

FRONT DESK / GUEST SUPPORT



Standard Operating Procedures



CASA ROSA INN



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2. INTRODUCTION:

Welcome to the Standard Operating Procedure (SOP) for the Front Desk Team at Casa Rosa Inn. This document serves as a comprehensive guide to standard procedures and protocols, ensuring that our Front Desk Team consistently delivers outstanding guest services while maintaining operational efficiency.

As the initial point of contact for our esteemed guests, the Front Desk Team at Casa Rosa Inn is entrusted with a pivotal role in shaping the overall guest experience. This SOP is designed to establish a uniform approach to various tasks, fostering professionalism and ensuring that each guest encounter reflects the high standards of hospitality associated with Casa Rosa Inn.

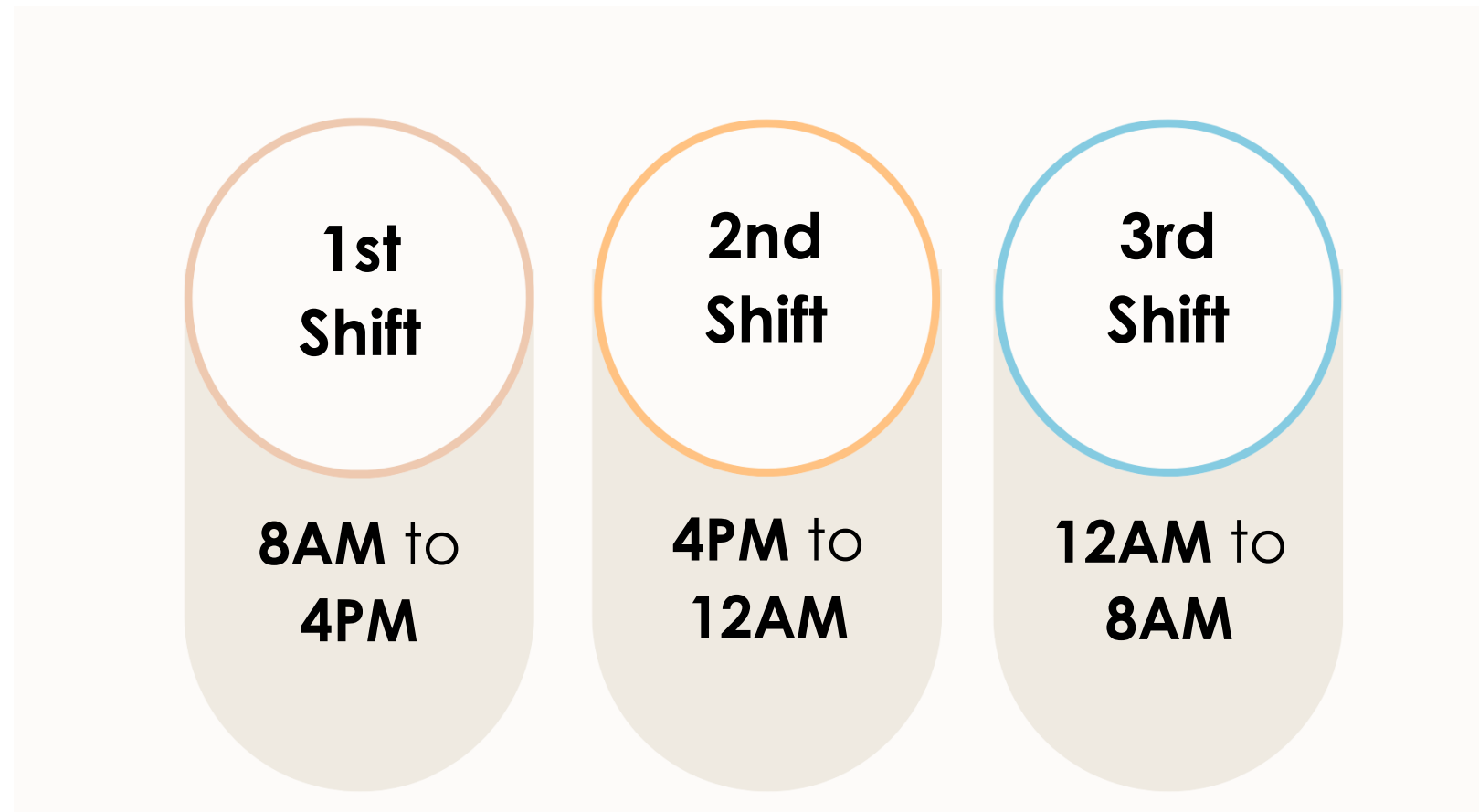
3. SCOPE:

The scope of this document encompasses a range of responsibilities undertaken by the Front Desk Team to provide exceptional guest support and contribute to the overall success of our business. Key areas covered include **“Guest Support, Reservation Management, Complaint Handling, Housekeeping Coordination, Maintenance Coordination, And Daily Petty Cash Reconciliation”**. By adhering to the procedures outlined in this SOP, the Front Desk Team at Casa Rosa Inn is poised to create a consistently exceptional guest experience, foster teamwork, and contribute to the overall success. This document serves as a guide to the best practices reflecting the commitment of Casa Rosa Inn to unparalleled hospitality and service excellence.



4. SHIFTS SCHEDULE;

The Front Desk Team at Casa Rosa Inn, operating in three shifts –





5. HOW A DAY LOOKS LIKE BY SHIFT

▪ 1st Shift Activities:

Time Slot	Activities Description	Reference
8 AM	Hand over shift - Cash Closing and Any Important Note regarding guest Support	Shift Report
8 30AM	<ul style="list-style-type: none">Preparing Housekeeping ListTaking care of breakfast serving, refilling etc.	Housekeeping list
9 30 AM	Closing of Breakfast	
9 30 to 11AM	<ul style="list-style-type: none">Arranging Guest profileGuest Check out	Checkout
11 to 3PM	<ul style="list-style-type: none">Update the Maintenance Work in General Channel on SlackReport Damage on slack channelRecovery from Guest CardSupport to Guest for Early Check-In, if any	<ul style="list-style-type: none">Maintenance listDamage ReportCheck-In
3 PM to 4 PM	<ul style="list-style-type: none">Close the Cash and drop in safeHand over shift and update report in Slack Channel #DailyDiary -Front Desk	Shift Report
Regular Activities in Every Shift	<ul style="list-style-type: none">Manage Email and Guest MessagesProcessing Booking.Com & Expedia Reservation in Resnexus (OTA)Guest Support like maintenance, cleaning if requestedReservation managementReservation CancellationGuest Compliant HandlingGuest Reviews and Feedback	<ul style="list-style-type: none">Email & MessageOTA ProcessingMaintenanceReservationCancellationCompliantFeedback



■ 2nd Shift Activities

Time Slot	Activities Description	Reference
4PM to 8PM	<ul style="list-style-type: none">• Guest Check-In Activities• Turning On the Light, in the evening	Check-In
10PM 11PM	<ul style="list-style-type: none">• Sweep and Clean the Lobby, close till next day• Clear the Pool area, guest request to free the pool• Close the Windows• Use Night Window to address the visiting guest	
12AM	<ul style="list-style-type: none">• Close the Cash and drop in safe• Hand over shift and update report in Slack Channel #DailyDiary -Front Desk	
Regular Activities in Every Shift	<ul style="list-style-type: none">• Manage Email and Guest Messages• Processing Booking.Com & Expedia Reservation in Resnexus (OTA)• Guest Support like maintenance, cleaning if requested• Reservation management• Reservation Cancellation• Guest Compliant Handling• Guest Reviews and Feedback	<ul style="list-style-type: none">• Email & Message• OTA Processing• Maintenance• Reservation• Cancellation• Compliant• Feedback

■ 3rd Shift Activities

Time Slot	Activities Description	Reference
7AM	<ul style="list-style-type: none">• Turing off lights• Taking care of breakfast• Open Lobby	
Regular Activities in Every Shift	<ul style="list-style-type: none">• Manage Email and Guest Messages• Processing Booking.Com & Expedia Reservation in Resnexus (OTA)• Guest Support like maintenance, cleaning if requested• Reservation management• Reservation Cancellation• Guest Compliant Handling• Guest Reviews and Feedback	<ul style="list-style-type: none">• Email & Message• OTA Processing• Maintenance• Reservation• Cancellation• Compliant• Feedback



6. PREPARING HOUSEKEEPING LIST;

The housekeeping operations at Casa Rosa Inn are carried out by a dedicated team of two individuals, in accordance with their agreed-upon workday schedule. Under normal business routine, one housekeeping staff member is available daily to manage the regular cleaning responsibilities.

However, in instances where the workload exceeds the capacity of a single team member, both housekeeping personnel are called to ensure efficient completion of tasks. Typically, this joint effort is initiated by the Front Desk Team when the cleaning demand extends beyond 14 rooms.

Source; house keeping list prepared due to following three reasons;

1. Guest check out – rooms need to be cleaned.
2. Scheduled monthly / weekly cleaning
3. Keep a note, on guest request.

Sample Report; https://docs.google.com/spreadsheets/d/1IVOUOxD_8dL0rq-aTdGse7e3TLOnyOGaVg4kfnJeMY/edit#gid=1184942152

Procedure;

Here is the step-by-step procedural guidance to prepare Housekeeping List;

1. Access to Resnexus
2. Click on Housekeeping tab appearing on left side panel.
3. Click on "Filter" sign>> Pop-up will open>>opt "Departed and Departing" appearing under guest status.
4. Select the specific date.
5. Report will generate with contents; Unit, Last Cleaned, Cleaner, Type of Cleaning, Guest Status (Departing today, already Departed), etc.
6. Assign the cleaning person as per their workday schedule.
7. Clear the filter and assign room to cleaner, as per guest request for cleaning other than departing / departed.



8. Click on filter button again, opt the cleaner name under cleaner section.
9. Report of rooms to be cleaned by assigned cleaner will generate.
10. Click on "Print" button>> adjust the page layout like landscape.
11. Take print and give to the cleaner as they join office.
12. After cleaning the room; the printed list is marked then scanned and uploaded in google drive.

- **Video link;** <https://www.loom.com/share/d2c79f3187b045178064fedce7822c1b?t=5>
- **Video Link;** <https://www.loom.com/share/a2499aee2bfc4f59828f59caffe6ced4>



7. HOW TO MANAGE AT SHIFT REPORT

Front desk team is worked in three shifts; Morning, Evening and Night. At the end of each shift, a report is prepared for shift closing consisting of "cash balance, reservation detail, maintenance request and any important note for next shift to execute.

Moreover, an amount \$300 is available with front desk team to handle the any kind of urgency. Cash other than that is moved to safe / locker.

Template of Shift Status;

Cash Start - 220.08
Cash Payment Total - 55.00
No-Show RSVs - 0
Cancelled RSVs - 0
Deposits collected and returned - 0 Collected, 0 Returned
Other Updates from the day - 72272 early checkout. \$12 paid for water to Oscar.
Cash End - 208.08 (Yesterday)

Here is the guidance for making report;

1. Access the ResNexus
2. Navigate to Calendar
3. Click on Room No. available on left side of report.
4. Click on room number against money received.
5. Navigate to Reservation Summary
6. Go to "Payment".
7. Press "Add Payment"
8. Brief Summary will be appeared>> cross check the amount
9. Go to "Add Payment" appearing at bottom
10. Enter the amount received with date.
11. Select the payment option like Cash, Cheque (provide cheque number in case of cheque) etc.



12. Click on "Add Payment"
13. Payment added in the Resnexus
14. Go to summary>> copy the reservation number, guest name>>paste on google sheet report under "RVS No."
15. Mode of payment pastes under respective category
16. As paste the amount, balance summary will be updated automatically
17. Amount store in safe will be update in "safe drop" section in report.

• **Video link;** <https://www.loom.com/share/46debc283d61435dbb335b80ed2061d3>

8. GUEST CHECK IN AND CHECK OUT:

▪ Guest Check In;

Guest check in time starts at 4 PM. The front desk team is to welcome the guest at Casa Rosa Inn. At the time of arrival, front desk team is to make sure that following points / items have been taken in record / guest profile;

- Take the ID Card
- Take the credit card credentials (we charge it in case of damage property)
- Check for pet
- Take cash if guest is walk-in or via phone
- Update – check-in in Resnexus

Early Check-In;

If guest wants to take early Check-In like around 1PM to 2PM, depends on room availability, we charge for early check-in like \$10 to \$35 as per prevailing rates.

Early check-in after 2PM, we don't charge for that but we negotiate on good reviews.



Check for Pet;

Front desk individual always asks for pet, either they are carrying the service dog or not. We allow only two pets in one room, no more than that. Further we charge according to pet weight like;

- Pet weight is less than 15pound =\$15/per night
- Pet weight is more than 15pound = \$25/per night
- We don't charge – if guest is carrying service dog (as per USA rules)

How to update guest Check-In status on Resnexus;

As guest arrived to Casa Rosa Inn (front desk) and satisfied all formalities mentioned above. The front desk representative updates the guest Check-In status in Resnexus.

Here's the guidance to update the guest check-in status;

- Access the Resnexus
- Go to Calendar
- Click on guest that arrived
- Click on checked in
- Click save Button
- Click on guest to confirm checked in

- **Pictorial;** <https://app.tango.us/app/workflow/check-in-guest-06568ff93f8a421d9212cd770a24f318>

▪ Guest Check out

Guest check-out time is 11AM. At the time of departure, guest hand over the room key at front desk and return belonging to guest, if reserved at front desk. The profile of departing guest is closed on departure and make sure that Credit Card credentials have been well noted in the file.

How to mark check-out in resnexus, please visit below link;

- **Video link;** <https://www.loom.com/share/2eda6eeb018746a5a01f0d0b95ba4573>



Late Check-Out;

Moreover, if guest wants to late check out like after 12PM then we charge \$10 to \$35 depends on the prevailing rates.

Check-out report is prepared by front desk to ensure that all departing guests have been check-out on the date.

▪ Damage Report (11AM to 3PM)

After guest check-out, the available front desk individual ensures that there is no violation of property rules and damage observed.

In case of any damage observed, the front desk individual takes the evidence and report the damage in slack group @dailydairy – frontdesk

According the damage caused, an amount is charged from credit card and inform to guest.

Damage is report to slack as;



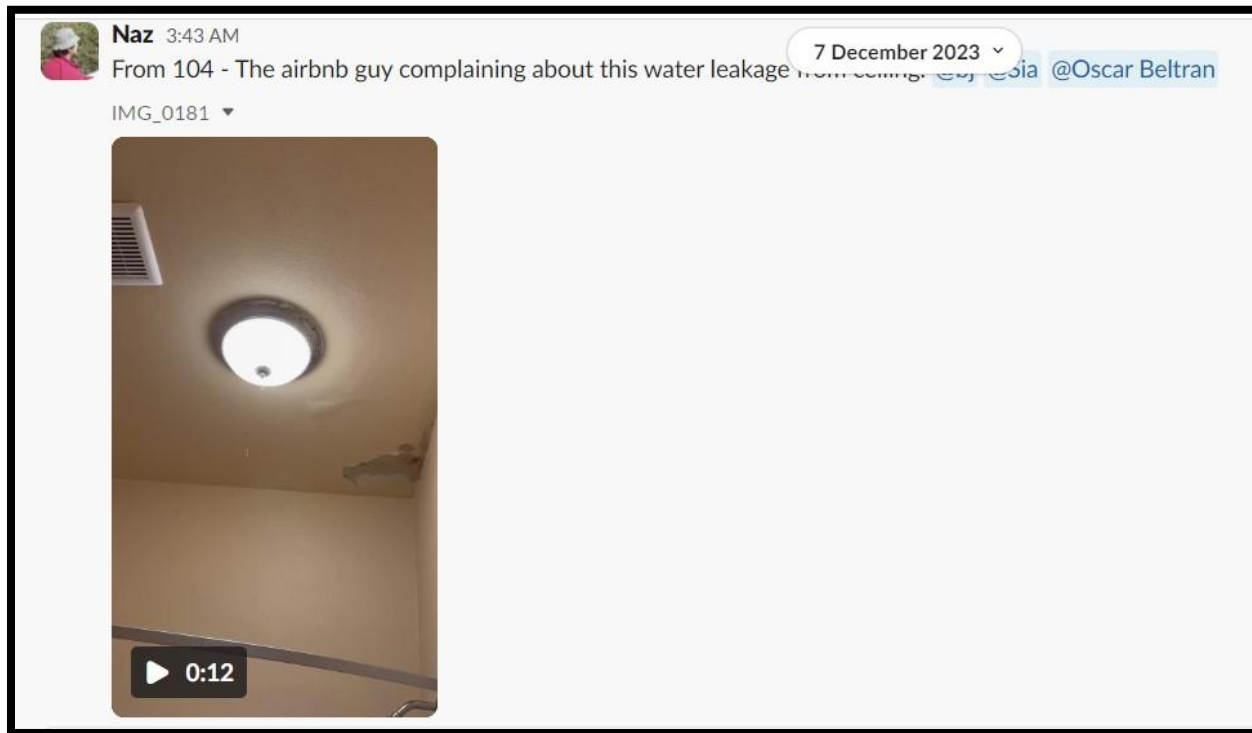


- [Maintenance List](#)

Available agent at front desk assigns the maintenance task in slack after tagging @Oscar in #general channel, either during the guest stay or after departure.

Maintenance team is available on site to fix the problem.

Please see the below image;





9. RESERVATION MANAGEMENT

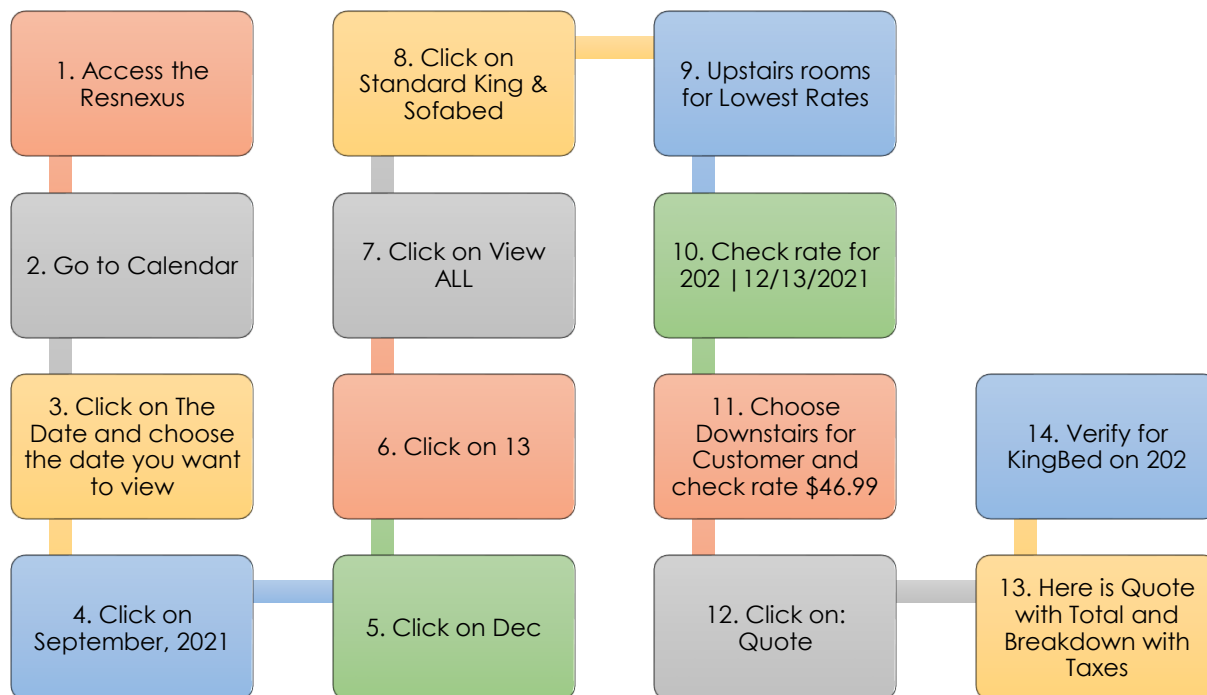
Front desk agent is to attend the guest calls and respond to their queries either on email or call. To respond the guest query well in time, available agent should have an eye on email; Gmail and Yahoo, by checking email after short interval.

This section mainly includes;

- How to provide a quote
- Room reservation on Phone
- Room reservation via Walk-In
- How to identify, if booking is via phone or walk-in

How to provide a quote;

Please follow the steps to give a quote e.g., Dec 13,2021;



- **Pictorial;**

<https://app.tango.us/app/workflow/How-to-quote-rates-for-Dec-13-2021-King-Bed-167169b15a154e87acc2447fff42fcc0>

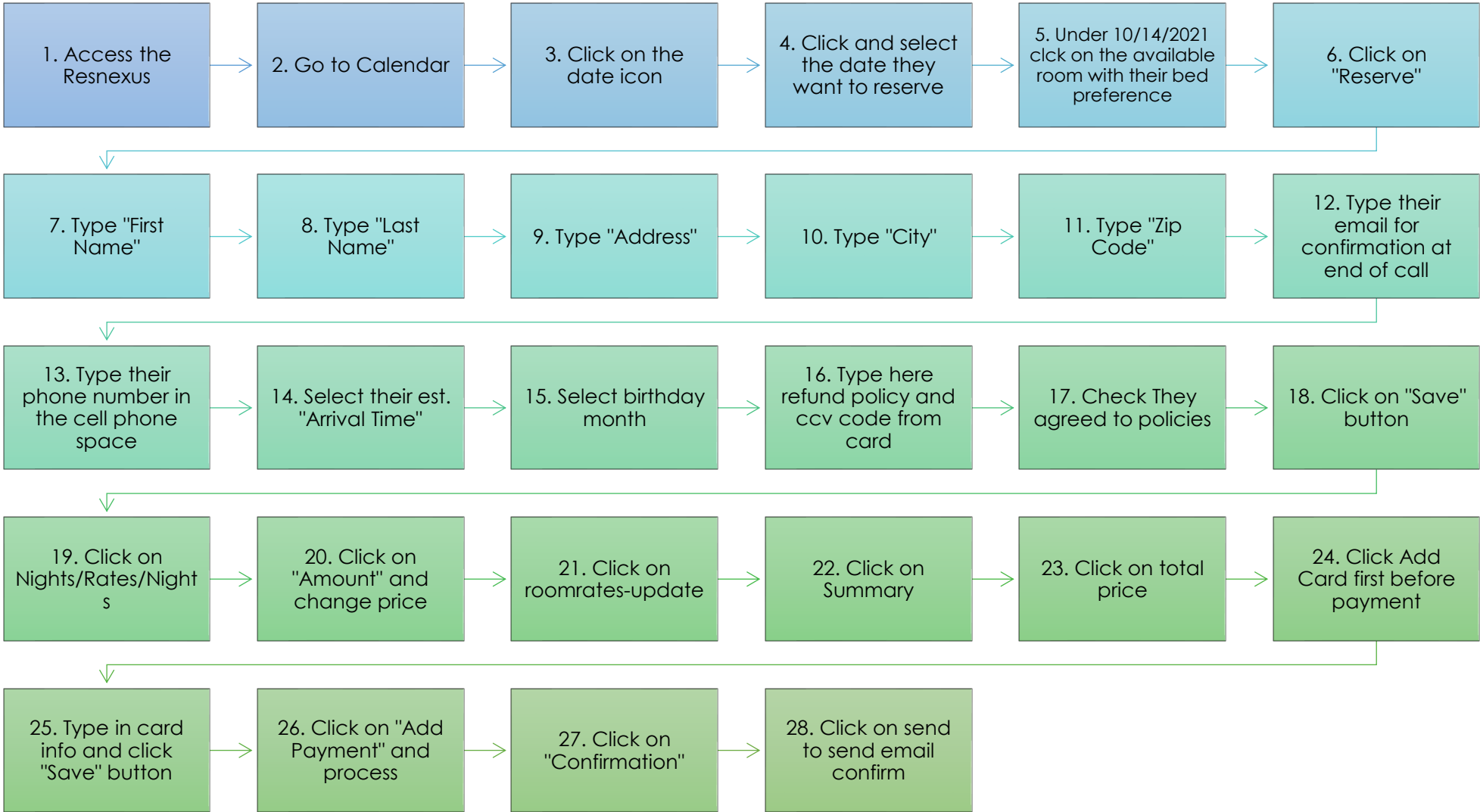
- **Video link;**

<https://www.loom.com/share/a53cb26e703f4d58843189f96c3bd245>



Room Reservation on Phone

Here's the steps to book reservation on phone;



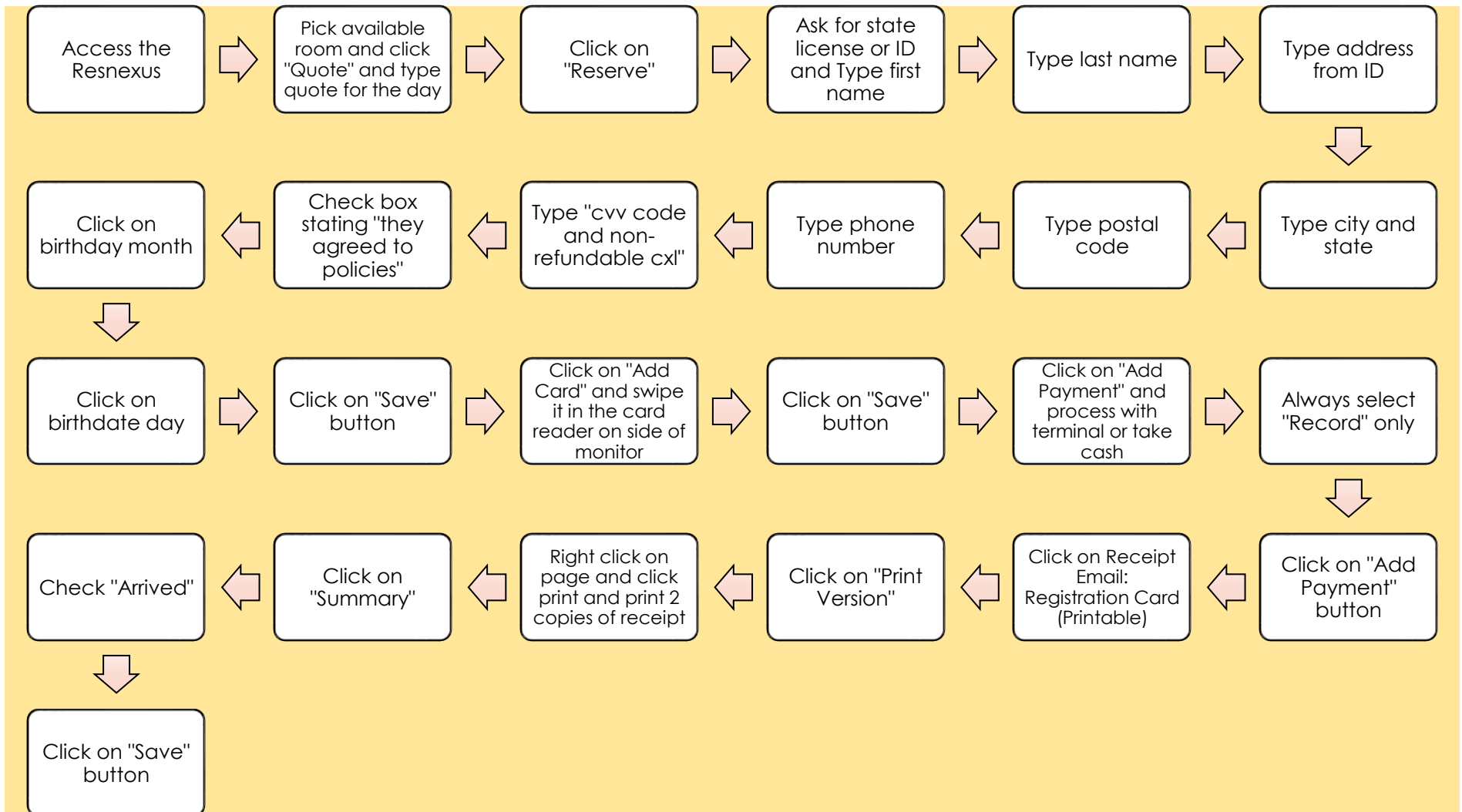
• **Pictorial;** <https://app.tango.us/app/workflow/Workflow-with-Resnexus-f9319712ba104de0bee7616e6c44bda>



Room Reservation via Walk-In

Guest may visit Casa Rosa Inn front desk to reserve the room. The available agent at front desk can negotiate with guest and book room for guest to stay.

To update the reservation status please follow the steps mentioned below;





- **Pictorial;** <https://app.tango.us/app/workflow/Workflow-with-Resnexus-33f73fa972244c24acbab04512d14114>

How to identify, if booking is via phone or walk-in;

Here's the step-by-step guide to identify the book either via phone or walk-in;

- Access Resnexus
 - Go to reservation
 - Click on reservation number
 - Reservation summary will open
 - Click on Guest tab
 - In "company" title write "Phone Call or Walk-In" if reservation took place on phone call write "Phone Call" and "Walk-In" if reservation took place guest walk-in.
- **Video Link;** <https://www.loom.com/share/d8088499f848490c9e59353144f6ec73>



10. PROCESSING BOOKING.COM & EXPEDIA RESERVATION IN RESNEXUS (OTA)

The front desk agent is required to update the room status on Resnexus for bookings made through platforms like Booking.com and Expedia.

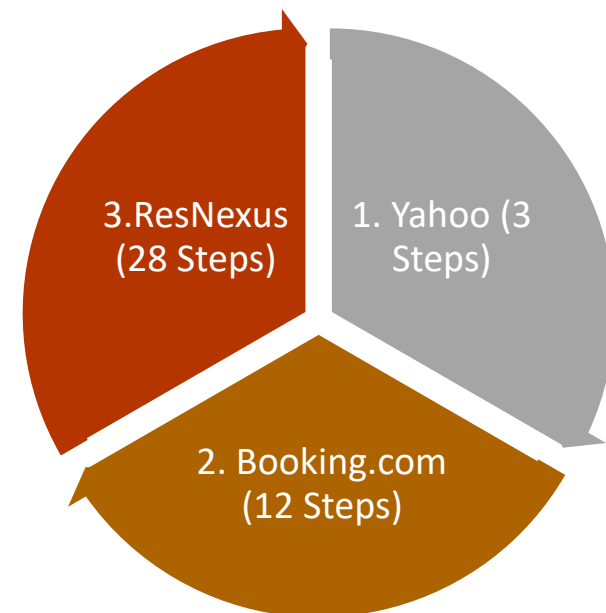
Since our system (Resnexus) is not currently integrated with Online Travel Sites, it is essential for the front desk to manually update the system to ensure accurate and up-to-date records of all bookings. This ensures that our system accurately reflects the actual status of reservations made through external platforms.

Important Note; we have no integration with booking.com and expedia, in the case of Airbnb, VRBO and Google we don't need to update booking record in Resnexus, they are well integrated and automatically update the booking record in Resnexus.

Here's the procedure to update the record;

- [How to add "Booking.com" reservation;](#)

There are three sections to update the booking in Resnexus;





1-Yahoo	2-Booking.com
<ul style="list-style-type: none">• Go to casarosamotel@yahoo.com - Yahoo Mail• Click on Booking.com - New booking email• Click on https://admin.booking.com	<ul style="list-style-type: none">• Go to Booking.com• Type "391718"• Click on Next• Type password• Click on Sign in• Click on Show phone number• Click on Print this page• Check Messages and policies and then print• Click on View credit card details• Click on Sign in to view credit card details and print• Click on Calendar• Click on The Date icon

• **Pictorial;** <https://app.tango.us/app/workflow/Booking-reservation-d1035c49cab548ada44107ab2736783d>

• **Video Link:** <https://www.loom.com/share/f00430ed9bb94052ae84f46b6f1fc3d8>



3-Resnexus;

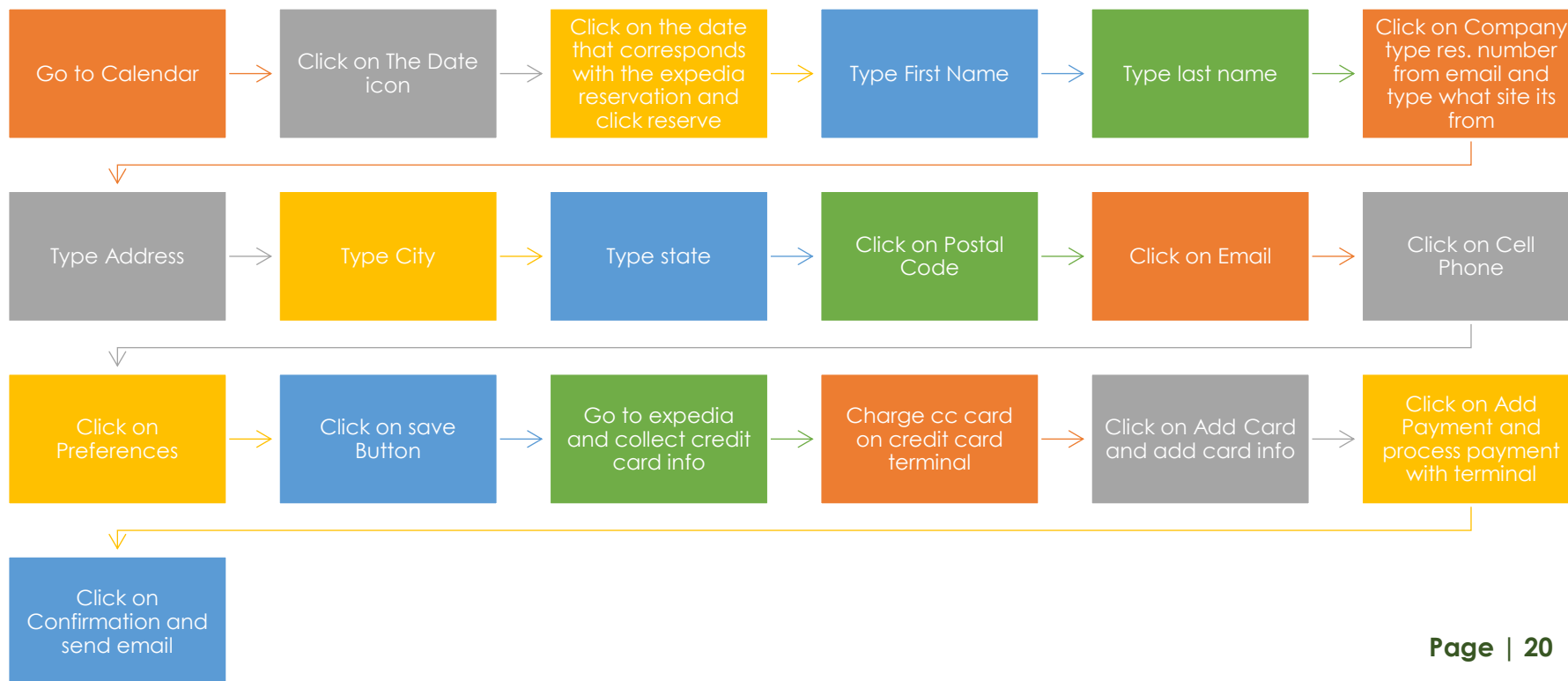




- How to add Expedia reservation

Yahoo and Expedia Process;

1. Go to casarosamotel@yahoo.com - Yahoo Mail
2. Click on Expedia - New Booking - Arriving on 2 Oct 2021
3. Go to casarosamotel@yahoo.com - Yahoo Mail print this page
4. Go to Reservations on expedia website
5. Click on Friday, Oct 2 2021
6. Access the apps.expediapartnercentral.com
7. Click on the name that corresponds with email
8. Click on Show Details and print reservation and card info

ResNexus Process;

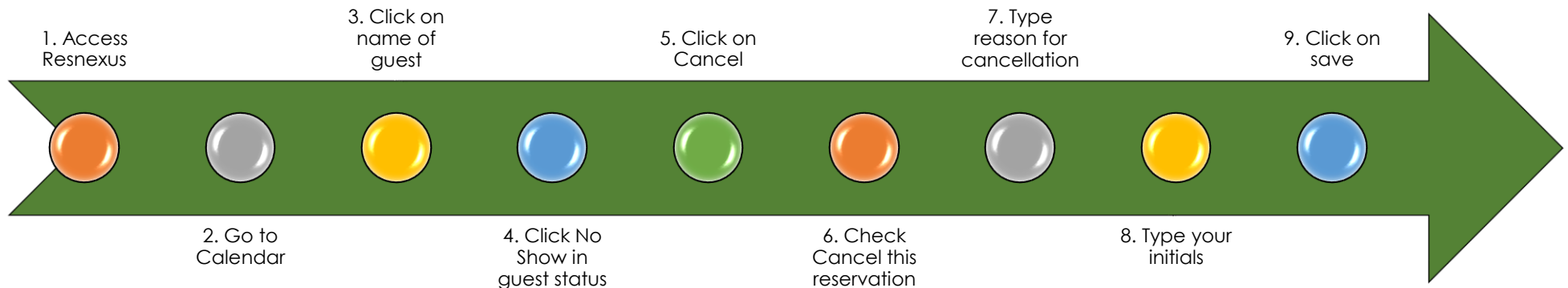


- **Pictorial;** <https://app.tango.us/app/workflow/expedia-reservation-7d3d586db26b40ff90cc4d3612640c5c>
- **Video Link;** <https://www.loom.com/share/6b7799226778492eab66c26b6255ac91>

11. HOW TO CANCEL A RESERVATION

Front desk available agent is required to update the reservation cancellation status in Resnexus on periodic review basis of OTA. We need to update the cancellation status for OTA like booking.com and expedia.

Here's the guidance how to process the cancellation in Resnexus;



- **Video Link;** <https://www.loom.com/share/5f622e15e43d4b8aab65a03422044a7b>



12. HOW TO MANAGE EMAIL AND GUEST MESSAGES

Email Management

The Front Desk team actively monitors the Gmail & Yahoo account with available agents promptly addressing received emails. Upon reading an email, the Front Desk agent takes appropriate actions tailored to the specific nature of the communication, whether it involves customer inquiries, booking details, or support requests.

It is the responsibility of the on-duty Front Desk agent to consistently check and manage the Email addresses, ensuring a timely and effective response to various queries. This proactive approach ensures that customer interactions, spanning different platforms, are efficiently handled, contributing to a responsive and customer-centric service experience.

Guest Messages;

We have scheduled automated messages which are forward to relevant guest according to event like;

- Before check-in
- After Check-in
- After Check-out
- Promotional Messages
- Birthday Wishes along with Promo code etc.

Before Check-in:

After Check-In;



This automated message is scheduled to forward on day of check-in after check-in, Welcome the guest, express hospitality, and set the tone for a positive stay;

"Dear (Guest Name),

We trust your check-in went seamlessly, and that you're currently enjoying the warm embrace of our hospitality. It's our sincere goal to ensure your experience with us is nothing short of a delightful 5-star journey. From the moment you step in, throughout your stay, and beyond, we're committed to making every aspect of your visit a stellar 5-star experience.

If there's anything you need or any way we can elevate your stay to a 5-star level, please feel free to let us know. Your comfort and satisfaction are of the utmost importance to us.

Wishing you a truly wonderful and 5-star stay with us!

Best regards,

Casa Rosa Inn"

During Stay with us;

Send a follow-up message to the guest the next day in the morning.

Objective: Check-in on the guest's comfort, inquire about their experience so far, and emphasize the commitment to a 5-star stay. Sample;

"Dear JULIE MILLS,

We hope you're having an amazing stay with us at Casa Rosa Inn! Your comfort means the world to us, and we want to ensure your experience is nothing short of a 5-star delight.



As we strive for excellence, your feedback is invaluable. If there's anything you've loved or any areas where we can enhance your experience, we'd truly appreciate your thoughts. Your insights will help us continue to provide the exceptional 5-star service we aim for.

Thank you for choosing us! We're here to make your stay outstanding in every way.

Wishing you a fantastic and 5-star experience!

Warm regards,

Casa Rosa Inn"

After Check-out;

Send a final message to the guest the day after checkout.

Objective: Express gratitude for their stay, ask for feedback on their overall experience, and kindly request a review.

Sample;

"Dear DRAKE HENRY

I hope you're doing well. I wanted to check in and hear all about your time at Casa Rosa Inn. Making sure our guests have an incredible 5-star experience is our top priority, and we sincerely hope that is what you experienced as well. Hopefully, we succeeded!

If you could spare a moment, we'd absolutely love to hear your thoughts in a review. Your feedback means the world to us and helps us keep the 5-star vibes alive for future guests.

Hoping your stay was a fabulous 5-star adventure and that Port Isabel treated you wonderfully!

Thanks a bunch for choosing us. Can't wait to host you again in the future.

Best regards

Casa Rosa Inn"



In response of automated messages, if guest want to ask any further questions the front desk team has to respond them well in time in order to give a good gesture and best guest support.

Important Note; Adjust the templates and timing as needed based on your specific preferences and guest interaction patterns.

TRACKING SHEET; Please update the tracking sheet on a daily basis;

<https://docs.google.com/spreadsheets/d/1w1kcnMf-qpCjb6VZVNKejG0vP8NzMFFtsBCVpnUzDTU/edit#gid=1579952282>



13. MANAGING GUEST REVIEW

Our main goal is to provide pro-active and excellent services to our guest during the stay so they can give us the best (5 start in google & 10 stars in OTA) stars and positive reviews. Our business is totally based on guest reviews. Definitely, 10 stars against every stay would help us to scale up the business.

In case of bad reviews and poor rating, front desk individual has to report the incident on slack after tagging the concern person. SO that, proper root cause analysis (RCA) can be taken to avoid the incident in future.

14. GUEST COMPLAINT HANDLING

According to guest complaint, the front desk available agent will resolve the problem as follow;

1. If complaint is Maintenance related; tag the @Oscar on slack to fix the problem and make sure follow-up until complaint addressed properly.
2. If complaint is generic and can fix by Front Desk then address guest complaint by Front Desk team on the spot.
3. If complaint is related to cleanliness; front desk asks cleaning team to do the needful, otherwise change the guest room if option available and update the team on slack about decision.

Important Guideline relating to guest complaints;

- Refer all guest complaints to the Manager
- Listen to guests Complaint attentively
- Take down notes about the complaint and clarify details to ensure that the correct information has been relayed and recorded
- Thank the guest for bringing the complaint to your attention and apologize for the inconvenience.
- Assure the guest that immediate action will be taken and the matter will be looked into right way



- If the guest complaint is about a room fixture, make a follow up with guest after 10minutes (courtesy call) to check if the issue has been resolved
- List all complaints in the spreadsheet for the management information.
- Make sure to record it also on the profile notes of the guests for future reference

NOTE

Make sure to gather all relevant information regarding the guest' complaint before doing the response to their review. This ensures a comprehensive and helpful reply.

15. COURTESY CALL TO GUEST

The call is made after guest check-in to give the best guest support experience to guest and ask them about their experience and any suggestions to be considered for best guest support.

Here's the procedural guidance for incoming;

Incoming Call:

- Emphasize a friendly and professional demeanor during phone interactions.
- Incorporate a smile into your voice to convey a relaxed and pleasant tone.
- Articulate clearly into the receiver, avoiding informal terms like "yep" and opting for more polished expressions such as "certainly."
- Commence each conversation with a courteous greeting, including the property's name and your own, with a warm "Good morning," "Good afternoon," or "Good evening."
- Provide undivided attention to the caller, treating each interaction as if the person were physically present to enhance their sense of value.
- When tasked with taking a message, meticulously record the caller's name, contact number, and the message. Ensure the accurate delivery of the message to uphold our commitment to effective communication.



Important Note; outgoing courtesy calls are covered in revenue management SOP.