CHECK IN AND CHECK OUT PROCEDURES



Topic

- check-in with confirmed booking
- handling VIP/SPATT
- Scanty baggage check-in
- FFIT check-in with c form
- Group check-in
- Procedure for rooming a guest
- post registratrion acitvites
- different types of guest folios
- Black listed persons
- Procedure adpoted for blacklisted guest



Registration

- Registration is the process of gathering information from the guest that is mandatory as per the laws prevailing in the country. According to the Foreigner's Act, 1946 and the Registration of Foreigners' Rules, 1992, the innkeeper should keep the records of the guests staying in his premises as per Form F
- Registration is the formalization of a valid contract between the guest and the hotel, in which the hotel offers safe and secure boarding and lodging facilities to the guest and the guest accepts to pay for the services and facilities received



CHECT DECICEDATION CADD

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GUESIR	EGISTRATIO	JIN CARD
Surname : Mr.Kiran	First Name : Solanki	D.O.B: 11/5/81

Company : Altantis

Designation: Manager

Nationality: Indian

Permanent Address:

Date of Departure :20/11/14

Credit card: 123456789

Passport No:

Date of Arrival: 11/11/14 ETA

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Place of issue:

yes /no

Date of issue:

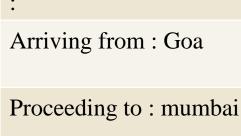
place of issue:

Date of issue:

Date of Arrival in India Proposed duration of stay

whether employed in india:

Registration certificate no:



ETA:

XYZ HOTEL GUEST REGISTRATION CARD

OFFICE USE ONLY

• Nationality code : _____ payment code :

Room no	No of persons		Room Rate	Billing Inst		Initials of FOA	
130	Adult 01	Child	6000 ++	Credit card	Walkin		Sec. 25.



Check-in Procedures

- The check-in procedure involves all stages from the arrival of a guest to the issuance of the room key to the guest.
- Every hotel has their own SOP for check-in of:
 - Guests with Confirmed Reservation
 - Walk-in Guests
 - VIP Guests
 - Scanty Baggage Guests
 - Foreign Guests
 - Group checkin



Guests with Confirmed Reservation

Greet the guest as per the time of the day and ask if the guest has reservation.

Check the day's arrival list and verify the guest's reservation status.

Ask the guest to verify the details in the pre-filled GRC.

Check the GRC returned by the guest for completeness. Depending on the availability of rooms, allot the room as per the preference of the guest.

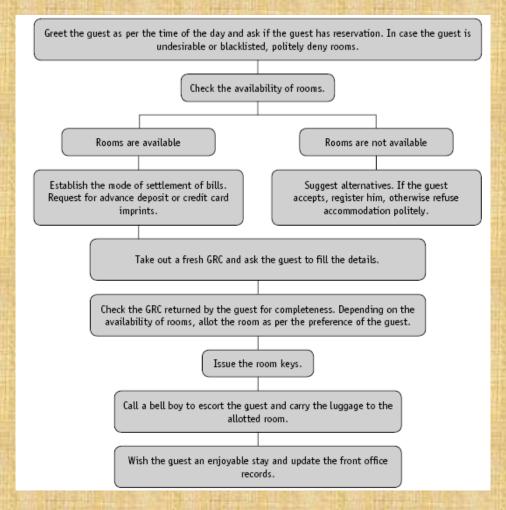
Establish the mode of settlement of bills. Assign the room keys.

Call the bell boy to escort the guest and carry the luggage to the allotted room.

Wish the guest an enjoyable stay and update the front office records.



Walk-in Guests





VIP Guests

Arrange for the pick-up of the VIP from the airport.

Welcome the guest traditionally on arrival in the hotel lobby (with aarti, tilak, and garlands). The Front Office Manager or the General Manager of the hotel should receive the VIP personally.

Registration formalities should be carried in the guest room over a welcome drink or by an authorized representative during the airport transfer.

Room is pre-allotted to the VIP. In case of political VIPs, the same is done in accordance with the advice of the security in-charge of the VIP.

Call a bell boy to take the luggage of the VIP to her room.

Update the front office records and send the VIPs-in-house list to all concerned departments.



Scanty Baggage Guests

Greet the guest as per the time of the day Ask the quest to fill the GRC Stamp the GRC with 'Scanty Baggage' and take the authorization from lobby manager Ask for advance payment. Allot the room and issue room keys Call a bell boy to escort the guest to the room and wish the guest an enjoyable stay Send a note of APC (all payments cash) to all POS (points of sale) Update the front office records



Foreign Guests

Greet the guest as per the time of the day and ask if the guest has reservation.

Check the day's arrival list to verify the guest's reservation status.

Take out the pre-filled GRC and request the guest to verify the details.

Once the GRC is signed by the guest, check it for completeness. Depending on the availability of rooms, allot the room as per the preference of the guest.

Take the passport of the guest and fill the details in Form C; check the validity of the passport and visa.

Establish the mode of settlement of the bills. Issue the room keys.

Call a bell boy to escort the guest and carry the luggage to the allotted room.

Update the front office records and wish the guest an enjoyable stay.



Form C

- according to the Registration of Foreigners' Rules, 1992, Rule 14, it is obligatory on the part of the hotel owner to send information about foreigners registered at the hotel on Form C to the nearest Foreigner's Regional Registration Office (FRRO) or to the Local Intelligence Unit (LIU) within twenty-four hours of the arrival of a foreign national.
- Form C contains following data:

•	Name of the Foreign	Visitor:	HIR CONTROL	
		the second second second		

- Nationality:
- Passport No.:_______
- Date of Issue:
- Address in India:
- Date of Arrival in India:_______
- Arrived From:Whether employed in India: Yes/No

- Proceeding to:______
 Registration Certificate No.______
- Place of Issue:
- It is circulated to FRRO and LIU Local intelligence office

Passport

- Passport may be described as a political document recognizing the holder as a citizen of the country granting it, and is in nature of a request to other countries to his free passage there. Without a valid passport a person is not permitted to move in the territory of a foreign country
- All passports generally bear the following information of the passport holder, though the format may vary from country to country:
 - Family name/Surname
 - Holder's photograph
 - Given name
 - Name of father/legal guardian
 - Nationality
 - Name of mother
 - · Date of birth
 - Name of spouse
 - Place of birth
 - Address
 - Gender
 - Validity period (expiry date)
 - Date of issue
 - Children



Passport first and last page







2 NOITAVRESSO \ ffepr51 विश्वित सेवा/ MISCELLANEOUS SERVICE रिया / कान्त्री अभिभावक का नाम / Name of Father / Legal Guardian ODELU NAMASANI नाता का नान / Name of Mother PADMA NAMASANI पशि वा परनी का नाम / Name of Spouse 9m / Address HNO: 4-17, KUNDANPALLE RAMAGUNDAM, KARIMNAGAR PIN: 505208, TELANGANA, INDIA पुराने पासपोर्ट का न. और हुसके जारी होने की तिथि एवं स्थान / Old Passport No. with Date and Place of Issue confer 4./ File No. HY1067708278914



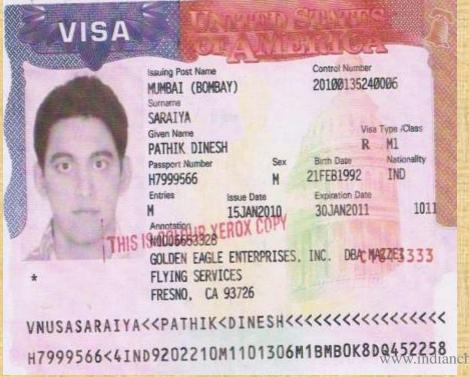
Visa

• Visa is an endorsement on the passport, allowing the holder to enter the territory of the issuing country. It is a document or, more frequently, a stamp in a passport, authorizing the bearer to visit a country for specific purposes and for a specific length of time.



visa

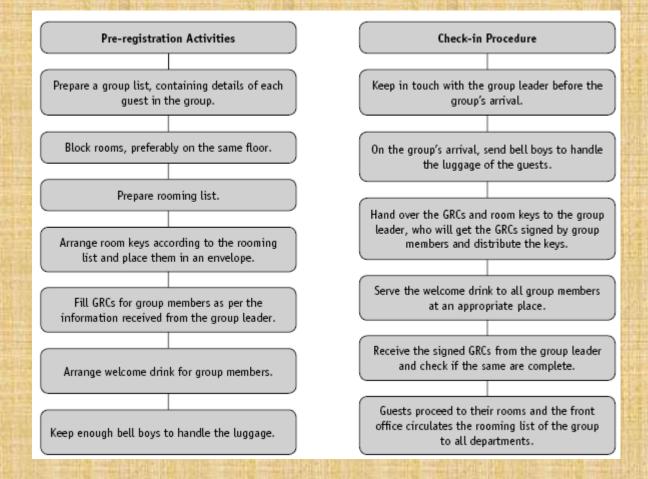
• 2.Student visa: issued to students who have got admission in universities located in abroad countries and it is issued till duration of course





THE BEST KITCHEN STARTS HERE

Domestic and International Groups or Crews





ROOMING LIST

- HOTEL ATLANTIS
- ROOMING LIST

Source Of Booking :		S.No:
---------------------------------------	--	-------

Name Of The Group Leader/Airport Representative : _____ DATE :

S.NO	NAME OF GUEST	ADDRESS	ROOM NO	NATIONALI TY	PASSPORT	REMARKS
1	Mr.Sanajy	10,indira vihar	701	Indian		
2	Mr.Ahmed	1/112, preet vihar	702	Indian		
3	Mr.Vibas	7/56 star colony	703	Indian		
4	Mr.Hriday	2,housing plan	704	Indian		
5	MR.Pandey	1,mudkatti	705	Indian		
6	Ms.Pooja	12/45 gold plaza www	706 v.indianchefrecipe.co	Indian om		
	N # T7 '.1	2 11	707	т 1'		

Check-in procedure in fully Automated

A guest with confirmed reservation goes to the self check-in terminal

The guest inputs the necessary information

Depending on the availability of rooms, the terminal allots the rooms as per guest preference

The guest accepts the reservation and swipes his/her credit card

The terminal dispenses a receipt and issues the room keys

The terminal upates the front office records and sends arrival notification to the



ROOMING THE GUEST

- Rooming is aprocees of intallation of guest and his luggage in the assigned and allocated room
- It is done by bellboys
- Escort to the room: bell boy escort to the room with luggage and explain room and hand over key and wish the guest and step outs from
- Receptionist enter name and room number and handover the key card to the guest
- Key card will have the information about hotel like:
- 1.It is used as welcome card
- 2.it gives information about guest stay
- 3.it confirms the guest signature
- It acts as security card



ROOMING THE GUEST

KEY CARD

\sim	7.5	75				
Gues			201	m	Δ	
UUUS				,,,	U	

Room no:

Arrival Date & Time:

Departure Date:

Signature of the guest:



post Registration activities

- Post-Arrival Procedure
- 1.Sign the GRC
- 2.Make the Arrival Notification Slip(ANS) and update room rack and information rack
- 3.Dispatch Notification slip to the following department
- a)Telephone B)Room service C) Housekeeping
- 4.Get the telephone connection released
- 5.Put a tick mark against the guest name on the movement list and write down the room number of the assigned room against the name of the guest
- 6.make an entry in the ARRIVAL-Departure Register
- 7.open the bill folio and note down the billing instruction on it
- 8.update room position
- 9.Make C form in case of foreigners



FOLIO

- All the financial transaction between guest and hotel are recorded in folio
- o The opening balance is zero
- o It has debit and credit balances
- The total folio balance should be zero while guest is checking out
- o No o/s balances at time c/o



FOLIO



CADIFF DEMO HOTEL Explain

Tel: 020-2710269/2737176 kitchen@hotelplus.co.ke www.hotelplus.co.ke

PIN: P000000000Z

VAT: 00000000000

GUEST BILL

Guest Name:

ADAM KZIAZEK

RoomNo:

KOMBE 1

Acc Name:

NORM KEINZEK

I COM DE

DRT Explain THEAL

Guest Bill No: 21 224

Arrival Date: 08-Jun-09

Departure Date: 11-Jun-09

ACCOMODATION

DATE:

ROOM:

08-Jun-09 KOMBE 1 BED BFAST

BOARD TYPE:

PAX:

COMMENTS:

RATE: 3,000.00

Mana with Dr. Dailyain TRIA

Taxi to Town (Nation (

3,000.00

EXTRAS

BILL DATE:

BILL No:

BILL TYPE:

BILL TIME:

COMMENTS:

AMOUNT:

08-Jun-09

5,876

AIRPORT TRANF

13:54:18

-times convers

Made with Dr. Explain TF A

500.00

08-Jun-09

5,877

VE 16:15:04

drinks

1,000.00

1,500.00

PAYMENTS

DATE PAID: 08-Jun-09 RECEIPT NO: 10238 TIME PAID: 4:26:49 PM PAYMODE:

COMMENTS:

AMOUNT: 10,000.00

500.00

08-Jun-09 10239

4:26:49 PM 4:14:41 PM

CASH www.indi&AHecipe.com

10500.00

TYPES OF GUEST FOLIO

FOLIO

GUEST FOLIO

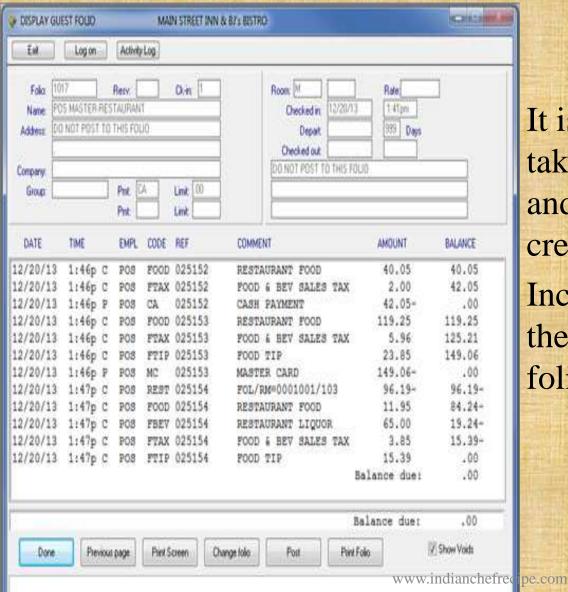
MASTER FOLIO

NONGUEST OR CITY FOLIO

EMPLOYEE FOLIO



Guest Folio



It is the first transaction takes place between guest and hotel and guest folio is created

Incase advance payment the during reservation time folio is created



Guest Folio

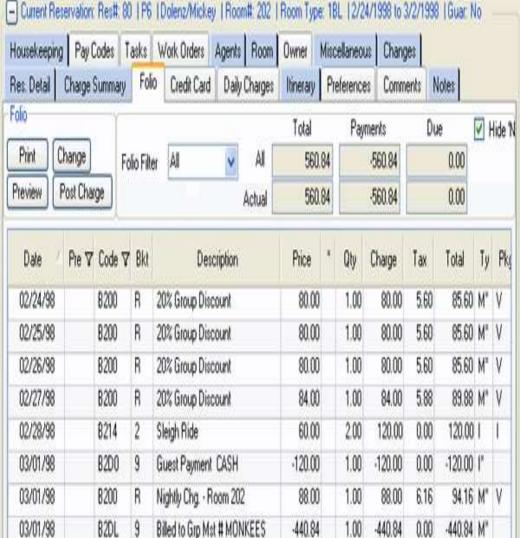
DISPLAY GUEST FOLIO	# MAIN STRE	ET INN & BZs BISTRO		150,000,000
Esit Logion	Activity Log			
Folio 1017 Name POS MASTER RE Address DO NOT POST TO	THIS FOLIO	Checked in: 12/20/ Depart Checked out DO NOT POST TO THIS I	939 Days	
DATE TIME	Pric CA Limit Pric Limit EMPL CODE REF	COMMENT	AMOUNT	BALANCE
12/20/13 1:46p C	POS FOOD 025	4411114111	40.05	40.05
12/20/13 1:46p C	POS FTAX 025			42.05
12/20/13 1:46p P	POS CA 025		42.05-	.00
12/20/13 1:46p C			119.25	119.25
12/20/13 1:46p C				125.21
12/20/13 1:46p C			23.85	149.06
12/20/13 1:46p P	POS MC 025		149.06-	.00
12/20/13 1:47p C			96.19-	96.19-
12/20/13 1:47p C			11.95	84.24-
12/20/13 1:47p C		154 RESTAURANT LIQUOR	65.00	19.24-
12/20/13 1:47p C				15.39-
12/20/13 1:47p C	POS FTIP 025	154 FOOD TIP	15.39	.00
			Balance due:	.00
			Balance due:	.00
			And the second s	IVI Show Voids

Master folio

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0.00

-28.84



It shows all accounts of all In house guest
It is use for groups

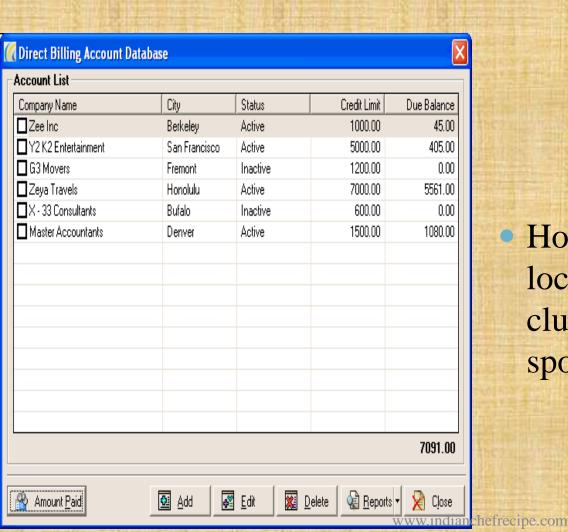
It shows all the debit and credit balance of the guest



Master folio

ousekeeping Pay		-			iscellar			1		
es. Detail Charge	Summary	Folio	Credit Card Daily Charges	Itinerary	Prefere	nces Comm	nents	Notes		
olio				Total		Payments	. 1	Due	V	Hid
Print Change	F	olio Filte	t All 💌 All	560.8	4	-560.84		0.00	112.00	
Preview Post Ch	arge		Actual	560.8	4	-560.84		0.00		
Date / Pre 7	7 Code ⊽	7 Bkt	Description	Price	" Qt	y Charge	Tax	Total	Ty	F
02/24/98	8200	R	20% Group Discount	80.00	1.	00 80.00	5.6	0 85.60	M*	٧
02/25/98	B200	R	20% Group Discount	80.00	1.	00 80.00	5.6	0 85.60) M*	٧
02/26/98	B200	R	20% Group Discount	80.00	1.	00 80.00	5.6	0 85.60	J M [±]	٧
02/27/98	B200	R	20% Group Discount	84.00	1.	00 84.00	5.8	8 89.88	8 M*	٧
02/28/98	B214	2	Sleigh Ride	60.00	2	00 120.00	0.0	0 120.00	1 (1
03/01/98	B2D0	9	Guest Payment CASH	-120.00	1.	00 -120.00	0.0	0 -120.00) ["	f
03/01/98	B200	R	Nightly Chg Room 202	88.00	1.	00 88.00	6.1	6 94.16	M"	٧
03/01/98	B2DL	9	Billed to Grp Mst # MONKEES	-440.84	1	00 -440.84	0.0	0 -440.84	M*	f

Non-guest/City Folio



- It is folio contains all financial transactions between hotel and non-resident guest
- How much credit limit to local people Like Health club and fitness center and sports and spa etc



City folio

M Direct Billing Account Database

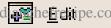
×	

City	Status	Credit Limit	Due Balance
Berkeley	Active	1000.00	45.00
San Francisco	Active	5000.00	405.00
Fremont	Inactive	1200.00	0.00
Honolulu	Active	7000.00	5561.00
Bufalo	Inactive	600.00	0.00
Denver	Active	1500.00	1080.00
	Berkeley San Francisco Fremont Honolulu Bufalo	Berkeley Active San Francisco Active Fremont Inactive Honolulu Active Bufalo Inactive	Berkeley Active 1000.00 San Francisco Active 5000.00 Fremont Inactive 1200.00 Honolulu Active 7000.00 Bufalo Inactive 600.00

Amount Paid















Close

7091.00

Employee folio

- It is transaction between hotel and hotel employee
- the amount given by hotel to the employee on credit basis
- He can be any purchase or shopping till credit limit depending upon hotel policy
- Later amount is deducted from his salary



Employee folio



Procedure for black list guest

- Drunken Guest
- Payment Due
- Fussy guest



Q&A Short

- 1.What is Reg.card
- 2. What is errrand card
- 3.What is VIP/Spatt
- 4.what is scanty baggage
- 5. What is Form "C"
- 6.what is folio and what are different types of folios
- 7. What is Black list
- 8. What do you understand by term group Rec

Q&A long

- 1.explain the procedure of resv.checkin of guest
- 2.explain the procedure of walk-in guest
- 3.explain the procedure of scanty baggage guest
- 4.explain the procedure of FFIT guest
- 5.explain the procedure of VIP guest
- 6.explain the procedure of group checkinof guest

7 define terms block list and explain the