Day Reception

Procedure Manual

Table of Contents

Start of Shift:

Check list + movement sheet

- **AM SHIFT:** Collect daily movement sheet from Night Audit Duty Manager. Ensure that you check and understand all attached papers such as cash guests and daily task.
- **PM SHIFT:** Print a checklist and daily movement sheet which can both be found in folder: *M:\Operations\Front Office\Reception\CHECKLISTS AND MOVEMENT SHEET*. Add necessary information to your daily movement sheet such as number of cash guests, number of arrivals & departures left, manager on duty, and GSA names.

Handover

- Complete hand over with the previous shift duty manager, ensure you make any notes on your daily movement sheet of anything that needs following up from the previous shift or anything you need to be aware of and remember.

Check Email and Memo Folder

- Check your own and reception email inboxes. At the end of your shift all email to your personal work email and the reception email should have been actioned or responded to.
- Memo folder is located on the top shelf with all of the other folders in the back office. Make sure you are aware and sign as soon as you understand the new procedures/memo. In case you have any questions or clarification, see duty manager as soon as possible and before signing.
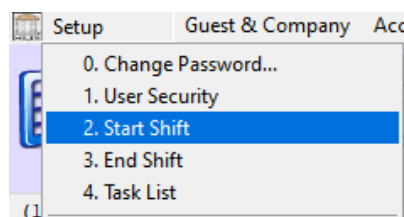- Managers usually send email for any new memo to be signed.

Counting till ($400) and ordering change

- Count the float you are going to work on, the float should total $400, if you need change inform the duty manager.
- Inform Duty Manager if there is any discrepancy.

Refers to Counting Till SOP

Login into HMS and start your shift

- *Setup – Start Shift*

Familiarising yourself with Movement of the day.

- Today's movement - arrival, departure, late check out, room moves, folio balances, VIPs, etc.
- Group's arrival and departure – Ensure the group folder is on the back bench.
- Functions of the day.
  - Function name and function room are normally posted on the bottom section of your HMS screen. In case it is not updated, all functions held in the hotel within the week are posted on the left notice board in the back office.

Wake-Up call sheet

- Check the wakeup call sheet which is hanging up on the left side of the front desk for anymore wakeup calls for the morning. If there are any more wake-up calls, attached the sheet to your checklist.
- If yes, check the alarm clock is set for the right time. Once all of the wake-up calls have been done attach the wakeup call sheet to your checklist

Refers to Wake Up SOPs

Expected Departure Registration Card

Account for all registration cards expected to depart today, including NON guests against the printed '*Expected Departure Summary Report'*.

1. Go through the report ensuring all the registration cards in list are in the departure box.
   a. Highlight the room number acknowledging this task has been completed.
   b. Note down any Roll Res or Non
2. Missing registration cards, check if it is;

1. Check the registration card bin
2. Room moves - check if it is still under the previous room number
3. Check the back bench and all the pigeon holes.
3. Report to Duty Manager for any missing registration cards
4. Once all reg cards are accounted for, write on the back blank side of the report – 'Departure – DD.MM.YY (departure date) and put the report back in the departure box

Printing *Expected Departure Summary Report*

1. In HMS, *Reports – Departures – Expected Departure Summary*
2. Choose the current date and click OK
3. Print out the report (one sided)

This report only reflects the remaining departure for the day. Any departed rooms will not appear in the report; hence it is important for night team to print out the report first thing after the system has rolled.

Checking Folio Balances

Go through all the departure folios that have charges in them to understand the incidentals that need to be settled by the guests on check out.

4. In HMS, open the Folio window, *Reservation – Folio*

1. Change the search parameter to 'Check out Date' and change the date to the current date and click 'Search'

2. Sort the folios by room number

3. Go through individual folio that has balance in them (green box).
   a. Right click on the folio and choose 'Check Out View'

	Status	Folio#	Guest Name	Guest	Gues	Group Name / Compan	Room Type	Room	△	Check In	Check Ou	Balance	Am	Shari
C	IN	443904	HUNT, DAKOTA, Mrs	NoCon	0	MC007245 – EXPEDIA.	EX	1107		19/09/20	20/09/20	-143.20		
C	IN	450946	JOHNSTON, IAN, MR	VIP11	0	MC000010 – EXPEDIA.	EXT	1108	New…					>
C	IN	450927	RANDALL, MITCHELL, Mr	VIP11	0	MC000108 – PRIVATE	EX	1110	Edit…				Alt+E	
C	IN	450923	PANE, CONNOR, Mr	VIP11	0	MC000108 – PRIVATE	EX	1201						
C	IN	431991	TREANOR, DARRIN, Mr	VIP11	0	MC003485 – BOOKING.	EXT	1203	Assign Room…				Alt+M	
C	IN	449394	FANKHAUSER, LAURA, MS	VIP11	0	MC003485 – BOOKING.	EXT	1207	Confirm Change Room…				Alt+N	
C	R	450341	NEWMAN, DANIELLE, MS	VIP11	0	MC003485 – BOOKING.	EX	1309	Check Out View					

   b. Go through the ledgers to understand the incidentals. Report any discrepancy to your Duty Manager.

This exercise will help to expedite check out process by rectifying any mistakes in advance and keeping the ledgers up-to-date and organised.

PRE & NON guests

- A PRE (pre-registered) guest is someone who has booked the night before to ensure they can get access to the room early in the morning.
- A NON (non-occuppied) guest is someone who either
  - has checked out before their check out date – usually late the night before.
  - No show from the previous night
- Check for any PRE or NON guests. The registration cards for PRE or NON guests are always placed in the front section of the arrivals box. If there are any Pre or NON rooms inform the duty manager and action them as required. Once this has been action and it's due to check out on the day of your shift, make sure it is added on the checkout registration box for filing later.

Check Out

PROCEDURE

5. Smile and greet the guest "Good morning/afternoon" and confirm that they are checking out

6. Ask the guest their room number

7. In the Folio screen ((Reservation – Folio) type in their room number and bring up their booking on the screen. Confirm their name to ensure the right guest is checking out.

8. Right click on the folio and choose 'Check out' option.

9. This will bring up check out window

10. **Read and understand the check in and check out instruction** - Payment method, incidentals to be settled either directly by guest or covered by packages or companies and any limits (alcohol not included, dinner up to $45 only, etc) imposed by the companies or agents.

11. Click (3) Change Ledger tab to view the details of incidentals

12. Confirm with the guest the detail of the incidentals if any

13. Once confirmed, Ask the guest how they wish to settle their account (using their pre-authorisation or pay directly)

14. To finalise payment:

15. At the top right corner, choose the ledger to finalise. Right click and choose payment option

16. Process the payment and post it accordingly to the payment type in the system.

17. Ensure correct method of payment - AMEX, B/M/V, Eftpos, Direct Bill, Cash

18. Consider whether surcharge applies

19. In remarks section, write – TRANS ID – 066222 (the last six digit or RRN on the receipt) for all card transactions.

```
EFTPOS FROM WESTPAC
HGC MELBOURNE
131 LONSDALE STREET
MELBOURNE 3000
Australia

TIME 17SEP22    16:26
MID          25373077
TSP       1003618976 44
RRN       220917066 22
Visa Debit
Visa Debit(C)      CR
CARD...........3890
AID    A0000000031010
TVR       0000020000
AUTH         297871

PURCHASE    AUD313.48

(000) APPROVED
```
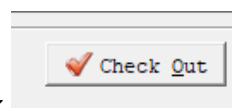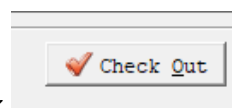
20. Click 'Next'

21. Print out 2 copies of tax invoices and terminal receipts. Staple both together Give the guest a copy and keep a copy for Hotel.

22. Right click on the ledger you would like to print and choose 'Print Ledger Invoice' option.

23. Once all the ledgers are zero balance, click **✓ Check Out** (bottom RHS corner) to check out the guest from the system

24. Reiterate the procedure of the pre-authorisation release.

25. The guest may also wish to have their luggage to be stored for a later pick-up, if so, tag the bags and give the receipts to the guest and place bags in the luggage store room.

26. Bid them a farewell and a safe journey.

PAY ATTENTION

- Payment method and Check Out instruction

- Incidentals to be settled either directly by guest or covered by packages or companies.

- Payment method, CC type and amount as; Different credit card will incur different surcharge

- Wrong posting will affect your end of shift credit card balance.

- Certain companies do not incur CC surcharge (DFFH/DOH, Woolworth & Telstra)

- Any refund (including bond refund) needs to be approved by your Duty Manager

- Any revenue reversals (eg: room service, Encore charges, parking etc) needs to be approved by Duty Manager

- Check the Raptor docket (located in archive box in HP cupboard) to confirm disputed charges

Payment Method	Abbreviations	Check Out
All Charges Back	ACB	• Charge to either CC or DB • Email invoice if CC
Awaiting Authorisation	AA	Inform DM for follow up
Credit Card	CC	• Charge CC and send out invoice • Guest to pay own extra incidentals
Direct Bill	DB	• Direct bill • Guest to pay own extra incidentals
Free of Charge	FOC	No payment to be processed. If there are incidentals, consults with DM
Pay Own Account	POA	Guest to pay own extra incidentals
Pre-paid	PP	Guest to pay own extra incidentals
Permanent Authorisation	**PERM AUTH**	Guest to pay own extra incidentals depending on coverage

Following up with remaining departures

At approximately 11.15AM, print out the 'Expected Departure Summary Report' (*Reports – Departures – Expected Departure Summary)* to check the rooms that are due to depart.

Make sure to add the requested check-out time beside the guest room number if they requested for a late checkout.

Any rooms that are still checked in that haven't checked out yet needs to be followed up. But before calling the guest, do the following steps:

- o Ensure that they are not a roll res booking. To check, set your dates on HMS from today's date and to tomorrow's date. Clear out the search box and click search. Arrange the list by guest name and manually check it from there. Double check as well the sharing guest name as sometimes guest uses their sharing guest name as the main guest of their 2nd booking.
- o Ensure that they don't have any late checkout requests**.** To check, manually open the folio of each checked in rooms and verify both on remarks section and check out instruction if any late checkout request has been added.

Call the rooms that are due to depart that has been verified. Ask what time they will be departing as it is already check out time. Note on your list if any of them request for later check out and ensure to inform both Duty Manager and Housekeeping.

Duty Manager will be conducting bag check for the rooms not cannot be contactable.

Collecting Departed Registration Card

i. Collect all Departed Registration Cards from the departure box making sure any Roll Reservations to be placed in the appropriate In-House Guest boxes
ii. Put all the collected card in between the *'Expected Departure Summary Report'* and tie the bundle using rubber band
iii. Place the bundle on the right-hand side of the reception desk near to the key drop box.

Check In

PROCEDURE

1. Smile and welcome guest to the Hotel. If return guests, acknowledge by welcoming them back at the hotel

2. Ask for the guest's name. Request for a photo ID along the credit card.

   - Check –
     - The name of the reservation matches the name on the ID
     - Guest's age – Must be over 18 years old
     - Name on the credit card matches the name on the ID

3. From the folio screen (Reservation – Folio) bring up the guest's reservation by typing in their surname.

4. Choose the correct guest. In (1) Corporate tab, check to ensure the name given matches in HMS, both first and last name. Confirm the length of stay.

   - For Roll Res, all paperwork, payment and pre-authorisation for both bookings must be done on the day of arrival.

5. Retrieve the guests Registration Card and ask the guest to fill or confirm the highlighted details.

HOTEL GRAND CHANCELLOR MELBOURNE

GUEST REGISTRATION
Welcome to Hotel Grand Chancellor Melbourne

Name: SRBINOVSKI, SUSAN , Ms
Sharing Guest :
Purpose of stay :   Business ☐   or Leisure ☐
Company/Agent : BOOKING.COM
Mobile : +61 412 429 502   Phone :
Email :

Room :   Rate : INTBARRO
Arrival : 18-09-2022   Depart : 20-09-2022 11am
Adults/Children : 2 / 0   Folio : 450899
GC Rewards # :   Voucher : 2777860460

Residential : ☐   or Business : ☐
Address :
Postcode :
State :
Country :

The hotel and its agents accept no responsibility for loss or damage to articles which are stored other than hotel safe deposit boxes located at the front desk. The hotel is not responsible for articles left, nor damage to or theft from, rooms and/or motor vehicles. Please note the car park is operated by an independent company.

Please be advised the hotel reserves the right to pre-authorise a supplied credit card on check in and increase this pre-authorisation if deemed necessary to guarantee any additional charges placed on account. The pre-authorisation may restrict available funds from the supplied card to the value of the pre-authorisation. If a credit card cannot be supplied, full accommodation and security bond is required at check in and no chargeback facility will be authorised.

Method of Payment:
CASH ☐   EFTPOS ☐   VISA ☐   MASTERCARD ☐
AMEX ☐   DINERS ☐   COMPANY/TRAVEL AGENT CHARGE* ☐
All credit card transactions incur a surcharge between 1.2 - 3.6% (equivalent to the credit card provider costs incurred).
*Prior arrangements required for charge back facilities.

Please tick this box if you do not wish to be included on our mailing list : ☐
Please tick this box or advise the reception team should you require assistance in the case of an emergency: ☐
Wake up Call Time: Newspaper: ☐   (Charges Apply)
Please note the Hotel accepts no responsibility for wake up calls which are missed, nor any cost or other consequences that may be incurred as a result.

Please be aware the hotel is strictly a non-smoking property. To ensure we remain smoke free, any evidence of smoke in a guest room or balcony will result in the guest being charged a cleaning fee of $200.

Hotel Grand Chancellor has a strict no party policy. Only registered guests (max 3 people) are permitted to occupy the room between 11pm and 7am. The hotel reserves the right to remove guests if guest is deemed a security risk or nuisance to the property and/or other guests.

I accept liability if the indicated person or company on this registration card fails to pay for any part of the invoiced charges, including any undeclared, unsettled and/or damage charges. I acknowledge and accept liability for any costs associated with any false alarm or false activation of any fire and emergency services equipment caused by any person indicated on this registration card and/or associated with any person indicated on this registration card. I authorise the Hotel Grand Chancellor to use this information for any purpose associated with the operation or market of their hotel's activities.

Car Parking Site: Registration:
VIP ☐   OFFSITE ☐
Please note the car park is operated by an independent company and the Hotel accepts no responsibility for loss or damage to vehicles. Additional charges may apply after 12pm.

Signature : _____

HOTEL USE ONLY
CARD: CI: UPD:

6. While the guest is filling in their details click into their reservation, go to (6) Special Instruction tab. Read and understand the check in instruction:

   a. Method of payment – POA, CC, Direct Bill, Pre-paid

   b. Inclusion such as breakfast, rollaway, water, newspaper (any item in bracket)

   c. Other additional incidentals that being covered by company or agent

Check In
CC 89.20*3/94.81 POE
CLASQ

Check Out
TOTAL:362.41;

Posting

Check In
CC 181 (B1INW) + M + P + Z POE - BTP **PERM AUTH**
SUPQ

Check Out
DINNER ONLY TO THE VALUE OF $45 - NO ALCOHOL
SEND INVOICE TO: reception@awu.net.au

Posting
VIP CAR PARKING $25/N UNTIL JUNE 2023

13

7. Process the payment and/or pre-authorisation based on check in instruction. Ensure we thoroughly explain the pre-authorisation process emphasising on the release process.

   a. POA bookings require full payment for the accommodation and a separate pre-authorisation/security deposit of $100

   b. PP/CC/ DBA/DBC bookings require only $100 security bond unless being covered by company (All charges back-ACB or Z)

      Other types of security bond
      - Cash - **$300 per room per stay**
      - EFTPOS card - **$300 per room per stay**
      - Guest tapping their cards using phones or smart watch - **$300 per room per stay**

      Guest must know their pin number to process refund on check out
      *** Update the credit card details in HMS***

   c. If a guest is covering payment and/or bond for multiple rooms, process the correct amount correctly. Write the following on the top right-hand corner of the registration card as follow;

      i. The guest who are covering; COV – all the folio numbers being covered

HOTEL GRAND CHANCELLOR MELBOURNE

GUEST REGISTRATION
Welcome to Hotel Grand Chancellor Melbourne

COV - #431954

Name: KURTH, ERICA, Ms	Room :
Sharing Guest : CASEY	Arrival : 17-09-2022 Depart : 18-09-2022 11am
Purpose of stay : Business ☐ or Leisure ☐ Rate : LEIBARRO	Adults/Children : 2 / 0 Folio : 431596
Company/Agent : PRIVATE BOOKING	GC Rewards # : Voucher :

Mobile : 0417154253   Phone :

Email : EKurth@accoras.org.au

Address :   Residential : ☐ or Business : ☐

Postcode :

State :

Country :

The hotel and its agents accept no responsibility for loss or damage to articles which are stored other than hotel safe deposit boxes located at the front desk. The hotel is not responsible for articles left, nor damage to or theft from, rooms and/or motor vehicles. Please note the car park is operated by an independent company.

Please be advised the hotel reserves the right to pre-authorise a supplied credit card on check in and increase this pre-authorisation if deemed necessary to guarantee any additional charges placed on account. The pre-authorisation may restrict available funds from the supplied card to the value of the pre-authorisation. If a credit card cannot be supplied, full accommodation and security bond is required at check in and no chargeback facility will be authorised.

Method of Payment:

CASH ☐   EFTPOS ☐   VISA ☐   MASTERCARD ☐

AMEX ☐   DINERS ☐   COMPANY/TRAVEL AGENT CHARGE* ☐

All credit card transactions incur a surcharge between 1.2 - 3.6% (equivalent to the credit card provider costs incurred).
*Prior arrangements required for charge back facilities.

Please tick this box if you do not wish to be included on our mailing list : ☐

Please tick this box or advise the reception team should you require assistance in the case of an emergency: ☐

Wake up Call Time: Newspaper: ☐ (Charges Apply)
Please note the Hotel accepts no responsibility for wake up calls which are missed, nor any costs or other consequences that may be incurred as a result.

Car Parking Site: Registration:

VIP ☐   OFFSITE ☐
Please note the car park is operated by an independent company and the Hotel accepts no responsibility for loss or damage to vehicles. Additional charges may apply after 12pm.

Please be aware the hotel is strictly a non-smoking property. To ensure we remain smoke free, any evidence of smoke in a guest room or balcony will result in the guest being charged a cleaning fee of $200.

Hotel Grand Chancellor has a strict no party policy. Only registered guests (max 3 people) are permitted to occupy the room between 11pm and 7am. The hotel reserves the right to remove guests if guest is deemed a security risk or nuisance to the property and/or other guests.

I accept liability if the indicated person or company on this registration card fails to pay for any part of the invoiced charges, including any undeclared, unsettled and/or damage charges. I acknowledge and accept liability for any costs associated with any false alarm or false activation of any fire and emergency services equipment caused by any person indicated on this registration card and/or associated with any person indicated on this registration card. I authorise the Hotel Grand Chancellor to use this information for any purpose associated with the operation or market of their hotel's activities.

Signature : _____

HOTEL USE ONLY
CARD: CI: UPD:

  ii. The other guests that being covered; REF #Folio number of the covering room

8. Skim through the registration card ensuring;

 a. **MUST** have – Signature, contact number, email and sharing guests (If applicable).

 b. If guest tick for *parking*; confirm either VIP Parking or Golden Square and advice guest accordingly.
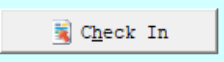
 c. If a guest tick for *newspaper* and it is not included in the rate – Advice guest the cost and update HMS.
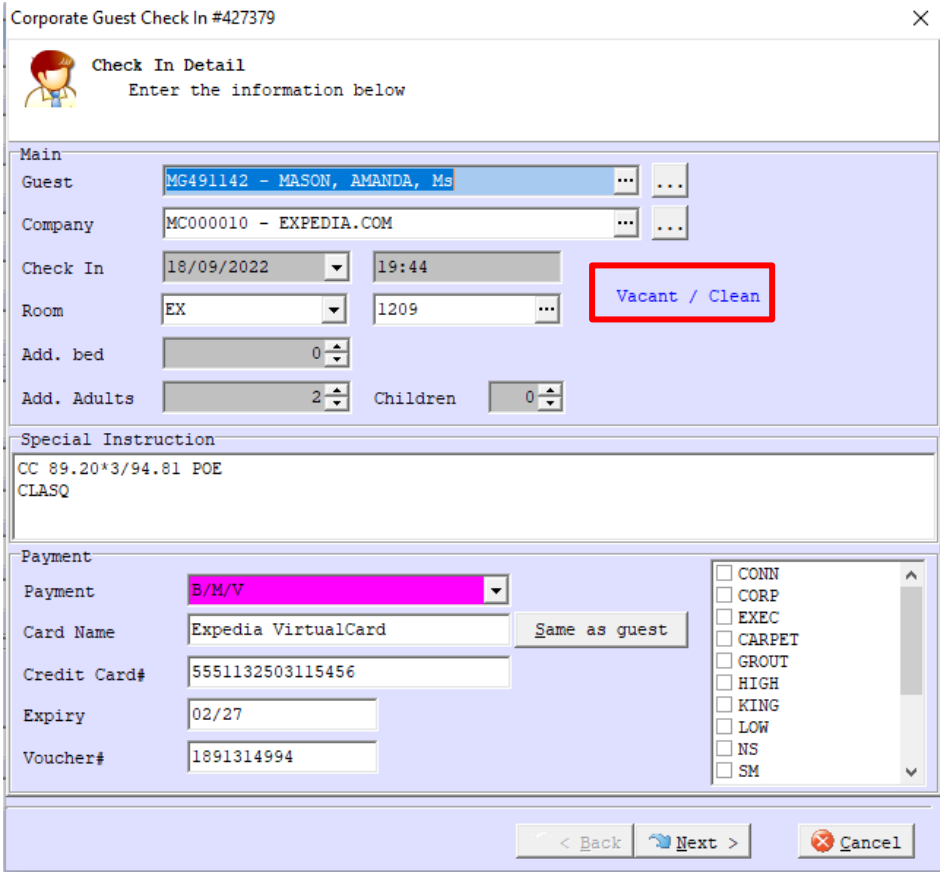
 d. If a guest tick for *wakeup call* - Confirm the time

 e. If a guest tick for *emergency assistance* – Confirm with the guest and give out the 'Emergency Assistance Form' to be filled out and update HMS.

9. Checking in the guest in HMS.

a. Click [🔲 Check In] button on the top right-hand corner of the window

b. A pop-up window will appear

c. The room must be **vacant and clean** before the guest can be checked in.

d. Enter the following fields (if not already entered):

- Type of Payment
- Guest Name as written on Credit Card
- CC Number
- Expiry Date
- Voucher Number (if D-bill)

e. Click **Next >** and update the following information on the next window

- If market segment is "Direct Internet" change the "Int-Pending" to either "Int Leis" or "Int Corp"
- The correct nationality, region and country of the guest

Mkt Seg 4	Int Leis
Source	Agent Direct
Nationality	AUSTRALIA
Region	VIC
Country	AUSTRALIA
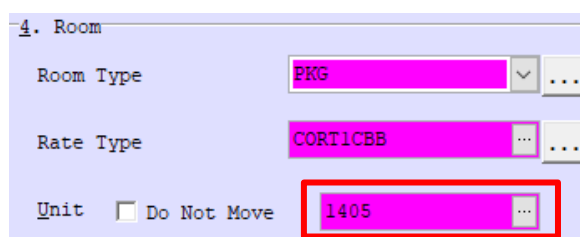
f. Click **Process >** to complete the check in process.

10. Issue room keys (For Roll Res, cut keys for the entire length of stay)

11. Explain to guests of any inclusion, coverage by company/agent and any limits associated to the coverage.
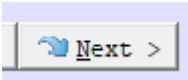
12. Issue any relevant voucher (BTP welcome drinks, GC Rewards Promo, Hotel Promo)

13. Bid them an enjoyable stay

14. On the bottom of registration put down your initial accordingly

HOTEL USE ONLY		
CARD:	CI:	UPD:

Check in Prior 2:00PM

1. Follow standard check in procedure.

   a. If the room is Occupied/Dirty or Vacant/Dirty, re-assign the guest to an available room

      i. In (1) Corporate tab, click the ... besides the room number (red box below).

4. Room

Room Type	PKG
Rate Type	CORT1CBB
Unit ☐ Do Not Move	1405

ii. This will bring up bringing up any Vacant/Clean room by default. Select that room and click 'OK' to assign another room.

b. If no rooms are ready and another room cannot be assigned due to special requests, advise the guest that check in time at the hotel is 2.00pm, and at this stage we do not have a room available, however their luggage can be store away.

2. Paperwork, payment and pre-authorisation must be completed upon arrival regardless of the time before storing luggage.

3. Offer to call the guests if the room is ready before 2pm. The complete registration card then to be put on the bin with a note said "RNR" or "Please call" and placed in the RNR pigeon hole located on near the left reception terminal

4. Rush the room with housekeeping once the room is vacant in HMS

5. Once the room is ready, and the registration card is completed, then guest can be checked in to the system and key cut. If there is "Please call", call the guest to inform that their room is ready.

Notes

1. We can only check in guest if the name on the reservation matches the photo ID. If does not match, we CANNOT check the guest in unless they have a confirmation or we request the guest to call the guest on the reservation to confirm the details.

2. NO underage (below 18) guests to be checked in without adults accompanying them for full duration of their stays.

3. The most important section in guest registration card is <u>Signature</u>. Please ensure that guest have read and understood the terms and conditions of the hotel before signing

and before issuing keys. Hotel policies are nonnegotiable and cannot be altered. Signature must be obtained before issuing keys and the person who provided the preauthorisation (card holder and if not the same person on the booking) should also sign in the registration card.

4. <u>Sharing Guest Name</u>: this is to ensure that every person in the room is accounted for and for us to check if the maximum number of people per room is being breached. This is also used by Night Audit Team every time they do security checks after hours.

Payment Method	Abbreviation	Check In	
		Payment	Pre-Auth
All Charges Back	ACB	No payment	NO bond
Awaiting Authorisation	AA	To follow up with RES Team & inform DM	Depending on the coverage
Credit Card	CC	No payment	Bond
Direct Bill	DB	No payment	Bond
Free of Charge	FOC	No payment	NO bond
Pay Own Account	POA	Payment taken for accommodation and any extras	Bond
Pre-paid	PP	No payment	Bond
Permanent Authorisation	**PERM AUTH**	No payment	Depending on the coverage

Definition	Abbreviation
Breakfast for 1	B1
Breakfast for 2	B2
Breakfast for 3	B3
Baby Cot	C
2 Course Dinner	2D
3 Course Dinner	3D
Early Check-In	ECI
Internet/Wi-Fi	I
Late Check Out Fee	LCO
Meals	M
Newspaper	N
Parking	P
Rollaway Bed	R
Upgrade	U
Pre-Authorisation / Bond	Z

Balancing Credit Cards Transactions

Each shift needs to do at least one credit card balance.

This is to ensure that terminal transactions are balanced with the HMS transaction, that we are not missing any payments or overcharging guests, and that each transaction and payments we've done are correct.

SUB TOTALS REPORTS	
Left EFTPOS Terminal	
AMEX	
DINER	
EFTPOS	
JCB	
MASTER	$ 439.44
VISA	$ 1,104.43
Total	$ 1,543.87
Middle EFTPOS Terminal	
AMEX	$ 136.03
DINER	
EFTPOS	$ 401.04
JCB	
MASTER	$ 613.11
VISA	$ 533.60
Total	$ 1,683.78
Right EFTPOS Terminal	
AMEX	
DINER	
EFTPOS	
JCB	
MASTER	$ 445.61
VISA	$ 193.49
Total	$ 639.10
MOTO EFTPOS Terminal	
AMEX	
DINER	
EFTPOS	
JCB	
MASTER	$ 3,378.49
VISA	$ (220.16)
Total	$ 3,158.33
F&B POSTING	
AMEX	
DINER	
EFTPOS	$ 11.00
JCB	
MASTER	$ 223.00
VISA	$ 385.00
Total	$ 619.00

BALANCING TOTALS		
Terminal Totals		This is the Total for all EFTPOS machines
AMEX	$ 136.03	
DINER	$ -	
EFTPOS	$ 412.04	
JCB	$ -	
MASTER	$ 5,099.65	
VISA	$ 1,996.36	
Total	$ 7,644.08	
HMS CC Totals		This is the PMS total for each payment type
AMEX	$ 136.03	
DINER		
EFTPOS	$ 412.04	
JCB		
MASTER / VISA	$ 7,096.01	
Total	$ 7,644.08	
Variance ~ EFTPos vs HMS		Shows whether PMS is under or over
AMEX		
DINER		
EFTPOS		
JCB		
MASTER / VISA		
Total		

	HMS HIGHER
	TERMINAL HIGHER
	BALANCED

HG
...T BALAN

Till Count		
Total	$	400.00
Other		
$	100.00	$ 100.00
$	50.00	$ 100.00
$	20.00	$ 100.00
$	10.00	$ 40.00
$	5.00	$ -
$	2.00	$ 30.00
$	1.00	$ 20.00
$	0.50	$ 3.00
$	0.20	$ 6.00
$	0.10	$ 0.50
$	0.05	$ 0.50

Variance to Usual Float Total of $400

Date	GSA	DM
18-Sep	DALE	MO/JESS

Till Count- End of Shift		-400.00
Total	$	-
Other		
$	100.00	
$	50.00	
$	20.00	
$	10.00	
$	5.00	
$	2.00	
$	1.00	
$	0.50	
$	0.20	
$	0.10	
$	0.05	

Variance to Usual Float Total of $400

AMEND SHIFT

As at 5:16 PM on 1...

Refers to Balancing Shift SOPs

Rush Rooms

Rooms that are normally rushed are for

- guest who are scheduled to room move,
- guest for early check in,
- guest who arrived at the hotel before the check in time

Rushing rooms are not guaranteed that it will be ready before 2pm. This will only be the priority of housekeeping and can only be done if the room has been checked out. We cannot rush any room not until it has been checked out.

To request for rush room, text the Housekeeping's Whatsapp group using the Reception's mobile.
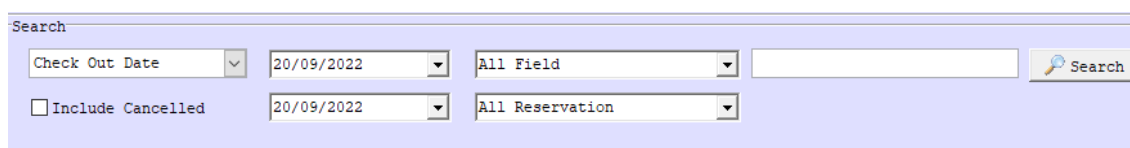
VIPs and Return Guest Key Cutting

Return guest keys are being cut and prepared prior to their arrival/check in for a much faster check in process.

To check the list of return guest,

27. In HMS, open the Folio window, *Reservation – Folio*

4. Change the search parameter to 'Check IN Date' and change the date to the current date and click 'Search'

28. Sort by the number of stays.

29. Place the cut key in wallet and put the in the arrival key box.

Refers to Ambiance Manual for key cutting procedure.

In-House Guest Listing

PM Task

Every PM shift is required to print the *In-House Guest Listing* twice, one at 5pm and the other one is at 7pm. This report is to be given to F&B team member along with *Cash Guest* list.

This will be used by F&B to ensure nothing will be charged to the room of cash guests (as per hotel policy) and for them to double check the name in the room if it matches.

To print the *In-House Guest Listing*

1. On HMS go to *Report – In House – In House Guest Listing.*
2. Choose today's date and print only the page where the room number starts (normally from 2nd page).

In House Guest Listing By Room Number As At 19/09/2022 5:22:53PM

Res.Type	Folio	Guest	Company/Group	Room	Room Type	Rate Code	Ad	Ch	CheckIn Date	CheckOut Date	Guest Stay	Days Stay
Sharing Guest:		CHRISTOPHER KNIGHT										
C	431991	TREANOR, DARRIN, Mr	BOOKING.COM	1203	EXT	INTBARRO	2	0	19/09/22	20/09/22	0	1
First Tier:		*Second Tier:*	*Third Tier:*			*Source:* Direct Internet						
C	434930	BONHAM, MIKAELA, MS	HOOROO/JETSTAR	1204	EX	INTBARRO	2	0	19/09/22	23/09/22	0	4
First Tier:		*Second Tier:*	*Third Tier:*			*Source:* Direct Internet						
Sharing Guest:		TIARNA REDFERN										
C	446391	FAIRLIE, JENNIFER, Ms	HGC WEBSITE	1205	PKG	INTBARRO	2	0	19/09/22	22/09/22	0	3
First Tier: DIRECT INTERNI		*Second Tier:* INT PENDING	*Third Tier:* FIT			*Source:* Direct Internet						
Sharing Guest:		MARK WOOD										
C	450717	SHIH, TIM, Mr	HGC STAFF & F&F	1206	PKG	INDSTAFFRO	2	1	19/09/22	23/09/22	0	4
First Tier:		*Second Tier:*				*Source:* GHI Website						
C	449394	FANKHAUSER, LAURA, MS	BOOKING.COM	1207	EXT	INTBARRO	2	0	18/09/22	20/09/22	0	2
First Tier:		*Second Tier:*	*Third Tier:*			*Source:* Direct Internet						
Sharing Guest:		CEDRIC										
C	443175	FRICKER, HARLEY, Mr	BOOKING.COM	1208	EXT	INTBARRO	2	0	18/09/22	21/09/22	0	3
First Tier:		*Second Tier:*	*Third Tier:*			*Source:* Direct Internet						
Sharing Guest:		CHUN, AMY, Ms										
C	427379	MASON, AMANDA, Ms	EXPEDIA.COM	1209	EX	INTSAVERRO	2	0	18/09/22	22/09/22	0	4
First Tier:		*Second Tier:*	*Third Tier:*			*Source:* Agent Direct						
C	428452	ROBERTS, BERNARD, Mr	EXPEDIA.COM	1210	EX	INTSAVERRO	2	0	18/09/22	22/09/22	0	4
First Tier:		*Second Tier:*	*Third Tier:*			*Source:* Agent Direct						
C	449637	CULLEN, LINDSAY, Mr	FCM TRAVEL - TEAM NSW13	1301	EX	GDSPROMO	1	0	19/09/22	22/09/22	0	3
First Tier: CORPORATE		*Second Tier:* C2	*Third Tier:* FIT			*Source:* Direct Internet						
C	444786	DOWNIE, RACHEL, Miss	HOOROO/JETSTAR	1302	EX	INTBARRO	3	0	18/09/22	22/09/22	0	4
First Tier:		*Second Tier:*	*Third Tier:*			*Source:* Direct Internet						
Sharing Guest:		CHARLOTTE EISEL										
Sharing Guest:		LEE DOWNIE										
C	450345	WEIS, SUE-ELLEN, Ms	ST VINCENTS HOSPITAL	1303	EXT	CORT1NRO	1	0	18/09/22	22/09/22	0	4
First Tier: GOVERNMENT		*Second Tier:* NA	*Third Tier:*			*Source:* Company Direct						
C	450258	HALLIDAY, ELYSSE, Ms	HGC WEBSITE	1304	EXT	INTBARRO	1	0	18/09/22	21/09/22	0	3
First Tier: DIRECT INTERNI		*Second Tier:* INT PENDING	*Third Tier:* FIT			*Source:* Direct Internet						
Sharing Guest:		HALLIDAY, FIONA, Ms										
C	437949	MCKANE, PAUL, Mr	EXPEDIA.COM	1305	PKG	INTSAVERRO	2	0	18/09/22	23/09/22	0	5
First Tier:		*Second Tier:*	*Third Tier:*			*Source:* Agent Direct						
Sharing Guest:		ANDREW NAUGHTIE										
C	448673	LITTLEJOHN, JOSCELYN, MRS	HOTEL GRAND CHANCELLOR - LAUNCESTON	1306	PKG	INDSTAFFRO	1	0	19/09/22	21/09/22	18	2
First Tier: INDUSTRY		*Second Tier:* NA	*Third Tier:* FIT			*Source:* Company Direct						
C	449206	THOMSON, CRAIG R, MR	HOOROO/JETSTAR	1307	EXT	INTBARRO	1	0	19/09/22	21/09/22	0	2

Cash Guest Listing

PM Task

Every PM shift is required to print the *Cash Guest Listing* twice, one at 5pm and the other one is at 7pm. This report is to be given to F&B team member along with *In-House Guest Listing.*

This will be used by F&B to ensure nothing will be charged to the room of cash guests (as per hotel policy) and for them to double check the name in the room if it matches.

To print *Cash Guest listing*

1. On HMS go to *Report – In House – Inhouse Additional Items Report*, choose today's date and click ok. Go through each page until you find cash

2. Scroll through the pages until you see Cash Guest. Double click this which will load a new page for just the cash bond guests. Ensure, that you scroll until the last page of the report as any cash guest that is part of the group will be under separate heading.

Dry Cleaning

We offer Dry Cleaning services for our hotel guests. Dry Cleaning however is outsourced and done outside the hotel premises. *Masters Dry Cleaning* is our laundry company.

The following are important to know:

- Dry cleaning bags and forms are found inside the guest's room in their wardrobe drawers (if not, you can find them in the middle drawer of Reception to give to guest)
- Clothes will be collected by company around 8-9AM every day and drop off the following day
- Guests are to drop off their laundry before 8:30AM in order to receive it same day EOD (or the night before)
- Hotel is not liable for any sort of damages occurred
- Best contact number is 03 9399 4700

Dropping off laundry for the guest:

- Before accepting guest's laundry, you must ensure that the form has been filled up accordingly – please make sure they have the correct room number, name and signature from the guest. Check the number of items match to the form. If all correct, you can put it in the hamper inside HP cupboard.
- Make sure the form is inside the bag and tied up well. You will need to pass this on your manager on duty for them to advise Masters Dry Cleaning of guests' laundry to have that delivered back to the guest on the same day

Drop off of Cleaned Laundry to hotel

- Master Dry Cleaning will drop off the guest laundry to Reception with the attached receipt of guest name and room number
- Once you receive their laundry, check that the room number matches their name on HMS
- Photocopy the receipt and attach it to the according room number registration card
- Call Houseperson to deliver the laundry to the guest's room
- You must post the according laundry charge to the guest folio, to do this:
  o Go into the guest folio, go into tab (4 Rate Details)
  o Right click and choose Manual Posting and choose Laundry Dry Cleaning as the post code and post the amount that the receipt from dry cleaning states, then click NEXT
  o Please note, you do not need to type the itemised list either as the original receipt will be given to the guest along with their items of clothing

Updating Registration Card in HMS

Each Guest will fill in a registration card on arrival. They will provide us with their personal or company details. Front Office team members are required to enter this data into HMS accurately to ensure we have the correct details on file for all out guests.

Refers to Updating Reg Card SOP.

Reg Card Bin Check

PM Task

Before bin-check is started, ensure all registration cards have been updated in HMS and placed in the reg card bin.

Ideally, bin check should be done as soon as the number of arrivals is 20 and below.

1. Sort the updated registration cards according to the room number.

2. Print *In-House guest list report* (*Report – In House – In House Guest Listing*). Sort by "room number". Print starts from the page where there is room number until the last page.

   The list shows guest which currently in house and arrival today which has checked in.

In House Guest Listing By Room Number As At 11/09/2022 8:41:14PM

Res.Type	Folio	Guest	Company/Group	Room	Room Type	Rate Code	Ad	Ch	CheckIn Date	CheckOut Date	Guest Stay	Days Stay
Sharing Guest:		*ANGILLEY, ALAN*										
C	444724	MCLISKY, GORDON, Mr	BOOKING.COM	1201	EX	INTBARRO	2	0	09/09/22	12/09/22	0	3
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
Sharing Guest:		*AMELIA DEGE*										
C	441930	ROSER, MICHAEL, Mr	HOOROO/JETSTAR	1202	EX	INTBARRO	2	0	09/09/22	13/09/22	0	4
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
Sharing Guest:		*TERRI, ROSERI*										
C	434341	SARGINSON, JULIE, Ms	BOOKING.COM	1203	EXT	INTBARBB	2	0	11/09/22	15/09/22	0	4
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
Sharing Guest:		*SARGINSON, TERENCE, Mr*										
Sharing Guest:		*SARGINSON, JULIE, Ms*										
C	437712	WHEELDON, COURTNEY, Ms	BOOKING.COM	1204	EX	INTBARRO	2	0	09/09/22	12/09/22	0	3
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
Sharing Guest:		*CEEHEPEMAN, DALE*										
C	449388	BUCHECKER, WENDY, Mrs	BOOKING.COM	1206	PKG	INTBARRO	2	0	10/09/22	12/09/22	0	2
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
Sharing Guest:		*FRANK VOLLMANNSHAUSER*										
C	450070	HUNT, MELANIE, Ms	BOOKING.COM	1207	EXT	INTBARRO	2	0	11/09/22	12/09/22	0	1
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
C	449885	SCHRAPEL, SHARON, Ms	BOOKING.COM	1208	EXT	INTBARRO	2	0	09/09/22	12/09/22	0	3
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
Sharing Guest:		*SAMANTHA HAUPTMAN*										
C	449165	TUMMON, EIMEAR, MISS	HOOROO/JETSTAR	1209	EX	INTBARRO	1	0	11/09/22	13/09/22	0	2
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
C	446158	SLIPPER, ZIA SCARLETT, MS	EXPEDIA.COM - DIRECT	1210	EX	INTSAVERRO	2	0	10/09/22	13/09/22	0	3
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Agent Direct							
Sharing Guest:		*ELLIS, ZACHARY, Mr*										
C	433426	THORNTON-NICKELS, VICTORIA, Ms	BOOKING.COM	1301	EX	INTBARRO	2	0	10/09/22	12/09/22	0	2
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
Sharing Guest:		*CLINTON, HANNAH, Ms*										
C	423166	LE, LINDA, Miss	HOOROO/JETSTAR	1302	EX	INTBARRO	2	0	10/09/22	12/09/22	0	2
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
C	449969	FOSBERRY, SAMANTHA, Ms	BOOKING.COM	1303	EXT	INTBARRO	2	0	11/09/22	12/09/22	1	1
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
Sharing Guest:		*JUAN LOSADA*										
C	445292	DONNELLY, MARIA, MS	BOOKING.COM	1304	EXT	INTBARRO	1	1	11/09/22	12/09/22	0	1
First Tier:		*Second Tier:*	*Third Tier:*	Source:	Direct Internet							
Sharing Guest:		*KAITLYN DONELLY*										

3. Check the room number in the list against the registration card in the bin

4. Check the following:

   a. The name on the registration card is matched with the report

   b. Registration card is placed in the correct slot

   c. Once the above is correct, highlight the room number. This indicates that the registration card in checked and has been placed in the bin

5. Note the room numbers that the registration card is not complete or missing.

6. Missing registration cards, check if it is:

   a. Roll Res   -> check the departure registration card pile

   b. Room move   -> check if it is still under the previous room number

   c. Arrival   -> check if the registration card is still in the arrival box and is not completed by the guest -> try to ring the guest or send a letter to the room

   d. Updating pile

   e. Check the back bench and all the pigeon holes.

7. If registration card still cannot be found anywhere, inform the duty manager and confirm if the guest needs to be called or letter to be sent.

8. Once bin check is complete, put the report next to the bin for the Night Audit to collect.

Preparing Registration Card for next day arrivals

PM Task

PM team is responsible in preparing the registration card for next day arrivals.

   a. Print out the registration cards for next day arrivals
   b. Print out '*Chargeback Report'.* Go through the report and highlights any reservations that require paperwork
   c. Print out all the required paperwork. Follow up missing chargeback with DM
   d. Prepare the reg cards – Attach paperwork, highlights required information & put a gold star sticker for VIPs, return guests and GC rewards members
   e. Put the reg cards aside for night team to sort out and file in arrival box

Refers to Reg Card Preparation SOP

Pre - Authorisation

Upon check in, the Hotel will require to pre-authorise $100 on a guest's credit card.

These funds are a security bond and guarantee for any incidentals, damages, or undeclared charges (such as F&B or car parking etc).

A Preauthorisation is a pending transaction and gives the hotel authorisation to use those funds for any outstanding charges.

However, certain banking institutions such as NAB, WESTPAC and etc may show the pre-authorisation as successfully transacted rather than pending.

Hotel reserves the right to increase the pre-authorisation if deemed necessary to guarantee any additional charges.

Every guest MUST provide security bond on for each stay. Some VIP clients or those with an appropriate charge back reflected in check in instruction in HMS (All Charge Back [ACB] or Z [bond] may not be required to provide a bond. However, Duty Managers have the right to waive or amend the amount at their discretions.

Guest must present a **physical credit** which needs be inserted into EFTPOS terminal machine in order for the team member to process the pre-authorisation.

The pre-authorisation amount is **$100 per room per stay.**

> **Cash OR EFTPOS or Tapping on the phone** ***Guest must know their pin number to process refund on check out***
>
> - Cash - **$300 per room per stay**
> - EFTPOS card - **$300 per room per stay**
> - Guest tapping their cards using phones or smart watch - **$300 per room per stay**
> - Passport bond for shipping companies' guests

Refers to Pre-authorisation policies and procedure, refers to Cash Bond SOP, Passport SOP

Credit Check

This task is to be completed by Night team.

Credit check is important to ensure that guests have sufficient amount to cover any incidentals. FO team member has to top up pre-auth for any incidentals that are over the pre-authorisation amount ($100) in total.

Before credit check is started, all updating has to be completed.

Credit check should be done after the system has rolled for the day.

Phone Etiquette

1. All phone calls **MUST** be answered within 3 rings.

2. When answering the telephone, please adhere to the following script:
   - External Calls – "***Hotel Grand Chancellor Melbourne, this is** *insert your name*"*
   - Internal Calls – "***Reception, this is** *insert your name*"*

   Avoid saying "How can I help you"

3. Listen to callers and their enquiries.
   - During busy period, please **offers a call back** – *note down their name, number and enquiry (Please get as much information as possible to ensure we pass the message to relevant department or staff).* Under no circumstances, we put guests on hold or request guests to call back at a later time.
   - Transfer call to appropriate department (Business Hours) – Announce who is calling and what it is regarding.
   - After hours call for other departments - *Note down their name, number and enquiry (Please get as much information as possible to ensure we pass the message to relevant department or staff).* Advice guests, that we will call them back as soon as possible. Email all the details to relevant department.

Seek advise from your Duty Manager if you are unsure.

Ending the Shift:

To finalise you shift you must complete the following tasks. You may then log off, sign you time sheet and head home.

Auditing your transactions

i. Print out 'Transaction by Staff'
   a) On HMS: *Reports – Management Report – Transaction by Staff*
   b) Search for your name
   c) Enter today's date
   d) Click 'OK'

Example of Transaction by Staff

Folio	Room	Guest/Group	Post Date/Time	Description	Excl Tax	GST	Total
450872			19/09/22 10:11:19	CC Surcharge	0.45	0.04	0.49
				CC Surcharge	**20.85**	**2.05**	**22.90**

Eftpos

Folio	Room	Guest/Group	Post Date/Time	Description	Excl Tax	GST	Total
	306	FAJARDO, DARYL , Mr					
450917			19/09/22 08:31:30	Payment Folio#450917 (TRANS - 046857)	(100.00)	0.00	(100.00)
	602	WEATHERLY, AMY, MS					
446090			19/09/22 14:07:44	Payment Folio#446090 (TRANS - 046891)	(121.72)	0.00	(121.72)
	1110	RANDALL, MITCHELL, Mr					
450927			19/09/22 09:51:21	Payment Folio#450927 (TRANS - 046866)	(141.00)	0.00	(141.00)
	1201	PANE, CONNOR, Mr					
450923			19/09/22 10:42:58	Payment Folio#450923 (TRANS - 046873)	(141.00)	0.00	(141.00)
	1308	JUHASZ, TRACEY, Ms					
450868			19/09/22 10:59:36	Payment Folio#450868 (TRANS - 046876)	(376.20)	0.00	(376.20)
	1706	BARNES, THOMAS, Mr					
450821			19/09/22 13:58:35	Payment Folio#450821 (TRANS - 046888)	(184.50)	0.00	(184.50)
				Eftpos	**(1,064.42)**	**0.00**	**(1,064.42)**

Miscellaneous

Folio	Room	Guest/Group	Post Date/Time	Description	Excl Tax	GST	Total
	702	JAKEMAN, DAMON, Mr					
436742			19/09/22 08:19:07	3 umbrella returned	(54.55)	(5.45)	(60.00)
				Miscellaneous	**(54.55)**	**(5.45)**	**(60.00)**

Visa/Mastercard/Bankcard

Folio	Room	Guest/Group	Post Date/Time	Description	Excl Tax	GST	Total
	206	LAWSON, HELEN, Ms					
449930			19/09/22 08:27:29	Payment Folio#449930 (TRANS - 046856)	(35.49)	0.00	(35.49)
	207	MONACELLA, PASQUALO, Ms					
434548			19/09/22 11:05:53	Payment Folio#434548 (TRANS - 046878)	(35.49)	0.00	(35.49)
	405	KEENAN, GREGORY, Mr					
441858			19/09/22 07:59:42	Payment Folio#441858 (TRANS - 046854)	(60.95)	0.00	(60.95)
	409	WENDELS, MICHELLE, MS					
447049			19/09/22 13:42:12	Payment Folio#447049 (TRANS - 046886)	(144.11)	0.00	(144.11)
	503	OBRIEN, CHRISTINE, MS					
449295			19/09/22 10:14:00	Payment Folio#449295 (TRANS - 046871)	(54.25)	0.00	(54.25)
	605	LIGHTFOOT, RHONDA, Ms					
440801			19/09/22 10:12:52	Payment Folio#440801 (TRANS - 046870)	(145.00)	0.00	(145.00)
	609	SCOTT, MICHAEL, Mr					
436741			19/09/22 09:17:49	Payment Folio#436741 (TRANS - 046862)	(130.81)	0.00	(130.81)
	802	HADFIELD, TERESA, Ms					

Folio	Room	Guest/Group	Post Date/Time	Description	Excl Tax	GST	Total
450569			19/09/22 09:13:10	Payment Folio#450569 (TRANS - 046859)	(35.49)	0.00	(35.49)
	1106	CHIASSON, JOHN, Mr					
440699			19/09/22 10:19:49	Payment Folio#440699 (TRANS - 046872)	(58.81)	0.00	(58.81)
	1206	TONNER, JAMES, Mr					
442897			19/09/22 09:25:40	Payment Folio#442897 (TRANS - 046863)	(145.00)	0.00	(145.00)
	1206	SHIH, TIM, Mr					
450717			19/09/22 14:16:45	Payment Folio#450717 (TRANS - 046893)	(263.64)	0.00	(263.64)
	1309	NEWMAN, DANIELLE, MS					
450341			19/09/22 10:54:15	Payment Folio#450341 (TRANS - 046874)	(123.34)	0.00	(123.34)
	1403	OREL, RACHAEL, Ms					
446318			19/09/22 09:16:01	Payment Folio#446318 (TRANS - 046861)	(119.65)	0.00	(119.65)
	1407	STOUT, KYLIE, Ms					
434010			19/09/22 08:12:57	Payment Folio#434010 (TRANS - 046855)	(100.00)	0.00	(100.00)
	1408	COFFEY, LYNNDA, MS					
445746			19/09/22 10:05:34	Refund Folio#445746 (TRANS - 046868)	300.00	0.00	300.00
	1506	DRIESSEN, JOHN, Mr					
450125			19/09/22 11:07:04	Payment Folio#450125 (TRANS - 046879)	(150.07)	0.00	(150.07)
	1606	FRISWELL, TIM, Mr					
446861			19/09/22 14:26:01	Payment Folio#446861 (TRANS - 046895)	(327.08)	0.00	(327.08)
	1702	COLEMAN, JODIE, Ms					
450872			19/09/22 10:11:18	Payment Folio#450872 (TRANS - 046869)	(35.49)	0.00	(35.49)
				Visa/Mastercard/Bankcard	**(1,664.67)**	**0.00**	**(1,664.67)**

ii. Go through the *'Transaction by Staff'* and write any miscellaneous slips for manual postings and reversals (non-payment) except for CC surcharge or any amount that offset each other under the same folio that were posted by the same team member (maybe due to your own error).

Date:			CHARGE / REVERSAL
Room/Folio			
Name/Group			EXPLANATION FOR ADJUSTMENT
☐ Accomodation	$		
☐ Adaptor	$		
☐ Car Parking	$		
☐ Encore/Room Service	$		
☐ Footlights	$		
☐ Movies	$		
☐ Laundry	$		
☐ Phone / Internet	$		
☐ Miscellenous/Other	$		
Staff Signature:			
Duty Manager Auth:			

Examples:

Folio	Room	Guest/Group	Post Date/Time	Description	Excl Tax	GST	Total
Accommodation							
	309	STEVENS, SAMANTHA, MS					
449506			18/09/22 11:24:19	VOIDED DUE TO MULTIPLE COMPLAINTS. APPROVED BY EAM	(137.46)	(13.75)	(151.21)
				Accommodation	(137.46)	(13.75)	(151.21)

Date: 18/09/22		CHARGE / ~~REVERSAL~~
Room/Folio 309		
Name/Group STEVENS, S.		EXPLANATION FOR ADJUSTMENT
☑ Accomodation	-151.21	
☐ Adaptor	$	
☐ Car Parking	$	ACCOMMODATION VOIDED DUE TO MULTIPLE COMPLAINTS
☐ Encore/Room Service	$	DURING THE STAY
☐ Footlights	$	
☐ Movies	$	
☐ Laundry	$	
☐ Phone / Internet	$	
☐ Miscellenous/Other	$	
Staff Signature: NN		
Duty Manager Auth: MY		

Folio	Room	Guest/Group	Post Date/Time	Description	Excl Tax	GST	Total
Encore Bar Beverage							
	309	STEVENS, SAMANTHA, MS					
449506			18/09/22 11:25:46	VOIDED DUE TO MULTIPLE COMPLAINTS. APPROVED BY EAM	(16.36)	(1.64)	(18.00)
				Encore Bar Beverage	(16.36)	(1.64)	(18.00)

Date: 18/09/22		CHARGE / ~~REVERSAL~~
Room/Folio 309		
Name/Group STEVENS, S.		EXPLANATION FOR ADJUSTMENT
☐ Accomodation	$	
☐ Adaptor	$	
☐ Car Parking	$	ENCORE BAR BEVERAGE
☑ Encore/Room Service	-$18	
☐ Footlights	$	WAIVED DUE TO COMPLAINTS AS PART OF SERVICE RECOVERY
☐ Movies	$	
☐ Laundry	$	
☐ Phone / Internet	$	
☐ Miscellenous/Other	$	
Staff Signature: NN		
Duty Manager Auth: MY		

Car Park Guest

	309	STEVENS, SAMANTHA, MS					
449506		18/09/22 11:23:37	VOIDED DUE TO MULTIPLE COMPLAINTS. APPROVED BY EAM		(31.82)	(3.18)	(35.00)
	810	SENIOR, MICHAEL, Mr					
450454		18/09/22 10:20:15	Car Park Guest		31.82	3.18	35.00
	1207	MARSHALL, GRACE, MS					
442804		18/09/22 09:39:16	Car Park Guest		31.82	3.18	35.00
				Car Park Guest	**31.82**	**3.18**	**35.00**

Date: 18/09/22
Room/Folio 309
Name/Group STEVENS, S.

CHARGE / REVERSAL

EXPLANATION FOR ADJUSTMENT

☐	Accomodation	$
☐	Adaptor	$
✔	Car Parking	-$35
☐	Encore/Room Service	$
☐	Footlights	$
☐	Movies	$
☐	Laundry	$
☐	Phone / Internet	$
☐	Miscellenous/Other	$

CAR PARK FEE WAIVED AS GUEST DID NOT PARK IN VIP

Staff Signature: NN
Duty Manager Auth: MY

Date: 18/09/22
Room/Folio 810
Name/Group SENIOR, M.

CHARGE REVERSAL

EXPLANATION FOR ADJUSTMENT

☐	Accomodation	$
☐	Adaptor	$
✔	Car Parking	$35
☐	Encore/Room Service	$
☐	Footlights	$
☐	Movies	$
☐	Laundry	$
☐	Phone / Internet	$
☐	Miscellenous/Other	$

1 NIGHT PARKING

Staff Signature: NN
Duty Manager Auth: MY

iii. Sort and order all your tax invoices by payment type and room number
iv. Have the Duty Manager check and sign off your audit and then file it away

Counting till ($400)

- Count the float you had work on, the float should total $400.
- Inform Duty Manager if there is any discrepancy.
- If you had took cash during your shift, take it out from the till and drop them cashier envelope and hand in to your Duty Manager for inspection

Restock any depleted stationary items and tidy up reception desk

- Most stationaries used by receptionist are located at the cupboard under duty manager's computer (middle computer). Please ensure that these are topped up on a daily basis. List down all the stationaries that are running low and inform your duty manager of this.
- Terminal rolls, A4 & A5 papers are also part of your stationaries which are located at the reception desks & back office. Make sure you inform your duty managers if these items are running low.

Handover - Hand over any information necessary to the Duty Manager and next shift

End Shift in HMS

      i.   Setup – End Shift
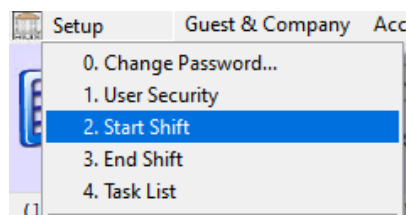
ii. In shift drop down box, choose your name. Then, enter the total amount of each postcode in your '*Transaction by Staff*' in the closing column and click 'OK'.

Sign your Timesheet and get your DM to approve it.

Refer to Memo on Timesheet

Sign your completed checklist and get your DM to approve it. File the signed checklist in the folder in back office.