

Front Office Service Level-II

Based on Nov 2022 occupational standard



Module Title: Accommodation and Reception Services

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List of Acronyms

- **VIP** - -----*Very Important Persons*
- **ETA** - ----- Estimated time of arrival
- **CRS** - ----- *Computerized Reservation System*
- **Crew**-----the people who work on a ship, aircraft
- **VPO**:----- Paid Out vouchers
- **PMS**-----Property management system(sot ware)

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Introduction of the Module

This unit describes the knowledge, skills and attitude required accommodation reception services very important in role building image through creating first and last impression to guest during arrival and departure time. It helps to know preparation for guest arrival, how to provide welcome and register guests, how to assist guests during their stay and organize guest departure services and how front offices records and report are prepared.

This module is designed to meet the industry requirement under hotel and hospitality occupational standard, particularly for the unit of competency: provide Accommodation reception services.

This module covers the units:

- Preparation for guest arrival
- Welcoming and registering guests
- Assisting guests during their stay
- Organizing guest departure
- Preparing front office records and reports

Training Objective of the Module

- Prepare reception area for guest arrival
- Provide welcoming and register guests
- Able to assist guests during their stay
- Provide and organize guest departure services
- Prepare front office records and reports

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

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5. If you earned satisfactory evaluation results proceed to the next “information sheet” however if your rating is unsatisfactory see your teacher for further instruction or go back to the information sheet.

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Unit One: Preparation for guest arrival

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

- Recording Customer details against their reservation
- Checking and Making Customer profile available
- Recording Any special requests
- Confirming details of booking
- Filling Reservation that ensure easy to access
- Preparing and issuing documents and other materials for specific reservation

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:

- Recording Customer details against their reservation
- Checking and Making Customer profile available
- Recording Any special requests
- Confirming details of booking
- Filling Reservation that ensure easy to access
- Preparing and issuing documents and other materials for specific reservation

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1.1. Preparation Reception area for Service

If you prepare thoroughly at the start of your shift, things will go more smoothly for you. Keep the reception area attractive. *It's often the first thing that our guests see so it's important to keep it attractive and welcoming.* The reception area is cleaned daily. But the receptionist is often responsible for keeping the area clean and tidy during the day. When you start your shift, have a look around to see if there is anything you could do to make it more pleasant for guests.

The front desk has always held a pivotal position of importance in the lodging operation. It is one of the first points of contact with the guest, and, as such, its ambience sets the tone for the hotel. Neatness, orderliness, attractiveness, quality, and professionalism are just a few of the impressions the front desk should convey to a guest. The guest wants to feel important, safe, and in the hands of professionals. The impression conveyed by the physical layout of the desk assists the front office in creating a positive image for the operation. Providing hospitality to the guest and promoting in-house sales are of great importance to the continued financial success of the operation. To provide an environment in which these objectives can be met, a well-planned physical arrangement of the front desk is important.

The front desk should be positioned so that it accommodates the guest while enabling employees to work efficiently. Guests who wait in line for ten minutes only to be told they are in the wrong line will have a negative first impression. Likewise, a desk clerk who has to wait to use a printer or share a computer terminal will not be as efficient as possible. As you become familiar with the practice of processing guests at the front desk, you will see how easy it is to plan a layout of the physical equipment needed. The position of the front desk is usually determined by the main entrance of the building and the location of the elevator. The front desk clerk and the night auditor must be able to see anyone who enters the hotel; this helps ensure a safe environment for the guest. Positioning the front desk on the same side as the main entrance and the elevator is not recommended.

What will you do to keep the reception area attractive? You need to make sure that:

- The flowers on the desk are wilting.
- A light globe has blown.
- There is some unattended luggage by the door.

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- There are finger marks on the glass door.
- The reception counter has marks on it and there are a couple of pens lying on it.

1.2. Checking and reviewing daily arrival prior to guest arrival

Activities carried out by the hotel from time of reservation to the time the guests' checks in is called the Pre-Arrival activities. If carried out properly, such activities can contribute in creating a positive first impression on the guests' upon check in.

Some pre-arrival activities include:

- Pre-payment
- Checking expected arrival lists (FIT, VIP, Groups, Crew)
- Pre-registration
- Pre-assignment
- Preparing welcome cards
- Preparing room keys
- Preparing meal/drink vouchers
- Raising complimentary orders

1.2.1. Prepayment

Prepayment for guaranteed reservations should be received before the expected date of arrival. Prepayments can be made using a variety of payment methods such as cash, cheque, bank draft and credit cards.

In a case of a no-show, the pre-paid amount is offset against the night's room rate, tax and service charge/VAT. For credit cards, the hotel will follow-up on a no-show by forwarding a completed credit card charge voucher to the respective card company. Companies that guarantee reservations by commercial contract will also be similarly billed for no-show. Pre-payments received will be recorded in the city ledger until the guest has checked in.

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1.2.2. Checking expected arrival lists

The front office needs a list of all the guests expected on a given day to prepare for guests' arrival, with their estimated arrival times, room type (or allocated room, if any), special requirements, and so on.

The arrivals list is usually generated, using the data in the bookings diary, the day before the arrival date, so that it is as current as possible (allowing for the possibility of last-minute walk-in or 'chance' lettings).

Separate group arrivals lists and VIP/Special Attention Guest lists may be generated a week in advance, however, because such guests generally require more preparation. These various lists will be copied, as required, to the housekeeping department (so that rooms can be prepared for new arrivals), the food and beverage manager (e.g. for incoming banqueting parties), and guest relations (e.g.. if some arrivals are flagged as VIPs).

A manually-produced arrivals list is illustrated at Figure 1. ETA stands for 'estimated time of arrival'. You might like to compare this with the bookings diary. Note that the entries have been put in alphabetical order, so that as guests arrive, their details are easy to locate.

Table 1 Arrival list

Date of Arrival 28-May-09							
Name	No of adults	No of children	Room type	Room allocated	Length of stay	ETA	Special request

1.2.3. Pre-Registration

The process by which section of a registration card or their equivalents are completed for guests with reservations prior to their arrival is referred to as pre-registration.

The main reasons for carrying out this process are:

- It speeds up the check-in process as some sections of the registrations are already completed beforehand. All the Front Desk Agent needs to do is to verify the information provided with the guests'.
- It gives repeat and VIP guests a feeling of importance to know that the hotel is aware of and prepared for their arrivals. Usually, pre-registration is done for VIP, repeat guests, groups and crew. This is due to the uncertainty of some reservations and time needed to do this. Therefore, hotels do not pre-register all expected arrivals.

1.2.4. Pre-Assignment

If a specific room has not yet been allocated, the receptionist may need to **check on room status** (using various charts, discussed later) and **allocate a room**. **Room status documents show which** rooms are occupied, which are reserved, which are currently being worked on by housekeeping or maintenance, and which are available for immediate occupation. Available rooms can then be allocated, according to room availability - and guest preference.

When allocating rooms:

- Priority (i.e. allocation of the best rooms of a given grade or rate) should be given to VIPs and major clients, regulars (loyal returning guests), earlier bookings and longer stays.
- Priority should be given to the requests of guests with special needs (e.g.. for accessibility for the disabled).
- Specially requested rooms should be flagged as requested or reserved in advanced reservation and room status charts, so that they aren't let to someone else by mistake.
- A certain number of the 'better' (preferred) rooms might be 'held back', where possible, to allow for special requests on check-in.
- Computers may be used to allocate non-requested rooms randomly or in rotation, so that all rooms are used equally over time (and available for maintenance on rotation). Computerized systems may also be used to select the best available room for a given set of parameters (rate, room type, guest preferences and yield management).

1.2.5. Prepare Welcome Booklet/Key Card

Once a guest has registered and you have given them information about your property, they will need to know their room number and obtain a key access for their room. Some properties use keys while some have electronic key cards that look like credit cards and can be encoded with information for each individual guest

The key card is a document given to hotel guests for identification purpose. It also serves as a holder for the room key and drink/meal vouchers issued. A welcome booklet or letter contains basic information about the hotel.

1.2.6. Prepare Room Keys

The front office will also prepare the keys for cases whereby pre assignment has been carried out. This process simply involves identifying the respective room key for the respective guest and putting it together with the registration card. The locking system used by the hotel should be considered. This is especially important for group arrivals.

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1.2.7. Preparing Meal/Drink Vouchers

Table 2. Breakfast voucher

Centurion Hotel

Voucher Number: 1234567

Adult Breakfast

Name: Mr. Smith, J

Room Number: 102

Entitles bearer to a buffet breakfast at the **Hilltop Restaurant**, including fruit juice and coffee.

Non-refundable

Expires: 9 March 2007

Authorized by: _____

For control purpose, meal/drink vouchers for guests may be serialized.

Standard information found on a meal/drink voucher is:

- Entitlement (how much the voucher is worth or the type of meal e.g. American breakfast, buffet lunch or 4-course dinner)
- Validity date/check-in date/check-out date
- Venue/outlet
- Name/number of guests
- Room number

The Front Desk Agent usually prepares vouchers for FIT and package guests. Vouchers for groups are prepared by the Tour Coordinator, if the hotel has such a position. Vouchers are issued to guests upon arrival.

1.2.8. Raising Complimentary Orders

Besides complimentary rooms, there may be occasions when the hotels give complimentary items to guests such as flower basket, fruit basket, champagne, chocolates and etc. This is usually given to guests who are VIP's, honeymooners or long-stay guests.

A complimentary order form used to record the issue of these items. It gives details of what the item is, who is it for and why it is given. It must be approved by executives who are authorized to do so.

1.3 .Checking and determining room availability and room status

1.3.1. Allocate rooms

Room allocation in a large business may be done automatically through the Computerized Reservation System (CRS). It is usually completed on night shift by a senior Front Office staff member.

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However, sometimes you will need to allocate a room yourself e.g. if a guest asks for a change or if a guest arrives without a reservation (*a walk-in*).

Always follow the procedures at your workplace when allocating rooms. For example, your workplace may require you to:

- Not allocate premium rooms (with good views, in quiet locations) to guests paying a discounted rate
- Allocate group bookings to the same one or two floors.
- Putting the guests who are staying the longest into the best rooms at their rate
- Guests who booked first into rooms better than those guests who booked at the last moment or are chance arrivals

Rooms in the hotel that are the least satisfactory will therefore be the last to let by following this strategy. Some hotels let only sections of the hotel so that whole floors may be closed down, either for cleaning, or to save unnecessary lighting and heat during out of season.

1.3.2. Check room availability

You should check the Arrivals List against the Housekeeping Report to make sure rooms that have been allocated are available when the guests check in.

The Housekeeping Report tells you the status of each room.

Table 3 Room Status

Room status	What does this mean?
<i>Occupied Inspected (OI)</i>	The guest in the room is staying on for another night and their room has been cleaned and checked by Housekeeping.
<i>Occupied Dirty (OD)</i>	The guest in the room is staying on for another night and their room has not yet been cleaned by Housekeeping.
<i>Vacant Inspected (VI)</i>	Clean, inspected and ready to be sold.

<i>Vacant Clean (VC)</i>	The room has been cleaned but not inspected by Housekeeping. You can allocate the room but can't send the guest there until Housekeeping tells you it is ready.
<i>Vacant Dirty (VD)</i>	Vacant but not cleaned yet. You can allocate the room but can't send the guest there until Housekeeping says it is ready.
<i>Due Out (D)</i>	The guest is leaving but they have not checked out yet.
<i>Out of Order (OOO)</i>	Maintenance is being carried out.
<i>Show Room</i>	Clean room, but can't be allocated for some other reason e.g. it is being shown to a tour operator.

1.4. Follow up uncertain arrivals or reservations.

If the establishment is running at high occupancy and there are bookings that have not been guaranteed, reception staff may be required to ring guests (using the contact number supplied) and reconfirm their arrival. Reception staff may be required to follow-up on uncertain arrivals and potential no-shows. This may be a standard practice every day or it may only apply on certain occasions.

Cancelled bookings and stays which are shortened at the last minute, due to a change of plans at least give the hotel *some notice, and a chance to re-let the room. In the case of no-shows, however, unless* the hotel has a waiting list or planned overbooking in place, it may not be possible to re-let the room and the hotel will have lost revenue.

- The hotel should seek to **reduce the number** of no shows by: 'Chasing' unconfirmed bookings (by letter, e-mail or phone call), especially for group bookings.
- Re-confirming bookings by telephone on the day before due arrival (although this may only be possible for a small hotel).
- Imposing financial penalties for non-arrival, e.g. taking bookings guaranteed by credit

card; asking for a non-returnable deposit on booking; or imposing cancellation fees. In addition, it should seek to minimize the impact of no shows by ensuring – as far as possible – that it will be able to re-let rooms by:

- Planned overbooking.
- Advertising 'release times' (e.g.. 6 pm release), and notifying guests of these as part of the terms and conditions of booking, that is, stating that rooms will only be held until a specified time, unless otherwise agreed, after which the hotel will be free to re-let the room.
- Waiting lists in periods of peak demand, so that once released, rooms can be *offered to stand-by* customers who in the meantime haven't made other arrangements.
- Notifying last-minute vacancies to appropriate agencies and organizations who may get a lot of last minute accommodation enquiries, including hotel booking agencies and local tourist information bureaux.

The hotel may choose to take subsequent action against no shows to gain compensation. It may not be worth the hassle of legal action for relatively small amounts, but the hotel may write a formal letter requesting compensation - if only to discourage repetition.

1.5 Compiling and distributing accurate arrivals list

The Arrivals List provides details about who is arriving. It includes these details:

- guest name
- company name, tour operator or travel agent name (if travelling for a company or part of a tour group)
- number of guests
- arrival date and departure date
- estimated time of arrival (ETA)
- room type and rate
- Special requests.

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:

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- The concierge, porter or enquiry desk: in case of messages, mail or visitors for guests who are due to arrive
- The switchboard: in case of telephone calls for, or enquiries about the arrival of, a guest
- Housekeeping: to confirm that rooms will be made up for a new occupant, and any special requests and requirements
- Guest services: to confirm any special requests and requirements (e.g.. flowers In the room for arrival)
- Guest relations: to warn of the arrival of any VIP guests, for whom special arrangements must be made.

1.6 Informing special requests and situations to colleagues

Special requests Guests might make special requests when they make a reservation, when they check in or during their stay. You must either meet the request yourself or pass the request on to the appropriate department. This may be called a trace. It include the request of VIP and CIPs.

Who are 'important guests'?

Very Important Persons (VIPs): e.g. celebrities; guests booked Into the very expensive rooms or suites of the hotel; guests with special security risks (e.g. politicians or diplomats); and perhaps visiting senior managers from the hotel's head office

Commercially Important Persons (CIPs): e.g. the executives and guests of major company accountholders (who may be in a position to Influence the continuance of the account); business travelers (who may be in a position to recommend the hotel to their companies, offering a significant amount of business in future); travel agents and tour company staff (who may be in a position to recommend the hotel to travelers, or not); and perhaps journalists or media representatives (who may give positive or negative media coverage to the hotel).

VIPs may have special requirements for **security and privacy, and may even be travelling *incognito***, that is, not wanting their identity to be known. Front office staff will need to be flexible and alert to these needs, and support the guest's security and privacy in various ways.

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The guest may have **rooms assigned in advance of arrival, in some cases, with special room** allocation criteria (e.g.. the best rooms, or a number of adjoining rooms for the guest's entourage, or closing off a block of rooms or a whole floor to maintain security).

The guest may be **escorted straight** to the room on arrival, and invited to register in the room, to avoid exposure and delays at reception.

Front office staff will need to be Vigilant in avoiding the **disclosure of information about the** guest to unauthorized enquirers (especially members of the press), and may also support the guest's privacy by discouraging members of the public (e.g.. protestors, fans or autograph hunters) from pestering the guest in public areas.

Special attention guests (SPATTS)

Special attention guests are guests who may require extra care or assistance for some reason. They may include disabled or partially-disabled guests, the elderly or infirm, or guests suffering from some illness which has been notified to the hotel. They may also, depending on the level of service aspired to by the hotel, include long-stay and regular/loyal guests, and guests who have (on a previous or the current visit) suffered some inconvenience or service failure, for which the hotel wishes to 'make up'.

The needs of such guests will be catered to in various ways. Rooms may need to be pre-allocated to take account of special needs: wheelchair access, proximity to lifts or ground floor rooms to avoid stairs, proximity to bathrooms (if not *en suite*) and so on. Assistance may be required with check-in and registration procedures for sight-impaired guests, and special arrangements may be required for delivering telephone messages to hearing-impaired guests. Front office staff will need to be flexible, understanding and discreet in these matters: medical information is highly personal and confidential.

Long-stay and regular guests, and guests to whom the hotel wishes to offer recompense for problems, may also be offered priority room allocation or upgrade (subject to availability); greeting and escort by the guest relations or front office manager on arrival; and complimentary extras.

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

_____1. One of the following is true concerning the front office department in a hotel except.

- A. Front office is the communication center of the hotel C. Hub of the hotel
- B. It can be seen as the nerve center of the hotel. D. None

_____2. It is the function done in the front office.

- A. Maintain guest accounts
- B. Coordinate guest services.
- C. Providing information about surrounding.
- D. Providing information about the hotel E. All

_____3. _____is responsible for booking of rooms in advance.

- A. Reservation section. C. Cashiering Section
- B. Bell Desk D. None

_____4. _____is the first person a guest sees on entering the property and the last person the guest sees on leaving.

- A. Front desk agent C. Front office manager E. A & D
- B. Reservation clerk D. Receptionist F. All

_____5. Suppose you made a reservation at Sheraton Hotel to a group arriving the coming week from Spain and then you wired money through the hotel's bank account to guarantee the reservation, then one of the following is incorrect regarding the above mentioned scenarios.

- A. The hotel must keep the room for the group.
- B. This reservation may protect the hotel from no-show.
- C. The group may necessarily cancel the reservation following the Hotel's prearranged cancellation procedures.
- D. The group can have the money back at any time.
- E. Non

_____6. Keeping the reception area clean and tidy Neatness, orderliness, attractiveness, quality, and professionalism is activities of _____

- A. Welcome and register guests B. Prepare reception area for services
C. Organize guest departure D. All

_____7. One of Following is not basic responsibilities a front office Department

- A. creating guest database B. handling guest accounts C. Coordinating guest food and beverage service D. Ensuring guest satisfaction

_____8. Which one of the following is odd

- A. Pre-registration
B. Pre-assignment
C. Preparing welcome cards
D. Issuing of room keys

_____9. One of the following is not true reason for pre-registration.

- A. It speeds up the check-in process
B. It gives repeat and VIP guests a feeling of importance
C. To satisfy legal requirement D. A&B

Part II Give Short Answer.

1. How to prepare Reception Area for services? (2 pts)
2. Write the pre-arrival activities and define each one by one? (2pts)
3. What is the basis of Room allocation to guest? (1pts)
4. What is VIP and CIP mean? (1pts)

Direction III Fill the blank

1. _____ is activities carried out by the hotel from times of Reservation to times guest check in.
2. _____ is guests who may require extra care or assistance for some reason.

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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 prepare reception area for service.

Unit Two: Welcoming and registering guests

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

- Welcoming guests warmly and courteously.
- Confirming details of reservation with guests.
- Following enterprise procedures for guests registering with or without reservations.
- Following correct accounting procedures.
- Explaining relevant facility arrangements to guests.
- Following hotel procedures where rooms not immediately available or overbooking.
- Reporting deviations of actual arrivals against expected arrivals.

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:

- Welcomed Guests warmly and courteously.
- Details of reservation with guests are confirmed.
- Enterprise procedures are followed for guests registering with or without reservations, and complete registration within acceptable timeframes and according to hotel security requirements.
- Correct accounting procedures are followed according to enterprise practices.
- Relevant details are explained clearly to guests, such as room key or electronic card, guest mail, messages and safe deposit facility arrangements.
- Hotel procedures are followed where rooms are not immediately available or overbooking has occurred in order to minimize guest inconvenience.
- Deviations of actual arrivals against expected arrivals are reported according to hotel procedures.

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2.1. Welcoming guests warmly and courteously

First impressions are incredibly important. The look, the appearance and manner of the reception and the front house staff: everything will either match, exceed or disappoint guests' expectations - which in turn may influence how they feel about their whole stay at the hotel, how they describe their experience to others - and whether or not they come back!. It doesn't matter how good your check-in systems and procedures are, or how impressive the public spaces of the hotel: if reception staff don't welcome every guest promptly, courteously and in a friendly manner (as appropriate to the formal or informal style of the hotel), all the effort put into efficiency will be wasted.

Registration Process

The registration process has the following basic concepts.

1. Collection It is the gathering of information about the guest such as date and time of arrival, guest personal information (name, address, nationality, occupation etc), purpose of visit, date of departure.

2. Product Matching

Assigning the right room to the guest as desired based on availability.

3. Revenue Management

The billing instructions i.e. mode of payment through cash, credit card, travelers cheque etc.

4. Rooms Management

The duration of stay of the guest. The availability of the room for resale for the next guest.

5. Completion After the guest has registered a rate for room is decided and a room assigned after establishing his creditability. Then the guest along with his luggage sent to his room. After that the receptionist would complete the paper and other work related to the new arrival.

2.2. Confirming details of reservation with guests.

The registration process begins when a guest requests to check into the hotel. The guest may arrive alone or with a group. The front desk clerk begins the check-in process with a display of hospitality toward the guest; important elements include eye contact, a warm smile, an inquiry regarding

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travel experience, an offer to assist the guest in a dilemma, and the like. As mentioned earlier, the importance of a warm welcome to a guest's positive impression of the hotel and its staff cannot be overemphasized. Most travelers expect common courtesy along with a high-quality product and a well-developed delivery system.

After the front desk clerk welcomes the guest, he or she asks if a reservation was placed. If the guest responds affirmatively, the reservation is retrieved (called up on the computer). If the guest is a walk-in, the front desk clerk must check the availability of accommodations. If accommodations are available, the next step is to complete the registration card.

2.3. Guests registering with or without reservations

Registration is the process of collection and recording of personal and financial information of the guests for providing the required service to the guests.

On the guests' arrival at the front desk, the receptionist will look up the arrivals list and/or other booking records and check the guest's booking details - first of all, to make sure that there is in fact a booking, and a room available (and that the guest has turned up at the right hotel on the right day!) Guest records will have to be set up from scratch for 'chance' or **walk-in guests, for whom no advance** reservation records exist. After greeting a guest in a welcoming and courteous manner, confirming or entering the guests booking and dealing with any urgent questions the guest may have (such as whether cars can be left standing outside, or whether there is help available with luggage), the receptionist should ask the guest to 'register'.

Table 4. Registration Procedure

Registration procedure	Activity
Identification of guest status.	Check if the guest is with/without reservations, non-groups such as fit, VIP crews or packages & groups, walkins, claimed reservations
Formulation of registration record	Registration cards, registers

Room and rate Assignment	Assign a room and a rate and ensure guest is informed about the rate
Establish of credit	Check method of payment, pre authorization of credit cards, check vouchers
Completion of check-in Procedures	Issue keys, welcome booklets, meal and drink vouchers
Rooming the guests	Escort the guest to the room
Modification of the registration card	Note change of room & rates, billing, check-out dates

Why do guests need to register?

Registration is helpful for both guest and hotel, in various ways.

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

2.3.1 Accommodate walk-ins (Guest without Reservation)

A 'chance guest' refers to a guest who stays at the hotel without prior booking. 'Transient' hotels will receive the bulk of their guests as chance arrivals.

Special procedures are engaged to handle bookings from these guests as the receptionist does not have much information about them and their credit-worthiness. It is unlikely that chance arrivals with a number of luggages will leave the hotel without paying as their departure would be noticed

by one of the staff. But an increasing trend is the carrying of small amounts of luggage. This means that it will be easier for the guest to leave without being noticed. Therefore, the receptionist should check if the guest have luggage upon registering them during check in. If they do, then the registration is processed in the normal way and the registration card is marked ‘Chance’.

The receptionist has to ensure that the guest will not leave without settling their account should there is little or no luggage. This can be done by either taking cash deposit from the guest or by taking an imprint of any credit card that the guest may have. This should not be done in a manner that will suggest to the guest that the hotel feels that they are dishonest and will in turn make the guest feel insulted. Chance guests are often asked to pay cash for all purchases while they are in the hotel. Alternatively, a special check may be kept on the size of their account, so that if the account exceeds a set of figure (say 100) the guest is contacted and asked to pay up to that date. By doing this, potential losses from chance guests are minimized. Computerized hotel will find it easier. Upon check-in, the receptionist will be offered the option of authorizing charges to that room. For a chance guest without a credit card, the receptionist may choose to obtain a cash deposit and bar the telephones, mini bar, pay movies, and bar and restaurant charge facilities so that the guest has to pay cash in all these departments. In other words, such a guest will not be allowed credit.

2.3.2 .Check in groups

The arrival of any group of people together will always place a strain upon the staff of the reception desk. As the reception is aware of the time of arrival of the group and details of the rooms required, the maximum amount of advance preparation can be undertaken. All departments are notified of the size and arrival details of the tour through the ten-day forecast. When the tour actually arrives, the receptionist will begin by checking the rooming list with the courier to ensure that there have been no late cancellations or amendments in the room types.

The bell staff will assemble the entire luggage in one area and will then set up the luggage for delivery to their rooms by using the rooming list provided, which shows the guests’ names and room numbers. Groups must be informed ahead of time by the hotel sales department that all pieces

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of luggage must have the guest names on it. With a group arrival, the hotel may want to set-up a special room where the guests can go for refreshments and receive their room keys. This will actually give the bell staff time to place the guests' luggage in their rooms and prevent the reception area from becoming over-crowded. There are three different methods of handling tour registration:

- **Pre-registration**

Obtain all the details of the group from the operator in advance and to dispense completely with individual registration cards. This method is quick and cuts down on paperwork, but there are a number of disadvantages. There is a lack of confirmation that the information provided by the operator is correct. And because of the lack of signatures of the individual members, verification of charges signed to guest rooms may cause problems.

- **Registration in transit**

Provide the tour leader with registration cards for each guest to be completed on the way to the hotel. When the guests arrive, the cards are handed to the receptionist in exchange for the room key/cards which have already been prepared in advance.

- **Registration upon arrival**

Register guests in the normal way as they arrive at the hotel. This often causes congestion around the reception desk and may cause dismay to the other hotel guests. This problem can be alleviated by the setting up of a special desk/table just for tour members. Problems like allocation of rooms may arise should the group be large. Not all the rooms will be ready for midday arrival, thus, the reception department will have to keep some guests waiting to gain access to their rooms. The allocation of rooms can be organized to place all the tour members as near together as possible. This will simplify luggage distribution. Reception should finally check that a key is available for every room before it is allocated to the guest

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2.4. Following correct accounting procedures

The following importance's detail should be address in following correct accounting procedures

- 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 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 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.

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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.

2.5. Explaining relevant facility arrangements to guests

Once registration details are complete and a room allocated, the receptionist can issue a key and/or key card to the guest, explaining its use if necessary. Additional services, such as wake-up calls or newspaper delivery (discussed later) will be offered. And also check whether there are any messages or any mails for the guest which may have been sent to await their arrival. Special requests by guests may need to be logged and passed on to relevant departments (e.g. if special meals or medical requirements need to be notified). Late check-out requests may need to be approved, e.g. by checking that the room is not due for immediate re-occupancy. An additional charge may or may not be made for this facility, and will need to be notified to the guest at the time of request.

The facilities and lay-out of the hotel, and other information to make settling in easier for the guest, may be explained (e.g. the location of the bar and restaurant, the services offered by the concierge, access to the pool or spa). Alternatively, guests' attention can be drawn to the comprehensive hotel information provided in 'Welcome folders' and Guest Directories in the rooms. Guests can then be directed to their rooms (which floor they are on, where the lifts are and so on) and to be escorted by a member of the uniformed staff (to help with guest luggage).

2.6. Following hotel procedures where rooms not immediately available or overbooking

The hotel may have deliberately overbooked some room types, in order to minimize its losses from no-shows, cancellations and shortened stays. So what happens if a guest turns up to check-in, and there are no rooms available? This is a tricky situation, because the guest has a genuine complaint against the hotel, and will probably be very displeased.

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The reservation clerk should have pre-planned for this situation. First, it needs to be **confirmed** as accurately as soon as possible, how many rooms/guests have been double-booked. The arrivals list should be **double checked: might there have been a cancellation or room change** that hasn't been recorded, so that there is a room available for the guest? Might rooms be 'freed up' in some other way (e.g.. by offering incentives to group travelers to share a room, or using rooms reserved for staff)?

The second step will be to **priorities bookings, so that the least possible damage will be done to the hotel** by re-Locating guests. The principle of 'yield management' (maximizing occupancy and revenue) as well as guest convenience and hotel marketing - suggests that you should relocate guests on the basis of:

- **Shortest reservation** (e.g. one-night) first, since these guests will not be as badly affected as guests who had reserved longer stays - and the hotel will not lose the longer-stay revenue to another hotel!
- **First-time** (i.e. non-repeat, non-regular) guests first, since these guests may not have a fixed preference, and the hotel will not be risking displeasing a loyal guest in whom it already has an investment.
- **Overseas guests** before domestic guests, where these are less likely to represent potential repeat business (i.e. not guests from the overseas office of a major business client!). Every effort should be made to **minimize** (a) the inconvenience and loss to the guest and (b) the damage to the hotel's reputation, as a result of relocation.
- The handling of the booking-out may be **referred** to the senior receptionist or duty manager, so that disgruntled guests feel that the matter is being taken seriously (and so that a tricky situation can be handled by the most qualified person).
- Guests should be relocated in **a similar grade** of hotel, similar grade and type of room and at a similar rate, ideally, within another hotel in the same group. If better terms or a better grade of accommodation can be found, for the same terms, this may help to 'soften the blow' for the relocated guest.
- The hotel should offer to **pay the expenses** associated with the relocation: the cost of telephone calls, transport to the other hotel, excess room charges (if the accommodation found is at a higher rate) and so on. It may also offer assistance with transport, e.g. if there is a shuttle bus service.
- The hotel may also offer **compensation** to guests for being booked-out: e.g. vouchers for a subsequent stay, payment for the first night's stay in the other hotel and so on. Dix

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& Baird (Front Office Operations) argue that even after meeting all the costs of booking-out, 'it is still in the interests of the hotel to overbook by a sensible margin, to achieve the objective of a "full house". Meanwhile, the arrivals list and other records will have to be amended to show that the guest has been booked-out. (The switchboard's guest index, for example, will have to show where the guest has been booked out to, so that callers and messages can be directed to the correct hotel).

2.7. Reporting deviations of actual arrivals against expected arrivals

Management need to review the occupancy figures on a daily basis. The best way to present the occupancy information is on a standard occupancy report (Fig 5). This report is usually prepared by either the late shift staff at reception or in larger hotels, there will be a night audit staff to do this.

The occupancy report indicates the following:

- Room types are shown individually to show how rooms are let and which are the most popular.
- Discounts and complimentary rooms are listed separately to enable management to have better control and to ensure all discounted rates and complimentary stay have been authorized. Where possible, occupancy information is presented as a percentage.
- Cancellation and 'no shows' are expressed as a percentage of reservations. This assists planning for overbooking levels.
- Out of order (O/O/O) rooms of each type are shown in the report.

Table 5. Occupancy report

Centurion Hotel			Day	
			Date	
Room type	Total rooms	OOO	Let	Vacant
Single				
Double				
Twin				
Suite				
Total				

Complimentary and Discounted				
Room number	Rate	Name	Affiliation	

Sleeper Occupancy

Sleeper occupancy is sometimes referred to as guest occupancy. By knowing how many guests will be staying in the hotel, staffing levels can be planned and food and beverage sales can be estimated. The sleeper occupancy percentage is expressed as the number of sleepers compared to the maximum number of sleepers the hotel can accommodate. In the hotel, that has all rooms (180 rooms) are double thus the number of potential sleepers is: 180 rooms x 2 sleepers per room = 360 sleepers

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

_____1. One of the following is the etiquette of the front office staff.

- A. Careful use of lipsticks C. a shaved beard for men
- B. Neatly arranged hair D. all are true E. none

_____2. One of the statements listed below shows the right duty and responsibility of a front office manager necessarily.

- A. Planning the activities of front office department
- B. Answering a telephone calls
- C. Approval of schedules
- D. Settling the guests bill while they check out
- E. A and C
- F. A and D

_____3._____is also the responsibility of front office cashiers except.

- A. Post charges to guest accounts.
- B. Handle Paid-outs (VPO).
- C. Transfer guest balances to other accounts as required.
- D. arrangement of guest services

E. None.4. Is an activity done in the guest cycle of arrival and pre arrival stage respectively?

- A. Registration and reservation C. issuing key and escorting
- B. Reservation and registration D. All

_____5. We say “Guest is always right” but this doesn’t work in one of the following situation.

- A. Whenever he/she is skipper C. whenever he/she is peaceful
- B. Whenever he/she is friendly to the staff D. none

_____ 6. In general, a proper checkout occurs when the guest:

- A. Vacates the room C. Returns room keys
- B. Receives an accurate settlement of the guest account D. Leaves the hotel E. all

_____7._____is importance to knowing how many guests will be staying in the hotel?

- A. sleeper occupancy C. over booking
- B. guest occupancy D. A&B

_____8. Types of group registration, registration cards for each guest provide the tour leader to be completed on the way to the hotel

- A. registration on transit B. registration up on arrival C. Pre-registration

_____9. Which one of the following is correctly matched?

- A. Identification of guest status→ guest is with/without reservations
- B. Formulation of registration card→ Assign a room and a rate
- C. Rooming the guests→ Issue keys, welcome booklets
- D. B&C

_____ 10. _____ is the gathering of information about the guest such as date and time of arrival, guest personal information (name, address, nationality, occupation etc), purpose of visit, date of departure.

A. Product Matching B. collection C. Revenue management D. Room management

Part II. Give short Answer for the following question.

1. What is the basic concept in Registration Process?
2. Write the registration procedure and its activity's?
3. What is the importance of Registration both to guest and hotel?
4. How to follow the correct accosting procedures in hotel?

Operation sheet- 2:1

Operation title:- Welcoming and Registering guest

Purpose: To provide warm welcoming and registering guest effectively.

Instruction: Using the given equipment and steps demonstrate warm welcoming and registration for a guest.

You have given : 30 Minutes to do the tasks and prepare on formats

Conditions for the operations:

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

Equipment Tools and Materials

- Registration desk
- Scanner
- POS machine
- Computer with registration software
- Registration form
- Stationary materials

Steps in doing the task

1. Upon the guest's arrival, greet the guest.
2. Ask the guest for his/her name politely.
3. Search the reservation record in the PMS.
4. Generate and print a registration card.

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5. Handover a GRC to the guest for verifying printed details.
6. Request the guest to show the ID card from an authorized institute.
7. Request to show passport and visa in case of foreigner guest.
8. Request the guest to fill in the following details on the GRC:
 - ✓ Designation
 - ✓ Organization
 - ✓ Business or Residence Address with City and ZIP Code
 - ✓ Purpose of Visit
 - ✓ Contact Number in case of Emergency
 - ✓ Passport Details
 - ✓ Visa Details
 - ✓ Arrival date
 - ✓ Departure date
 - ✓ No of nights etc.
9. Inform the guest about any early/late check-out policies.
Request the guest to sign on the GRC.
10. Counter-sign the GRC.
11. Update the details on the guest record.
12. Create a guest account.
13. Prepare copies of driving license/passport and visa.
14. Attach them to the GRC and file the entire set.

Precautions: - Exercise extreme precaution when welcoming and registering guest.

- Use the reference as an important material all the time.
- Follow the schedule for operating the welcoming and registering guest..
- 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

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Lap test - 2:1

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 in welcoming and registering guest.

Unit Three: Assisting guests during their stay

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

- Distributing information to concerned departments about special requests
- Following guests' inconvenience and needs by collecting their feedback.
- Giving Mail and information services.
- Updating guests about their account balance status.

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:

- Information is distributed to concerned departments about special requests to be given
- Guests' convenience and needs are followed by collecting their feedback.
- Mail and information services are given.
- Guests are updated about their account balance status according to the establishment's procedures.

3.1. Distributing information to concerned departments about special requests

Guests in House Special Requests Report displays all special requests for in-house services such as flowers, chocolate, an iron, or exercise bicycle for a guest reservation. Concierge and Housekeeping departments can print this report to see what special requests are needed by guests due to arrive as well as in-house guests.

Special Request of guest include the following

- A cot or extra bed
- A room for someone with a disability
- Early or late check-out
- A quiet room
- Extra towels in the room
- Fruit or flowers in the room
- Special food because of *food allergies* (some food makes them sick)
- Champagne in the room these request of guest must communicated to concerned department

3.2. Handling guest Complaint and provide feedback

In handling guest's complaint, the reception section should be patient and always apologizes. Besides, the reception section should be able to give solution of the problem promptly. So, the guest will feel they are respected. Complaint comes from the guest due to unsatisfying services of hotel's facilities and hotel's staffs. Guest's complaint is caused by bad services or facilities, even bad attitude of the hotel's staffs. Guest will come to the reception section in delivering their complaint. It will not surprise for the reception section in the hotel, but it will be serious matter for the Reception Section because guest's complaint determines the image of the hotel. Therefore, the Reception Section should understand any characteristic of the guest to prevent the guests complain. The reception section should give an opportunity to the guests to deliver their complaints. If the guests are not given an opportunity to complain, they will probably choose another hotel on their next visit.

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3.2.1. Type of Guest Complaint

Guest complaint can be divided into three types:

- 1) Mechanical Complaint: - Mechanical Complaint is caused by hotel's equipment or hotel's facilities which are not good in function such as broken air conditioner, problem with light, television sets, swimming pool, and so forth.
- 2) Attitudinal Complaint: - Attitudinal Complaint is caused by the hotel's staff's attitudes such as insulting the guest, responding the guest carelessly, overhead conversation and other attitudinal complaint.
- 3) Service Complaint: - Service Complaint is caused by bad services of the hotel's staffs such as a lack of assistance with luggage, telephone difficulties, wake-up call errors, food and beverage delivery quality problems and other service complaints.

3.2.2. Method of Handling Guest's Complaint:

The Reception section has several ways in handling guest complaint as follows:

- 1) Listening with concern

When the guest come to the Reception Section and deliver her/his complaint, the Reception Section should listen carefully, respectful to the guest and do not interrupt the guest.

- 2) Staying calm

Isolate the guest if necessary or possible, so that other guests will not be affected. The Reception Section should stay calm and do not argue with the guest when he/she delivers the complaint.

- 3) Being polite and friendly

When the guest delivers his/her complaint, show the politeness and keep friendly to the guest. Show a personal interest about the guest's problem, it will make the guest feel esteemed.

- 4) Taking note

The Reception Section should have a guest complaint book to write down the guest's complaint.

It will make the guest feel respectful. Thus, Front Office Manager and Assistance Front Office

Manager who are more responsible for guest's complaint know and handle the guest's complaint.

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5) Learning and finding solution

The Reception Section should be able to learn the problem and find the solution of the guest's complaint. This section should take a promptly action on what the guest complains. Besides, this section gives an explanation to the guest formally and patiently.

6) Not giving promise and making decision

It will be good if the Reception Section can handle the guest's complaint at the same time when the guest delivers the complaint. But, if the Reception Section cannot handle complaint, it is better that the Reception Section do not promise and decide something which is not their authority but keep following up the problem. Having cooperation with other sections is important to solve the problems of what the guest complaints for.

Those are the Reception section ways in handling guest's complaint. On this occasion, the Reception Section should give a good attention and always remember to say apologize to the guest when the guest deliver his/her complaint because that is one of main roles of the Reception Section in the hotel i.e. handling guest's complaint.

3.2.1. Process room change requests

- Establish what is wrong with the room
- Check availability
- Advise guest
- Move the guest
- Change status of room

3.3. Giving Mail and information services

The term “mail handling” covers up both incoming and outgoing mail. The mails received at the bell desk counter are date and time stamped and then these are sorted out at the counter itself. The

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mails are sorted as guest mails or hotel mails and then they are arranged in an alphabetical order. The hotel mails are further divided into official mails and employee mails.

- 1) **Incoming mail:** Mail that is coming from various destinations to the hotel is called “Incoming Mail”. Incoming mail is stamped with the date and time of receipt and details like senders name, date of receipt, time of receipt, receivers name etc. are entered in a register called the “Mail and Message Register” for future record. The mail is then sorted and arranged alphabetically.

Sorting Incoming mail: Incoming mail is sorted into “Guest Mail and Hotel Mail”. The “Hotel Mail” is again divided into “Official Mails” and “Employee Mails”. i. Guest mail: The incoming guest mail is sorted in three categories i.e. mail for the

- a) In-house guests or Present guests
- b) Checked-out guests or Departure/Past guests
- c) Expected arrival guests or Future guest

- 2) **Outgoing mail:** Outgoing mail of the hotel includes mail of the hotel and guest. It is classified as: a) Hotel Mail b) Guest Mail

Hotel Mail: Outgoing hotel mail is handled by the individual departments. The various departments have their own record keeping staff who maintains record of all outgoing mails. Large hotels use Franking Machine for postage. If the volume of mail is high the use of Franking Machine saves lot of time. A record needs to be kept of the quantity and costs of the mail being sent out.

Guest Mail: Besides the outgoing mail of Hotel, the hotel also provides the facility or service to the guests staying at the hotel such as posting their letters, sending parcels etc. to their desired destination. Generally the bell desk keeps stamps, envelopes, letter and parcels scale. The stamp folder is used to prevent the stamps from getting lost. The folder contains separate divisions for various denominations. The stamp folder should be kept under lock and key. Any letter or parcels posted for guests must be weighed by using the letter and parcel scale to ensure that correct amount

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of postage is affixed and a voucher of the charges is sent to the cahiers desk. Here the hotel needs to ensure that the correct and complete address of the receiver as well as the contact details of the sender are mentioned clearly on the mail or parcel and the required charges be paid in advance to the hotels.

Giving Information

The Reception section is the center of information, for the guests, the staffs and for other people who come to the hotel to get information. Thus, the Reception section should have more acknowledgements about both the hotel information and the other information

3.4. Updating guests about their account balance status

Night before, and instructions given for returning the keys on departure. If the guest wishes to stay in the room later than standard check-out time, this will have to be approved. Housekeeping will have to be notified to delay cleaning, and the room status will have to be monitored (to ensure that it is not allocated to a new guest who has notified an early arrival). There may be a charge for late checkout.

Departure services and information. When confirming departure, front office staff may also offer additional services such as an early wake-up call, assistance with luggage, airport transfers or help with onward travel arrangements. Guests may also be provided with a **Departure Pack** including their bill (for checking prior to payment); a reminder of check-out times, procedures and services; a customer feedback form (asking the guest to evaluate the facilities and service offered to them during their stay); promotional brochures for the hotel and/or hotel chain (as a reminder for future travel needs); and perhaps a letter or card thanking them for their stay.

Departure notifications. On confirmation, other departments of the hotel will have to be informed that the guest is departing. Switchboard will need to know not to put calls through to the room.

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Self-check- 3	Written Questions
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Part I Choose The Best Answerer

- _____1. which of the following is the main functions of the front office department
 - A. Guest Accounting
 - B. Guest Services
 - C. During Guest Cycle
 - D. all
- _____2. one of the following is not under front office organization
 - A. switch board operator
 - B. front office cashier
 - C. room attendant
 - D. night auditor
- _____3. Guest Services responsibilities includes
 - A. Provide information about the hotel
 - B. . Maintain accurate room status information
 - C. Process future room reservations
 - D. all
- _____4. one of the following is the responsibility of front office cashier
 - A. prepare and settle guest bill
 - B. provide information about the hotel facilitiesconcierge
 - C. serve food and beverage
 - D. all
- _____5. one of the following is the responsible department for guests luggage
 - E.
 - A. reception
 - B. reservation
 - C. bell service
- _____6. Guaranteed reservations may include
 - A. Prepayment
 - B. Credit card
 - C. Advance deposit
 - D. ALL
- _____7. one of the following is intermediary distribution channel between hotel and coustemer
 - A. Tour operators
 - B. Travel Agents
 - C. Hotel Booking Agents
 - D. all

- _____ 8. how can guests known to be blacklisted
- when he/she have illegal behavior
 - when he/she accept and pay his bill
 - when he/she have good relation ship with staffs as server and guest
 - all
- _____ 9. refers to rooms with only the basic amenities or the room size can be smaller in scale
- deluxe room
 - standard room
 - Twin room.
 - suit room
- _____ 10. a room with two standard size beds
- double room
 - twin room
 - single room
 - A&B

Part II Say True or False

- _____ 11. Rir lines are one of sources of reservation
- _____ 12. one of the most essential attributes of front office staff is personal higine, grooming and cleanings.
- _____ 13. Receptionist is the first person a guest sees on entering the property and the last person the guest sees on leaving.
- _____ 14. walk in guest is a guest who came with out reservation
- _____ 15. Special attention guests are guests who may need extra care and attention
- _____ 16. Reservation inquires may come in by telephone or by email only
- _____ 17. Corner room is a guestroom located at the center of the building
- _____ 18. Rack/Published rate is a discount rate which is given to attract guests
- _____ 19. Continental Plan (CP) Room rate is for accommodation only
- _____ 20. A letter which confirms the important points of the reservation agreements is called confirmation letter.

PART III Give short answer for the following question

- List the special request of guest.
- What is complain and list the types of compliant
- List the types of services offered to departing Guest

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Lap test - 3:1

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 during *guest occupancy process*.

Unit Four: Organizing Guest Departure

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

- Reviewing and checking departure lists for accuracy
- Seeking information on departing guests from other departments
- Generating and checking guest accounts for accuracy.
- Explaining and processing guests accounts, receives and payments
- Collecting keys or electronic cards from guests
- Assisting guest with departure courteously
- Processing express checkouts
- Following Correct procedures for group checkout and process accounts.

Collecting feedback before guest departure 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:

- Departure lists is reviewed and checked for accuracy
- Information on departing guests from other departments is sought in a timely manner to facilitate preparation of account.
- Guest accounts are generated and checked for accuracy.
- Account is explained clearly and courteously to guests, process accounts, and receives and process payments.
- Express checkouts are processed according to enterprise procedures where appropriate.
- Correct procedures for group checkout and process accounts are followed according to hotel procedures
- Feedback is Collected before guest departure

4.1. Reviewing and checking departure lists for accuracy

As with check-in, the hotel will have a standard set of basic procedures for the departure and check-out of guests.

Check-out times. Most hotels inform their guests on reservation and check-in, and again via in room information, about the standard check-out time. The registration form, e.g., may state: 'Guests are requested to vacate their rooms by 10 am on the morning of departure'. This standard check-out time (usually 10 or 11 am) is designed to ensure that rooms are vacated in time to be cleaned and prepared for incoming guests (who may arrive mid-afternoon).

Confirming departures. Although reservation and registration documents clearly state a Departure date, some guests may wish to extend their stay at the last minute, and it may not occur to them to give the hotel advance notice of their change of plans. Many hotels, therefore, seek to confirm with the guest that they are due to depart as planned, usually the night before.

This is also an opportunity to check whether the guest requires **early or late check-out**. If the guest needs to leave before reception is staffed, the bill may need to be presented and settled the Housekeeping will need to know which rooms to prepare for re-letting. The bar, restaurant and other internal services will need to know not to extend further credit to guests who have already settled their bills, and so on. These notifications may be made via a **Departures List** (often combined on the same sheet as the Arrivals List): a list of all anticipated departures on a given day, in room number order. However, guests can change their minds at the last minute: some may leave unexpectedly, while others may extend their stays. Some hotels, therefore, circulate periodic updates of actual departures, so that the Departures List can be amended. In a computerized system, these notifications, and the updating of all relevant records (housekeeping task lists, room status displays, departure lists), are done automatically as each guest is checked out on the system.

Bill preparation, presentation and settlement. The **guest bill** (room account or 'folio') will be prepared for presentation to the guest, either at check-out or (in case of early check-out, or to allow the guest to check the bill) the night before departure. On check-out, the guest settles the account, using one of a range of payment methods accepted by the hotel.

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Key return. It is the responsibility of front office to ensure that the guest returns room keys on checkout, to avoid the hassle and security risk of keys being lost or taken away by departing guests. Keys will often be stored on room-numbered racks, or in room-numbered pigeon holes (along with guest mail), allowing an at-a-glance check that keys have been returned. Electronic key cards may need to have their room access data 'erased' (blocking subsequent use) before storage.

4.2. Seeking information on departing guests from other departments

Guests may have paid a deposit (or even the whole accommodation amount) in advance, to confirm their reservation, this will have to be deducted from the total bill, to provide the balance still owing. And guests may have incurred a number of additional charges during their stay: meals and drinks from the hotel restaurant, bar or room service; extra nights' accommodation; drinks and snacks from the in room mini-bar; newspapers (if charged for); laundry services; telephone calls made from the room phone; additional services (e.g.. treatments In the hotel spa); and so on. In most hotels, these items will not be paid for as they are purchased: they will be 'charged to the room'. In the restaurant or bar, e.g. guests may give their room number and sign a voucher or 'chitty' for the services they have received. In the case of the mini-bar, they will be asked to fill out a form with the items they have consumed. These details will be passed to reception and added to the guest's main room account.

Keeping track of all these items involves a lot of record-keeping. Thus it is *suggested* that the process is both complex and sensitive, with particular challenges arising from the fact that:

- The hotel is effectively giving guests credit for the duration of their stay: allowing them to consume goods and services now, and pay later. This is not unusual in business dealings, of course, but hotels are in the unusual position of giving potentially substantial credit to people about whom they may know very little. There's a risk of inability or failure to pay, which must be planned for.
- Guests may be incurring additional charges in different departments of the hotel, right up to departure. There needs to be fast, accurate notification of this information to the billing or accounting section, in order for all charges to be included on the guest's bill at check-out.

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The keeping of guest account records and preparation of bills is usually the responsibility of a billing or accounting section (in large hotels), while the handling of settlement (payment) is the responsibility of the hotel cashier. In a smaller hotel, this may all be handled by available front desk staff, so receptionists need sufficient numerical (and cash handling) skills to cope with whatever accounting procedures the hotel uses.

4.3. Generating and checking guest accounts for accuracy

In a front office with a PMS, the cashier uses the folio option of the checkout module to retrieve the electronic folio by entering the guest's name or room number. A hard copy is printed for the guest.

The guest and the cashier should both review the folio. The cashier reviews the obvious charges: room fee and tax for the number of nights spent in the hotel (day of arrival through last night), incidentals (such as movie rental, personal phone calls, and purchases at the gift shop) paid for by the individual rather than a corporation, and the like.

The cashier must inquire if late charges were incurred at the restaurant or other hotel department or if last-minute phone calls were made. The guest must also be shown a copy of the folio for a final review. The front office manager should develop an empowerment procedure based on a list of tasks in which to follow if charges are questioned. Typical questions concern charges for phone calls that were not made, meals not eaten, gifts not purchased, flowers not received, laundry not sent out, or in-room movies not viewed. Using the list provided by the front office manager, the front desk clerk or cashier may adjust these charges up to a certain dollar amount. A thorough cost control procedure to track the total adjustments by each employee can help keep such adjustments in line. Large dollar amounts that are questioned by the guest should be referred to the front office manager. The adjustments option of the checkout module in a property management system can be used to make changes.

This empowerment concept is important to develop in staff members because many guests do question postings made to their accounts. Employees must learn listening skills that will enable them to discern just what form of satisfaction the guest is asking for. Employees should be

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encouraged to try several techniques to determine which will meet the needs of the guest within the financial and service limitations.

4.4. Processing guests accounts and receiving payments

The folio, transfers, and paid-out slips are documents that allow for the documentation and transfer of charges and payments to a guest's account (Figure 8-2). In a property management system, the electronic folio is stored in the computer memory until a hard copy is required. The hard copy of the electronic folio is a standard folio that lists the date of transaction, item, and transfer slip number for referral, debit or credit amount, and updated balance. The transfer slip allows the desk clerk to transfer an amount of money from one account to another while creating a paper trail. A paid-out slip (a pre numbered form that authorizes cash disbursement from the front desk clerk's bank for products on behalf of a guest or an employee of the hotel) documents the authorized payment of cash to a vendor or an employee for a quick purchase of materials for the hotel. In a hotel with a PMS that interfaces with the various point-of-sale departments, the transfer of charges incurred by the guest or the transfer of a portion of one guest's bill to another guest's folio is done automatically. The front desk clerk uses these forms in posting charges and payments, which is the process of debiting and crediting charges and payments to a guest folio. The night auditor can then track the procedures that the front desk clerk used in posting. These forms assist in maintaining control of bookkeeping activities in the front office.

Account Ledgers

The guest ledger is a collection of folios (guests' records of charges and payments) of current guests of the hotel. The city ledger is a collection of folios of unregistered hotel guests who maintain accounts with the hotel. These guests may submit cash advances for a future purchase of the hotel's goods and services, such as a deposit on a banquet or on a reservation. The hotel may also offer personal billing accounts to businesspeople in the city, who are also part of the city ledger. These unregistered hotel guests may keep open accounts for entertaining clients, for example. The folio well, a device that holds the individual guest folios and city ledger folios, or bucket provides the physical dimensions of the guest ledger and city ledger. The accurate and

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timely processing of all these accounts assists the front office manager in maintaining hard copies of guests' financial transactions with the hotel. These accounts are collectively referred to as the hotel's accounts receivable—what guests owe the hotel. The accounts receivable consist of two categories, the guest ledger and the city ledger.

4.4.1 Methods of Settlement

A guest account can be brought to a zero balance in several ways. Methods of settlement include cash payment, credit card or Direct Billing transfer or combined settlement method.

- **Cash payment in full**

Cash payment in full at checkout will bring a guest account balance to zero. A cash receipt has to be issued to the guest by the cashier. The cashier should mark the folio paid. If the guest has produced a credit card at check in, the cashier should destroy the guest credit card voucher imprinted at registration when the guest pays the account in full with cash.

Guests paying in foreign currency should convert their money to local currency (some international currencies like \$ are accepted). Hotels often charge a fee to convert currencies as banks charge the fee from the hotels. Currency conversion rates are displayed at the Cashiers counter or it can also be taken from business sections of newspapers.

Guests can also use traveler's cheques to settle their bills. Traveler's cheques are issued by banks and avoid the risk of carrying cash. At the time of settlement the cashier should confirm the identity of the guest from the safety and security point of view. Also there is no danger of them being stolen as they can be encased only when the signature of the holder tallies with the signature signed at the time of issue. A foreign traveler's cheque should be treated as foreign currency and the necessary records, statements and certificates must be maintained like in the case of foreign currency and should be sent to the Reserve Bank of India.

- **Credit card transfer**

Even though credit card transfer settlement brings a guest account to zero, the amount of the charge must be tracked until payment is actually received from the credit card Co.

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Credit card settlement creates a transfer of credit on the guest folio and moves an account balance from the guest ledger to a credit card account in the city ledger (non- guest ledger).

Guest signature completes this transaction. In some hotels computer system sends the settlement transactions directly to the credit card Co. guest only signs on the voucher present at FO. There is no need to sign on imprinted voucher. When foreign guests pay by credit card, credit card Co. payment is in local currency.

- **Direct billing transfer**

Like credit card settlement, direct billing transfers a guest account balance from the guest ledger to the city ledger. Unlike credit card settlement responsibility for billing and collecting a direct billing lies with the hotel rather than an outside agency. Billing should be arranged and approved by hotel's credit department. Guest signs the folio and accepts the responsibility to pay the bill should direct billing account not pay the bill.

- **Combined settlement method**

A guest may elect to use more than one settlement method to bring the folio balance to zero.

E.g., guest may make partial cash payment and charge the reminder of the account balance to an acceptable credit card. FOA must accurately record the combined settlement methods and take care that all required paper work is properly completed. Once the guest has settled the account the FOA should provide the guest with a copy of the folio.

4.5. Collecting keys or electronic cards from guests

It is the responsibility of front office to ensure that the guest returns room keys on checkout, to avoid the hassle and security risk of keys being lost or taken away by departing guests. Keys will often be stored on room-numbered racks, or in room-numbered pigeon holes (along with guest mail), allowing an at-a-glance check that keys have been returned. Electronic key cards may need to have their room access data 'erased' (blocking subsequent use) before storage.

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4.6. Assisting guest with departure courteously

Guests may experience a situation in which they are short on cash or are otherwise unable to pay their bill due to an expensive emergency, overextension of credit-card limits, or theft. When these situations occur, the front desk clerk or cashier will want to be ready to offer the following services.

- Currency Exchange services
- Arrange shuttle services
- Provide onward reservation arrangement to the next destination
- Provide information about weather condition

4.7. Processing express checkouts

This facility was introduced by many hotels as an extra service for guests who are busy and needs fast and efficient departure process. It is important that the guest is well-inform of the facility. Guests are usually advised at the point of check-in, while some hotels leave notification of the service in the room.

The guest will usually be invited to fill out a card giving permission for the hotel to charge the entire account to the guest's credit card (Fig. 6). Alternatively, the cashier may take an imprint of an acceptable credit card.

Table 6. Express check out

<p>Centurion Hotel</p> <p>Express Check-out form</p> <p>Name _____</p> <p>Room no _____</p> <p>Card Visa _____ Diners _____ Amex _____</p> <p>Card number _____</p> <p>Expiry date _____</p> <p>Departure date _____</p> <p>Address to which account copy must be forwarded _____</p>
--

Herewith we invite you to make use of our rapid check-out facility available to guests using credit cards to settle their account. On departure, please complete this form and leave it, together with your key at the reception desk. A copy of your account as well as your credit card voucher will be forwarded to the address provided. I hereby agree that my full account should be settled with my credit card.

Signature

The guest only needs to deposit the card in a special box or key drop when they leave the hotel. The account will be finalized in their absence. The cashier may key in the guest's credit card number with the expiry date, mark the transaction 'guest not present' where the signature should be, and send it through to the credit card company. The hotel will be responsible in sending a copy of the account and the credit card voucher to the client.

This facility will prove even more efficient and useful if the hotel property management system has the ability to display an up-to date copy of the guest's account through their computer terminal. As it is broken down into department, queries can be made instantly. Some systems also allow the guests to request their bags by keying in their room number and the required collection time.

This is then logged at the porter's desk and stored until the appropriate time. The same facility can be extended to allow the guest to check out by swiping their own card once they have viewed and agreed to the account. As stated above, the hotel would then undertake the responsibility to send a copy account to the client after departure.

4.8. Following Correct procedures for group checkout and process accounts

Types of groups vary from tour, convention and incentive groups. A group check out is handled differently than an individual checkout. Normally, guests who are travelling as a group will check out at the same time. It is important that the Front Desk prepares all incidental folios that need to be settled by them beforehand. This will speed up the checkout process and lessen inconvenience to other guests.

The procedures for handling a group checkout are as follows:

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- Double check that room charges on the master folio tally with the number of nights and number of rooms taken by the group
- Ensure that meal charges, if any, to be charged to master folio, are already posted
- Make sure master folio is not shown to guests. Some travel agents require hotel to show master folio to tour leader for signature and verification of accounts
- Transfer charges on master folio to a city ledger account
- Attach travel agent voucher/ document confirming billing arrangement, if any, to the master folio
- Individual folio payment containing guest incidentals must be collected from individual guests before the group departs
- Collect all guestroom keys
- Inform Bell counter to assist with luggage when all bills are settled.

There are certain areas that need to be looked at on the day of a group departure.

- The reception department has to ensure that all extra expenses incurred are paid upon departure.
- All keys should be returned and baggage cleared before the group departs.
- The tour leader will give the reception manager a countersigned voucher itemizing all the charges the tour company will be responsible for.
- A copy of the voucher will have been sent to the hotel with the final rooming list. Both of these vouchers are attached to the hotel account, which is completed, checked and authorized by the reception manager and sent to the tour operator for payment.

Payment terms are often agreed before the tour arrives. Tour accounts can often total to several thousand pounds, therefore credit status is usually checked by the hotel before any bookings are accepted. An agreement for handling disputes over any account is also established. This will not only minimize bad debt provision, but also guard against the tour operator holding up payment of the total bill while a minor dispute is resolved.

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4.8.1. Checkout and Settlement

Check out and settlements are part of the final stages of the guest cycle.

It is the final phase of the guest cycle and examines the various activities involved in checkout and settlement. Check out involves the front desk as also other departments such as housekeeping, bell desk, cashier's desk, Point of sales etc. Main areas for a checkout are the bell desk and the cashier. The FO performs at least 3 important functions during the checkout and settlement process.

- It resolves outstanding guest account balances.
- It updates room status information
- It creates guest history records.

Guest account settlement depends on effective FO accounting system that maintains accurate guest folios, verifies and authorizes a method of settlement and resolves discrepancies in account balances. Hotels find it most effective to settle a guest account while the guest is still in the hotel. Guest can settle the bill by paying cash, charging the balance to a credit card, deferring payment to an approved direct billing entity or using a combination of payment methods.

Most hotels require a guest to specify during registration an eventual method of settlement. FO should verify or confirm guest credit card or direct billing information before he/she arrives at the desk for check out.

Pre settlement verification activities ensure that the hotel will be paid for accommodation and services

4.9. Collecting feedback before guest departure

When the guest arrives at the front desk to check out, the cashier should inquire about the guest's satisfaction with the accommodations, food and beverages, and miscellaneous services provided by the hotel .Cashiers should be alert to possible problems. Incidental comments about a cold room, low water pressure, leaky plumbing, or damaged furniture should be noted and passed along to the appropriate department heads. Because guests often do not verbalize complaints or compliments, all lodging properties should have guest comment cards available as an optional source of communication. In many leading lodging chains, the chief executive officer answers

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these cards personally. The general manager of an independent lodging property can provide a similar personal touch by acknowledging negative comments. A good public relations program can be enhanced by addressing any minor problems experienced by the guest that might indicate lack of concern. Also, concern for guest satisfaction impacts the financial success of the hotel.

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Self-check- 4	Written Questions
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Part .I. Choose The Best Answer

- Which of the following actions are carried out at the time of check-out ?
 - Settlement of guest account.
 - Updating the front office record
 - Creating a long-lasting impression on the guest.
 - All the above
- The request for check-out from the guest may land at :
 - Reception Desk
 - Bell Desk
 - Information Desk
 - All the above
- The cashier prepares the guest bill by pulling out information from :
 - City ledger
 - City folio
 - Guest folio
 - Employee folio
- A guest may choose the following mode of payment to settle an account.
 - Cash
 - Credit Card
 - Traveller's Cheque
 - All the above
- Which of the next is generally not a valid mode of payment for a guest account ?
 - Traveller's cheque
 - Cash
 - Travel agent voucher
 - Personal cheque
- Master and Visa are examples of credit cards.
 - True (B)
 - False
- . Settlement of accounts means zeroing the credit and debit balance in the guest folio.
 - True
 - False

Part II: Give short answer for the following question.

- List information of hotel given to guest during reservation and Check in
- Write Services of hotel that provide during Departure of guest from Hotel
- What is the activity performed by Reception after guest leave the Hotel

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Operation sheet- 4:1

Operation title: Organize guest departure.

Purpose: To provide courteous and polite departure services to guest

Instruction: Using the given equipment and steps to perform the task organize guest departure.

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

- Registration desk
- Scanner
- POS machine
- Computer with registration software
- Registration form
- Stationary materials

Steps in doing the task

1. The guest arrives at the front desk.
2. Greet the guest.
3. Print a copy of guest folio.
4. Hand it over to the guest for verification.
5. If there is any discrepancy, assure the guest about its solving.
6. Resolve the discrepancy immediately.
7. Apologize to the guest for inconvenience.
8. From the guest database, ensure the guest's preference of payment method. Recite it to the guest.
9. Settle the guest account.
10. Print the receipt and give it to the guest.
11. Ask the guest if he/she needs any assistance for luggage.

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12. Ask the guest if the transport facility to the airport is required.

13. Greet the guest for giving an opportunity to serve as, “Hope you enjoyed your stay with us. Thank you. Good (morning/afternoon/night).

Precautions: - Exercise extreme precaution when organize guest departure

- Use the reference as an important material all the time.
- Follow the schedule for operating the front office service
- 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

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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 during guest departure.

Unit Five: Preparing front office records and reports

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

- Preparing and updating Front office records.
- Following correct hotel policy in regard to room changes, no shows, extensions and early departures.
- Distributing reports and records to the appropriate departments

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:

- Front office records are prepared and updated within designated timelines.
- Follow correct hotel policy in regard to room changes, no shows, extensions and early departures.
- Distribute reports and records to departments within designated timelines.

5.1 Preparing and updating Front office records.

5.1.1 House/Room List

The reception department usually prepares an alphabetical guest list each evening. This is then distributed throughout the hotel, though some departments may only check it occasionally. The telephone department, porter's desk and reception will need to refer to it constantly, but there is little need for the kitchen to receive a copy. A list of in house guests is available on the property management system. It is continuously updated as guests check in and out. Any department who needs information regarding an in house guest can refer to the list on the property management system.

5.1.2. Departure List

The departure list is printed out by the night audit and indicates the expected departures for the following day. This enables the night audit to ensure that all departing guest accounts are up to

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date, should they wish to check out early in the morning. This list is especially important for the Housekeeping department, as daily work allocation is arranged according to this list.

5.1.3. Function List/Tour List/10-Day Forecast

Once a week, the front office will distribute a list of functions and tours that are booked for the following 10 days. This list is referred to as the 10-Day forecast. It basically assists in the planning of staffing levels over the period, and ensures that staff are aware of projected levels of occupancy in the week to come.

5.1.4. VIP/SPATT and service lists

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.

Table. 7 Part of an early call, newspapers and early morning tea sheet

Time	Room number	Paper	Call	Tea
06:00	101	Fortune		
06:15	203	Herald		
06:30	303		1	
06:45	402			2
07:00	507			1

Group rooming list

As soon as a group has checked in, a group rooming list is forwarded to each department so that any queries can be handled successfully. These lists include the names and room numbers of all members of a group. If rooms are pre-allocated to group members, this list can be generated before check in to assist the porters with luggage distribution.

5.2 Follow correct hotel policy in regard to room changes, no shows, extensions and early departures.

5.2.1. Move notification

Moves from one room to another require an individual notification because the records of each department need to be updated. A typical move notification is shown in Fig. 7.

Listed below are some reasons for why there is a need for room and rate change.

Room change can be due to:

- Defect in room
- Guest dissatisfaction due to noise, view, décor, bed type
- Change in number of persons occupying room
- Change in room requirements
- Guests upgraded
- Other reasons

Rate change can be due to:

- Change in the number of persons occupying the room
- Change in room type
- Wrong rate was quoted during the reservations or check-in
- Guests extends stay

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Fig. 1. Move notification

Removal Slip		Reception	
Name: <u>MR. SMITH</u>			
From Room No. <u>107</u>		To Room No. <u>208</u>	
Group Name: _____			
No of Persons			
From: _____		To: _____	
Rate Change			
From: _____		To: _____	
Remarks: <u>ROOM 107 AIRCON NOT WORKING</u>			
Date: <u>7/3/2007</u>		Time: <u>8.30 PM</u>	
Signature: <u>Linda</u>			
			Reception

5.3 Distribute reports and records to departments within designated timelines.

It is reception's responsibility to prepare and update front office records within designated timelines For example:

Updating records: Once the guest has left, there is some immediate record updating to do. On a computerized system, this is done automatically as the guest is checked-out, but in a manual system, front office staff will have to update:

The room status records or room rack: to show that the room is first being prepared ('vacant but not ready') and then available for re-letting. If a rack system is used, the guest's card can simply be removed from the rack and disposed of.

The guest list or index (used by switchboard to locate the room numbers and extensions of guests by name)

The guest file: Copies of the guest's bill and payment details will be added to the guests file (already containing the reservation form, confirmation, any correspondence and the registration card), which will be stored in the past guests' filing system for 12 months.

Guest history records: Hotels wishing to offer a personalized service to returning guests keep records of their details and preferences, updated for each stay. This allows front office staff to 'recognize' returning guests (even If the staffs have changed), anticipate their particular needs and wants, send birthday cards and so on. This would probably not be worthwhile for any but luxury hotels, or loyal regular guests, except for computerization, which makes it achievable for any establishment.etc

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Self-check- 5	Written Questions
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Part I: Choose the best answer from the given alternative and write the best answer from the give alternative.

- _____1. _____show which rooms are occupied, which are reserved, which are currently being worked on by housekeeping or maintenance
- A. Occupancy report B. Arrival report C. Reservation report D.B&C
- _____2. Which one of the following are complimentary items to VIP guest
- A. flower basket B. Fruit basket C. Champagne D. Chocolates E. all
- _____3. Which one of the following is odd?
- A. Baggage Handling B. Issuing of Keys or Master key C. Bill Settlement
- _____4. Check out potion that done through using check- out terminals situated at public areas or in their rooms if in-room check out systems are integrated with front office main frame
- A. Self- check –out B. Express check out
- _____5. Types of settlement method guest may elect to use more than one settlement method to bring the folio balance to zero
- A. Cash payment B. combined settlement method C. credit card transfer D. all
- _____6. One shows the perfect flow of guest cycle
- A. Arrival –departure – occupancy – pre arrival
- B. Pre arrival – arrival – occupancy – departure
- C. Arrival – pre arrival- occupancy – departure
- D. Occupancy – arrival – pre arrival –departure

_____7. In general, a proper checkout occurs when the guest:

- A. Vacates the room C. Returns room keys
B. Receives an accurate settlement of the guest account D. Leaves the hotel E. all

_____8. One of the following is true reason for room change.

- A. Defect in room B. Guest dissatisfaction due to noise, view, décor, bed type
C. change in number of persons occupying room D. Change in room requirements E. all

Part II. Match

A

- _____ 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

Part III.

- i. Explain House/Room List
2. Explain move notification
3. Explain steps in guest accounting
4. List basic reservation activates
5. list the factors that determine the rate of guest room

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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 & the flow of guest cycle.

References

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