

GREENPARK HOTELS AND RESORTS LIMITED
INTER OFFICE COMMUNICATION

FROM: PRESIDENT

TO: VPO – MG & GPH
VPO - GP
VPO - AVASA

Date: 28th June, 2019.

Sub: Process to Strengthen the Front Office Operations and SOP on Extra Bed Placement and Charges.

We have observed few deviations in Front office operations at our Units and it is advised to strictly adhere to the below Processes with immediate effect.

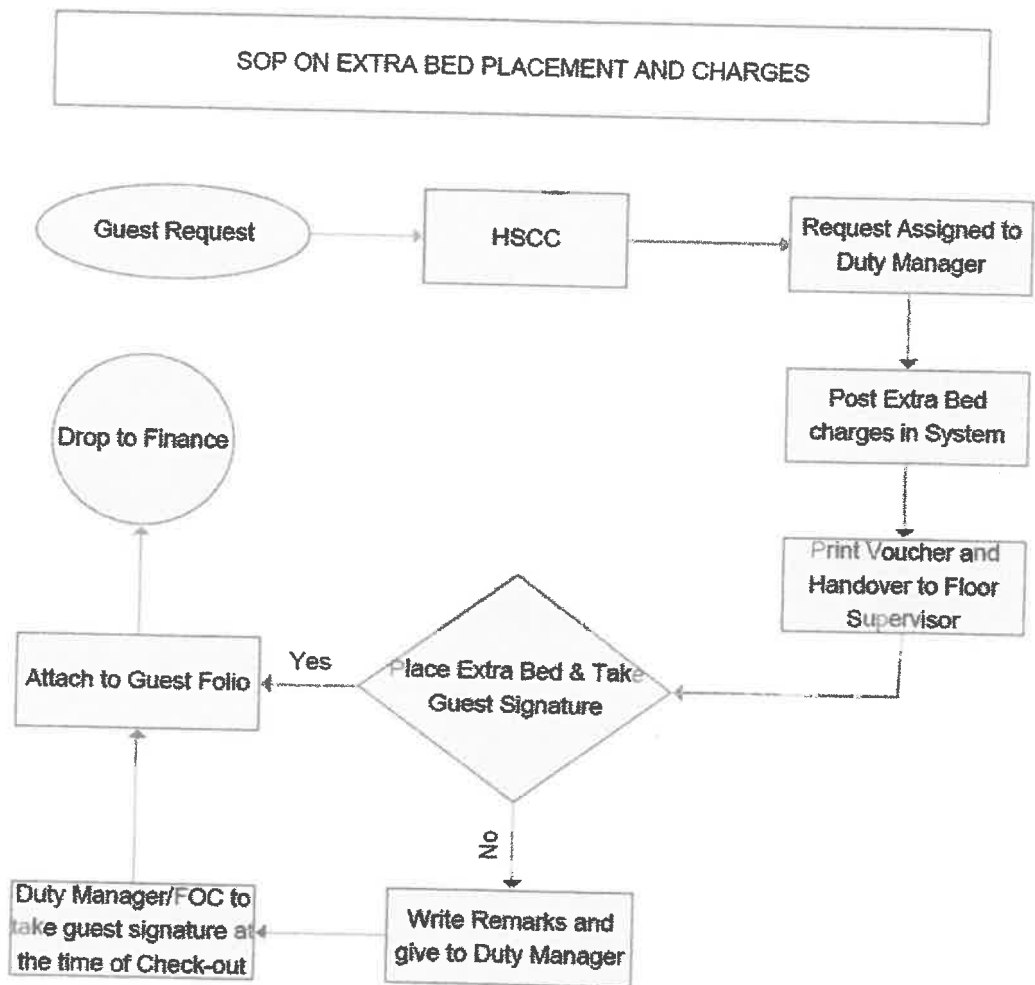
- Capture the Guest Photo While Check-in and incase of double occupancy photo of both the guest to be taken.
- Government Recognized Photo ID Proof of the guest to be collected.
- Guest Signature to be taken on all Registration Cards.
- For House Guest, Complementary and Wash & change Rooms - check-in to be shown in system and Registration card to be generated through system and guest signature to be taken on Registration Card.
- Room Discrepancy Report to be generated twice a day by housekeeping. If any variance in occupancy, Front office to Check with guest and update the occupancy in system.
- PAX and Room Movement slips to made with valid reasons and attach to Guest Folio after taking proper authorizations.
- No show / cancellations retention charges to be posted in system – using the Post Retention charges option. Existing practice of showing the Check-in and Check-out in PMS to be stopped.

- Guest Signature to be taken on the last page of the Guest Bill.
- For all Void bills, valid reason to be mentioned and authorization of FOM to be taken.

As Front office is the major Source of Revenue for the Hotels, to further strengthen the Front office operations the following Mandatory process to be followed with immediate effect.

- Front office Operational Audits for all hotels will be conducted by Mr.Vinod, AGM – Corporate office.
- To Strengthen Day audit function person with a minimum 2 years of experience in Front office operations to be recruited as Day Auditor at all the units.
- Front office Cashiers will Operationally report to Front Office Manager (Duty Roaster / Leaves) and functionally to Finance Manager.
- Online Authorizations Tool to be used for all Day audit approvals. Unit Head to take responsibility for implementation.
- QA tool shall be used for the DAY audit function in place manual XL sheet.
For all Extra bed requests, charges will be posted to room by Front office and Bill will be raised. Housekeeping will place the extra bed based on the Bill and will obtain the guest signature. In case Extra Bed Provided on complementary basis, allowance will be passed by Front office after taking the necessary approvals.

Please find below detailed SOP.



The above process to be followed with immediate effect without any deviations.

K MOHAN KRISHNA

Copy to : Chief Executive Officer
Vice President Finance
AVP - BPM