System Function of Front Desk

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| Activity | Input | Process | Output |
| Dealing with Customer. | If customer, ask specific question. | Making an eye contact and listening them carefully. | Front desk should be able to provide an answer with good manner. |
| Managing Payment. | If Guest want to pay Motel suite payment. | Name. Address and contact number. | Staff member will also print the receipt, if payment has gone through. |
| Answering Phone Calls. | If customer has any query regarding their room. | Always answer call within first 2 rings in helpful and excited tone. | Front desk must speak politely with customer and with clear voice. |
| Welcoming Guest. | One major key function of front desk. | If your staff is happy then he/she could able to put smile on guest face. | Putting smile on guest face and make them feel welcoming. |