not panic**. If the guests see you panic, they will also panic. We need a smooth and calm evacuation.

Familiarise yourself with the equipment, location of fire alarm points, fire doors and emergency exits etc.

If you discover a fire...

1. Operate the nearest fire alarm - this will start the evacuation procedure and ensure you get assistance immediately
2. Close the doors and windows around the fire area to prevent the fire from spreading.
3. Do not attempt to fight the fire unless you have been trained and are confident you are not putting yourself or others at risk, otherwise leave the building by the nearest exit and report to the assembly point.

By staying calm the situation can usually be brought quickly under control.

Do not...

- ❌❌take unnecessary risks
- ❌❌stop to collect personal belongings
- ❌❌use the lifts
- ❌❌run and shout
- ❌❌re-enter the building until you are told by the Fire Officer it is safe to do so
- ❌❌if you discover smoke escaping from inside a closed door DO NOT OPEN, as this will worsen the situation by feeding the fire with extra oxygen.

When to attack a fire...

- ❌❌Once the alarm has been raised
- ❌❌Only if it is safe
- ❌❌Small fire
- ❌❌Keep exit behind you
- ❌❌Keep exit door in sight
- ❌❌If smoke or fire is increasing stop and leave
- ❌❌Remember possible re-ignition.

Please read the Fire/Evacuation Section of the Operations Manual.

3.14 FIRST AID

Every hotel should have trained first aiders. A number of first aid kits are located around the hotel but these should only be used by those who have had authorized first aid training.

- First aiders must ensure that any treatment they give is noted in the relevant log book.
- Under no circumstances should oral medication ever be given to guests.
- Headache tablets are usually available for purchase in the public toilets of the hotel,

3.15 FLOATS

Reception have one float of Rs 5000 and there is a Restaurant float of Rs 3000. Banking is done at the end of every shift. A change float of Rs 2000 is kept in the main safe and can be accessed by the Duty Managers or the Hotel Manager.

Float 10,000.00

3.16 FOREIGN EXCHANGE

Each hotel must include its procedure for foreign exchange in this section, taking into account local region and tax laws.(Optional)

3.17 RECEPTION AREA

Guest Services staff should at all times be aware of the conditions in the Reception area:

☐☐TV noise levels

☐☐sufficient/insufficient lighting

☐☐fan operation central A.C. unit

☐☐music noise levels

☐☐clean ashtrays/cleared tables

☐☐newspaper availability.

3.18 HOUSEKEEPING

The following items should be collected from Reception by guests who request them:

ADAPTORS

Each hotel should carry international adaptors.

BLANKETS, DUVETS AND PILLOWS

If a guest requests extra blankets, duvets or pillows, these can be found

HEATERS/COOLERS

Portable heaters/Coolers are stored in

Central heating/Cooling center

IRONS AND IRONING BOARDS

Irons and ironing boards are available for guest use and are stored

3.19 KEY CARDS

The key card machine is interfaced with system so that when a guest is checked in on the computer system, the card machine is programmed for the appropriate room. All the Guest Services Assistant/Manager has to do is to swipe the card.

If, for some reason, the interface fails, the room number can be entered manually on the key card machine.

In case the key card machine itself fails, back-up keys for every room should be kept in the hotel safe, to be accessed by the Manager on duty.

Please also read 'Key Control Procedures' in this Manual.

3.20 LAUNDRY

Guests who wish to have laundry cleaned should fill in the details in laundry price list kept in room and place the dirties in laundry bag and hang it in door knob .

Laundry should be handed in to Reception by 8.30 am, ready for collection at 6.00 p.m.

Housekeeping Laundry Pick up in room till 10 .00 Am and drop at evening before 7.00pm

3.21 LEFT LUGGAGE

Guests who wish to leave luggage at the hotel should be able to do so. Left luggage should be kept in a designated, secure area.

Please note, however, that luggage can only be kept up to and including the guest's day of departure. You must ensure that all bags are tagged - with the guest's name, room number and date/ details to prevent any mix-ups. Receipt hotel provided.

3.22 LOCAL ATTRACTIONS

A presentation binder containing details of various local attractions should be kept at Reception.

3.23 LOST AND FOUND

All items which are lost or found must be recorded in the designated log. If a member of staff finds an item it is essential that this item is logged *immediately*, rather than waiting until the end of a shift or day. If anyone telephones the hotel enquiring whether the item has been found, accurate information can then be given. Often the guest will return to collect the item.

If not, the hotel may have a policy of charging for postage and delivery of the item to the guest.

LOST AND FOUND HANDLE BY HOUSE KEEPING

Please read the Detailed 'Lost & Found' Section of the Operations Manual.

3.24 MAIL

All outgoing mail should be franked and put in the designated mail bag. Staff may frank items for guests and charge the relevant amount to the guest's.

3.25 PAGING

The hotel usually has an internal tany system which you will be required to use. As with the telephone there is a certain standard which should be followed, e.g. "*Good*

morning/afternoon/evening, may I have your attention please. Would Mr Smith contact Reception. Mr Smith to Reception. Thank you". The guest's name should be repeated to avoid confusion.

(Not Use By Hotel)

3.26 SAFETY DEPOSIT BOXES (In Room Safe)

- ☐☐ Safety deposit boxes are supplied free of charge to the guest.
- ☐☐ a safety deposit box record card must be completed before opening a box.
- ☐☐ this record card is used every time a guest enters a box and the signatures must be compared before letting the guest into it, for security reasons.
- ☐☐ should the guest lose their key, then a minimum charge will be made to cover the cost of a replacement lock and key.
- ☐☐ should the item the guest wants to deposit be larger than the box, then the duty manager should be contacted to find a suitable place for storage. We must not refuse a secure storage space !
- ☐☐ guests may only keep a box whilst they are resident within the hotel.
- ☐☐ never disclose guest information.
- ☐☐ the box cannot be opened without a master key kept by the guest service manager on duty.
- ☐☐ if guests wish to share a safety deposit box then they must both sign the liability card.
- ☐☐ each time the guest wishes to have access to the safety deposit box, the guest must sign the back of the card and date, time and witness signature. Signatures should be compared to ensure that only the original guest has access.

1.4.38 security

☐☐room numbers should never be disclosed. Offer to connect people by phone if they Request a guest's room number.

☐☐never disclose guest information.

☐☐do not issue a key without checking the guest's name. The key system is very security conscious. You are not able to tell the room number by looking at it.

☐☐bedroom doors found open should be closed.

☐☐ground floor windows should be kept closed unless there is someone in the room.

1.4.39 taxis

A list of reputable local taxi firms should be held at reception.

1.4.40 telephone

Although the type of switchboard may vary from hotel to hotel, our telephone standards do Not!

1.4.40.1 introduction

The telephone is one of your key communication points. It is therefore essential that you have

Confidence in your telephone skills. The following information is designed to help you Understand the different calls you will be dealing with and how to handle them.

3.27 SECURITY

☐☐Room numbers should never be disclosed. Offer to connect people by phone if they request a guest's room number.

☐☐Never disclose guest information.

☐☐Do not issue a key without checking the guest's name. The key system is very security conscious. You are not able to tell the room number by looking at it.

☐☐Bedroom doors found open should be closed.

3.28 TAXIS

A list of reputable local taxi firms should be held at Reception.

3.29 TELEPHONE

Although the type of switchboard may vary from hotel to hotel, our telephone standards do not!

3.29.1 INTRODUCTION

The telephone is one of your key communication points. It is therefore essential that you have confidence in your telephone skills. The following information is designed to help you understand the different calls you will be dealing with and how to handle them.

3.29.2 WHO WILL RING?

The telephone calls you will answer will be a mixture of external and internal calls.

External: These could be guests, suppliers, employees, head office representatives, general enquiries etc.

Internal: These calls will be hotel residents, conference delegates and, of course, your fellow team members.

When the call comes through you will be able to distinguish between internal and external calls (from switchboard), but obviously not who the caller is. As an hotel we are representing both our property and the Company. Therefore, there are certain standards to which calls need to be answered.

3.29.3 TELEPHONE STANDARDS

☑☑The call should be answered within 3 rings. If this is not possible, an apology must be offered when you do answer.

☑☑Your greeting should be clearly spoken and the name of the hotel must be used ,e.g.

*“Thank you for calling the **Belleza Hotel**, how may I help you?”* or

☑☑Smile - it can be detected!

☑☑When answering an internal call, give the name of the department and also your name, e.g.

“Good morning/afternoon/evening, Accommodation Services/Guest

Services/Maintenance, Rahul speaking”.

☑☑Direct the call. If the caller is unsure to whom they need to speak, find out what the call is about and direct the call, informing the caller to whom you are transferring them.

☑☑Guest information must never be revealed. You may only connect to a guest room once you have checked the name of the person the caller wants to speak to.
Never disclose a room number or a guest name.

☑☑When taking a message, repeat names and numbers back to the caller to ensure you have understood.

☑☑Once the call has finished, thank them and say goodbye.

☑☑If you are busy and the phone is ringing, excuse yourself from the person with whom you are dealing (at an appropriate moment). Answer the call and ask them to hold, then finish with your guest. **Remember the person on the phone does not see you are busy, whereas the guest with whom you are dealing can see and hopefully will understand.**

3.30 TOILETRIES/FORGET SOMETHING?

Emergency supplies of toiletry items (e.g. combs, razors, toothbrushes, shower caps), plus small sewing kits should be available to guests at all times from Reception.

3.31 TOURIST INFORMATION

Each hotel should keep the following information to hand:

- ☐☐ Details of local attractions
- ☐☐ Bus and train timetables and telephone numbers
- ☐☐ Tourist board telephone number and address.

3.32 WAKE UP CALLS

Wake up calls can usually be arranged by telephone.

Manual wakeup call by front desk

4. DAILY TASKS

4.1 TASK CHECKLISTS

Each hotel needs to devise its own task checklists for each shift, based on the individual requirements of the hotel. These task/checklists must be completed before the end of each shift.

The following samples give ideas of what to include on each list. Sample lists have been included for when there are three shifts in operation (early, late and night) and when there are only two (early and late).

In addition, sample Day and Evening checklists for Guest Service Managers are included, for your assistance.

4.1.1 EARLY SHIFT TASK LIST

Check List is Varies so we will discuss and fix one so the shift is having a regular

S.No.	TASKS TO BE COMPLETED ON (Date)	SIGNATURE
1	Read Handover book	
2	Change Guest Service Manager's name.	
3	Complete float count sheet and ensure there is sufficient change.	
4	Print Journal Cashier Report (Cashier 1) and X reading from both PDQs	
5	Print Emergency Reports from system.	
6	Call Laundry to collect any guest laundry.	
7	Ensure Tea/Coffee Station is ready and vending machines restocked if available in lobby.	
9	Ensure reception area is cleared during shift.	
10	Print off departures for today and cross off as they check out. Take note of any unexpected stayovers and/or early departures (for Accommodation Services).	
11	Do an in-between back-up on system.	
13	Print arrivals list from system. Input any new reservations.	
14	Print cancellations/changes list from system.	
15	Replenish front desk supplies.	
16	After midday check all departures left to go and liaise with Duty Manager.	
17	Remove checked-out guests' registration cards from in house box using departure list report. File.	
18	Print Journal Cashier Report.	
19	Print X readings from both PDQs.	
20	Ensure you have a copy of all credit card slips and that totals from PDQs match Journal Cashier Report. Place in tray in the back office.	
21	Close Cashier.	
22	Count Reception float and complete banking sheet and safe envelope	
23	Attach X readings to the back of the banking sheet.	
24	Fill in cash to be banked on the summary of banking deposit sheet.	

25	Place cash and cheques in safe envelope. Hand to Duty Manager.	
26	Ensure kitchen, bar area and breakfast area are clean.	
27	File checklist.	
28	Handover.	

8.00 am	Check public toilets near Lobby and inform House keeping.	
10.00 am	Check public toilets near Lobby and inform House Keeping.	
12.00 am	Check public toilets near lobby and Inform Housekeeping.	
2.00 p.m.	Check public toilets near lobby and inform Housekeeping.	

4.1.2 LATE SHIFT TASK LIST

Check list is varies and we will discuss and fix one for late shift

	TASKS TO BE COMPLETED ON.....	SIGNATURE
1.	Read Handover book.	
2.	Change Manager's name.	
3.	Complete float count sheet and ensure there is sufficient change.	
4.	Print Journal Cashier Report (Cashier 2) and X reading from both PDQs.	
5.	Print Emergency Reports from system.	
6.	Do an in-between back-up on system.	
7.	Print arrivals list from system.	
8.	Complete temperature check sheet.	
9.	Update registration card details, particularly company detail.	
10.	Complete ring around.	
11.	Ensure all public areas are clean.	
12.	Visa requirement details.	
13.	Lock the front door.	
14.	Replenish front desk.	
15.	Print Journal Cashier report.	
16.	Print X readings from both PDQs.	
17.	Ensure you have a copy of all credit card slips and that totals from PDQs match Journal Cashier Report. Place in tray in the back office.	

THE HIMALAYAN VILLAGE – Promotion of Rural Tourism (An initiative of HIFEED & NMHS)

18.	Close Cashier.	
19.	Count Reception float and complete banking sheet and safe envelope	
20.	Attach X readings to the back of the banking sheet.	
21.	Fill in cash to be banked on the summary of banking deposit sheet.	
22.	Place cash and cheques in safe envelope. Hand to Duty Manager.	
23.	Ensure Lobby area is cleaned .	
24.	File checklist.	
25.	Handover.	

4.00 PM	Check public toilets near lobby and inform Housekeeping.	
6.00 PM	Check public toilets near lobby and inform Housekeeping..	
8.00 PM	Check public toilets Check public toilets near lobby and inform Housekeeping.	
10.00 PM	Check public toilets Check public toilets near lobby and inform Housekeeping.	

4.1.3 NIGHT SHIFT TASK LIST

We need to make one and fix according to standard

1)	TASK TO BE COMPLETED ON.....(DATE)	
2)	Read Handover book.	
3)	Change Manager's name.	
4)	Complete float count sheet and ensure there is sufficient change.	
5)	Print Journal Cashier Report (Cashier 3) and X reading from both PDQs.	
6)	Print Emergency Reports from system.	
7)	Check the rate codes of all in house guests, ensuring they have the correct source codes for tracking Purposes + company details.	
8)	Visa, passport details.	
9)	Prepare for late arrivals and departure.	
10)	Print arrivals list from <i>system</i> and compare to arrivals list. Input any new reservations. Pre-assign family rooms + all other rooms.	
11)	Cleandown public areas by Housekeeping.	

12)	Run end of day report .	
13)	Print Journal Cashier Report and close cashier.	
14)	Print X readings from both PDQs.	
15)	Ensure you have a copy of all credit card slips and totals from PDQs match Journal Cashier Report. Place in tray in the back office.	
16)	Count Reception float and complete banking sheet and safe envelope.	
17)	Attach X readings to the back of the banking sheet.	
18)	Print Journal Cashiers report. Check cash totals (total money in safe matches Journal Cashiers cash payments total). Check X totals match Journal Cashiers totals (check all receipts for the day against the name in Journal Cashiers).	
19)	WHEN EVERYTHING MATCHES:	
20)	Print totals from both PDQs.	
21)	Complete PDQ reconciliation sheet.	
22)	File maintenance.	
23)	Full back-up	
24)	Print In House List.	
25)	Night audit.	
26)	Print Revenue Article.	
27)	Print Terminal and Till Sales reports from POS and check against Revenue Articles report from <i>system</i> .	
28)	Login as shift 1.	
29)	Get public areas cleaned by housekeeping.	
30)	Print Manager reports, Stat Market Codes Rooms, Journal Cashiers, In House (Alphabetical) and Departures. Put them in the GM's tray.	
31)	Print Housekeeping report.	
32)	Prepare the Accommodation Services List.	
33)	Complete the No-Shows form, charge appropriate credit card(s) and send receipts to guests.	
34)	Print the registration cards for the day's arrivals with room numbers allocated.	
35)	File checklist.	
36)	Handover	

4.1.4 DUTY MANAGER DAY CHECKLIST (We will make one as a standard of hotel)

DATE / / 200...

MANAGER ON DUTY.....

	TASK TO BE COMPLETED	TICK WHEN COMPLETED
➤	Check toilets, public areas, corridors etc.	
➤	Accounts previous day: Copy banking forms + Journal Cashiers report + Manager report + balance + bank	
➤	Sort the post and faxes (update exchange rates if necessary).	
➤	Check one bedroom of each Accommodation Services Team member.	
➤	comment on figures.	
➤	Liason with housekeeping	
➤	Prepare for PM shift	
➤	Check tomorrow's arrivals (faxes, guest history).	
➤	Check groups' diary.	
➤	Prepare handover for evening shift.	

4.2 ACCOMMODATION SERVICES LISTS

Date

Team Member

STAY OVER ROOMS	DEPARTURE ROOMS	OTHER AREAS

Housekeeping have the list and information by front desk

4.3 ARRIVALS

In order to ensure that all pre-allocated rooms are clean and ready for guests to check in to, that extra towels and bedding have been arranged for bookings for over 2 people and that cots and sofa beds have been prepared as requested, two reports need to be printed - Arrivals and the Cot and Sofa Bed List.

From the main menu in System

Select **Reports**

Select **Reservations**

Select **Arrivals**.

From the main menu in System

Select **Reports**

Select **In House**

Select **Cots & Sofa List**.

4.4 BANKING AND BALANCING PAYMENTS

At the end of shift 1, 2 and 3 (but before Z reading and night audit)

1. From the main menu in *system*

Select **Reports**

Select **Financial**

Select **Journal Cashier**.

2. Close cashier.

3. Print X readings from both PDQs.

4. Sort out the day's invoices ensuring you have a copy of all credit card slips.

5. Check that the totals from the PDQs match the **Journal Cashier** report.

6. Count Reception float and complete banking sheet and safe envelope.

7. Attach X readings to the back of the banking sheet.

8. Fill in cash to be banked on the **Float Check / Banking** sheet.

9. Complete **PDQ Reconciliation** form.
10. Place cash and cheques in safe envelope with banking sheet.
11. Hand to Duty Manager.

Z reading for night shift

12. Take a Z reading from PDQs.
13. From the main menu in *system*

Select **Reports**

Select **Financial**

Select **Journal Cashier.**

14. Ensure you have a copy of all credit card slips from the whole day.
15. Complete **PDQ Reconciliation** form, including Z reading. Check against totals of the day.

Notes

Balancing and banking are done as part of every shift. PDQs and system totals should balance. If they do not, the system is out of balance. **YOU MUST FIND THE REASON**

FOR THE IMBALANCE AND CORRECT IT.

If the Z totals are not taken, the PDQs do not reset themselves back to zero. This means that the next day you would have to balance two days' worth of credit card slips and totals.

PDQ RECONCILIATION.....MACHINE NO:-

SHIFT 1,2,3	FRIDA Y	SATURDA Y	SUNDA Y	MONDA Y	TUESDA Y	WEDNESDA Y	THURSDA Y	TOTA L
VISA/MASTE R								
DINERS								
AMEX								
<u>1.1 TOTALS</u>								
VISA/MASTE R								
DINERS								
AMEX								
<u>1.2 TOTALS</u>								
VISA/MASTE R								
DINERS								
AMEX								
<u>1.3 TOTALS</u>								
VISA/MASTE R								
DINERS								
AMEX								
1.3 TOTALS								

PROBLEMS.....

4.5 BANKING SHEET AND SAFE ENVELOPE

The Banking Sheet is the same as the Float Check (see **Float Count**).

Safe envelopes are designated brown envelopes.

4.8 CASHIER

4.8.1 OPENING A CASHIER

At the beginning of a shift you have to open your Cashier. This happens automatically when you log in to the system or after making your first financial transaction.

4.8.2 CLOSING A CASHIER

At the end of a shift you must close the Cashier. It is advisable to print a Journal Cashiers Report before doing so (see **Journal Cashiers Report**).

Please refer to the RMS manual for the entire procedure.

4.9 CHANGE ORDER

Complete the order form supplied by the bank. Give to the Duty Manager who will be going to the bank that day, or via a recommended security firm.

4.10 CORRECTION AND ADJUSTMENT PROCEDURES

This report ensures that all processed corrections and adjustments are accounted for.

From the main menu in system

Select **Reports**

Select **Financial**

Select **Hist. Payments Correction**.

Hand Over Pass over to next shift and in morning to the account department

4.11 DEPARTURES

The Departures report details how many rooms will be checked out of on a particular day.

Check the software manual for details

4.12 DO NOT DISTURBS (DNDs)

From time to time guests will put a Do Not Disturb sign on their door on their scheduled day of departure. Under no circumstances should these guests be disturbed until 12.00 noon (or check-out time if it is different from this). If the deadline passes, please follow the individual hotel procedure for dealing with DNDs. (Letter given by the Housekeeping as per the Housekeeping manual.)

4.13 EMERGENCY REPORTS

It is important to ensure that Emergency Reports are printed regularly to ensure sufficient Back-up in the event of a fire or power cut.

From the main menu of system

Select **Reports**

Print the following reports

Reservations/Arrivals (Room number)
In House/In House Alphabetical
In House/In House (Room)
Financial/ Guestledger per Room

4.14 END OF DAY PROCEDURE

The procedure for End of Day is as detailed on the Night Shift Task List. For End of Day the night staff

- ☐☐complete the Float Count sheet
- ☐☐print Journal Cashiers Report for shift 3
- ☐☐take X readings from the PDQs
- ☐☐print Emergency Reports from system
- ☐☐check rate codes of all in-house guests
- ☐☐print Arrivals report from system.
- ☐☐input all new reservations.

4.15 EXCHANGE RATES (Optional)

Once a week an update of foreign exchange rates is received at the hotel. This needs to be inputted into the computer and the framed list in Reception changed accordingly.

Rates can only be changed in system by a Manager.

4.16 FLOAT COUNT

It is essential that the float is counted and seen to be correct at the beginning of each shift.

1. Take a blank **Float Check/Banking** form from the forms folder.
2. At the top of the page write the date and your name. Tick the relevant shift box.
3. Start by counting the notes and write down the amount in the correct columns.
4. Count the change, writing down the amounts in the correct columns.

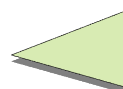
5. Include any cheques and credit card payments.
6. Once everything in the float has been counted, add the figures on the float sheet.
7. From *system* print the Journal Cashier report.
8. Once you have deduced the cash float you should be left with the same amount as is on the report.

Note: If there is a discrepancy in the float, please inform the Duty Manager.

4.18 FLOAT CHECK/BANKING

Date / / 199 ...

Shift



1 (Early) •

2 (Late) •

Name

3 (Night) •

	FLOAT		BANKING	
	NUMBER	AMOUNT	NUMBER	AMOUNT
NOTES				
LOOSE COINS				
BAGGED COINS				
	TOTAL		TOTAL	

	ACTUAL	SYSTEM	OVER/UNDER	SIGNED
--	--------	--------	------------	--------

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	AMOUNT	AMOUNT	REASON	
CASH				
Minus float				
SUBTOTAL				
CHEQUES				
FOREIGN CURRENCY				

	ACTUAL AMOUNT	SYSTEM AMOUNT	OVER/UNDER REASON	SIGNED
VISA + MASTER				
DINERS				
AMEX				
TOTAL				

4.19 FRONT DESK SUPPLIES

The front desk should be kept fully stocked and tidy at all times.

1. Check that there are plenty of front desk bills.
2. Pen pots should be filled with pens, paperclips, highlighters and Tippex.
3. Fill the staplers.
4. Check the PDQs are stocked.
5. Empty bins.
6. Ensure the Reception desk is tidy and clear.
7. Check that the brochure racks are tidy and collateral up to date.
8. Plenty of letter headers, Billing papers, Registration Cards.

4.20 GUEST LEDGER BALANCE REPORT PROCEDURE

This report is printed to ensure all accounts have been settled.

4.21 HANDOVER DIARY

The Handover Diary is kept to ensure that each new shift is aware of any information, which may affect them during their shift, e.g. complaints, room changes etc.

1. Open diary and read through the current day to see what tasks need to be actioned and chased.
2. Tick and initial each task once it has been completed.
3. Throughout the day information such as room moves, complaints etc should be written in the Handover Diary so that people on the next shift are aware of what has happened.

<p>Note : Please remember to put your Birthday in so we can all share a piece of your cake !</p>

4.22 HOUSEKEEPING REPORT

Please check the software manual for details.

4.23 IN HOUSE LIST

Please check the software manual for details.

Select **In House Alphabetical**.

Please check the software manual for details.

4.24 JOURNAL CASHIERS REPORT

Please check the software manual for details.

4.25 NIGHT AUDIT

1. Print terminal reports from computer and check against Revenue Articles report from *system*..

2. Print night reports comprising

Guests not checked in

Free Rooms

In House Rooms

In House Room

All rooms are guaranteed whether paid in full, secured with a credit card or secured with a company fax. If the guest does not arrive to take up their reservation they are still charged for the room. Room could have been sold to another guest. Processing “no shows” is therefore vital as it ensures that the hotel does not lose revenue.

The Non Arrival Record must be completed in order to provide proof in case the guest queries the charge.

1. Double check that the reservation has not been cancelled in the system.

2. Print a copy of the **No Show List**.

3. Bring up the no shows bill in system. Post a charge through Room Charge and in the supplementary text type in “No show” and the date.

4. Check-out the bill with the credit card given so that the balance goes to zero.

5. Charge the relevant amount through the credit card machine. Enter the credit card number, enter the amount and press **Enter**.

6. Staple one copy of the credit card slip to each of the invoices.
7. Complete the **Non Arrival Record** sheet (from the forms file).
8. If you have an address, forward one copy of the receipt to the guest. If not, attach the receipt to the **Non Arrival Record**.
9. Ensure that the room is made re-available on the system.

4.26 NON ARRIVAL RECORD

Date of Arrival / / 199 ...

GUEST NAME	CREDIT CARD NUMBER	BILLING ADDRESS	RECEIPT SENT Y/N	CHARGED BY	RESERVATION NUMBER

REGISTRATION CARDS

Print the registration cards .

For one single reservation

From the main menu in System

Select **Reservations**

Select **List All**

Highlight the reservation for which you wish to cut a key.

Select **Registration Card**.

4.27 REVENUE ARTICLE REPORT

This report is used to balance with the reports from the interfaces and other sources of information, e.g. laundry slips, movie charges etc.

4.28 RING AROUND

Each day it is important to ring around local hotels to check on their availability.

This will give us an idea of the general level of trade in the area and also let us know which of our competitors are busy.

4.29 SECURITY DVR

Check the DVR along with the security officer at the end of the shift.

4.32 TRAY CHECK PROCEDURE

This procedure ensures that the in-house trays of all registered guests only have that day's details.

2. Check (starting with the lowest room number, i.e. 008) that you have a registration card if someone is registered in that room.

3. Remove the registration cards of all guests who have checked out. Put these into alphabetical order. Bundle them together and file. (All those who have checked out on the same day should be bundled together).

5.1 AVAILABILITY

Within the hotel we have a number of different kinds of rooms, each with their own codes:

DESCRIPTION	SMOKING CODE	NON-SMOKING CODE
QUEEN SIZE	SQ	NQ
KING SIZE	SK	NK
DOMETARY	SD	ND

All rooms have

☐☐ En-suite shower facilities

☐☐ Colour TV

☐☐ Tea and coffee making facilities

☐☐ Hairdryer

☐☐ Telephone

Before making a reservation it is advisable to see whether or not rooms are available on the requested date. In system you can check room availability in three different ways.

15 day availability	details availability of all the different room types over a 15-day period
Maximum availa	Details the maximum number of rooms you can sell in a certain Period
7 day availability	details availability of a specific room number or room type over a 7-day period

5.3 QUICK RESERVATION

The quickest way to make a reservation is to Please refer to the hotel software

Fill in as much information as you can, using the **Tab** key to move around.

Company Enter company name, if applicable.

Surname/First name Type in the guest's surname.

If you type in a surname which matches that of a previous guest,

System will automatically bring up a list of all those of the same name who have stayed at the hotel. If you know that your guest is the same person as one of those listed, simply use the arrow key to move the highlighter bar onto the right person's name, then press **Enter**. All the details of that person will then be brought up onto the screen, saving you the trouble of having to input them again!

Type in the first name or initial of the guest.

Titlecode Type in the appropriate code:

1 Mr	6 Family
2 Mrs	7 Lady
3 Miss	8 Any other

Title **System** will automatically fill this in for you.

Salutation **System** will automatically fill this in for you.

Street/Street2/City/ Type address.

Postcode/Province

Country This automatically puts in India. If the guest is not from the India, simply **Backspace**, **Enter**, then use the arrow keys to select the correct country and **Enter** again.

Phone/Fax Type in phone and fax numbers.

VIP	If the guest is a VIP, use the mouse to click in the box.										
(Empty Section)	You can use this section to make any notes regarding this reservation.										
Nationality	Type in guest's nationality.										
ID	Type in guest's ID number, if applicable.										
Travel Agent Nr.	Type in agent ID number.										
Arrival	Type in arrival date.										
#N	Type in required number of nights.										
Departure	System automatically fills in the departure date, if you have filled in the required number of nights.										
#R	Type in required number of rooms.										
Type	Enter the type of room you require.										
Room	System automatically allocates a suitable room or rooms. However, System does not differentiate between clean and dirty rooms so please check the room status. Also, please be aware that it also always selects the first available room. This is not good for the Accommodation Services staff because it means that the different floors are not rotated.										
#A	Type in the number of adults staying.										
#C	Type in the number of children staying.										
Ratecode	System automatically assumes that your guest is paying the rack rate (RAC) for the room. If this is not the case you must enter an alternative code (see table below). If you are unsure of the codes. <table><tr><td>COM</td><td>Complimentary Room</td></tr><tr><td>EMP</td><td>Employee Rate</td></tr><tr><td>RAC</td><td>Rack Rate</td></tr><tr><td>WIN</td><td>Walk In Rack Rate</td></tr><tr><td>OTA</td><td>Online rate</td></tr></table>	COM	Complimentary Room	EMP	Employee Rate	RAC	Rack Rate	WIN	Walk In Rack Rate	OTA	Online rate
COM	Complimentary Room										
EMP	Employee Rate										
RAC	Rack Rate										
WIN	Walk In Rack Rate										
OTA	Online rate										
Rate	System automatically fills in the appropriate rate.										

Status
reservation.

System automatically assumes that this is a definite

If this is not the case you must enter an alternative status code.

6PM	6pm guaranteed arrival
ASG	Assigned
DEF	Definite
LST	Waiting List
OPT	Option

Market Enter the relevant market code. (Press **Enter** for a list of possible codes). Please refer to the software codes

Source Enter the source of the reservation.

CRS -	Central reservations
WEB -	Own site
THR -	3 rd party web site.
OTA-	Online travel agent

Payment Enter the method by which the guest will be paying for their stay. To bring up the list of possible codes just enter anything.

CA Cash
MC Master Card
VS Visa Card

Creditcard/Expy If applicable, enter the credit card number and expiry date.

Sofa/Cot Required Type in if either of these is required.

Extra Bed Extra bed if required

(Empty Section) Type in any comments relevant to this reservation.

5.4 IF THE RESERVATION IS FOR MORE THAN ONE TYPE OF ROOM

Notes to be filled by FOM

You can now change whatever details you wish, e.g. room type, number etc. If you require more than one type of room, simply add another line to the reservation details, e.g.

Arrival	#N	Departure	From	To	#R	Type	Room	#A	#C	Rate Code	Rate	Status	Conf
5/12/2017	1	6/12/2017			1		106	3	0	RAC		DEF	
5/12/2017	1	6/12/2017			1		107	1	0	RAC		DEF	

Please note, however, that this is not advisable for group bookings because we cannot update individual files and rooms without altering the details for the entire group.

5.5 MAKING A RESERVATION: METHOD 2

Notes to be filled by FOM.

A screen such as this will appear

Agent		OK
Company		CANCEL
Name		

Agent

If you are making a reservation for an Agent or Tour Operator, enter their name here. If you enter an Agent's name you must enter the Company's name too.

Company

Enter the name of the Company on behalf of whom the Agent is making a reservation. If the Company's details are not already stored in the system will prompt

“Company not found. Enter Company now?”

Arrival Type in arrival date.

#N Type in required number of nights.

Departure **System** automatically fills in the departure date.

From This field is used for conference bookings, to note the time from which the room is required.

To This field is used for conference bookings, to note the time the time to which the room is required.

#R Type in required number of rooms.

Type Enter the type of room you require.
If you look at the bottom right hand corner of your screen you will see that system tells you how many rooms of each type you have available.
(Note: If you require rooms of different types just enter one type for now and **Edit** the reservation at the end. For example, if you require 1 ND1 and 1 ND2, just enter 2 ND2).

Room **System** Automatically allocates a suitable room or rooms.

#A Type in the number of adults staying.

#C Type in the number of children staying.

Conf Only use this field when you are making a meeting room reservation. This field is available for a lettercode, e.g. if the reservation is for a seminar you could enter SEM, for a dinner you could enter DIN etc.

Sheet Again, used only for conference bookings. This sheet can only be defined if an arrival and departure time has been entered.

Market Enter the relevant market code. (Press **Enter** for a list of possible codes).

Source Enter the source of the reservation. (Press **Enter** for a list of possible codes).

CN Conference

IN Individuals

TA Travel Agent
TR Tour Operator
W - WEB
WI Walk In

Creditcard/Expy If applicable, enter the credit card number and expiry date.

Authorisation nr. Put this in if you don't have a PDQ interface

Group Enter the group name, if applicable. The group name will then appear on the reservations list and reports.

Allotment To be used if you are making an allotment reservation. You can define allotments in Manager, Reservations, Allotments.

Res. Contact Enter a contact name for this reservation, if available.

Option date If this is an optional booking, enter the date at which the option expires.

Deposit/Limit 1 Enter the amount and date for the first deposit.

Deposit/Limit 2 Enter the amount and date for the second payment.

Paid/On Enter the amount and date on which final payment was made.

(Empty Section) Type in any comments relevant to this reservation.

Sofa/Cot Required Type in if either of these is required.

System Conf. Nr. Type in the System confirmation number, if applicable.

When you have completed this screen you must take one of five options:

OK	CANCEL	INSTRUCTION	CHARGES	BANQUETING
----	--------	-------------	---------	------------

OK Accepts the reservation you have made and enters it into the system.

Cancel Cancels the details you have just entered.

Instructions

National Mission on H

NAME	ARTICLE NUMBER
To Reservations	
To Company	
To Name	
** Use instructions when Pay Master is created.	

Charges

This allows you to post charges (e.g. for bar, telephone etc) to a guest's bills. The charges screen looks like this:

Dep.	Art	Description	Prices	Qty	Day

Close

Edit

New

Delete

You must choose one of the four options at the bottom of the screen before you can enter information of any kind.

Close

Takes you back to the Reservations screen from which you just came

MAKING A GROUP RESERVATION

Make a reservation as detailed in Section

Instructions

Type article numbers to be sent to Paymaster if group folio is required.

Quick Edit “Split Reservations?” Select **Yes**.

 Type in the group name. Select **OK**.

 “Create a Paymaster”. Select **Yes**.

 Type in the number of rooms to be split. Select **OK**.

Edit Highlight each line in turn and select **Edit**. Name each reservation.

Please refer to hotel Software, it might differ from software used in hotel.

When you have finished amending the names etc of every reservation in the group, then select

Auto. All the room numbers will then be automatically assigned. However, please be aware that system does not differentiate between dirty and clean rooms, so please check the room status.

It is often easier to set up a dummy room to which the charge for every group member’s room can be billed.

Note: Do not enter the total number of people in the #A field, but the number of people per room.

(RMS SYSTEM USE SO DIFFERENT WAY OF DOING IT)

5.7 CHECKING IN

It is important that you ensure that all details from guests are updated and any mistakes in spelling corrected, as the information entered into the computer will be printed on the guest’s bill when they check out.

To check in a guest

From the main menu

Select **Reservations**

Select **List All**

From the reservations list, which will appear on your screen, use the arrow and **Enter** keys to select the guest whom you want to check in. If the guest is a “walk-in” you will need to make a quick reservation first.

Once you have selected the guest’s reservation, simply select **Check In**.

If no room number has been entered at this time system will pull up a list of clean, free rooms that suit the category.

If the room the guest has been allocated is dirty system will prompt

“Current room status is DIR. Continue and Check In?”

You can then opt to continue to check the guest in or you can **Edit** the reservation to amend the room number before returning to **Check In**.

5.8 CHECKING OUT

A screen will appear requesting either name or room number of the guest whom you want to check out.

Room Number	<input type="text"/>	OK
Name	<input type="text"/>	CANCEL

Checked	Include
---------	---------

Type in either the guest’s name or room number.

- This might differ from the Software used by particular hotel. Please refer to software.

A list of In House Guests will then come up on screen, with the name or room number you entered at the top of the list. You then have seven options:

Close	This takes you back to the main menu.
Edit	Edits reservations screen.
Bills	Allows you to access guest's bill .
Quick Out	This changes the status of the guest to OUT. If the guest was not scheduled to depart today, System will prompt

Departure not scheduled today		
Leaves early	Advance bill	cancel

Leaves early	The guest will be checked out and the rest of his/her stay will be cancelled.
Advance bill	The guest will not be checked out but the remaining days of the stay will be posted on the bill.
Search	Gives you the option to search for another room number or guest name.
Address	Accesses guest's address details.
Message	Allows you to input, print, edit or delete messages taken for the guest.

5.9 BILLS

Use the arrows and **Enter** keys to select the guest whose bill you wish to access.

Select **Bills**

The guest's bill will appear on screen. At the bottom of the screen you have options.

Close Takes you back to the In House Guests list.

Edit Allows you to edit charges which have already been posted.

Post Allows you to post new charges.

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Depart	Article	Quantity	Price	Custom Text	Supplement text
--------	---------	----------	-------	-------------	-----------------

HOT					

Department **System** automatically puts in **HOT** for hotel.

Article Type in the code for the charge you wish to post. If you are unsure of the relevant code.

Quantity Enter the relevant quantity.

Price Enter the price per item.

Custom Text Use this space to fill in your own text.

Supplement Text Use this space to type notes, e.g. the reason for changes etc.

When you have finished posting the charges press **OK** twice.

Pay When you select **Pay** the following screen will appear:

Payment	Amount	Rate	Default Text	Custom Text	Supplement Text

Payment Type in the code for the method by which the guest will be paying their bill. If you are unsure of the correct code, type

Backspace then **Enter** for a list of alternatives.

1 Cash 2 VISA card

3 Master Card

If a guest wishes to pay their bill using more than one method, e.g. a mixture of cash and credit card, simply change the amount which was automatically entered and add an additional line.

Amount This will automatically be entered.

Rate This will always say **1** unless the guest is paying in a foreign currency, in which case the sterling/currency rate will automatically be entered.

Default Text This tells you which method of payment you have entered.

Custom Text Use this space to fill in your own text

Supplement Text You can enter any relevant notes here.

When you have completed the payment screen

Select **OK**

Select **Close**.

Delete If you wish to delete a charge which has been posted, simply highlight the item you wish to delete and select **Delete**. System will double check with you whether you really want this item to be deleted. However, this is not advisable. It is better to move the charge and then post a negative quantity of the same item to bring the balance back to zero. It is better to move the charge and then post a negative quantity of the same item to bring the balance back to zero.

Please refer to the Hotel software. It may differ in the software hotel is using.

Mark Allows you to mark an item .

Insert If you want to move an item so that it does not appear on the main part of a guest's bill, you must first **Mark** the item you want to move, then highlight the column to where you want the charge moved and press **Insert**.

Split This allows you to split any amount which appears on the bill into two items. For example, if the guest had a telephone call charge of Rs 50 which he wanted split into two items, simply highlight the item you want to split and then select **Split**, enter the amount you wish to split and the items will then appear separately on the bill.

Print This will print whichever column the dark blue cursor is in.

Print All This will print out all three columns.

Preview This allows you to preview the bill of whichever column the dark blue cursor is in.

Checkout Will print the bill of the highlighted column.

(If you want to check out the guest you then need to select **Quick Out** to change the guest's status).

Redirect This allows you to redirect a posted charge so that another guest pays for it. First highlight and **Mark** the charge you wish to direct and then select **Redirect**. Type in the room number of the guest to whom the charge is being redirected.

Interface

printer	preview	cancel
---------	---------	--------

If you are using any interfaces you can print a detailed overview of all the charges that are automatically posted by the interface, e.g. numbers called on the room telephone.

Format
formatted.

Type in the code for how you would like the guest's bill to be

Normally, however, this is automatically formatted and will not need to be altered.

National Mission o

1 Detailed	6 Per room
2 Per day, per article	7 Per room, detailed
3 Per article	8 Total stay
4 Per day	9 Print Grouping code
5 Per day, per article	10 Payments Last

Different system use so its changes accordingly

5.10 BLOCKING

Telephone lines can be blocked from system

Please check the Training Manuals in detail. **Page :65**

6.1 TRAINING ASSESSMENT:

TASK	SIGN WHEN YOU CAN COMPLETE	SUPERVISOR SIGNATURE AND
------	-------------------------------	-----------------------------

1 Demonstrate how to operate a fax machine.		
2 Demonstrate how to operate a photocopier.		
3 Demonstrate use of a franking machine.		
4 Demonstrate how to answer external calls on the switchboard.		
5 Demonstrate how to answer internal calls on the switchboard.		
10 Explain the types of bedrooms and floor plan of the hotel (i.e. which way the rooms face).		
11 Demonstrate how to make a reservation.		

THE HIMALAYAN VILLAGE – Promotion of Rural Tourism (An initiative of HIFEED & NMHS)

12 Explain what a market code is.		
13 Show how to process an advance deposit.		
14 Demonstrate how to retrieve a reservation in <i>system</i> .		
15 Show how to register/check in a foreign guest with a reservation.		
16 Show how to register a guest without a reservation.		
17 Show how to cut a key two different ways.		
18 Demonstrate how to post charges.		
20 Demonstrate how to process no-show charges.		
21 Explain how to check out a guest.		
22 Explain fully a guest's bill.		
23 Show how to correct a wrong settlement.		
24 Show how to make a correction.		
25 Demonstrate how to take a Guest Ledger report and what you do		
with it once printed.		
26 Demonstrate how to cash-up the bar.		
27 Demonstrate the banking procedure.		
28 Show how to accept payments by credit cards and give the house		
credit limits.		
29 Explain the hotel policy for cash payments.		
30 Demonstrate how to accept		

payment by company and personal cheque.		
32 Show how to accept travellers' cheques.		
33 Explain the Lady Business Traveller policy.		
34 Demonstrate how to change a room.		
35 Demonstrate how to pull off a list of all the guests in house.		
36 Demonstrate how to pull an Arrivals report.		
37 Demonstrate how to pull a Departures report.		
38 Explain why you need to take an Emergency report.		
39 Explain the redirect instruction on a bill and demonstrate.		
40 Demonstrate how to issue a safety deposit box.		
41 Explain the use of the Handover Diary.		

7. USEFUL NUMBERS

Please compile this list .

Bus station

Doctors

Fire station

Hospital

Pharmacy

Police station

Railway station

Taxis

Tourist office

LEFT LUGGAGE

Left luggage is a free service for the following circumstances:

- Guest checks out and will pick-up luggage later that day.
- Guest arrives early for check-in and room not available.

Luggage Store:

Its not for any other circumstance, for both security and space issues.

Mechanics –

- Guest completes tag for each piece of luggage.
- Removes numbered tear off & retains
- Tag is stapled around the luggage handle.
- Guest assists in taking luggage to luggage room.

Collection –

- Guest hands over tag, match it with luggage tag and returns the luggage back to the guest.

If usage starts to impact on front desk operations, charge facility is to be considered to pay for personnel, central office approval required.

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