

Front Office Service

Level-II

Based on Nov 2022 occupational standard



Module Title: Receive and Process Reservation

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Contents

Acronyms	1
Introduction to the Module:	2
Unit one: Reservation Requests	3
1.1 Determining the availability of reservation	4
1.1.1 Types of reservation.....	4
1.2 Offering alternatives for over booking	6
1.2.1 Responding guest enquiries of reservation,	8
1.3 Answering enquiries regarding cost and other products.	17
1.4 Information Required for a Reservation	20
1.4.1 Questions the reservation clerk must ask	20
1.4.2 Questions the prospective guest may ask	21
1.4.3 Further Information.....	21
Self-check- 1	22
Operation sheet- 1:1	25
LAP Test 1.....	26
Unit Two: Record Details of Reservation	27
2.1. Customer details in their reservation	28
2.1.1. Accurately record customer details against reservation.	28
2.2. Checking and making customer profile.	31
2.3. Recording any special requests	34
2.4. Confirming details of booking	35
2.5. Filling the reservation records.....	38
2.6 . Prepare and issue documents	39
Self-check- 2	42
Operation sheet- 2:1	43
LAP Test.....	44
Unit Three: UPDATE RESERVATIONS.....	45
3.1. Updating reservations	45
3.2. Updating the financial status.....	46
3.2.1 Amendments to the booking.....	48
3.2.2 Reservation Cancelation.....	49
Self-check- 3	51

Operation sheet- 3:1	53
LAP Test 1.....	54
Unit Four: Advising Others on Reservation Details	55
4.1. Advising Customer requirements and reservation details to others.....	56
4.2 Compiling and providing reservation statistics.....	57
Self-check- 4.....	62
Lap test	66
Task.1. Show the perfect activities how to advise others on reservation details.....	66
Unit Five_Minimize Waste of Printed Materials.....	67
Self-check- 5.....	69
Operation sheet- 5:1	70
LAP Test 1.....	71

Acronyms

- ARR :Annual recurring revenue
- ETA: Estimated time of arrival
- CRS :Computerized Reservation System
- VPO: Paid Out vouchers
- PMS: Property management system(soft - ware)
- FIT: Free Independent Travellers.

Introduction to the Module:

This Module describes the knowledge, skills and attitude required to receive and process reservations for a tourism or hospitality product or service offered for sale to agents or direct to the consumer. It includes operational activities of creating a reservation and registration processes using automated system.

This module cover:

- Reservation request.
- Details of reservation
- Updating reservations
- Advising others on reservation details
- Minimizing waste of printed materials

Learning Objective of the Module

- Receive reservation request.
- Record details of reservation
- Update reservations
- Advise others on reservation details
- Minimize waste of printed materials

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the specific Objectives of this learning guide properly.
2. Read the information written in the “information sheet”
3. Accomplish the “self –check”
4. Submit your accomplished self-check to your teacher. This will be part of your training portfolio

Unit one: Reservation Requests

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Determining the availability of reservation.
- Offering Alternatives for over booking
- Answering enquiries regarding cost and other products

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Determine the availability of reservation.
- Offer Alternatives for over booking
- Answer enquiries regarding cost and other products

1.1 Determining the availability of reservation

- In the context of the front office of a hotel, a reservation simply means the booking or reserving of a bedroom for accommodation by a guest. This usually involves arrangements such as a particular type of guest-room being reserved for a particular person or persons, for a certain period of time.
- When a reservation or booking of a room is made at a hotel, it is therefore expected that the hotel will honor its commitment in accepting that reservation and to guarantee that a room will be available when a guest arrives.
- Thus reservations constitute a 'promise' to guests: that the rooms they have booked will be available when agreed, on the terms agreed, and with special requirements catered for. A mishandled reservation where these promises are not met when the guest arrives - can be a major source of customer dissatisfaction and complaint. Reservations are like a 'picture' of guests and their needs and wants, which helps the front office and hotel management to provide individualized, satisfying service when guests arrive.
- Reservations may be received many months in advance, and are therefore a useful tool for forecasting future levels of business. These forecasts can help managers to plan advertising and special offers to stimulate occupancy in 'slow' periods - and to plan the deployment of staff and resources to cover busy periods.

1.1.1 Types of reservation

Reservation can be divided in to two types: guaranteed and non-guaranteed. The type of reservation depends on whether a guest agrees to guarantee the booking by certain methods of Payment, or by contractual agreement.

- **Guaranteed reservation**

A guaranteed reservation means that a guest will guarantee to pay for the room even if it is not used, unless the guests has followed the hotel's prearranged cancellation procedures. In return, the hotel promises to hold the room until the checkout time of the day following the date of arrival.

Guaranteed reservations protect the hotel from 'no show' (guests who make a room booking but do not arrive or cancel it). In this way the hotel will not lose the revenue from room sales. Should the

Page 4 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
--------------	--	---------------------------------	-------------------------

guest not turn up. This system also protects the guest because the hotel agrees to ensure that a room will be kept for the guest, even if that guest arrives later than expected.

- **Prepayment:** requires that a payment in full be received prior to the guest's arrival. I.e. the guest sends full payment for the room in advance. From the perspective of the front office; this is the most desirable form of guaranteed reservation.
- **Credit card:** the credit card number of the guest is recorded and if the guest fails to turn up, the hotel will bill the cardholder in the normal way. This is most common form of guaranteed reservation.
- **Advance deposit (partial prepayment):** the guest sends a specified amount of money in advance (normally to cover one night's accommodation). This form of deposit is usually required for group booking or long-stay guests. If the guest fails to show or cancels their booking on the actual day of arrival, the hotel may retain the deposit as compensation.
- **Contractual agreement:** this is normally involves a corporation where the company has agreed with the hotel to pay for an agreed number of rooms regardless of whether or not they are used.
- **Travel Agent:** under a travel agent guaranteed reservation, travelers pay the travel agent in advance for their transportation and room charges and the travel agent guarantees the client's reservation. In the case of no-show, the hotel generally bill the travel agency for payment and the travel agent must then collect from the guest. These have become less common since both travel agents and hotels prefer the protection provided by credit card or advance deposit guarantees whenever possible. Hotel to day generally accept travel agent guaranteed reservation from only the largest and most financial responsible agencies.

- **Non-guaranteed reservation**

A non-guaranteed reservation is a reservation in which the guest has simply agreed and confirmed that they will arrive. It is normal for this type of reservation for the hotel to agree to hold a non-guaranteed room until a stated cancellation time, normally to 6pm on the day of arrival. If the guest doesn't arrive by the cancellation time, the room is then released. The hotel then freely sells the released room to another guest or to original guest if they arrive late and if the room is still available. The cancellation time is sometimes called the **release time**.

Page 5 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
--------------	--	---------------------------------	-------------------------

Reservations can be completed by following the 7 steps below:

Table1. Reservation procedures

Reservation Procedures	Reservation activity
1. Receive reservation inquiry availability	Obtain essential information in order to check
2. Determine room availability for availability	Check reservation charts computerized system
3. Accept/deny requests for reservations is fully booked, offer alternatives. If the guest is blacklisted, deny the booking	If a room is available, accept the booking. hotel
4. Document reservation details	Complete reservation form: diary or computer system
5. Confirm reservation	Send a written confirmation
6. Maintain/file reservation records	File reservations and record any changes made
7. Compile reservation reports reports – from different sources	Daily reports – arrival and departure lists, weekly forecasts and monthly reports – reservations

1.2 Offering alternatives for over booking

- After receiving guests' reservation request room availability information should be readily visible, using various diary, chart and/or computerized reservations records to fulfill the booking - making it easy to see at a glance what rooms are available.
 - A. If a suitable room is free on the dates requested, the reservations clerk may offer it to the enquirer, quoting any rates and conditions (e.g.. arrival or check-out times) that may influence the decision. If the enquirer accepts, the booking can be logged and confirmed.
 - B. If a suitable room is not free on the dates requested, a number of different options may be available.

- Offer a different room type for the same dates.
- The enquirer may be asked whether (s)he is flexible on dates, stating the dates on which the requested room type are available.
- If the guest accepts either of these options, the booking can be logged and confirmed. If *neither of the options fits the enquirer's plans, further options can* be proposed depending on the circumstances.
- Option of going on a waiting list for the room, to be confirmed by a certain date, subject to availability (e.g.. in the event of a cancellation, or change in room allocations).
- Option of accommodation at another hotel: often a sister hotel with whom the first hotel has reciprocal referral arrangements - or another hotel of similar quality nearby. If the enquirer accepts this option, the clerk may make an initial availability enquiry (by telephone) on his or her behalf, and transfer the enquirer to the other hotel's reservation desk (or arrange to have the other hotel contact the enquirer).
- If the enquirer says no to all the available options, the enquiry is terminated. However, it has hopefully been dealt with in such a helpful and positive way that the prospective guest will consider the hotel next time she is in the area. Once a prospective guest has accepted the offer of a room for specified nights on specified terms, a confirmed reservation can be made and recorded.

Can a hotel refuse the services?

Even though the whole point of a hotel is to take guests - and most of the Front Office role will be concerned with ensuring that the hotel gets as many bookings as possible. However, there may be circumstances in which hotel will want to refuse the services of the hotel - if:

- She has previously stayed at the hotel and failed or been unable to pay the bill.
- She has previously stayed at the hotel and behaved in an undesirable way: causing damage, disturbing other guests, or being abusive towards staff - perhaps while under the influence of alcohol or drugs.
- She has been suspected of illegal behavior while in the hotel (e.g.. drug dealing, prostitution, theft from the hotel or guests).
- She turns up at the hotel in a state, or behaving in such a way, as to suggest the likelihood of the above problems - even if there is a confirmed booking: such behavior may be interpreted

Page 7 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
--------------	--	---------------------------------	-------------------------

as breaking the implied terms of the contract with the hotel, entitling it to require the guest to leave.

- The bill will be paid on account by a company which owes the hotel large sums of money, routinely pays late, or is otherwise not credit-worthy (e.g.. at risk of insolvency, so that the hotel would not be able to recover money owing to it).
- The individual or company has been reported to the hotel - on any of the above grounds – by *other hotels who have found them undesirable in the past. Hotels often exchange this kind of information.*

The list of 'undesirables' may be kept in any format that is easy for front office staff to consult – without being visible or accessible to the general public! Blacklists and refusals are very sensitive, with the potential to offend people and cause awkward conflict situations (especially if the hotel has suspicion rather than proof of undesirable behavior). If a reservation clerk recognizes the name of a blacklisted individual on a booking request, the best response is probably simply to say that no rooms are available.

1.2.1 Responding guest enquiries of reservation,

- Unless a guest has stayed in the hotel before, that guest usually does not have any knowledge about the accommodation product. Therefore, it is another important duty of the reception staff to explain to guests the various types of accommodation and the other hotel facilities and to encourage them to purchase them during their stay. Selling the facilities to the guest is unique in the opportunity it offers. If the guest is away from home, then it is almost certain that they will want to have a meal and drink during their stay: intelligent selling by the receptionist will ensure that the hotel's restaurant facilities are promoted fully. A guest who has been travelling for a few days will be delighted to hear of the laundry and dry cleaning service which the hotel offers.
- The job of the receptionist is to find out the needs of individual guests and suggest ways of satisfying them. In general, reception staff may help to promote sales by: encouraging guests to use the full range of the hotel services (e.g. business centers, coffee shops, bars and etc.) and suggesting an upgrade in accommodation.
- When a potential guest request a quotation, it is necessary to clarify the caller's requirements before it is possible to answer the initial question.

Page 8 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
--------------	--	---------------------------------	-------------------------

- One of the best times to sell facilities and services of a hotel is while the reservation agent handles booking request of guests. On booking the agent is expected to discover the requirements and preferences of the prospective guest, and perhaps offering alternative or additional options that might meet their needs better; or suggesting options if the guest's requirements cannot immediately be met (e.g.. if a particularly date or room type isn't available), rather than simply letting the guest take his request elsewhere.
- In order to advice prospective customer reservation agent should have *comprehensive knowledge of the hotel's rooms* (types, sizes, locations, rates, furnishings, fixtures and amenities) - but it doesn't end there. Successful selling requires knowledge of all the additional benefits, services and facilities the hotel can offer or access: car parking, conference facilities, laundry facilities, restaurant, bar, room service, swimming pool, spa or sports facilities, theatre ticket bookings etc..
- In addition to the facilities and services, front office staff should determine the hotel's selling proposition - ideally a 'unique selling proposition' or USP.
 - What are the most important attributes or benefits of the hotel that set it apart from the competition and make it particularly attractive to prospective guests?
 - Is it the under-cover parking?
 - The 24-hour room service?
 - The award winning restaurant?
 - The free in-room Internet access?

Know your hotel's USPs - and use them when describing the hotel to prospective guests!

The following are some simple approaches for intelligent selling of hotel services and facilities:

- **Start with rapport.** There is an influencing technique called 'pace and lead' which means that you have to 'draw alongside' someone (make them feel understood and secure) before you 'draw ahead' of them and lead them in the direction you want them to go. Make guests feel welcome and secure first: they will then **trust** you to suggest options/alternatives, or to advise them well and in their best interests.
- **Sell the whole 'package':** customers are not just buying rooms - they are buying hospitality, security, status, comfort etc. Your manners, and your ability to build rapport, are a powerful sample of the total service and hospitality package. In addition, you can describe services and

Page 9 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
--------------	--	---------------------------------	-------------------------

facilities in terms that appeal directly to what you anticipate the guest to be interested in. Use appealing descriptive phrases when referring to rooms: 'an air-conditioned room', 'a comfortable/spacious room with beautiful city views'

- **Pace the transaction: Selling** has a natural 'shape' or rhythm to it that supports your aims. It is natural to ask the guest whether he wants to purchase or make a booking (inviting): you have already made it easy to say yes; by putting together an offer that meets his stated needs.

- Another simple framework for selling discussions is **ODD: Opening, Development, Dealing with hesitation**. If someone calls to make a reservation enquiry, start by simply informing them of the room types you have, and their prices (opening). This leads naturally to questions about the rooms and their facilities, which provides a lead-in to describe them further, stressing the attributes most likely to appeal to the guest (development). By this stage, the guest may be half persuaded, but reluctant to commit for some reason: the price may be too high, or the facilities not quite right. Armed with this information, you can take action to get over the potential objection (dealing with hesitation): (e.g.. you might offer the opportunity to inspect the room (answering doubts as to its suitability); or might offer alternative options; or might stress the value for money represented by the 'best available rate'

Emphasize value for money: If you are trying to persuade a guest to upgrade to a superior grade (higher-rate) room, you need to justify the extra expense, by explaining or demonstrating the benefits gained for the extra money. (Know why the 'superior' is more desirable/ expensive than the 'standard', or why a double may be more comfortable for the guest than a single.)

- **Use 'good news':** (e.g. the only available room is a twin not a double, or you can only offer full rack rate for that period. You want to cushion this fact and major on 'good news' that will attract a sale. Start with some good news (e.g. 'Well, Sir, you're in luck: we do have a room available. '); then deliver the bad news ('It is only a twin room... '); and finish with the bright side ('... but it is more spacious than the double, with fine views over the city')

- **Offer 'lead in' rooms:** also called 'selling high' or 'top down' selling. Say someone rings up to enquire about a double room, and the hotel has standard doubles for £80 and superior doubles for £95. Start by quoting the higher-rate option first ('We have some lovely double rooms available for £95'): if the guest goes for it, you have made a higher-value sale. It is easy to come down to lower-rate options if the guest isn't willing to pay that much ('of course, we also have some slightly

smaller rooms for £80, without quite as many amenities, but just as comfortable'). It is less easy to convince the guest to consider the superior, once she has 'already settled on a standard: far more conspicuous selling!

- If guests are clearly budget-conscious, however, a '**bottom-up**' selling (or 'selling low') technique may be more effective, quoting high may put them off straight away. Instead, you could start with the cheapest grade/rate of room, to secure the sale - and then inform the guest that for a small amount extra, they could have more space or amenities: emphasising the upgrade as a value for money option.

- **Lead the decision.** An uncommitted enquirer can be subtly steered towards a purchase decision by the sales person's 'assuming' that such a decision is being made. (e.g.. having offered a room, you might ask 'Is that acceptable?' (rather than 'would you like to make a reservation now?'). If the prospective guest says 'yes' (because the room is broadly what he was after), you can start to ask questions about anticipated arrival times, the guest's contact telephone number, how the guest would like to pay for the room etc. By this time, the reservation is well on the way to being made – and you have been so friendly and helpful, that the guest may not mind being 'nudged' to a decision in this way).

Factors that determine the rate of guest room are:

- The time at which the guest request reservation and the guests planned length of stay
- The Room types
- By number and size of beds per room
- by the location of the rooms
- The type of customer (sources of business)
- Based on Package

A. The time at which the guest request reservation and the guests planned length of stay:

The price depends upon when you want to stay, how long you wish to stay for, and how busy they expect to be. For example, during peak seasons, prices might be higher due to the higher demand.

The majority of hotels, however, still stick to a published tariff. In setting prices, the key considerations are as follows:

- Time of year: e.g. which month?

Page 11 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

- Time of week: e.g. which day?
- Length of stay: e.g. how many nights?
- What is included: e.g. breakfast and other meals?
- Who they are: e.g. regular or one-off?

B. Room and bed types:

Room rates of hotels vary in different ways:

- **By grade or standard**, depending on size, decor and furniture, location/view and in-room facilities. (e.g.. A hotel may classify its rooms as standard, superior and deluxe - or have its own special terminology to describe different grades). Customers are unlikely to know what these descriptors mean, so reservations staff will have to be able to describe the amenities provided by each grade of room - and the value added at each higher grade.
- **Standard:** This refers to rooms with only the basic amenities or the room size can be smaller in scale.
- **Superior:** It has all the basic amenities of a standard room, and usually some additional amenities or features, e.g. tea and coffee maker, or perhaps, a better view and/or location.
- **Deluxe:** It usually offers what the superior room provides, plus other amenities such as bathrobes, branded toiletries, butler service and finer room décor.
- **Executive/Club Floor:** This category of room caters more to business executives. It is located on a separate floor which provides a separate check-in desks, meeting-room space, business centre facilities and separate lounge and bar areas where breakfast, evening cocktails and refreshments are served. The rooms are usually of deluxe category and include butler service and secretarial support. Access to the facilities on these floors is restricted to the occupants of the floors.
- **Suites:** Hotels can have different categories of suites and call them by different names e.g. Deluxe suite or Executive suite. Suites can also be named according to the theme (as in décor) of the room.

Examples are Arabian Suite and Japanese Suite. Often, the best suite in the hotel is called the Presidential Suite and this reflects the exclusivity of the hotel. The room is usually very much larger than a standard room. The furnishings and fixtures are exotic and expensive. The services offered are also unique to that suite of rooms.

Page 12 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

C. By number and size of beds per room.

This is the main way in which prospective guests will enquire about rooms.

Type of room	Number of beds per room	Size/width of bed	Occupants per room
Single	1 (single bed)	3 feet	1
Twin	2 (single bed)	3 feet	2 - but may be let for single occupancy
Double	1 (double bed)	4 ft 6 inches	2 - but may be let for single occupancy
Queen	1 (queen size bed)	5 feet	2 - but may be let for single occupancy
King	1 (king size bed)	6 feet	2 - but may be let for single occupancy
Family	3+ (double plus singles or bunks)		3+

D. By the location of the rooms

Another way of differentiating guestrooms is according to where or how they are located. Some examples are:

- **Connecting Rooms:** Rooms next to each other with direct or private access through a connecting door.
- **Adjoining Rooms:** Rooms that are next to each other but do not connect through a private door.
- **Adjacent Rooms:** Rooms those are close to each other such as across the corridor.
- **Inside Room:** A guestroom that faces an inner part of the building, for example one facing the atrium.

- **Outside Room:** A guestroom that faces the outer part of the building, example facing the sea or highway.
- **Corner Room:** A guestroom located at a corner of the building.
- **Cabana Room/Villa:** A room on the beach separated from the main building or a room with direct access to the pool.
- **Siberia Room:** This is a jargon for an undesirable room; one that is sold only when no other rooms are available. The guest should be alerted to its location or condition before being assigned the room.
- **Near or Away from Elevator (s):** A room which is situated near to or away from the elevator(s).
- **Low or High Floor:** A room located either on the lower or the higher floors of the hotel. Hotels with more than one building may also name the guestrooms according to the building the rooms are located. e.g. Valley Wing, Tower Wing..

E. The type of customer (sources of business)

Hotels offer different types of room rates to cater to the needs of their diverse sources of business.

Discounted rates may be offered to attract corporate/business travellers (who may bring in high volume business), e.g. tour groups or travel agency business,. It is, obviously, important for front office staff to be aware of the different room rates - and who is eligible for discounted rates in order to quote accurate and attractive rates to guests.

Different terminology is used for different types of room tariffs. The most common ones are:

- **Rack/Published Rates**

These are the rates usually quoted to walk-in guests and are the highest rates charged by the hotel. It is the standard rate for the room with no meals, discounts or reductions.

- **Corporate Rates**

These are special rates offered to regular business clients staying in the hotel. These special rates are given to encourage repeat business. These rates are re-negotiated periodically based on the volume of business generated.

- **Commercial Rates**

Page 14 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

Commercial rates are usually discounted rates extended to business people to encourage them to use the hotel. These rates may not be as attractive as corporate rates. However, some hotels use the terms ‘Corporate’ and ‘Commercial’ interchangeably.

- **Contracted Rates**

Contracted rates are special rates negotiated between the hotel and airlines and travel agents for their airline crews, packages and group guests. These rates are agreed upon only if companies are able to generate a specified number of room nights over a period of time. Like corporate rates, contracted rates are reviewed periodically.

- **Group Rates(flat rate)**

The flat rate per room agreed in advance by the hotel and a tour or conference group, regardless of variations in rack rates for different rooms

- **Discounted Rates**

Discounted rates are given to attract guests to the hotel because of the lower rate offered during promotional period. Some hotels give as much as 50% off the published rate as part of the hotel’s preopening promotion or anniversary celebration.

Traditionally, employees of related trade, such as airlines and travel agencies enjoy a discounted rate of 50% off the published rate if they can prove their identity. Such discounts are usually not applicable during high season.

- **Family Plan Rates**

These are rates designed to attract families. Hotels with family plan rates do not charge for child/children under a certain age, staying in a room (without request for extra bed) with their parents. For example, children under 2 years of age might stay for free and children under 12 years of age might be charged at 75% of the rack rate.

- **Day Use Rates**

Such rates are quoted when the room is used for only three of four hours of the day and not overnight. Most hotels distinguish between day use and a half-day rate. Day use is when the guest checks in and checks out on the same day, without staying overnight.

A half-day rate is quoted when a due out guest would like to stay beyond the hotel's check-out hour, but not for another night. Some hotels have a time limit, beyond which, a full-day rate would be charged. This time limit may be dependent on the check-in time of the hotel, the ability of the housekeeping staff to turn around rooms as well as the hotel's policy on late check-out.

- **Complimentary (Comp) Rates**

A guestroom which is not accorded a room rate. Complimentary rooms are given at the discretion of management for goodwill or to solicit business. For the purpose of control, a complimentary voucher, authorised by the General Manager or staff designated by him or her, has to be completed for every comp room.

- **Online rate**

The standard rate for a room reserved via the Internet, usually at a discount on rack rate, because of the money the hotel saves on administration, which can be passed on to the guest.

- **Packaged rate**

A discounted rate offered to individual guests or groups with the inclusion of some meals, as an incentive to boost occupancy in periods of low demand.

- **Advance purchase rate**

A discounted rate offered for booking a minimum of 28 days in advance of arrival (With no amendments or cancellations allowed).

F. Based on Package

Package plan rates are rates that include other hotel products and services in addition to the guestroom. They are introduced by the hotels themselves during full period to increase demand for guestrooms. The following are examples of package plan rates:

- **European Plan**

Room rate is for accommodation only

- **Continental Plan (CP)**

Room rate includes accommodation and a continental breakfast

- **American Plan (AP)**

Page 16 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

The room rate includes accommodation and all three meals. It is usually referred to as Bed and Board Full board

- **Modified American Plan (MAP)**

The room rate includes accommodation, breakfast and one other meal. These packages should not be confused with the packages offered by airlines and travel agents for which the hotel is approached to provide the room component.

1.3 Answering enquiries regarding cost and other products.

The process of making a hotel booking or reservation begins with an enquiry from prospective guests, who contact the hotel to ask for a brochure, or to ask specific questions about the price and availability of rooms for the period they are interested in.

Such request is an opportunity to give a good first impression of the hotel: a prompt, positive and courteous response will reassure prospective guests that they will receive good service if they book into this establishment.

Guests inquire of room reservation could come in different ways. These means' by which the reservation request will come to a hotel are discussed as follows.

Inquiries Come In

1. **In person** - People may come in 'on the off chance' of immediate accommodation, often because they are travelling unexpectedly, or touring (usually in the off season) without making advance plans. A local person may also 'drop in' in person, since it is convenient to do so, to make a booking on behalf of others: an out-of-town friend, say - or a tour group or conference (e.g.. if the local person is the organizer). Enquiries which come in 'off the street' / 'walk ins'/face-to-face enquiries offer the advantage of interactivity: enquirers and reservation staff can both gather information and get their questions answered in real time - and written confirmation of the details can also be prepared and handed over on the spot.

2. **By telephone** - Is a fast, convenient and cost-effective way of making an enquiry? Its interactive nature allows the prospective guest and the hotel to ask questions and exchange information in real time - without written, for quick, accurate agreement on details. Because guests can *know that*

their enquiry has been received and answered, on the spot, telephone is often used to make last-minute bookings: no risk of turning up at the hotel to find that no-one has checked the e-mail / fax machine lately! The disadvantage is that it doesn't get the details of the conversation down in black and white: some form of note-taking and/or written confirmation (if there is time) is often required to ensure that everyone is on the same 'page'.

3. Fax

A fax machine is used in the reservations department of most hotels. By submitting reservation requests in writing, there is less opportunity for misunderstandings. One important advantage of the fax in reservations departments is that a message can still be sent even though there is no one on duty at the other end. This is particularly important for hotels with an international clientele. A guest may book from America without having to check time zones to ensure that someone will be available to take the reservation. The hotel can in turn fax back a confirmation at any time it wishes.

4. Email

Reservations by email have almost completely replaced reservations by letter. Here the guest will state to the hotel their accommodation requirements and length of stay. The advantage of emailing is also that guest can still send their reservations at any time of the day and even though there is no one on duty at the other end, the reservation will still be receive and process accordingly.

Confirmation for this type of booking is usually done via email where the reservation clerk will send out an email to the guest and acknowledge that the booking has been received and processed.

5. Intermediary

In intermediary distribution channels, there is a link between the hotel and the customer. Sometimes there can be a number of links.

Key intermediary distribution channels are:

- A. Tour operators
- B. Travel Agents
- C. Hotel Booking Agents
- A. **Tour Operators**

Page 18 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
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Tour operators purchase the different components that make up the travel package, such as hotel accommodation, transportation, meals and entrance to attractions. Since they buy these in bulk, they enjoy discounts. They then put together individual packages, add their mark-up and sell it to travellers.

B. Travel Agents

There are a variety of different types and sizes of travel agents, from small agent who operates only one local office to the large international agents. The travel agent will make the booking for the guest and send a confirmation to the hotel. This booking may be only part of a whole series of hotel reservations and travel arrangements that the agent has made for a guest.

Confirmation of the booking is made on a confirmation form which has three copies. One is given to the guest, one sent to the hotel and the third is held by the agent. The travel agent will use this copy of the confirmation to claim commission from the hotel.

The commission is negotiated with the hotel e.g. a fixed percentage (10%) of the accommodation rate before tax is added.

Thus if a guest is booked for three nights in a room at \$100 per night, the agent will claim commission of \$30 for placing the booking with the hotel.

The agent may take prepayment from the guest, and issue the guest with a voucher that can be used at the hotel. There are three copies of the voucher. On arrival at the hotel the guest gives the voucher to the receptionist.

And the amount of the voucher is allowed against the account of the guest. At the end of the month the hotel will send all the vouchers from each agent back to the agency and the travel agent will pay the total amount owing, minus the commission due.

C. Hotel Booking Agents

Hotel booking agents often have offices at major rail and air terminals and handle bookings for incoming passengers who do not have hotel reservations. They only deal with hotel reservations. The guest contacts the hotel-booking agent, who makes the reservation with the hotel and sends the confirmation both to the hotel and the guest.

Page 19 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

Commission is also collected from the hotel, but some agents only take commission on the first night's booking, whilst others will claim on the full stay. Bookings which are made by hotel booking agents often have a higher non-arrival rate than normal bookings.

Guests who arrive at a booking desk at an airport or railway station may make a booking with a hotel-booking agent in case they cannot find an alternative. During the day, they will look around the town and attempt to find a hotel that is more suitable to their needs. If they do obtain alternative accommodation, then only a few will bother to contact the hotel and cancel their booking.

1.4 Information Required for a Reservation

In order to handle guests' reservation enquiry - and turn it into a reservation - certain information will have to be exchanged between the prospective guest and the reservation clerk or enquiry handler.

1.4.1 Questions the reservation clerk must ask

- What type of room is required?
- When (on what dates) is the room required?
- For how long (nights) is the room required?
- How many people will be staying in the room?
- The room rate is x (per person or per night): is this acceptable?
- What is the name of the guest (and how is it spelled)?
- What is the title of the guest (eg Mr., Mrs., Ms, Doctor, Professor)?
- What is the guest's address, phone number and/or e-mail address?
- How would the guest prefer to settle the bill?
- May the hotel take the credit card number of the guest (and if so, what is it)?
- How will the guest be arriving at the hotel (e.g.. by car, or by what train or flight)?
- What is the guest's anticipated time of arrival at the hotel?
- Has the guest stayed at the hotel before?
- Is the guest a member of the hotel's loyalty programmer (or 'frequent guests club')?

1.4.2 Questions the prospective guest may ask

- Is there are room of a particular type available on a particular date?
- What types of room are available?
- How many people does a room sleep?
- What facilities are offered in the room?
- What facilities and services does the hotel offer?
- Is the hotel close to transport/attractions?
- What is the cost of the room (per person or per night)?
- What is the star rating of the hotel?
- What is included in the cost/tariff (e.g.. breakfast, access to the hotel facilities)?
- Where is the hotel located (and/or how can the guest get there)?
- Does the hotel have particular facilities (e.g.. parking, childcare, business services)?

1.4.3 Further Information

Additional information can be collected in order to establish the needs of the guests and to provide better service upon check in.

Additional information includes:

1. Company name
2. Phone/Fax number
3. Address and postal code
4. Email address
5. Expected time of arrival
6. Stayed before?
7. Car registration number or flight details
8. Nationality
9. Smoker/non-smoker
10. Frequency club member
11. Credit card number

These details will speed up the check-in process and help to identify previous guests.

Page 21 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

Self-check- 1	Written Questions
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Part .I Choose the best answer

1. _____ is the first step in the reservation process.

- | | |
|------------------------------------|------------------------------------|
| A. Receiving reservation inquiries | C. documenting reservation details |
| B. Confirming reservation | D. determining room availability |

2. _____ is a guest coming to a hotel without prior reservation.

- | | |
|-----------------------|-------------|
| A. Walk – in guest. | C. Walk out |
| B. Walking the guest. | D. none. |

3. _____ is a reservation type in which the guest has simply agreed and confirmed that he/she would arrive.

- | | |
|-------------------------------|---------|
| A. Non-guaranteed reservation | C. Both |
| B. Guaranteed reservation | D. None |

4. One of the following is different from others:

- | | |
|----------------------|---------------------------------|
| A. Reservation agent | C. Guest service representative |
| B. Front desk agent | D. Receptionist |

5. One is true about reservation

- a) It is simply mean that booking rooms in advance

- b) Reservation is an activity done on the arrival stage of guest cycle.
 - c) We cannot make a reservation in person
 - d) All
6. Which one of the following is true while creating and processing reservation
- a) Produce reports to meet sales and operational needs
 - b) Create and process accurate communications to industry colleagues using the required features of the system
 - c) Check availability of required booking according to system functions and requirements
 - d) Access and interpret communications from industry colleagues at the appropriate time
7. One is correct about continental plan
- a) It is B and B
 - b) It is half board
 - c) It is full board
 - d) None
8. Which one of the following sentence explains the American Plan
- a) Half board
 - b) Full board
 - c) B and B
 - d) All
9. One of the following term shows un desirable room
- a) Siberian room
 - b) Cabana
 - c) Deluxe
 - d) Suite
10. There is no need to advice customers on booking requests in one of the following details,
- a) About the checkout procedure
 - b) Departure dates
 - c) Arrival dates
 - d) All

Part II

Matching items

A

1. Flat rate
2. Rack rate
3. Half day rate
4. Complimentary rate
5. Contracted rate
business agreed.
6. Discounted rate
the hotel's check-out time
7. Day use rate
offered during
8. Corporate rate

B

- A. group rate
- B. zero price
- C. Rate quoted for few hours
- D. Published rate
- E. A rate given based on room nights or volume of
- F. Quoted when a due out guest wants to stay beyond
- G. Given to attract guests because of the lower rate
promotional period.
- H. Rates offered to regular business clients staying in the hotel

Part. III. Give short Answer.

1. How do queries come in?
2. What type of questions reservation clerk must ask?
3. What does mean reservation ?
4. Write the sources of reservation.
5. Write types of reservation and explain each?

Operation sheet- 1:1	Receive reservation request.
-----------------------------	-------------------------------------

Operation title: Receive reservation request.

Purpose: To receive and process reservations for a tourism or hospitality product.

Instruction: Using the given equipment and steps demonstrate receive and process reservations.

You have given: 45 Minutes to do the tasks and prepare on formats.

Conditions or situations for the operations:

- Safe working area
- Properly operated tools and equipment
- Appropriate working cloths fit with the body.

Equipment, Tools, and Materials:

- Phone ,mail
- internet
- computer

Procedure=>

1. Reserving reservation inquiry and fill forms
2. Determination room availability
3. Accepting/denying request
 - i. Accept
 - ii. Denying
4. Documenting reservation
5. Confirming reservation and sending confirmation letter
6. Maintaining reservation
7. Show to your instructor and discuss about the work
8. Compiling reservation report.

Precautions: - Exercise extreme precaution when receive reservation request

- Use the reference as an important material all the time.
- Follow the schedule for operating the receive reservation request.
- Do not forget always using detail formulas and format during reservation process

Page 25 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

Quality criteria=>

- Follow up the training program during lecture, discussion and demonstration in class
- Read care full the information sheet, books and hand outs
- Ask questions and participate during discussion
- Discuss about the duty with your trainer or your class

LAP Test 1	Design a manual reservation form for your establishment
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks accordingly.

Task1. Draw (prepare) the sample of manual reservation form. This form is to be used to identify the required reservation details from the guest when you are taking the details directly over the phone. For example:

A form to record all the guest details to make a reservation for accommodation at a five star hotel

Unit Two: Record Details of Reservation

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Customer details in their reservation
- Checking and making customer profile.
- Guest special requests
- Details of booking
- Filling Reservation that ensure easy to access
- Preparing and issuing documents

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Record Customer details against their reservation
- Check and Making Customer profile available
- Record Any special requests
- Confirm details of booking
- Filled reservation that ensure easy to access
- Prepare and issue documents and other materials for specific reservation

2.1. Customer details in their reservation

- Record details of guest reservation requested should be filled on reservation form, diary, booking chart or computer system in order to allow amendments and cancellations to be made easily and marketing and sales information can be easily collected and used.
- If a hotel uses computerized reservation system, the details of reservation can be input immediately (from the enquiry letter, e-mail or phone call) into an on-screen electronic reservation form. This has the advantage that the information can be automatically linked to other electronic records and documents, as part of the 'history' of the dealings with the guest. However, some authors *suggest* that there is *still an argument for using a paper-based reservation form to take the initial enquiry, before transferring the details to the computerized system later (during a quiet period)*.
- It may be quicker and easier to use a paper form, which allows you to 'skip' to relevant fields as required (Without complex on-screen navigation) - especially if you are on the phone with the enquirer and do not have a 'hands-free' telephone headset.
- Using a paper form may enable you to give your full attention to the enquirer - rather than to the computer system!
- Transferring the details from the form to the computerized system later may leave the booking records temporarily incomplete: if advance bookings look as if they are nearly full, availability should be checked carefully, and the details transferred immediately to the computerized system.

2.1.1. Accurately record customer details against reservation.

Hotels will vary in the detail and amount of information they require when accepting a booking. Some take a minimum, others will gather a lot, and some will wait until the guest arrives before finding out some of the details.

Some of the guest details necessary to record are:

- Name of guest/guests
- Arrival date

Page 28 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

- Number of nights
- Type of room
- Company name
- Phone/Fax number
- Address and postal code
- Email address
- Expected time of arrival
- Stayed before?
- Car registration number or flight details
- Nationality
- Smoker/non-smoker
- Frequency club member
- Credit card number

Documenting these details on the manual or computerized reservation system will speed up the check-in process and help to identify previous guests in addition to the advantage stated above.

Details of reservation could be recorded by using

A. Manual systems

B. Computerized systems

A. Manual systems reservation record keeping

Some small hotels still use manual systems to record reservations details. Hotels that use manual system to record reservation details use the following documents to trace the details of booking request.

- Booking diary/hotel diary/
- booking chart
- paper based reservation form

B. Computerized system

Computer system provides up-to-date and "real time" information on availability at the push of a button. When a reservation is recorded the availability is automatically altered. It also displays a reservation screen to input customer information and requests.

Page 29 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

A computer system may have a "history" of any guest who has used the establishment previously. It can store information such as preferred room type, record of request, date of last stay, even the amount spent previously.

The computer system can match up the customer request with what is available at the most effective price

Computer systems can store all the information needed about the products and facilities. Payment is automatically recorded. Printouts provide confirmations and details to the customers and report information to management.

Reservation form

A standard reservation form may look similar to Figure 1 below. Such a form:

- Provides a hard copy record of the details of the booking request
- Summarizes and records the information in a standardized, easy-to-use format
- Acts as a checklist of the information a reservations clerk needs to get from the prospective guest
- Identifies the person who took the booking, in case of queries or errors which need to be followed-up later
- Provides a quick check on the progress of the reservation: has it been processed, has it been
- Confirmed to the guest, has the booking been guaranteed?
- Captures information which may be useful for marketing and/or improving services in future (for e.g.. the source of the booking and how the booking was made)

In a manual system, a completed reservation form becomes the top sheet of an on-going guest file, in which will be placed correspondence, registration documents and so on. It allows quick reference to what has been agreed with guest, to prepare for their arrival at the hotel.

Table 2. Reservation Form

Name of the hotel
Full name _____ (sir name _____ first name _____)
Nationality _____
Date of arrival _____ Date of departure _____
I.D. number/pass port number _____ place of issue _____
Next destination (going to) if known _____
Type of room _____ No. _____ Room rate _____
Package plan _____
Business _____
Method of payment (paid by) cash _ Company__ credit card__ travel agent__ Advance deposit__ complimentary__ discount__
Reserved by _____ signature _____ Date _____
Reservation clerk _____ signature _____ Date _____
Restrictions Example <ul style="list-style-type: none"> • Personal checks are not accepted • The standard rate of VAT will be added to your bill • Guests are advised to read the notice at front office desk

2.2. Checking and making customer profile.

Guest history information is often compiled and kept by hotels which:

- Want to offer personalized service - by being able to 'recognize' guests as returning customers, offer them rooms and amenities according to their previous likes and dislikes, etc.
- Want to pursue relationship marketing to guests - by being able to maintain contact with them after their stay, and offer personalized offers and reminders, in order to create repeat business, a growing 'relationship' with the customer, and, ideally, customer loyalty.
- Want to streamline administration of reservation and check-in, by retaining previously obtained guest information - so that it doesn't have to be obtained and input again.

- Luxury hotels may compile guest history records as a matter of course, in the anticipation of guests returning, because personalized service is such an important part of their offering. For smaller hotels, and hotels with a high proportion of transient and non-repeat trade, it has traditionally not been worthwhile, other than for known repeat or regular visitors. However, in this - as in most things - computerized systems have put it within reach of the smallest hotel allowing guest information to be input, stored, updated and retrieved easily and cost-effective (and without filing space).

➤ ***Information should be kept in guest history records:***

The first time a guest stays in a hotel, a guest history record will be opened, and it will be updated subsequent stays. A guest history card will usually contain basic information such as:

- Name, contact and registration details of the guest
- Date of arrival
- Room type
- Number of nights
- Room rate
- Amount spent in total during the stay
- Special requests/preferences noted (e.g.. newspaper taken, view requested).
- The hotel may compile a range of other details picked up by the receptionist and other staff: the names of the guest's partner and/or children; the guest's birthday; their stated likes, dislikes and interests; their reason for staying in the area and so on. This enables the hotel to welcome guests by name; ask (without inappropriate familiarity) after the family; send a birthday card, personalized or targeted offers and invitations (e.g.. if there is a special event in the area, in which the guest might be interested); etc.
- In a manual system, this information could be kept on a simple index card, with relevant headings (and space for notes). In a computerized system, it can be entered into relevant fields in guest records – from the first booking enquiry onwards. The following is a basic guest record screen.
- Note the additional information that can be stored in the database in such a system. 'Media type', for example, refers to how the guest heard about the hotel (via advertisement, the hotel website, a travel agent or, in this case, recommendation). Statistical reports can be generated from the database to show how effective and cost-effective the hotel's advertising and web

Page 32 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

site marketing is. Data on amounts spent per stay (as a cumulative total per customer) can automatically be compiled as revenue statistics.

When the reservation clerk enters a name and details into a computerized reservation/records system, the software will identify matching data and alert the clerk to the existence of a match:

- Enabling the clerk to respond with recognition, if (s)he is speaking to the guest on the telephone
- Supplying the relevant guest record, so that details do not have to be re-input, and appropriate offers(e.g.. of the type of room the guest requested previously) can be made

Table 3. Guest history record form

Centurion Hotel							
Guest History Record							
Guest Name:					First Visit:		
Group/Company					Total Visits to date:		
Address:					Total nights to date:		
					Total Revenue to date:		
					Average spend to date:		
Credit:							
Passport Number:							
Comments:							
Arr	Dep	Days	Room	Rate	Payment	Revenue	Special

--	--	--	--	--	--	--	--

2.3. Recording any special requests

The hotel may make special arrangements for VIPs, CIPs and Special Attention guests, and the list of in-coming guests of these types will be separately notified to all front office and operational departments, stating any special measures to be taken.

The hotel may also offer a range of additional services to all guests on check-in, and if guests choose to take advantage of these services, their requests must be notified to the departments concerned.

- A list/timetable of early morning call requests will be provided to switchboard (if not programmed into an automated system) the evening before.
- A list of newspaper requests (by room number) will be provided to whoever is responsible for their distribution.
- If guests have made requests or reservations through reception for additional services (e.g., the delivery of flowers to a guest's room, or an appointment with the tours/entertainment desk), a schedule of these requests will have to be provided to the relevant departments.

➤ Special requests

Special requests are a common occurrence in most accommodation establishments.

The front office usually takes these special requests when the original booking is made or face-to-face with guests during their stay. Meeting these special requests requires a team effort. Frequently it is the porter or housekeeping who are required to assist in ensuring special requests are fulfilled in accordance with requirements and establishment procedure and policies.

- Special facilities for guests with a disability
- Chocolates in the room
- Guests with an early check-in time - meaning the room needs to be cleaned and serviced and allocated prior to the guest's arrival
- Extra bed
- Flowers in the room



- Cot
- Extra hangers
- Power adapters
- Stocking the mini-bar with a specific beverage
- Tickets for a live theatre performance to be available on arrival
- Extra soap, shampoo or conditioner to be placed in the room.

2.4. Confirming details of booking

Once you have completed the reservations process you will need to make sure all the data is accurate and what the guest requires. The best way to do this is to read the booking details back to the customer as this gives the customer the opportunity to make any changes if necessary.

The following details need to be confirmed:

- Arrival and departure dates and days
- Spelling of the guest name
- Contact details (address, phone)
- Type of room and number of rooms
- Room rate quoted or cost quoted
- Method of payment
- Special requests.et

In order to make a booking 'firm', it is usual for:

- The hotel to send a Booking Confirmation letter or e-mail to the prospective guest, confirming the details of a booking made online or by phone. This gives the prospective guest a written copy of the details discussed and agreed, both as an itinerary (a reminder of where they have to be and when) and as a confirmation record (which can be produced if there is any problem on check-in or billing).
- This confirmation may also include a request for deposit, or a receipt for any deposit paid, or an invoice showing any deposit paid and the balance of the amount payable (e.g.. payments in advance).

It is an opportunity to give the guest information on the terms and conditions of booking, such as:

- Cancellation periods (within which the guest must cancel the booking, in order to avoid being liable for a cancellation fee)

Page 35 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

- Release times (the time, on the target day of arrival, at which the room will be made available for re-let if the guest has not arrived, unless late arrival has been notified or a deposit or guarantee has been paid).
- The prospective guest to send some kind of confirmation letter or form to the hotel, in order to confirm their intention to stay at the hotel; to ensure that the hotel has the details right; and perhaps also to 'secure' the booking by paying a deposit.
- Below in Figure 3 are the main points that should be communicated in a confirmation letter.

Table .4 reservation Confirmation form

Reservation Confirmation	
Company name	
Name of the guest(s)	
Number of guest(s)	
Number of room(s)	
Arrival date	
Departure date	
Flight details /Arrival time	
Departure time	
Airport transfer	
Room category	
Mode of payment	

Room rate	
-----------	--

Reservation number:

Date:

Dear Mr / Mrs (Guest Name)

We are delighted that you have chosen (**Mention your hotel Name**) and we are pleased to confirm your reservation as follows:

Arrival & Departure Policy:

Check-in:	1400	Hrs
Check-out:	1300	Hrs

Early check-in is subject to availability. For guaranteed early check-in, room to be reserved from the previous night. Rooms are held until 4pm on day of arrival unless guaranteed by a credit card or deposit.

Cancellation Policy:

All cancellations should be done 72 hours prior to the day of arrival to be exempted from the cancellation charges. This is equivalent to 1 day's retention charges. All No shows will also attract 1 day's retention charges. A non-refundable reservation fee of (\$00.00) is billed to the credit card used to guarantee the room reservation.

Guarantee Policy:

All bookings must be guaranteed at the time of reservation by credit card or advance payment. All major cards are accepted.

Photo Identity:

All Guests are requested to produce the Government Approved photo identity card and Valid Passport and Visa for Foreign Nationals upon arrival.

We look forward to welcome you at **(Mention your hotel Name)**

Best Regards

Reservations

2.5.Filling the reservation records.

- Filing is the process of storing and arranging documents according to a particular classification.
- *Filing can be classified, or indexed, into categories*
 - *Alphabetically* – Documents filed alphabetically are filed according to the first, and subsequent letter of the senders or receivers name, or according to the type of document, such as policies and procedures
 - *Numerically* – This means your documents are filed according to a number, such as a room number, account number, invoice number, or other numerical identifier
 - *By Subject* – Some documents cannot be filed in any other way except by their subject matter, e.g. letters of complaint, menus, wine lists
 - *Chronologically* – These documents are filed in date or time order. Most hotels will file all their reservations in Arrival Date order, with a backup system under alphabetical order being the guests surname
- The various bookings are kept in arrival date order and brought forward to the front desk for each day's arrival. Letters, memos, reservation forms or tour operators' lists must also be filed accordingly for quick access. In the event of a query the receptionist can then check the details easily. Multiple arrival dates are dealt with by photocopying the letter for each arrival date and filing according.

2.6 . Prepare and issue documents

- *Documents* and other materials are prepared and issued to the customer according to requirements of the specific reservation may include, but not limited to:
- Paper-based or electronically transmitted materials
- Invoices
- Credit Notes
- Receipts
- Service vouchers
- Confirmation letters
- Information packs

When creating a reservation there is always documentation that needs to be prepared and issued to the customer or stored internally. This documentation needs to be stored appropriately and be easily accessible.

- **Receipts**

When guests make a payment such as a deposit (part payment) or full payment this will guarantee the reservation. Some guests choose to come into the establishment and pay by cash while others prefer to pay by credit card. The credit card information is taken. However, the amount is not usually processed until the guest arrives. In either case the customer must be issued with a receipt for proof of payment. This can be done either manually or printed by a computer or cash register. This record of payment is recorded on to the customer's reservation in the computer system.

- **Invoices**

Usually invoices are only issued to companies and travel agents for reservations made. This invoice will show the details of the reservation, room rate that has been quoted, the commission payable and the total amount due.

- **Vouchers**

Vouchers are usually issued for prepaid reservations. The voucher states the value of the purchase to the bearer. Vouchers can also be gift vouchers given to people as presents or vouchers for conference delegates. These vouchers are usually exchanged at the establishment as a form of payment and have a use by date or a specific date the voucher can be used on.

Some vouchers are specifically for a service that is stated on the voucher known as service vouchers. For example; valet parking, breakfast, wine. If the customer doesn't use the service voucher on the date specified the voucher becomes invalid. Many guests who have booked their accommodation via a tour operator will receive vouchers. These vouchers are commonly be used

Page 39 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

with groups, package deals and for special guests – they may be mailed out, or collected at reception when the guests arrive.

It is very important for anyone accepting a voucher to be totally sure as to what the voucher entitles the guest to do so that the ‘extras’ can be explained and guests can be informed before they order what they may have to pay extra for.

- **Confirmation letters**

A confirmation letter is sent to confirm a reservation. It will list all the details about the reservation; arrival and departure date, name, address, rate quoted, package details payment details and any special requests. These letters are usually printed on company letterhead and dated and signed by either the person who took the reservation or a manager

- A confirmation letter is sent to confirm a reservation. It will list all the details about the reservation; arrival and departure date, name, address, rate quoted, package details payment details and any special requests. These letters are usually printed on company letterhead and dated and signed by either the person who took the reservation or a manager.
- To ensure that the needs of the guest and management are satisfied, a system of departmental notifications and records has to be kept. Where computers are used, these notifications and records pose no problem at all.
- Placing a VDU/visual Display Unit in all relevant departments is a sensible method of distribution. The arrival and departure situation can be updated instantly, and room changes recorded without much hassle of paperwork. The other departments can also request information from the computer if required and therefore save themselves time and trouble.
- *Documents* and reservation reports are prepared and issued to the departments according to requirements of the specific reservation.
- The final step in the reservation process is the compilation of reservation reports. Information from these reports can help a hotel to maximize its room sales by the accurate control of room availability and the forecasting of potential room sales. Other departments may also make use of this information to assist in the planning of their budgets or forecasts.
- Management reports available through a reservation system can vary depending on the needs of the hotel and the capability of the reservation system.
- Reservation reports are just one kind of report which may be prepared and distributed to the management, as well as to other departments of a hotel. Some types of report are prepared daily (e.g. the arrivals and departure list, which is essential for the smooth operation of the front desk

Page 40 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

and the housekeeping department), while others are prepared on a weekly or monthly basis (e.g. reports on the number of guests, number of rooms occupied, number of reservations from different sources, no shows, or walk – ins).

- Expected arrivals and expected departure lists: lists of guests who are due to arrive or depart on a particular day.
- Room availability report: a list showing the number of rooms sold/available.
- Group status report: a list of groups due to arrive/depart, with information on the group size and whether their bookings are guaranteed or non-guaranteed.
- Special arrivals list: a list of special guests, VIPs, or guests with special requests.
- Turn-away report: a report on the number of reservations denied
- Revenue forecast report: a report on the projected revenue from future room sales.

- **Information packs and brochures**

An establishment might send out an information pack or brochures to provide additional information about itself. Most establishments have printed information promoting the venue and its products and services. Reservations staff can use these information packs as marketing to their customers. Nearly all groups and tours customers will get an information pack about the venue and local activities as well as all the details about their tour, such as where breakfast is located, the tour itinerary, airline details etc.

Self-check- 2	Written Questions
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Part .I. Choose the best answer

- Suppose you are a reservation agent handling a group reservation arriving from abroad the coming week and the group makes an advance deposit of half the room charge for the entire stay, then one of the following is incorrect regarding the above mentioned scenario.
 - The hotel must keep the room for the group.
 - This reservation may protect the hotel from no-show.
 - The group may necessarily cancel the reservation following the Hotel's prearranged cancellation procedures.
 - The hotel can retain the whole money if the guests won't show up
 - All except D
- One of the followings is not the source of reservation
 - Airline
 - tour operators
 - free individual traveler
 - none
- Direct-online reservation system can be categorized under one of the following reservation sources:
 - Conventional
 - CRS
 - Agency
 - D, none

Part II Fill the blank

- _____ is accepted the details concerning the guest will be recorded on the reservation form.
- _____ is a written acknowledgement sent by the hotel to the guest.

Part III

- Write main contents of a hotel reservation form.
- What is the important of Reservation?

Page 42 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

3. What is the Advantages of Reservation form?
4. List the information that including in confirmation letters.

Operation sheet- 2:1	Recording <i>customer reservation details</i> .
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Operation title: Recording *customer reservation details*.

Purpose: To record *customer details* & their *reservation* for a hotel or hospitality product.

Instruction: Using the given equipment and steps to perform the task demonstrate record *customer details*.

. You have given: 30 Minutes for the task.

Conditions or situations for the operations:

- Safe working area
- Properly operated tools and equipment
- Appropriate working cloths fit with the body

Equipment Tools, and Materials:-

- Phone
- Mail , internet
- computer

Procedure=>

- 1) Guest's name, address and telephone number
- 2) Company or travel agency name
- 3) Date of arrival and departure
- 4) Type and number of rooms requested
- 5) Desired room rate
- 6) Number of people in the group, if applicable
- 7) Method of payment and /or guarantee
- 8) Any other special requests
- 9) Show to your instructor and discuss about the work.

Precautions: - Exercise extreme precaution when receive reservation request

- Use the reference as an important material all the time.
- Follow the schedule for operating the receive reservation request.
- Do not forget always using detail formulas and format during reservation process.

Quality criteria=>

Page 43 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

- Follow up the training program during lecture, discussion and demonstration in class
- Read carefully the information sheet, books and handouts
- Ask questions and participate during discussion
- Discuss about the duty with your trainer or you

LAP Test	Record details of reservation
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks accordingly.

Task1. Show the perfect activities in record details of reservation.

Unit Three: UPDATE RESERVATIONS

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Updating reservations,
- Financial status of reservation,

Process cancelation of bookings This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Update reservations information accordingly.
- Update the financial details on reservations.

3.1.Updating reservations

Not all data is received before the customer's arrival date. In some cases' such as a hotel check-in, the guest may provide us with additional information. This information must be updated to our internal records and consequently added to our guest history profiles. Whenever we receive additional information all records, documents and files must be updated

When updating internal records many areas within the establishment may become involved. As you accumulate information about your customer it is important to update your internal records.

In a manual reservation handling method it is the responsibility of the reservation agent to update the reservation data on the following aspects.

- Room availability
- Arrival list
- Group arrival list
- VIP arrival list and etc.

However in computerized reservations system once the booking has been entered into the software, it can use the data to process a wide range of linked reports, updates and displays.

Page 45 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

- The room availability data is adjusted to take account of the newly booked room, and if a specific room has been allocated, it is 'blocked' so that it does not show up as available for anyone else (i.e. the software acts as both a density chart *and a conventional chart*).
- A room control chart can be produced, for an at-a-glance display of the status of each room: not just in terms of bookings, but availability for guest arrival/allocation (e.g.. if a room is currently being cleaned), *as a trigger for further action* (e.g.. room moves, billing, departures, etc.)
- An arrivals list, group arrivals list and VIP/Special Attention Guests list can be prepared (and kept up to- date) for each day, allowing front staff to plan for check-ins.
- Cancellations can be processed in one operation – simultaneously deleting all records related to the reservation (without the need for crossing out or tipped in the daily diary, conventional chart, guest record and so on).

3.2. Updating the financial status

Checking the method of payment

It is usual practice at this point to:

- Confirm with the guest what the room rate will be, and what it includes.
- Ascertain or confirm and record the method of payment by which the guest intends to settle the bill and to confirm that the proposed method is accepted by the hotel.
- Confirm the foreign currencies accepted by the hotel, and exchange rates applied (where relevant).
- Confirm and record any billing arrangements made, if a company or travel agent is settling the account (e.g. collecting agency vouchers and opening a bill for 'extra' charges).
- Confirm any deposit or pre-payment already made, and ensure that a credit is posted to (shown on) the guests account, which is opened at this point.
- Take steps (if guests are unknown to the hotel and the account has not been pre-paid) to ensure that the guest will be able to pay the account on demand.
- The hotel is entitled, under common law, to request that a guest pays a reasonable amount in advance (there is no obligation to offer credit) - and although this needs to be handled tactfully, to avoid offence, most guests will be amenable to complying with hotel policy.
- In most hotels, it is a standard procedure to request some form of deposit, pre-payment or guarantee from 'chance guests' who walk in without a reservation. The receptionist may refer such registrations to the duty manager who may, if any suspicion is aroused, use the guest's

Page 46 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

registration particulars to conduct a credit check. A deposit would typically include one night's room charge plus an added amount to cover extras (refundable if not spent).

- Even where a guest has made a reservation, it is standard procedure to request a copy or Imprint of the guest's credit card (if available) for the hotel's records and as a guarantee of payment. The credit card may even be 'swiped' on arrival so that the hotel receives pre-authorization from the credit card company for the authorized amount: it is effectively 'reserved' by the credit card company for the transaction. If the bill goes over this amount, a new authorization may be required while if it is less, the original transaction can be invalidated and the lesser sum put through instead.
- If the hotel has any further doubts about a guest's ability to pay, the receptionist may ask for prepayment (e.g. to allow a cheque to clear); or state that it is the hotel's policy to impose a credit limit, and to request an 'interim' or 'part' payment once the guest's account reaches that limit (preventing him from running up a very large bill). Obviously, this will have to be handled with great tact, and may be delegated to the duty manager if one is available.
- The various ways in which a booking is guaranteed and the payments made in advance by a prospective guest should be communicated.

There are various ways in which a booking can be guaranteed by a prospective guest:

1. Pre-payment: the guest pays for the room charges in advance, whether direct to the hotel by cheque or credit card at the time of booking, or to a travel agent (often as part of a package of travel and accommodation bookings). In the latter case, the travel agent will guarantee payment to the hotel and supply the traveller with a voucher (or confirmation letter) indicating that this is the case. Pre-payment is also advantageous for the hotel, because it eliminates the risk of guests skipping out without paying, or having insufficient funds or credit to pay the bill.
2. Partial pre-payment or deposit. A hotel might typically ask for a deposit of one night's payment for each room reserved, so that the room can be held all night - in the event of a late arrival or no-show – without losing revenue. This deposit will be credited to the guest's account against their stay. If the guest fails to show or cancels the booking on the day of arrival, the hotel may retain the deposit as compensation (or return it to the guest, if the

hotel is able to re-let the room, depending on hotel policy). If a guest booking is cancelled within an acceptable cancellation period, any deposit will usually be fully refunded.

3. Credit card bookings: these are generally guaranteed, under the terms of sale (and prospective guests are often warned that this is the case). If the guest has given a credit card number at the time of booking, and does not cancel the booking within the allowed period before the scheduled arrival date, the hotel is entitled to process the credit card payment, up to an agreed amount.
4. Special agreements: a company client or airline, for example, may pay for rooms to be 'held' for its use, regardless of whether or not the rooms are actually taken up.

Thus the deposit information should be communicated.

3.2.1 Amendments to the booking

Guest will want to change rooms (on variety of reasons) – either immediately on inspection (e.g.. he doesn't like the room allocated) or at some time during the stay (because the room proves to be too noisy, say, or a better room becomes available). There are a few key principles here.

- Guests' wishes should always be accommodated as far as possible, in order to ensure that they have a satisfying experience of the hotel (which they will wish to repeat and recommend to others).
- However, room changes can be disruptive, especially if other rooms have already been allocated.
- Front office staff may need courteously and regretfully to inform the guest that no other room is available, and offer alternative solutions to solve the guest's problem where possible. All relevant records and charts will need to be amended to reflect the room change, so that other departments are properly informed, and no confusion about room status or guest billing. This is comparatively easy in a computerized system, which automatically amends and synchronizes all records:

Reservations can change for many reasons such as:

- Changing length of stay or dates
- Altering a flight or travel details
- Changing times and customer numbers
- Updating customer contact

Page 48 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

- Altering billing details or making a payment
- Changing or adding special requests. etc.

Process to follow to change reservations

- 1) Locate original reservation
- 2) Verify original information
- 3) Identify required changes
- 4) Check availability and/or make cancellation
- 5) Confirm changes or offer alternatives
- 6) Quote change of rate or customer details
- 7) Follow-up on previous special requests that were made earlier
- 8) Thank caller (if possible).

3.2.2 Reservation Cancellation

- When a reservation is cancelled the whole reservation procedure will have to be 'reversed': the diary entry will be deleted; various chart entries erased; and the notice of cancellation appended to the guest reservation record (in case the guest actually turns up!). Cancellations will also be entered in the guest history card (if any). If a pattern of persistent cancellations occurs by an individual or company, the hotel may wish to pursue compensation or black-list the guest. Over time, cancellation statistics will also be kept, to support the calculations for planned overbooking.
- In a computerized system, the 'reversal' of the reservation procedure will be automatic by marking the reservation as cancelled: all related records and charts will be amended. The reservation can also be retained in the system, marked as cancelled, in case of query.
- Most hotels set a cancellation period (e.g.. 36 hours of the reserved arrival date) before which reservations must be cancelled: beyond this point, the prospective guest will incur a specified short notice cancellation penalty (which may be deducted from any deposit paid). Some reasons for cancellation are genuinely unavoidable, however, and hotels will often use their discretion to waive penalties - especially for repeat or potentially profitable guests, and *especially if (as in the case of city centre hotels) there is a reasonable chance of re-letting the*

room, even so, the stated penalty may act as a disincentive to 'frivolous' bookings and no-shows.

- If a tour group cancels at very short notice, however, the hotel may suffer substantial losses and this eventuality is normally covered by the terms of the contract between the hotel and tour operators, in which the tour company 'indemnifies' the hotel against any such losses, i.e. guarantees to make them good.
- The hotel will in any case strive to re-let cancelled accommodation, and can only claim against guests (if it chooses to do so) for losses actually incurred. If a guest cancels a five-day booking at short notice and the hotel manages to re-let the accommodation for three of those days, it can only claim compensation for two days. (It is not allowed to let the same room twice, which is what it would effectively be doing if it got paid by the new guest and by the guest who cancelled.

Process to follow to cancel a reservation

- 1) Locate original reservation
- 2) Verify original information
- 3) Apply selling skills to avoid cancellation if possible
- 4) Discuss the cancellation charges (if applicable)
- 5) Process a refund (if applicable)
- 5) Cancel the reservation
- 6) Quote the cancellation number
- 7) Thank caller (if possible)
- 8) Follow up waitlist and try to sell room to someone who is on this list.

Self-check- 3	Written Questions
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Part I. Choose the best answer

1. One is true about reservation
 - a. It is simply mean that booking rooms in advance
 - b. Reservation is an activity done on the arrival stage of guest cycle.
 - c. We cannot make a reservation in person
 - d. All
2. One is correct about continental plan
 - a. It is B and B
 - b. It is half board
 - c. It is full board
 - d. None
3. Which one of the following sentence explains the American Plan
 - a. Half board
 - b. Full board
 - c. B and B
 - d. All
 - e. None
4. One of the following term shows un desirable room
 - a. Siberian room
 - b. Cabana
 - c. Deluxe
 - d. Suite
5. No need to advice customers on booking request
 - a. True
 - b. False

c. Unknown

Part II. *Matching*

A

- 1) Black listed guest
- 2) Release Time
- 3) Prepayment
- 4) Source of reservation
- 5) Credit card
- 6) Non-Guaranteed reservation
- 7) Voucher
- 8) Inquires may come in
- 9) Denying the booking happens when
- 10) Intermediary

B

- a) Hotel booking agents
- b) A hotel is fully booked
- c) In person, by telephone.....
- d) Miscellaneous charge orders
- e) 6 Pm
- f) A guest who have illegal behaviour
- g) Cancellation time
- h) Full payment for the room in advance
- i) Air Lines, FIT, Travel Agent...
- j) Card number of The guest is recorded

Part .III. Answer the following questions correctly.

1. Why cancellation confirmation letter is given to guests?
2. What are the aspects updated in the manual system?
3. How are group reservations handled? What makes group reservation special from individual bookings?
4. In what condition the financial status is updated in reservation records?
5. State some terms and conditions with regard to cancellation policy of a hotel.

Operation sheet- 3:1	Update reservations contents
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Operation title=> Update reservations contents

Purpose:- To update reservations contents for a tourism or hospitality product.

Instruction: Using the given equipment and steps demonstrating update reservations contents.

. You have given: 30 Minutes for the task.

Conditions or situations for the operations:

- Safe working area
- Properly operated tools and equipment
- Appropriate working cloths fit with the body

Equipment, Tools, and Materials:

- Phone, mail
- internet ,computer or a manual

Procedure=>

- 1) Locate original reservation
- 2) Verify original information
- 3) Identify required changes
- 4) Check availability and/or make cancellation
- 5) Confirm changes or offer alternatives
- 6) Quote change of rate or customer details
- 7) Follow-up on previous special requests that were made earlier
- 8) Thank caller (if possible)
- 9) Show to your instructor and discuss about the work.

Precautions: - Exercise extreme precaution when receive reservation request

- Use the reference as an important material all the time.
- Follow the schedule for operating the receive reservation request.
- Do not forget always using detail formulas and format during reservation process.

Quality criteria=>

- Follow up the training program during lecture, discussion and demonstration in class
- Read care full the information sheet, books and hand outs

Page 53 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

- Ask questions and participate during discussion
- Discuss about the duty with your trainer or your class

LAP Test 1	Update reservations contents
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks accordingly.

Task1. . Show the perfect activities how to update reservations contents others on reservation details.

Unit Four: Advising Others on Reservation Details

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Advising Customer requirements and reservation details to others.
- Compiling and providing reservation statistics

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Advise Customer requirements and reservation details to others.
- Compile and providing reservation statistics

4.1. Advising Customer requirements and reservation details to others.

- In most establishments, the compiling of reservation statistics and the production of reports and records occurs during the night shift – between 11:00pm and 7:30am – because this is traditionally the quietest period.
- Some establishments print many reports which are distributed to numerous departments, and some properties produce a lot less for more limited distribution.
- The reports, records and statistics give managers an overview of trade, enable them to track progress, analyses their performance, plan for future events and needs, and identify trends.
- Reception staff must communicate general and specific customer requirements and reservation details to personnel and departments. Reception staff must check guest details on the daily arrivals list (also known as the arrivals List). Reasons for this process reviewing expected daily guest movement is done in order to:
 - Review and ensure guest bookings are correct
 - Ensure the right room is allocated to the guest
 - Facilitate the coordination of work with other departments
 - Make sure VIP guests are taken care of properly
 - Confirm airport transfer and pick up arrangements
 - Inform Housekeeping staff to make up rooms if there are any early departures
 - Advise housekeeping or minibar staff to check the minibar in certain rooms.

a. Arrivals list with their special request

An arrivals list is prepared one day in advance, showing a list of all arrivals expected on the following day: as part of pre-arrival procedures. In addition to the copy retained by reception, to check off check-ins, the arrivals list will be circulated to:

Normally one day in advance, an alphabetical arrival list is prepared showing all guests due to arrive, their length of stay and any special requirements they may have. This list will be useful to both the porter and the telephone operator. The porter or enquiry desk will check whether there are any messages or letters for guests arriving, and the telephone operator may answer enquires from people about the arrival of particular guests. Tour members or conference delegates' are normally listed separately under the name of the booking agent.

Page 56 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

b. Groups list (or function list)

Because groups and functions require more preparation, a separate list of expected groups, tours or functions will be prepared weekly, to cover the following week or ten-day period. (This is sometimes also called a 'ten-day forecast': remember, it refers only to *anticipated arrivals, on the basis of bookings* -not actual occupancy).

This list aids management in planning staffing levels and allocations (e.g.. if special staff have to be brought in for a large conference), and helps all staff to be aware of projected levels of occupancy and special requirements to be planned for the week head.

This is similar to an arrivals report but only contains details specific to the group, which is helpful for reception. When managing groups:

- Check all rooms have been allocated correctly for the group
- Check the rooms will all be ready by the arrival time of the group - you might have to contact housekeeping
- Prepare the room keys in key envelopes for the group or tour leader
- Make sure any meal vouchers are available with details of where the restaurants are located and operational times
- Accumulate any mail that has arrived for any of the group guests
- Prepare the registration cards or group registration forms for the group's arrival
- Prepare the front office area for the group arrival. Inform porter of group arrival time to collect their bags from the bus. Set aside an area in the foyer to meet the group and group leader
- Have welcome packs ready for all the guests.

4.2 Compiling and providing reservation statistics

- Reception staff will need to compile and distribute an arrivals list to relevant personnel and departments. This is an important first step in the preparation activities because other departments will use this information to plan their day, allocate their staff and priorities their duties for the day.
- The Arrivals List provides information and will be distributed to departments such as uniformed staff (porters and concierge), housekeeping, security, laundry, food and beverage and kitchen to assist these departments in their planning for operational duties.
- Whether the Arrivals List is manually or computer generated, the information found on it must always be treated in the strictest of confidence and should never be left unattended for public viewing.

Page 57 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
---------------	--	---------------------------------	-------------------------

- Information found on an Arrivals List may vary from establishment to establishment, but can be expected to include for each booking:
- Arrival date – alphabetically listing of all guests arriving on that day
- Departure date. This can be used by Housekeeping to determine the level of service given to the room. For example, the linen on the bed may not be fully changed if the guest is known to be staying only two nights
- Estimated time of arrival (ETA). This helps Housekeeping schedule the order or sequence in which rooms are serviced. Their aim will be to get rooms ready for guests by the time the guest is expected
- Estimated time of departure (ETD) to help in scheduling the order of rooms to be serviced
- Guest's name. This is a base reference point. This also helps staff use the guest's name when speaking with them and providing information and can be useful when a guest is required to sign a docket for the receipt of, for example, room service or other services that the guest wishes to charge to their room
- Number of guests so that appropriate in-room requirements (shampoo, towels, extra pillows etc.) can be provided
- Room type – indicating if the room is a single, double, twin or suite
- Room rate. This indicates the value of the guest. If service to a room has to be prioritized, it is commonly the higher rack rate rooms that get serviced first. This indicates the rate category of room the guest has requested
- Booking guaranteed or not. A guaranteed booking is a 'sale' regardless of whether the guest arrives or not (that is, the venue will still get its money even if the guest never arrives), so this means the room must be ready even though there has been no confirmation. Confirmation is not necessary for a guaranteed room – the room remains available for the guest who has guaranteed it until check-out time on the identified departure date
- Special requests. This identifies the special requests that the guest has asked for and the internal organization and structure of the business will determine which department has responsibility for meeting various special needs. The Housekeeping department takes care of most special requests but there can be a need for food and beverage to be involved, or maintenance, or security dependent on the nature of the request
- VIPs are also listed on the arrivals list. Very Important Persons (VIPs) will require special treatment. Most VIPs will get a complimentary gift from one of the managers (usually the General Manager - if they are very important) put into their room. Room service or housekeeping need to be made aware of this guest and what room they are in. Security usually become involved with VIP guests as well
- Some VIPs (royalty for instance) will be met on arrival by the general manager

and escorted to their room. Less prominent VIPs (e.g. actors) may be escorted to their rooms by the Front Office Manager or Duty Manager

- The level of the VIP will determine the level of VIP treatment they receive
- Complimentary guests will also be listed on the Arrivals report as they will require a room even though they are not paying for it. Complimentary guests could be winners of prizes that the property has offered or guests who have come back because there was a problem with their previous stay. Complimentary guests will receive special requests from either room service or housekeeping.
- All departments need to be informed about general reservations information. However, specific departments require particular information that might relate directly to them. This information is conveyed to each department manager or supervisor and relayed to staff responsible to meet the request. One report might be going to many departments but each area takes different information from the same report.

Department	Requests
Front Office	<p>The front office area needs to be kept updated with reservations as this can determine the staffing level and structure of the operation.</p> <p>It is the front office area that is responsible for pre-arrival preparations for guest reservations such as allocating rooms and organizing guest registration cards.</p> <p>Front Office also sell same day reservations and process the data for the guests' arrival.</p>
Concierge	<p>The concierge is responsible for delivering luggage to the guest rooms, storing luggage, and car parking. The reservations area needs to inform the concierge of the expected arrivals for each day. Particular arrivals such as groups and tours will have an impact on the staffing of the concierge and porters area. Guests with special needs will also require particular assistance from the concierge</p>
Housekeeping	<p>The front office interacts with the housekeeping department regularly. The housekeeping department is responsible for cleaning rooms. Staff would be scheduled based on the number of rooms occupied, arrivals and departing guests.</p> <p>The executive housekeeper prepares the room/work assignment sheets after receiving all the necessary information from the front office. These sheets give details of:</p> <ul style="list-style-type: none"> • Whether there are groups in-house • The number of early arrivals, later departures and vips • Special requests (e.g. All departures must be cleaned first

Department	Requests
	<p>because a tour group is checking in at 13:00hrs)</p> <ul style="list-style-type: none"> • Guests due to arrive (arrivals) • Special requests (cots, rollaway beds, flowers etc.) • Guests due to check out (departures) • Occupied rooms that are not due to check out (stay-overs) • Rooms that are being withheld from sale; these are rooms that are not suitable for sale because they are extremely dirty or require maintenance activity.
Maintenance/Engineering	<p>The engineering/maintenance division is responsible for maintaining the property's appearance and working order both inside and out including the maintenance of electrical/mechanical equipment. This department may also clean and maintain the swimming pool and pool deck area as well as some or all parts of the ground. Reservations must inform them of the expected occupancy to ensure all rooms are available for sale. Rooms that are out of order need to be repaired and put back for sale.</p> <p>It is therefore important that good communication between the reservations, front office and the engineering departments exists at all times as it is important that guests staying in the property find the rooms in perfect working condition.</p> <p>Urgent repairs are normally reported to maintenance by telephone and, if a good relationship exists between the two departments, the urgent repair will be dealt with promptly.</p>
Sales and Marketing	<p>The Sales and Marketing division rely on the reservations, front office and other hotel divisions to assess and relay back guest needs, occupancy rates, and changes in guest type. It can provide general statistics relating to the guests and the guests stay, as the primary goal of the division is to promote and sell the hotel.</p>
Accounting	<p>The accounting department monitors the financial activities of the property including creditor and debtor control, processing and making payments, handling floats, processing payroll and monitoring the financial viability of the property.</p>
Food & Beverage	<p>Reservations would advise all the food and beverage outlets of the expected number of arrivals, particularly in the case of guests with meal plan arrangements such as groups and tours or conference guests. Staff would be scheduled according to the occupancy levels.</p> <p>Room service (which belongs to food and beverage department) is responsible for delivering pre-arrivals special requests to the</p>

Department	Requests
	guest rooms such as champagne, fruit baskets, flowers, chocolates etc.
Security	Reservations need to inform security of the daily arrivals and any special VIP or high profile guests due to arrive at the hotel. Security also need to know if any large groups are coming to the venue.
Management	<p>All managers within the hotel would receive a reservations report detailing the guests who are due to arrive at the hotel. Managers might like to make special arrangements for certain guests to become VIPs if they recognise any guest names and escort them to their rooms. The reservation details are also essential for maintaining staffing levels within certain departments that are affected by occupancy levels.</p> <p>Management need reports on revenue and expenses to help make financial decisions for the establishment.</p>

Self-check- 4	Written Questions
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Part 1: Multiple Choice items

1. One is correct about continental plan
 - e) It is B and B
 - f) It is half board
 - g) It is full board
 - h) None
2. Which one of the following sentence explains the American Plan
 - e) Half board
 - f) Full board
 - g) B and B
 - h) All
3. One of the following term shows un desirable room
 - e) Siberian room
 - f) Cabana
 - g) Deluxe
 - h) Suite
4. There is no need to advice customers on booking requests in one of the following details,
 - e) About the checkout procedure
 - f) Departure dates
 - g) Arrival dates
 - h) All

Part II. Match The following

- _____ 1. Room rate
- _____ 2. Log book
- _____ 3. Confirmed
- _____ 4. Walk-in
- _____ 5. No show
- _____ 6. Group rate

B

- a. A guest who check in without reservation
- b. Guaranteed reservation
- c. An information book
- d. Accommodation price over night
- e. A guest who reserve but not check in
- f. Flat rate

Part III: Give short answer

1. list the factors that determine the rate of guest room

- a. .
- b. .
- c. .
- d. .
- e. .

2. What is the difference between half day rate and day use rate?

3. List basic reservation activities

- a. .
- b. .
- c. .
- d. .
- e. .
- f. .

Operation sheet- 4:1

Operation title: Advising Customer requirements and reservation details.

Purpose: To offer information about available products, services and facilities.

Instruction: Using the given equipment and steps demonstrate about available products, services and facilities *to guest*.

You have given: 45Minutes for the task

Conditions or situations for the operations:

- Safe working area
- Properly operated tools and equipment
- Appropriate working cloths fit with the body

Equipment, Tools, and Materials:-

- Phone, mail
- Internet, computer or a manual

Procedure:

- 1) *Advise* your potential customers about the *type of rooms the guest requires*.
- 2) Verify information price relating to your *room*.
- 3) Use down/ up -selling techniques the price levels to meet the customer needs.
- 4) Suggestive selling involves selling your *room* by offering alternatives.
- 5) Encourage / *Advise* customers to purchase additional products to the main product.
- 6) Make sure you are recording the details of the guest.
- 7) Thank caller (if possible)
- 8) Show to your instructor and discuss about the work.

Precautions: Exercise extreme precaution when receive reservation request

- Use the reference as an important material all the time.
- Follow the schedule for operating the receive reservation request.
- Do not forget always using detail formulas and format during reservation process.

Quality criteria:

- Follow up the training program during lecture, discussion and demonstration in class
- Read care full the information sheet, books and hand outs
- Ask questions and participate during discussion
- Discuss about the duty with your trainer or your class

Page 65 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
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Lap test	Practical demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks accordingly

Task.1. Show the perfect activities how to advise others on reservation details.

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Unit Five	Minimize Waste of Printed Materials
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❖ Minimize waste of printed materials

Copy paper, like the kind used in photocopiers, computer printers and plain-paper fax machines, is the most common type of office waste paper.

Reducing material waste at the office is a smart approach to saving money and natural resources. This guide provides detailed checklists and resource links that any business can use to start finding ways to reduce the amount of materials they consume and the costs associated with them.

For a step-by-step guide for implementing a recycling policy and instilling a culture of “reduce, reuse, and recycle” within the office, see our B Resource Guide: How to Implement an Office Material Recycling Program.

❖ Save paper

- Keep copiers and printers in good repair and make it policy to only buy or lease copiers and printers that will do two-sided copying reliably.
- Set copiers and laser printers so two-sided printing is the default for various types of documents (Word files, email, etc.)
- Reuse paper already printed on one side by manually feeding it into copiers and printers. Use it for internal documents like drafts and short-lived items such as meeting agendas or temporary signs.
- Remind people to double-sided copy by posting reminders near the copiers, using interesting posters or entertaining slogans (“Two sides are better than one,” “make a 2 (copies) for 1 (page) offer,” “get a second impression,” etc.) and changing them often to maintain interest.
- Adopt an organizational policy that all individual documents will be two sided.
- Once-used paper can also be reused in plain paper fax machines — they only need one clean side.
- Use reusable fax cover sheets or fax transmission labels instead of a full cover sheet.
- Use reusable inter- and intra-office envelopes.
- Make use of the back side of waste paper for faxes, or as scratch paper.
- Reduce and double-side standard forms. In its effort to reduce paper, Bank of America saved significant amounts of paper by reducing and consolidating various standard forms.
- Use e-mail instead of paper for exchanging internal memos and electronic documents. As part of their paper reduction campaign
- Reuse old paper for notepads. It can be cut to custom sizes and simply bound with a staple.
- Draft documents can be reviewed, edited and shared on-screen.

Page 67 of 77	Ministry of Labor and Skills Author/Copyright	Receive and Process Reservation	Version -1 Dec, 2022
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❖ **Benefits Of Waste Minimization**

- **Economic return:** more efficient use of resource and materials, reduce cost of purchase
- **Public image:** it is important part of overall companies
- **Environmental responsibility:** to meet with environmental regulations, policies and standards. The environmental impact of waste will be reduced.

Self-check- 5	Written Questions
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Part. I. Give Short answer for the following question.

1. Write the importance's of reducing waste of printed materials.
2. Write the Check list that are used in reducing paper wastages.
3. Write the system of controlling & minimizing wastage.
4. Write the benefits of waste minimization.

Operation sheet- 5:1

Operation title: Minimize waste of printed materials& Prepare reservation area for Service

Purpose: To minimize waste & Prepare reservation area for service.

Instruction: Using the given steps to perform the task demonstrate minimizing waste of printed materials.

You have given: 25 Minutes to do the tasks and prepare on formats

Equipment: PPE items, Gloves, Eye protection, masks

Conditions or situations for the operations:

- Safe working area
- Properly operated tools and equipment
- Appropriate working cloths fit with the body.

Procedure:-

1. Check the available front desk materials or equipment and check their cleanliness
2. Check the cleanliness of the front desk area environment
3. Clean and arrange front desk materials with in the front desk area
4. Check the front desk set up and correct
5. Show to your instructor and discuss about the work
6. Clear old paper & paper already printed from the front desk.
7. Clear room keys, any documents, staplers, Calculator and scissors etc.
8. Restack (store) correctly in the required place

Precautions: - Exercise extreme precaution when:

- Use the reference as an important material all the time.
- Follow the schedule for taking reservation.
- Do not forget always using detail formulas and format during Minimize process.

Quality Criteria:

- Follow up the training program during lecture, discussion and demonstration in class
- Read care full the information sheet, books and hand outs
- Ask questions and participate during discussion
- Discuss about the duty with your trainer or your class

LAP Test 1	Minimize waste of printed materials
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks accordingly.

Task 1: Prepare Reception area for Service.

Task 2: Restack (store) front desk materials or equipment, room keys, any documents correctly.

References

Sue Baker, Pam Bradley and Jeremy Huyton (2000), Principles of Hotel Front Office Operations.

James A. Bardi Hotel front office management 3rd and 4th edition.

Fortune next 6i Hotel software Manual- Given by the instructor

Sherif Noaman (2003) Front Office operational manual / www.sherifnoaman.org

[Fortune next 6i Product manual](#)

Participants of this Module (training material) preparation

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