

**FRONT OFFICE RECEPTION****SOP - MANUAL**

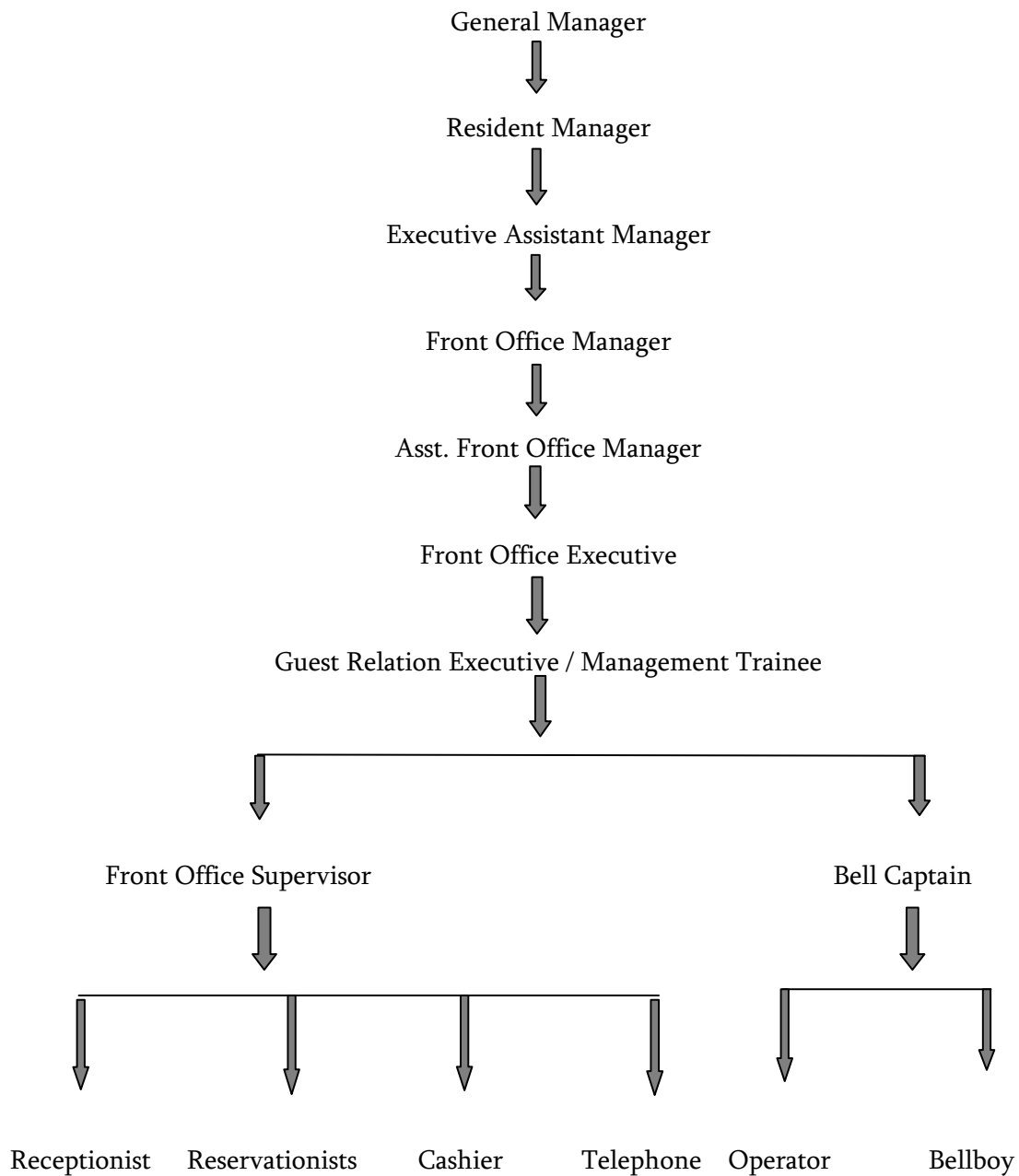
Issue  
**Front Office**

Last Revision – July, 1998  
Latest Revision – **July, 2011**

Prepared & Controlled by  
**GPCLD - CO**

Approved By  
**VPO**

## I. FRONT OFFICE HIERARCHY



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## II. ATTRIBUTES OF A FRONT OFFICE PERSONNEL

1. **PERSONAL GROOMING** - uniform of the front office personnel must be clean and neatly pressed; hairs should be well groomed, nails should be properly trimmed and the usage of jewelry should be minimum
2. **PERSONNEL HYGIENE** - should have clean appearance that is essential for the proper projection of good image of hotel in front of the guest.
3. **SELF-CONFIDENCE** - should have the self-confidence to meet the guests coming from different countries and different culture and language and make them feel comfortable in the hotel.
4. **GOOD COMMUNICATION SKILLS** - should be well versed with English which is official language of the world and should be also aware of the local language of the place.
5. **CUSTOMER CENTRIC APPROACH** - it is an essential quality of the front office personnel to have a customer centric approach towards the guests.
6. **MEMORY** - ability to remember the guest names and faces of the guest; feels very happy when they are addressed by their names.
7. **PHYSICAL FITNESS** - should be physically fit and active so that they are able to serve the guest with smile and pleasure.
8. **DECISION MAKING ABILITY** - should make quick decisions according to the demand of the situation.

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## 1.0 RECEPTION

All the activities to receiving, registering and assigning a room to the guest are handled by this section of the department. The personnel in this section actually welcome and receive the guest and assign them rooms after registration formalities. It also controls the room keys, mails and messages for guests who are not in their rooms. It is also equipped with all the information of the hotel facilities and the city.

The section also assists the guests in all possible manners with respects to their business and communication needs, travel equipments, information needs; another important function of this section is to handle the complaints and any special needs of the guests or the guests of the guests.

### RECEPTION OPERATIONS

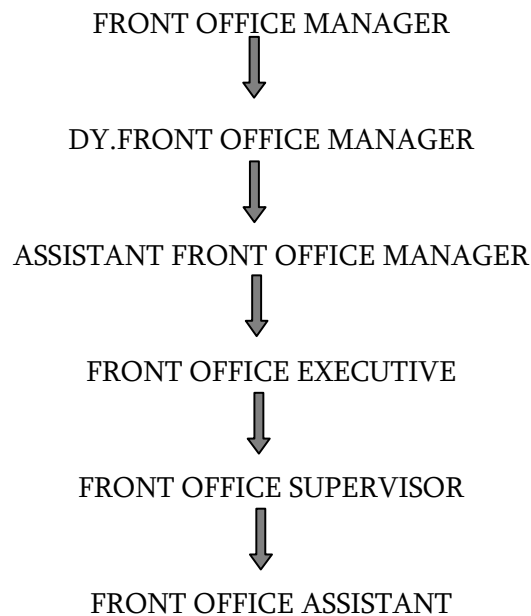
This section is in direct guest contact at all times and serves as a link between the guest and the hotels administration. Reception is a major section and handles the most important function of the department i.e. allocation of rooms.

The process of registration also makes the guest agree to abide by the rules and regulation of accommodation to stay in the hotel. The functions of this department can be listed as under.

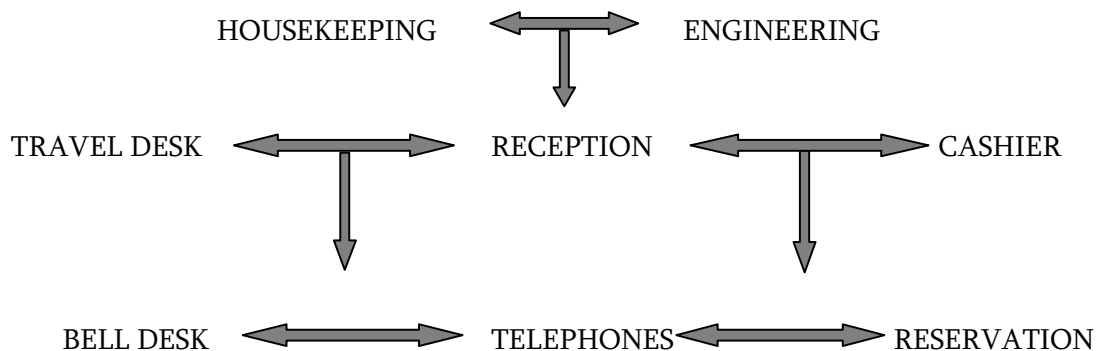
1. Greeting & Receiving the guests.
2. Giving Information to guests as and when asked for or required.
3. Registering guests according to procedures, on proper forms.
4. Allocating rooms for guests who are checking in.
5. Shifting guests as per their preference, special requests requirements or for any other reason and rising necessary reports thereafter.
6. Handling messages for guests.
7. Handling room keys for the guests.
8. Maintaining registers like, logbooks, parcels register registration card register, key movement register, c-form register, hotline sheet and wake up call register.
9. Planning for the shift, updating the guest history, blocking the rooms for VIP guest, and coordinating with housekeeping for the VIP amenities and facilities in the room.
10. Handling guest complaints and any special needs of guests.
11. Monitoring hotel position according to the instructions given by the manager.

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## HIERARCHY



## INTERDEPENDENCE



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## 1.1 JOB DESCRIPTION OF FRONT OFFICE ASSISTANT

Job position title	:	Front office assistant
Job category	:	Non-Supervisory
Reports to	:	Lobby manager and Front office manager
Position summary	:	Register and Assigns the rooms to the guest on their arrival and represents the hotel & remains the direct contact with guest throughout the guest stay.
Hours of Operation	:	Nine hours shift every day.

### **Duties and Responsibility :**

1. To answer all calls within one or two rings.
2. To promptly and courteously receive guests at the counter with a welcoming smile.
3. To courteously offer assistance to the guests, whenever they approach the counter, to act according to the guest request or instructions and ensure that the needful is done by all concerned in the matter.
4. To register the guest having reservations on proper forms, helping them as and when required, offering rooms for sale to walk in guests as per the departmental procedures, or as per the instruction from the duty manager.
5. To assign rooms to the guests as per the requirements and preferences within the available choices.
6. To ensure that all the luggage of the guest is carried to the allotted room, immediately by coordinating with bell desk. Issuing invitations for the cocktail hours, and lunch or dinner coupons as per the category of room guest reserved.
7. To prepare c-form for all foreign guests checking in the hotel and ensure proper updating is done in the system as well in the register.
8. To pick up all unattended calls in the lobby and assist accordingly.

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9. To handle all equipments carefully & ensure their safety, to page for guests not available in the rooms on requirement as per the departmental procedures.
10. To change guest rooms on instructions and prepare the movement slips as well as update the computers with the fresh data, to ensure delivery of guest messages in time by the bell boys as well as in person.
11. To take feedback from the guest in all respects of their stay and act accordingly, to assist the guest in using the business center facilities.
12. To update the system regularly with any amendments in context of guest stay.
13. To deal with the guest in a pleasant manner, observing all etiquettes and guidelines of the organization, to direct all discounting requests from the guests to the duty manager.
14. To handle all reservation enquiries, during their absences.
15. To wear and maintain the uniform issued by the organization in a proper manner at all times.
16. Maintains update the room status information which includes the number of occupied rooms, number of out of order rooms, and number of vacant room.

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## 1.2 TAKING HANDOVER

### Purpose

Reception is a continuous function faculty of the hotel and provides 24 hour service to the guests. It is imperative under such conditions to have shift schedules. Taking hand over from one shift to the other is a part of effective shift handling.

### Scope

Taking handover from the previous shift involves passing on of all pending jobs, messages, important notes, room keys, inventory etc. hand over involves checking of all registers and reports by the incoming shift, and gathering all the necessary information.

### Procedure

1. Once the incoming shift comes to the counter, the following procedure should be followed for taking handover to check all the registers in the following order-
  - a. LOGBOOK
  - b. PARCEL REGISTER
  - c. KEY CARD REGISTER
  - d. C FORM REGISTER
  - e. HOTLINE SHEET
  - f. CORRESPONDANCE FILE
  - g. PAX MOVEMENT SLIP
  - h. REG CARD REGISTER
2. All the registers should be checked for information, if any pending jobs to be carried out and signed for acknowledgement. The FOA should start checking the register from the previous place signed by him/ her.
3. Check for the message slips, read and the follow up the action.
4. Functions for the day should be checked with the notification issued by banquets. The computer should be checked for HOTEL POSITION, and the number of expected arrivals, expected departures, and group arrivals and departures.
5. The following reports should be checked.
  - a. Expected arrivals

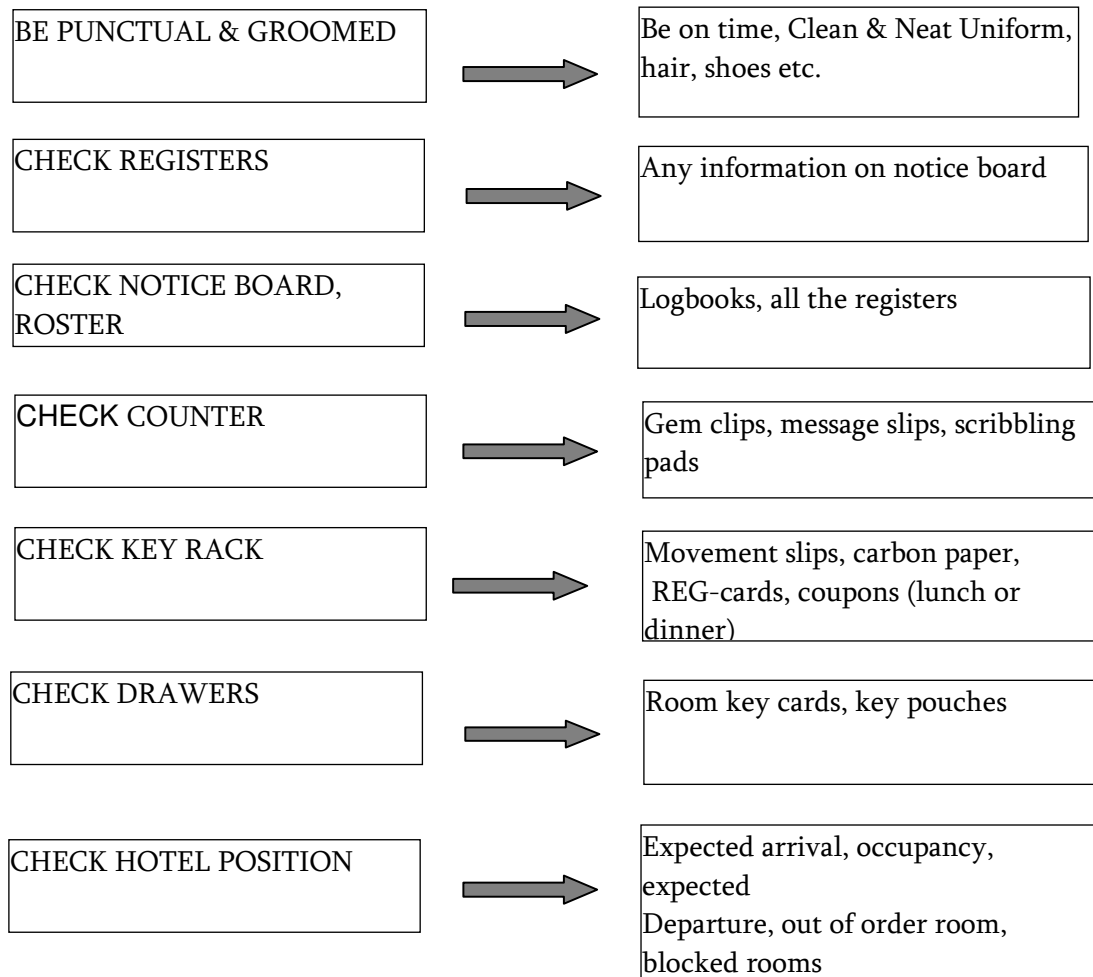
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- b. Expected departures
  - c. Blocked room status
  - d. VIPs in house
  - e. Foreigners / single lady guest in-house
  - f. Vacant room status.
6. The guest registration cards should be checked for accuracy in placement, configuration status and expected time of arrival, in case any group arrival, lobby manager should be consulted for any immediate action to be taken and all the necessary instructions should be made clear.
7. Punch the key card by using electronics “BE-TECH” hotel punch card.
8. After the above has been completed, a mail to be sent to housekeeping, room service, tulips, once upon time restaurant for the VIPs in house
9. To take over, the outgoing shift in charge should be consulted for any other information / message or pending jobs to be carried out.

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## Handover Flow Chart



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### 1.3 TAKING A CHECK-IN

#### Purpose

A check in one of the basic functions of the department, it involves entering into a contract with the guest for providing services at a certain rate to him / her, for which the payments will be made by user.

#### Scope

Check in involves, taking the details of the guest coming to stay in the hotel. Check in is the first interaction of the guest with the hotel, and leaves a lasting impression on the customers mind.

#### Procedure

**Guest Authentication:** In order to further strengthen the security & provide the guest with more safe and secure environment, it has been decided to introduce the Guest authentication at the time of check-in.

For the International guests the passport itself becomes the authentication which is anyway being photocopied or scanned for C-form. Domestic guests need to produce Government issued photo ID like PAN card, Driving Licenses etc. for authentication. A photocopy or scanned copy of the ID will have to be taken and filed. This is a mandatory procedure and has to be followed meticulously.

However the existing system of taking the photograph and collecting the visiting cards at the time of check-in will remain same.

As soon as a guest approaches reception, the front office assistant should welcome the guest. Be prompt, smile and use guest name (if known) if the guest expresses his / her wish to check-in, politely ask the guest if he / she is holding a reservation. In case the reservation is claimed to be made, the following procedure should be adopted.

#### ARRANGING DOUBLE OCCUPANCY AMENITIES:

**The Lobby Manager should brief the reception staff to ensure the Bell Boy is deputed to arrange required additional guest amenities like bath towel, face towel, extra soap, dental and shaving kit etc for the second guest are placed immediately on arrival.**

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**CHECK IN - RESERVED GUEST.**

1. Politely take the guest name.
2. Confirm the guest name against the company's name for ascertaining that it is the same guest.
3. Take the address or the business card of the guest.
4. Open the IDS software; enter in the option guest photo check-in.
5. Enter in the option expected arrival, it will ask registration number, press F1 and it will show the scan booking enter the guest name or company name, clarify the guest about the number of person, and number of days he would like to stay.
6. Take the photo of the guest by clicking on the option on the reg-card.
7. Take out the print out of the reg card, check for the place the guest is coming from and his destination. Fill in the details at the proper place.
8. Check the number of person with the guest and take the second name if applicable.
9. Reconfirm the date of departure and the mode of payment with the guest.
10. Request the guest to sign at the designated place.
11. Allot the room by taking a vacant room of the type reserved, write the room number at the allotted place and create the appropriate key card.
12. Hand over the key with the key card and wish the guest a comfortable stay.
13. Ask the guest if his luggage is to be sent up to the room, call the bell boy for assistance.

The format of guest photo check-in is given below.

Guest Photo Reg. Card V4.1.2																																
<input checked="" type="radio"/> Inhouse <input type="radio"/> Expected Arrivals		Registration # <input type="text"/> Additional Pax <input type="text"/>																														
Room #	Room Type	Serial #																														
<input type="text"/>	<input type="text"/>	<input type="text"/>																														
Name	<input type="text"/>																															
Organisation	<input type="text"/>																															
Address	<input type="text"/>																															
City/ Zip	<input type="text"/>																															
State/ Country	<input type="text"/>																															
Phone/ Mobile	<input type="text"/>																															
PAN	<input type="text"/>	Credit Card # <input type="text"/>																														
E-Mail	<input type="text"/>																															
Birthday	<input type="text"/>	Anniversary <input type="text"/>																														
Purpose of Visit	<input type="text"/>																															
Reservation #	<input type="text"/>	No. of Pax <input type="text"/>																														
DOA & TQA	<input type="text"/>	EDD & EDT <input type="text"/>																														
Rate/ Plan	<input type="text"/>																															
Payment Mode	<input type="text"/>	Advance Paid <input type="text"/>																														
Local Contact	<input type="text"/>																															
Phone/ Mobile	<input type="text"/>																															
<div style="text-align: right;">Main Pax</div> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>																																
<table border="1"> <thead> <tr> <th colspan="2">For Foreign Nationals Only</th> </tr> </thead> <tbody> <tr> <td>Nationality</td> <td><input type="text"/></td> </tr> <tr> <td>Passport/ Visa #</td> <td><input type="text"/></td> </tr> <tr> <td>Date &amp; Place of Issue</td> <td><input type="text"/></td> </tr> <tr> <td>Date of Arrival In India</td> <td><input type="text"/></td> </tr> <tr> <td>Arrived From</td> <td><input type="text"/></td> </tr> <tr> <td>Proceeding To</td> <td><input type="text"/></td> </tr> <tr> <td>Employed In India</td> <td><input type="text"/></td> </tr> <tr> <td>Proposed Duration of Stay</td> <td><input type="text"/></td> </tr> <tr> <td colspan="2">Certification of Registration (Only for Foreigners Residing In India)</td> </tr> <tr> <td>No.</td> <td><input type="text"/></td> </tr> <tr> <td>Date</td> <td><input type="text"/></td> </tr> <tr> <td>Issued At</td> <td><input type="text"/></td> </tr> <tr> <td>Newspaper</td> <td><input type="text"/></td> </tr> <tr> <td>Baggage</td> <td><input type="text"/></td> </tr> </tbody> </table>			For Foreign Nationals Only		Nationality	<input type="text"/>	Passport/ Visa #	<input type="text"/>	Date & Place of Issue	<input type="text"/>	Date of Arrival In India	<input type="text"/>	Arrived From	<input type="text"/>	Proceeding To	<input type="text"/>	Employed In India	<input type="text"/>	Proposed Duration of Stay	<input type="text"/>	Certification of Registration (Only for Foreigners Residing In India)		No.	<input type="text"/>	Date	<input type="text"/>	Issued At	<input type="text"/>	Newspaper	<input type="text"/>	Baggage	<input type="text"/>
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<div style="text-align: right;"> <input type="button" value="Print"/> <input type="button" value="Clear"/> <input type="button" value="Exit"/> </div>																																

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## CHECK IN - FOREIGNER GUEST

In case of foreign nationals checking in the hotel, the following details are to be taken extra apart from the usual procedure.

Take all the details as in previous case.

Take the passport details of the guest as under:

- i. Passport number
- ii. Date of issue & Date of expiry
- iii. Place of issue
- iv. Date of arrival in India
- v. Proposed length of stay in India
- vi. Purpose of visit in India

Visa details:

- i. Visa No. & Visa type
- ii. Date of Issue
- iii. Date of Expiry
- iv. Place of Issue
- v. Date of arrival in India

Complete the rest of the formalities as in the previous case, make a C form in triplicate, other details required for completing the forms are.

- a. name of the guest
- b. local contact address
- c. room number
- d. nationality

The C form used is to be entered in the C- form register, with all the details used in the form, & number mentioned on reg card. The C form is collected by CBI and is to be sent to the local police commissioner's office.

## CHECKIN IN - GROUP

In case of a group check in, the procedure as elucidated below is to be followed all the details of the group to be taken before the arrival of group.

- a. Name of the group.
- b. Number & type of rooms required

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- c. Rooming list
- d. Group leader
- e. Billing instructions
- f. Special instructions

Block the rooms for the group in advance, if the same has not been done already.

As soon as the group leader approaches the counter, greet him / her with the name if available, reconfirm the requirement of rooms with the leader and request for instructions for allotment of rooms to the group according to individual preferences after their signatures.

Allot all the rooms first and coordinate with bell boys for identification and department of the luggage in respective rooms.

Take all the details from the leader with the regards to passport details (foreigners), addresses, payment instructions etc. in case the same has not already been supplied to the hotel.

All the check-ins should be dealt with in a professional yet personalized manner. The guest should be made to feel comfortable and at home. A person who comes to the hotel after a long and tiring flight requires a room at the earliest. A good receptionist anticipates this need of the customer and tries to minimize the time spent in formalities and waiting to be attended. A few warm words of welcome go a long way in retaining a guest for the rest of life.

## PROCESSING V.V.I.P / REGULAR / HOUSE GUEST

Whenever a VIP/House/Regular guest is scheduled to check in the Hotel, the FOA should ensure that a room has been identified and blocked after seeking verification from the Lobby Manager. It should also be ensured that the Bell Boys, Room service and Housekeeping is briefed of the same.

The FOA should also ensure that the guest is only asked to sign the Registration Card and the rest of the formalities should be completed by the FOA, without making the guest stand at the counter. The Lobby Manager would be able to furnish the required information.

There are different procedures are followed:

- a. Welcoming the guest by giving flower bouquet.
- b. Welcoming the guest by traditional way (arti, tika).
- c. Offering mocktail or fruit punch on arrival.
- d. Reserving the table for the meal.

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## KEYING THE INFORMATION OF GUEST IN THE SYSTEM

### Purpose

All Check ins are to be keyed in the computer for proper management of the information received by way of the Registration Card.

### Scope

The details on the registration Card are transferred into the computer so that all the users can share the information and an account of the bill of the guest can be maintained. It is important that the information keyed in is accurate and is counter checked to avoid any discrepancies. This information is eventually used in preparation of various reports and analysis.

### Procedure

While in the IDS, the procedure to be followed for keying in the check in details is as under:

Go to the guest management information option click it, it will show three options change guest information, room transfer, amend stay. Choose the option change guest information enter it, key the room number or registration number. The screen has various modules, as detailed hereunder, containing different information.

#### GUEST NAME AND ADDRESS:

Guest Name / Designations  
Address / Place  
Pin Code / Telephone No  
Nationality / Group Leader / Guest Status  
Company information:  
Company Code / Company Name  
Contact Person / Address  
Pin Code & Telephone No

#### PASSPORT INFORMATION:

Guest Number / Guest Name  
Nationality / Passport Number  
Place of Issue / Date of Issue  
Date of Arrival / Stay Days

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Passport Information has to be entered for all the foreign guests, and the nationality confirmed for even the Indian Guests. Unless the nationality is confirmed, the computer would not accept the registration.

Change Guest Information V4.1.9

Title	Last Name	Middle Name	First Name	Change Tariff
				Amend Stay

Address		Designation	
City		Occupation	
State		Guest Classification	Regular
Country		Guest Status	
Zip		Nationality	IND
Telephone #		Pax Type	Adult
Mobile		Check Out	12 Noon
Email-Id			

Billing Instruction	1	Plan Code	EP
Business Source	HYD	Rate	Rack
Market Segment	DFI	Scanty Baggage	No
Pay Mode	CAS	Group Leader	No
Special Instruction			

BC DW

Reg. Info. Company Info. Local Add. Others Save Panel Back

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## 1.4 MAIN FUNCTIONS OF RECEPTIONIST:

1. **GREETING THE GUEST** - the reception section also greets the guest on their arrival at the hotel and also offers them welcome drinks to refresh themselves.
2. **REGISTERING THE GUEST WITH A CONFIRM RESERVATION** – the reception section then completes the legal formalities associated with the registration of a guest with or without reservation.
3. **UPSELLING THE ACCOMODATION PRODUCT** - the receptionist also negotiates the room rates with the guest and pursues them to purchase a more highly priced room that they had actually requested for.
4. **SAFEKEEPING THE KEYS OF THE GUEST ROOMS** - the reception section also performs the most important responsibility of keeping the guest room key safe, mail, messages, and parcel safely.
5. **GHC POSTING (GUEST HISTORY CARD)** - registration details, Guest name is entered in the first screen. After entering the Guest name press F1. The screen will show details of a guest, with the same name or the closest in name. Check if the details are of the same guest, by comparing the Company's name, Address, etc. Once the data of the same guest is identified, press enter and all the details of the guest would be updated in the reservation.
6. **CVGR POSTING** - typing in the Company's name, press F1 for CVGR – posting; the screen shows a list of company names, closest to the name entered. More names can be screened by pressing Enter. Select the name of the Company, if it appears in the box, by taking the scroll bar to the name with the help of Up & Down arrow keys, and pressing Enter. All the details of The Company will be updated in the reservation. If the Company's name could not be found, leave the screen by pressing Esc key, and come back to the Registration mode.

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## 1.5 MESSAGE / MAIL HANDLING

### Purpose

Guest messages are one of the most important services provided by any Hotel. The guest expects to receive all his/her messages properly and in time. This is a basic service requirement and failure to provide this service effectively, results in annoyance and sometimes great inconvenience to the guests. Purpose of this operation is to ensure effective message handling.

### Scope

Any message received at the Front desk should be dealt with urgency, irrespective of the contents. It has to be the endeavor of the Assistant to pass on the message to the concerned guest, accurately and in the least possible time. This operating procedure covers -

- a) Taking of a message
- b) Recording of the message
- c) Passing on of message to the guest.

It also covers messages left by the guest for his/her callers and visitors.

### Procedure

Take the name of the caller, company's name and contact no.

Take the message clearly, and write down in bold letters on the message slip with all the details already taken.

- Repeat all the details to reconfirm.
- Thank the caller for calling and assure that the message will be delivered as soon as the guest comes back.
- Put the time clearly at the right place.
- Put one copy of the message slip in the key slot and the other to be given to the bell boy for delivering into the room.
- Register, along with the acknowledgement of the Bell Boy who receives the message.
- Hand over the message to the guest when he comes to pick up his keys, and also explain the message if you had taken it.
- In case the guest leaves a message about his/her whereabouts, the same should be noted on a letter head and put in the Key slot.
- Inform the operator of the message and take the name of the operator.
- Enter the details in the hot line sheet , with the details as under –

<i>Date</i>	<i>Room #</i>	<i>Guest Name</i>	<i>Time</i>
<i>Informed to</i>	<i>Receive by</i>		

The message can be passed on to the callers and visitors of the guest on his/her behalf.

Also as a guest Delight we may also send a SMS to guest mentioning the message to guest from the lobby desk mobile

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## 1.6 REQUEST HANDLING

### Purpose

A request is a service required by the guest and specifically asked for. The efficiency in providing this service establishes the fact, that the organization is Customer oriented.

### Scope

A request given by the guest has to be handled in a manner which ensures that the request is met in the right manner at the right time, without the guest having to ask for it a second time.

### Procedure

To properly handle a guest request, the following procedure can be used. Take the guest request and understand the requirement of the guest. In case of doubts, reconfirm with the guest. Repeat the room no. and the name of the guest, to avoid any miscommunication. All those requests that can be met then and there should be met immediately. Requests such as Water, Newspaper, and certain services should be immediately met. The FOA should contact the concerned person and ask him/her to render the required services. All this has to be done within a matter of seconds. In case of requests that are to be met at a later stage should be informed to the concerned and entered in the registers as described hereunder. Enter the details in the Hotline Sheet, as under. Date, Guest Name, Room No, Time of receipt, Nature of Complaint, Received by, Informed to, Remarks, Signatures. Follow up with the concerned department and the guest, to ensure that the request has been catered to in the proper manner.

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## 1.7 COMPLAINT HANDLING

### Purpose

At times, certain problems occur and a guest is forced to complain. A proper procedure of handling the complaint would help the Hotel in effectively attending to the complaint in the minimum possible time, thereby satisfying the guest with prompt action and empathy shown towards him/her.

### Scope

A complaint handled in the proper manner, eliminates all possibilities of error and miscommunication and ensures effective resolution of the problem in the least time. A complaint should not occur in the first place and if registered, should be attended before the guest uses the same service again.

### Procedure

1. To pacify a guest and empathize with him/her is an effective way of handling a guest who has a complaint. To ensure that the complaint is rectified in the least possible time the following procedure should be adopted.
2. The Front Office Assistant should take all the details with regards to the complaint and understand what exactly the guest wants. In case of a complaint of a very serious nature the same can be referred to the Lobby Manager.
3. A serious complaint like theft, poisoning, injury, health problem, items lost, baggage missing etc. should be referred to the Lobby Manager on duty.
4. A complaint of not so serious nature, as described above, should be handled as under.
5. To pacify a guest and empathize with him/her is an effective way of handling a guest who has a complaint. To ensure that the complaint is rectified in the least possible time the following procedure should be adopted.
6. A note of the complaint should be made in the Hot line sheet, detailing the following information - Date, Guest Name, Room No., Nature of Complaint, Time of receipt of complaint, Received by, Informed to, Time of rectification, Remarks.

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7. The FOA should follow up with the concerned department with regards to the rectification of the complaint, and ensure that the problem is rectified. A note should be made of the follow up action and the time of rectification.
8. However, in cases of unreasonable illogical demands made by the guest, the same should be referred to the Lobby Manager. It is advisable for the FOA to remain out of such tricky situations.

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## 1.8 PARCEL HANDLING

### Purpose

Guest parcels are sometimes left at the reception to be handed over to him/her, in case he/she is not available in the room. The parcels thus left are of importance to the guest and need to be processed properly, to avoid any inconvenience to the guests

### Scope

A parcel left for the guest by a visitor, is to be handled very carefully. The parcel left by a visitor, in all probabilities would be very important for a guest and has to be given its due importance. The parcel has to be labeled neatly, stored properly, documented correctly and handed over to the concerned guest accurately.

### Procedure

A parcel has to be handled in the following manner –

1. Parcel once received, should be marked for its destination i.e.
  - a. Guest Name - Room No. - Received from whom, after ascertaining the fact from the carrier of the parcel.
2. It is important at this time to cross check the concerned guest's room no. and name along with his/her company's name, to ensure that the parcel is handed over to the right guest.
3. The parcel details are then, to be entered in the Parcel Register, containing the following information - Date, Room No., Guest name, Parcel Description, Received by, Time and Remarks. As the guest comes to pick up his/her room keys the parcel should be handed over with the message, if any left by the visitor, or offered to be sent across to the room.
4. As a matter of precaution, FOA may message the information to the guest or e-mail him.

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## 1.9 ROOM SHIFTING PROCEDURE

### Purpose

At times, the guest has to shift from one room to the other. In such cases a proper procedure has to be followed, to keep a track of the change so that the account is also shifted accordingly.

- a) Room type not available.
- b) Second person checked inn.
- c) Not like the room view.

### Scope

Guest room shifting could be due to various reasons. It could be due to guest's preference or due to some maintenance problem or in case the room type has to be changed for the guest. In all these circumstances, the shifting has to be done keeping in view the comfort of the guest. However, all shifting have to be done after getting proper instructions from the Lobby Manager.

### Procedure

First of all, a room has to be identified for shifting the guest depending upon the requirements of the guest. If a guest has to be shifted from one room to the other, it is advisable to take the consent of the guest, by showing him the new room with the assistance of the Bell Boy.

In case it is not possible and the shifting has to be done, the bell Boy should be sent to the room with the keys of the new room. Once the Bell Boy shifts the guest, and brings back the keys of the previous room, the FOA should inform the Lobby Manager of the same. The details of the shifting are to be entered in the computer as detailed hereunder.

Go to the option GUEST MANAGEMENT in the Reception Menu. Enter into the room transfer option enter the room no. to be shifted. The computer gives the details of the guest, and also provides with the room status to choose a new room from Press tab key and enter the new room, where the guest has been shifted.

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A Room Movement Slip should be raised in four copies. The details entered on the slip are as under -

Date	Old Room No	New Room No
	Guest name	Guest name
	Room Rate	Room Rate
	Pax	Pax

The movement slip signed by the FOA and the duty manager on shift is to be sent to the following sections and acknowledgement taken on the book copy -

Housekeeping  
Cashier  
Telephones / HSCC

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## 1.10 SITUATION HANDLING

### Rooms Not Ready

In case the rooms are not ready when guest arrives for a check in, the situation is very delicate. The Receptionist should handle the situation with utmost care and concern for the guest.

As soon as the guest approaches to the counter for checking in, the details should be taken on the Registration Card. In the meantime, the lobby Manager on duty should be apprised of the situation and further instructions taken. It is advisable to let the Lobby Manager handle such situations. The guest may be offered some refreshments or a meal depending on the time of his/her arrival. Some magazines or newspapers may also be offered for reading.

In any case, Housekeeping should be informed of the urgency of the situation and request should be made for immediate release of rooms. As soon as the rooms are released from Housekeeping, it should be allotted to the guest who came first or as per the instructions of the Lobby Manager.

In case of rooms not available for sale altogether, the guests may be immediately referred to the Lobby Manager. The FOA should not make any remark in front of the guest, instead only request him/her to wait for a few moments.

### In Case Of Room Type Not Available

In case the guest reserved for a room type which is not available, at the time of his/her Check in then the Receptionist has to play an important role.

The guest has to be upgraded immediately, after taking authorization from the Lobby Manager. The guest should be informed that the room which was reserved is not available and hence, he/she is being given a better room type till the time such room is available. Simultaneously, the Receptionist should apologize for the inconvenience caused to the guest.

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**ELUCIDATION OF CODES:****BILLING INSTRUCTION CODES -**

A	Cash
B	Bill to Company
C	Credit Card
F	Foreign Exchange
H	House Guest
O	Room complimentary only
R	Room rent to Company, extras direct
T	Travelers' cheques
V	Vouchers
Z	Company to pay before checkout

**GUEST TYPE CODES -**

A	Airlines	G	Groups
C	Conference	H	House Guest
D	Diplomats	O	Others
E	Companies	P	Privilege Card Holder
F	Films	S	Special Guest

**BUSINESS SOURCE CODES -**

K	Package
O	Others
P	Privilege Card Holder
T	Travel Agents
X	Companies
G	Green Park Visakhapatnam

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**MARKET SEGMENT CODES -**

<b>Code</b>	<b>Segment</b>
AIR	Airlines
AUT	Automobile Industry
BAN	Banks
CVG	CVGR
DFIT	DFIT
EDU	Education
FFI	FFIT
FIL	Films
GAR	Garments / Textiles
GRO	Groups
INF	Infrastructure
IT	IT Sector
MAN	Manufacture
NGO	NGO
OIL	Oil & Gases
PCH	Privilege card holders
PHA	Pharmaceuticals
PLA	Placement Services
PUB	Public sector
RES	Residential Conference
SHP	Shipping
TEL	Telecom
TRA	Travel Agents
WED	Wedding
WIN	Walk-in

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## 1.11 OTHER SERVICES

### Purpose

Apart from the services detailed above, there are certain services which are provided to the guest on request. These services are not related to the boarding & lodging facilities of the Hotel but are at the same time important from the guest's point of view.

### Scope

The services include Travel agent services, Car rentals, Business document handling services etc. These are sometimes on contract from outside and a lot of coordination is required from the side of the FOA, to ensure that the services are rendered effectively to the guests.

### Procedure

The services available under this head will be taken individually and explain there upon.

### Travel desk

Counter is set in the Lobby, which provides car rentals and related services to the guests from round the clock. Car Rental Services are provided through travel desk in-house the hotel.

### Business Document handling services

The Hotel has an ultra-modern and sufficiently equipped Business Center capable of handling all types of requirements of the guests. The facilities at the Business Center include -

- a. Xerox facility with enlargement & reduction options
- b. Facsimile facility
- c. MS Office
- d. Internet facility

All these services are provided to the guests on request, and are handled by a Business Center Assistant.

The guests are to be charged for the services, as per the Rate Card available with the Business Center Assistant / Front Desk. The charges to be made are given to the Cashier the same are posted to the guest account. These services require coordination from Reception in order to render effectively to them.

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## 2.0 NIGHT AUDITING

### Purpose

Night Operations constitute a major part of the preparation of the section for efficient functioning throughout the day. These functions are important because of their preparatory nature and form an integral part of overall smooth operations in the section.

### Scope

Night Operations are to be carried out in total concentration and require knowledge of handling the section, in detail. It is very important function of the section and needs to be handled carefully. It covers all report generation, stationery preparation and overall updating of all information in the computers.

### Procedure

The Night Operations are to be handled in the following manner -

As soon as the FOC comes on shift, hand over should be taken properly as detailed earlier. The FOA should also ensure that all the Registration Cards are properly handed over. It is necessary, as night auditing is possible only if all the Registration Cards are properly posted.

The FOC should take out the following reports -

- Expected Arrivals
- Expected V I Ps
- V I Ps in House
- Foreigners in House
- No Shows
- Cancellations
- Arrival Register
- High bill report (above 15000)

And checks the total transaction done in a entire day, by cashier report.

All the reports are to be taken out in Dynamic Menu, by pressing the first two letters of the name of each report in the Reception menu; the screen will show options including the name of the report. The highlighted scroll bar should be taken to the name of the report and Enter should be pressed.

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All the reports are to be taken out before night auditing can start, and all sets made according to the requirement issued by the Front Office Manager. The reports, once taken out and the key check done by the Night auditor, Xerox copy of Registration Card should be attached with the correspondence slip, if it a foreigner it should attach with passport.

Checks all the cash flow done in morning, B.T.C's are attached to REG cards, passport and ID proofs are attached, and checks all the REG cards with guest signature, and lobby manager signature. take outs the printout of occupancy status checks the market segment, business source, billing instruction, tariff etc. checks all the movement slips are raised or not.

The Registration Cards are then to be segregated in alphabetical order of guest name and put in the Registration Card rack.

Different ledgers are maintained by cashier:

- a. Logbook
- b. Doctor on call register
- c. Cash drop register
- d. Locker key register
- e. C-form cash register
- f. Foreign exchange file
- g. Cashier report

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## 2.1 THE MAIN FUNCTION OF CASHIER

- a. The cash sections controls all the financial operations related to the front office department. Cash section is important to the point of view of the operations and management of the entire front office department.
- b. POSTING THE ADVANCE DEPOSIT PAID BY THE GUEST AT THE TIME OF RESRVATION OR CHECK INN the cash section receives and records the advance payment made by the guest at the time his or her reservation at the hotel.
- c. DIFFERENT METHODS OF BILL BY GUEST AND PROCESSING THE MODE OF PAYEMENT at the time of check-in most of the guest would like to prefer to settle by card rather than cash. And there are different modes are there such as cash, credit card, travelers cheque, travel agent voucher, letter from company.
- d. PAID OUTS the cash section have various petty amounts to the guests on the request of the guests to clear or pay the taxi bill.
- e. FOREIGN CURRENCY OF THE GUEST the cash section of the front office also exchanges the foreign currencies given by the guest during their occupancy at the hotel or at the time of their departure. And gives an encashment certificate copy as a proof of foreign exchange by the guest.
- f. PROCESSING CHECKOUT AND SETTLEMENT OF GUESTS the cash section performs the important function of processing the checkouts and settlement of the guests at the time of the departure of the guest from the hotel.
- g. PROCESSING REGULAR NIGHT AUDITS OF FRONT OFFICE & HIGH BILL FOLLOWUP the important function of performing routine night audits to verify the accuracy of the accounts of the guests and to resolve any sort of discrepancies.
- h. PROVIDING SAFE DEPOSIT LOCKER FACILITIES to the guests on the requests of the guests in order to keep their valuable items and belongings in safe custody of the hotel.

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### 3.0 PRIVILEGE CARD DETAILS

There are three types of privilege category of cards:

1. *Jasmine 01 A – 100%*
2. *Lotus 02 B – 30%*
3. *Irish 03 C – 20 %*

While giving the discount do not forget to take the impression of the card as well as the signature of guest.

*FHRAI (Federation of Hotel and Restaurant Association of India)*

While giving, check the validity of the card if it will hold discount do not forgot to take the impression of the card as well as the signature of guest.

There are two type discounts on this card.

1. If guest will pay the cash give him 30 %
2. If guest pays the credit card give him 25 %

**Note: this card discount valid only on food & Beverage.**

*SIHRA (South Indian Hotels and Restaurants Association)*

While giving, check the validity of the card if it will hold discount do not forgot to take the impression of the card as well as the signature of guest.

**Note: this card contains 15% discount valid only on food & Beverage.**

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## 4.0 DISCREPANCY REPORT

### Purpose

The information collected on the Registration Card, may not always be accurate or in some cases there might be some amendments at a later stage. To account for all such amendments in terms of occupancy, a procedure of occupancy report verification is followed.

### Scope

The report is meant to cover all discrepancies in occupancy of the guest rooms. It takes information from all available sources viz. Housekeeping, computers and Registration Card. This information is compared and all variations noted for verification.

### Procedure

The discrepancy report is to be made in the following manner -

On receipt of the House Keeper's Occupancy Report, the FOA should check the details given in the report.

The details contained in the report are -

Room Number    room nos. floor wise

Status    o occupied; v vacant; d departure; r/s refused

o	v	d	r/s
o	v	d	r/s

Occupancy    no. of pax in the room

The FOA check the status and occupancy of each room, in the computer against the information provided in the report. The information from the computer should also be taken down on the report, against each room for easier comparison.

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## 5.0 DEPARTURE CONFIRMATION

### Purpose

Confirming the expected departures facilitates the department in ascertaining the exact Hotel Position and monitoring it thereby. Departure confirmation is an important task, and helps in optimizing the occupancy at the end of the day.

### Scope

Departure confirmation has to be done for all the expected departures for the next day. It is important to take the probable time of departure as well, so as to ensure maximum occupancy for the room during the day.

### Procedure

To confirm the expected departures for the day, process should be started one day in advance, as described hereunder -

FOA should take out a list of expected departures for the next day, from IDS.

ROOM NUMBER  
GUEST NAME  
COMPANY'S NAME

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## 6.0 TYPES OF DISCOUNT RATE OFFERED

1. Corporate rate: the rate offered to companies that provide frequent business for the hotel or its chain.
2. Promotional rate: the rate offered to individual who may belong to an affinity group such as FHRAI to promote occupancy.
3. Incentive rate: the rate offered to guests in affiliated organizations such as travel agencies and airlines due to potential referral business.
4. Group rate: the rate offered to groups, meeting and conventions using the hotel for their functions.
5. Family rates: a rate offered to family only with children sharing room.
6. Day rate: this is a rate which is applicable for a day use only.
7. Extra bed rate: this type of rate is generally applicable to the families which need an extra bed.

### TYPES OF MEAL PLANS

- I. European plan: Room rate only
- II. Continental plan: continental breakfast + room rate.
- III. American plan: breakfast + lunch + dinner + room rate
- IV. Modified American plan: breakfast + lunch / dinner + room rate.
- V. Bermuda plan: room rate + American breakfast.

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## 7.0 STANDARD PHRASES

1. Good morning/afternoon/evening sir/ma'am.
2. Welcome to GREEN PARK, sir/ma'am.
3. I hope you had a pleasant journey.
4. How are you, sir/ma'am?
5. Could I have your name please?
6. For how many days would you like the room for?
7. I am afraid we do not have any rooms available.
8. My Lobby Manager would be glad to assist you.
9. I'm very sorry for the inconvenience.
10. Sir, kindly give me some time as your room is getting ready
11. Sir, please give a moment. I'll get back to you.
12. Could I arrange for your accommodation, elsewhere?
13. Could I have your business card please?
14. Could I have your address please?
15. How would you like to settle your bills?
16. Could I have your credit card for an impression, please?
17. Could I have an advance of Rs. (    ), please?
18. Could I have your signatures on the Registration card here?
19. Your room number would be (    ).
20. Have a comfortable stay with us.
21. Is there some luggage that I can sent up to your room?
22. Thank you for calling Reception, may I help you?
23. Mr. (    ) has gone out of the hotel, may I take a message?
24. That will be very fine, sir/ma'am.
25. I will get it done, immediately.
26. Is there anything else I can do for you?
27. Would you like to extend your stay with us?
28. May I know whether your room is in single/ double occupancy?
29. I'll send the technician/bell boy up to your room.
30. I hope you are having a pleasant stay with us.

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## ABBREVIATIONS

DFIT	Domestic Free Individual Traveler
FFIT	Foreign Free Individual Traveler
VIP	Very Important Person
S.B	Scanty baggage
PAX	No. of persons
GHC	Guest History Card
CVGR	Company Volume Guaranteed Rate
ARR	Average Room Revenue
DOA	Date of Arrival
DOD	Date of Departure
GRC	Guest Registration Card
B/F	Breakfast
U/R	Under Repair
SPATT	Special Attention
T.A	Travel Agent
T.C	Traveller's Cheques
PCH	Privilege Card Holder
ETA	Expected time of arrival
ETD	Expected time of departure
SPARR	Single potential average room revenue
W.I	Walk-in
BTC	Bill to Company
B.C	Business Club
MNB	Midnight Biryani

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**FRONT OFFICE - LOBBY****SOP - MANUAL**

Issue  
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## 1.0 LOBBY DESK

Lobby Desk is the nerve center of any Hotel, which acts as a link between the guests and other departments. Lobby Manager is responsible for ensuring that all the guests are properly looked after and any problem faced by the guest is immediately attended to, by the concerned personnel.

All the routine activities in Front Office department are directly controlled by the Lobby Manager on duty. He or she is also responsible for the whole hotel in the absence of any senior Manager. This section is manned round the clock and helps the guests with special requests, VIPs, and handles guest complaints and other special tasks related to guests.

### LOBBY DESK OPERATIONS

The lobby desk, situated in the lobby besides the reception counter, is the heart of all co-ordination between guests and the hotel services. The lobby Manager is a problem solver and has the authority to handle all guest grievances. He or she controls the whole FRONT OFFICE team during the normal working and is responsible for all transactions carried out therein. The other jobs could be described as under -

1. ASSISTING guests in all possible manners, and solving their grievances so as to achieve maximum guest satisfaction.
2. MONITORING the hotel position so as to achieve the maximum occupancy for the day without having to bounce guests due to over selling of rooms.
3. CHECKING all registration cards for proper information and also matching the same with that in the system.
4. FOLLOWING up on all in house credit bills amounting to more than Rs.15000/- with the guests and ensuring part settlement on the account.
5. CHECKING IN all V I P guests personally and ensuring that everything is smooth during their stay.
6. CONTROLLING the staff on the shift, and keeping a track of all their movements and transactions.
7. MAINTAINING registers like Log book, Guest comments, Turn away, gift register, pending bills register etc.
8. ENSURING that decorum is maintained in the department, and taking regular briefings of the staff.
9. TAKING full responsibility of the hotel in absence of senior managers and during nights.

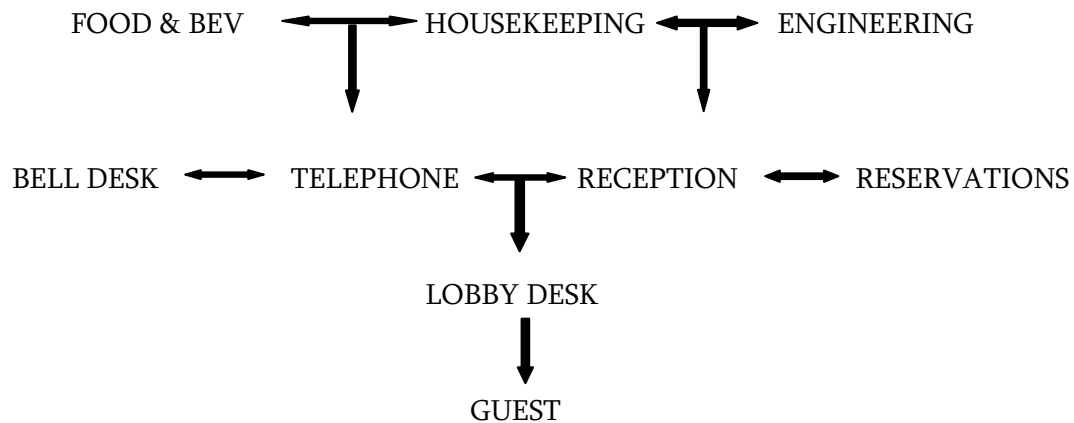
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## HIERARCHY



## INTERDEPENDENCE -



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## 1.1 DUTIES & RESPONSIBILITIES OF FRONT OFFICE EXECUTIVE (LM)

1. To ensure smooth and prompt check in and check out of guests.
2. To check all log books and other reports & registers to ensure that there is no discrepancy in records.
3. To monitor hotel position and maintain at a level so as to maximize sales of rooms, without causing any discomfort to the guests by way of turning them away.
4. To receive all guest grievances and complaints with concern and empathy.
5. To act accordingly, on receiving any complaints from the guests.
6. To follow up on all complaints being attended to by the concerned personnel without causing further discomfort to the guest.
7. To provide feedback on the status of complaint to the concerned guests.
8. To ensure settlement of all bills according to the organization's policies and guidelines.
9. INDIVIDUAL AND WALK IN GUEST extension of stay report to be generated on each shift, accordingly room rent for the extended number of days to be paid by the guest in advance to validate the extension of stay in the system. Follow ups to be mentioned in the log book/walk in register accordingly.
10. HIGH BILLS REPORT to be generated and updation to be given to the General Manager, and the guests are to be followed up to make payment of all outstanding bills up to date and an advance room rent to paid for as per the number of days extension of stay. Follow ups to be mentioned in the log book accordingly.
11. To maintain Lobby Manager's log book and update it regularly with all the relevant information and messages for all the other Lobby Managers.
12. To check and verify all registration forms and bills.
13. To verify cash dropping in the cash box, by all the cashiers during their respective shifts.
14. To handle turning away of guests as and when required, as per the Organization's procedures.

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15. To ensure that guests are dealt with courteously in all sections of the department.
16. To ensure that discipline is maintained in the department.
17. To ensure that the department and the lobby is neatly & hygienically maintained, well lit, and playing soft music.
18. To maintain decorum in the lobby and ensure that no unwanted elements frequent the lobby or use it, as it is meant only for the guests visiting this hotel.
19. To observe the movements of the guests and handle any abnormality, as per the guidelines prescribed. Department staff to be trained to identify and handle loitering guests in the lobby.
20. To take briefings of the staff, regularly and update them on various issues relevant to effective discharge of their duties.
21. To ensure safety and security of all guests and the property of the hotel as well as of the guests.
22. To ensure comforts of all guests.
23. To handle all disagreements of any guest over a charge levied according to the procedures and guidelines of the organization and settle the issue within 30 seconds.
24. To handle all discounting requests of the guests as per the departmental guidelines and inform the Front Office Manager about the same.
25. To follow up on pending bills for settlement, in case of temporary credit extended.
26. To prepare all night reports accordingly.
27. To ensure that all jobs are completed during night operations on time.
28. To take property rounds, during night operations, at regular intervals and ensure safety of all the property and guests.
29. To ensure that all employees are working properly during the night operations and discipline is maintained in the hotel.

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30. To act on behalf of the General Manager, during night operations and report to the Front Office Manager on prescribed formats, as per the guidelines prescribed in the department.
31. To report any special incident during the nights, depending upon the emergency of the situation, to the higher officials separately.
32. To coordinate the ladies drop in the night, with the security Supervisor on duty, and ensure that it starts on time with all the lady employees on duty.
33. To assist the Front Office Manager in all functional aspects of the department.
34. To ensure cleanliness in the department.
35. To handle all staff grievances and inform the Front Office Manager about them.
36. To be responsible for all assignments of the subordinates.
37. To sign all gate passes of the staff, as per the departmental procedures.
38. To be responsible for music in the lobby.

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## 1.2 TAKING HAND OVER

### Purpose

Lobby Desk functions continuously, with the basic purpose of providing assistance to the guests. To maintain the effectively of this section, proper communication and passing on of relevant information and directives is required. This can only be achieved by following proper handover procedure.

### Scope

Taking hand over from the previous shift involves passing on of all the pending jobs, messages, important notes etc. Hand over involves checking of all registers and reports by the incoming Lobby Manager, and gathering of all the necessary information.

### Procedure

The Lobby Manager, coming on the shift should do so prior to the scheduled time of start of the shift. By doing so, an example is set for the subordinates to follow.

While coming on to the department, the Lobby Manager should check the following -

1. Guest Elevators phone functioning
2. Guest Elevator fans functioning
3. House Phone in order
4. Dry Day board placed on dry days
5. Lobby lamp
6. Newspapers dropped in all the rooms
7. Lobby decorum
8. Lights on top of the Reception & Cashier counter
9. Spot lights at the Reception & Cashier counter
10. Electronic Board to read
11. Lights at the back of the Reception & Cashier counter
12. Flower arrangement at the Reception counter
13. Table lamp at the Lobby Desk
14. Chocolates at Reception & Cash counter
15. Currency rates at the Cash counter

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The Lobby Manager should ensure that the standards mentioned therein are maintained. In the department, the following should be checked -

Grooming of Self	In the mirror
General Information	Notice board
Staff on shift	Duty Roster
Special instructions	Notice board

### Registers and Files

The Lobby Manager can then proceed on to checking the various registers/files, for the following information

LOG BOOK	for relevant information & instructions
COMMENTS REGISTER	for Comments received/action to be taken
PENDING BILLS	Bills pending payment/action to be taken
G R E LOG BOOK	for Guest histories posted
GIFTS REGISTER	for Inventory of Gifts

All the registers and files should have been updated and relevant information entered therein after going through and acknowledging all the above the following should be checked, for information –

RECEPTION REGISTERS	for general information
HOTEL POSITION	for monitoring the occupancy
FUNCTIONS FOR THE DAY	for information
EXPECTED ARRIVALS	for blocking rooms for expected VIPs
EXPECTED DEPARTURES	for confirmation status
BLOCKED ROOM STATUS	for information
V I P s IN HOUSE	for information
HIGH BILLS	for follow up action
MAINTENANCE ROOM STATUS	for occupancy monitoring.

The outgoing Lobby Manager should be consulted for any other relevant information and pending jobs, to be completed. In case of a Group / VIP / House Guest arrival, Front Office Manager should be consulted for specific instructions and the same should be informed to all the concerned, immediately. The Lobby Manager should also ensure that the instructions

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passed on are clearly understood and followed up by the concerned personnel. The Lobby Manager should then go on to check the registers of all the sections, for ensuring that the systems are being followed and procedures adhered to.

### Briefing

In certain cases, the Lobby Manager will have to take a briefing of the subordinates and ensure that everybody is aware of at least the following details –

HOTEL POSITION	action to be taken
V I Ps IN HOUSE	with room nos.
EXPECTED VIPs	with blocked room nos
GROUPS IN HOUSE	with special instructions
GROUPS EXPECTED	action to be taken
SPL. INSTRUCTIONS	actions to be taken
FUNCTIONS FOR THE DAY	for inquiries
PENDING REG CARDS	action to be taken

Briefing should also be used to encourage everybody to come out with their problems, if any, and rectification should be done on the spot - as far as possible.

Briefing has to emphasize on maintaining discipline in the department and different sections should be briefed on their performance and necessary improvisations required. Briefing has to be a platform for all the members of the department to sort out their problems, if any with each other, and review their functioning. In case of any suggestions, it should be taken into account and if found feasible should be enforced after taking due authorization from the Front Office Manager.

The other specifications to be checked are as under -

LOBBY LIGHTS	all must be working
MUSIC	must be clear and soft cassettes played as per the schedule
CAR	availability of car & driver
TELEPHONE LINES	must be working else, a complaint should be lodged with P&T in case if any line does not function
NIGHT MANAGER'S REPORT	all incidents during the nights are to be recorded in the report
NIGHT AUDITOR'S REPORT	All discrepancies should be checked & sorted

The Lobby Manager can then takes charge of the shift, and relieve the outgoing Manager.

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### 1.3 VIP / GROUP CHECK IN

#### Purpose

Whenever, there is a VIP or a group checking in, the Lobby Manager is required to prepare for the same in advance and take special care of the guests, as it fruitful for the organization in the long run.

#### Scope

The Lobby Manager has to check the requirements of the guests arriving, and ensure that the instructions are followed. Lobby Manager should also block and check the rooms in advance. It is important to take special care of the VIPs and groups as it provides scope for large volumes of business.

#### Procedure

The Lobby Manager should go through the list of expected arrivals and make a note of the VIPs expected to check in the Hotel.

In case of any special instructions available, it should be taken into account and adhered to.

Rooms should be marked for blocking or blocked (if readily available) against the reservation no., keeping in mind the special instructions or preferences of the guest.

In case no special instructions are mentioned, the following details have to be kept in mind while blocking a room for VIPs -

1. Room to be near the elevator
2. Room to be lawn facing (with a good view)
3. For family & singles - a large bedded room
4. For twin sharing - a twin bedded room
5. Once the rooms are blocked the same may be informed to Housekeeping and/or Room service as the case may be for placing of special amenities if required.

The Lobby Manager should check the rooms, after all the amenities have been placed by the concerned departments.

If the rooms are not found to be satisfactory, concerned departments may be requested to rectify the problem or a different room may be blocked in consultation with the Front

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Office Manager. Once the rooms are properly made up, the nos. may be put on the Registration Card/s accordingly.

All stationery for the guests should be prepared in advance and any welcome letter, in case required, should also be kept ready with Reception to be handed over to the guests at the time of check in.

Welcome letter format is available in the Business Center computer terminal, in the directory C:\FO

All this should be personally supervised by the Lobby Manager for ensuring smooth check in of the guests.

Lobby Manager should ensure that the guests are only required to sign the Registration Cards at the time of check in. The guests may then be escorted to the respective rooms by the Lobby Manager and checked for their comfort in the room. The luggage should be taken by the Bell Boys promptly to the room.

Once the guests have checked in, the Lobby Manager should inform the Room Service and House Keeping of the arrival.

Lobby Manager should also check up with the guests if they would like to have any further assistance, and wish them a pleasant stay. At the same time an assurance of providing all possible assistance should be made to the guests.

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## 1.4 ASSIGNING A ROOM / BLOCKING A ROOM

To assign a room for the guest, go into the option assign guest room, enter the guest name or company name, press enter, and type the room number for the following space given. Again press enter. Room is assigned to particular guest.

### Group check-ins

1. Group check-ins is almost similar to the VIP check in as far as room blocking, checking and allotting is concerned.
2. However, the difference in Group check in comes, with respect to the coordination with the Group Leader.
3. For Registration card filling up, room allotment, luggage transportation and other services to the guests - Group leader is the person who should be approached by the Lobby Manager for instructions and guidance.
4. Before any group checks in, a Group Information Sheet is prepared by Reservations. This sheet should be checked by the Duty Manager to contain the following details, in accordance with the correspondence received from the travel Agent -
  - a. Group's Name
  - b. Company's Name
  - c. Contact Name
  - d. Telephone Number
  - e. Room Requirement
  - f. Arrival Date
  - g. Arrival Time
  - h. Departure Date
  - i. Departure Time
  - j. Rate Confirmed
  - k. Billing Instructions / Special Instructions –
5. In case the group is on MAP/AP - meal venue & timings other special instructions like welcome drink, aarti etc. The document is to be signed by the Duty Manager.
6. The copies are circulated as under -  
 RM, EAM, FOM, F&B (M), FM, RECP, FOC, TEL, DM, RSC, BELL DESK,  
 OUT, TULIPS, BQTS, F&B C, HK, SALES, EXEC CHEF, FILE.

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7. In certain cases guest details would be available in advance along with the rooming list, sent by the Travel agent. This information should be keyed in advance and the guests then have to only sign on the Registration Cards.
8. The Lobby Manager should also clarify the billing details with the Group Leader, in case the instructions received are not very specific. It helps to reconfirm billing details with the Group Leader and in case a Travel Agent Voucher is to be accepted, the same may be collected from the leader.
9. The following points are to be taken into consideration with regards to Travel Agent vouchers -
10. Discount is not extended to companies/groups which come through Travel Agents. Credit is not to be extended to outstation Travel Agents. Only credit enlisted local Travel Agents can be extended credit facility.
11. In case a voucher is accepted, after checking all the above, LM should ensure that the billing instructions mentioned on the voucher is clearly updated on Registration card, along with the corresponding voucher no.
12. Travel Agent's commission is paid only against vouchers. Clear instructions should be given to the Cashier about maintenance of the group's folio and billing details should be mentioned on each Registration Card as well.
13. The Lobby Manager should ensure that all the details of the group check in are passed on to the other Lobby Managers, for effective coordination.
14. All rooms pertaining to a group should be linked in the system, with the option LINK ROOMS. The master room keyed in should be the Group Leader's room and the rest of the rooms should be linked to it.

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## 1.5 WEDDING COUPLE CHECK IN

In case of wedding couple checking in, the Lobby Manager should take extra care. The following arrangements should be done for a wedding couple check in -

1. A large bedded room to be blocked in the required room type
2. All amenities to be placed in the room
3. A cake to be ordered from Bakers Inn on phone
4. Cake to be procured & placed in the room, in advance

The standard amenities for a wedding couple are -

- a. Flower arrangement, kept on the coffee table
- b. Fruits, sweet platter and cake to be placed prior to arrival
- c. Badam milk to be served after check in.

The cake should be ordered on phone to Baker's Inn and the bell boy should purchase the cake while coming from break shift.

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## 2.0 NIGHT OPERATIONS

### Purpose

The Night Operations of the Lobby Manager are of utmost importance as he is the person, in charge of the whole Hotel. The Night Manager is eventually responsible for all the activities in the Hotel during nights. Carefully laid down night procedures and meticulous following of the same is critical for smooth operations during the nights.

### Scope

The Night Operations are very vast and cover all areas, irrespective of the department. It is essential for the Night Manager to oversee the operations of all the functional department during the nights. Maintaining the decorum of the Hotel and enforcing discipline also falls in the jurisdiction of the Manager.

### Procedure

Once the night Duty Manager comes on the shift, he should take the handover in the manner described in section

After taking a proper handover, the Duty Manager should then go on to take a round of all the F&B outlets. He should check the no. of covers done by individual outlets and ensure that all the operations are being carried on smoothly. In case of any problems being encountered, F&B Manager should be contacted - if available in the Hotel or else Resident Manager should be contacted at his residence.

The Duty Manager should take a round of the property by 2400 hrs. with a security guard. The following areas should be visited and checked for the conditions given against each area -

ROOM SERVICE	mise en place in process
ONCE UPON A TIME	outlet is closed
TULIPS	guests are being served
MAIN KITCHEN	night menu is available
MUSTANG BAR	outlet is closed
KITCHEN STEWARDING	lights off & locking
BANQUETS KITCHEN	cleaned & locked
RESIDENCY	lights off & locked

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SENATE	lights off & locked
CONSULATE	lights off & locked
BANQUETS OFFICE	lights off & locked
PRE FUNCTION AREA	lights off & cleaned
BANQUETS PANTRY	lights off & locked
ESCAPE / TORQUE	guests are being served
FIRST FLOOR	nobody around & lights on
H.K. PANTRY	lights off & locked
SECOND FLOOR	nobody around & lights on
BUSINESS CLUB LOUNGE	lights off & locked
H.K. PANTRY	lights off & locked
THIRD FLOOR	nobody around & lights on
H.K. PANTRY	lights off & locked
TERRACE	lights off & locked
MAINTENANCE	everybody alert & working
CELLAR	nobody around & locked
TIME OFFICE	punch card boards locked
CAFETARIA	lights off & locked
STAFF LOCKERS	only authorized sleeping
BUTCHERY	lights off, locked & temp
HOUSEKEEPING	lights off & locked
HRD	lights off & locked
FINANCE	lights off & locked
MAIN STORES	lights off & sealed
GARBAGE ROOM	closed
SECURITY OFFICE	personnel alert
CAR PARKING	guard alert & auth cars
MAIN PORCH	guard alert & light on
LEFT LUGGAGE ROOM	cleaned & locked
FRONT OFFICE	personnel alert & working

While checking the Duty Manager should ensure that all Room Service trays found in the corridors of the floors are cleared and all room doors are closed. In case, any room door is found open, the same has to be checked for occupancy and the door closed after proper investigations.

In case of any problems encountered with the computers, Group Systems Manager should be intimated on his pager for guidance. In case the problem has to be rectified by the Group Systems Manager in person, the Hotel Van should be sent to his residence to pick him up. All

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the details with regards to the disruptions in the system should be logged down in the Night Manager's Report.

The Duty Manager should also monitor the temperature of Butchery and in case any deviation is found from the regular readings, it should be brought to the notice of Chief Engineer in consultation with the Shift Engineer, depending on the intensity of the problem.

The Duty Manager should be present at the time of close of the Bar, and should sign on the seal along with the Security Supervisor. The Duty Manager should also ensure that all the items mentioned on the Night Menu are available and in case something is not available, the same has to be noted down in the Night Manager's Report. Late duty staff, sleeping in the lockers has to enter their names in the Sleeping register available with security. The Duty Manager should ensure that only those mentioned in the register are sleeping in the locker.

The Duty Manager should ensure the following, during the shift -

1. All lights are switched off wherever not required
2. All personnel on duty are alert and working as required
3. All mise en place is completed for the following morning
4. All designated areas are cleaned by H.K. & Stewarding
5. At least one guest elevator is functioning
6. All non-functioning areas are closed and locked properly
7. All the newspapers are received on time & distributed
8. Buffet breakfast is ready on time
9. No unwanted elements are entertained in the premises
10. No damage is caused to the property / image of the Hotel
11. All reports are printed out and marked for distribution
12. Night snacks are served in good quality & quantity
13. All F.O. telephones are cleaned with diluted Dettol
14. All telephone lines are working or else a complaint is given
15. All guest locker keys are accounted and none is missing
16. Data capturing is complete and without interruptions
17. Decorum is maintained in the Hotel
18. Night Auditing has been completed properly & new day opened
19. Backup has been spooled after Night Auditing
20. Milk has been received in time, and in proper quantity
21. Xerox machine readings are tallied with the register
22. Gifts are tallied with the register

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23. Torque has closed down and no untoward incident happened
24. Rooms are kept ready by H.K. for early morning arrivals
25. All early morning orders are served by Room Service in time

The rounds are to be repeated at least twice during the shift and should be done at random. Any deviations from the standard conditions should be immediately investigated and brought to the notice of the Resident Manager / F.O.M - if required.

The Night Auditor should be facilitated in auditing the day's transactions, and closing the day in the system. The procedure of Night Auditing should be known by the Duty Manager and any clarifications/doubts should be handled accordingly.

The Duty Manager should check the Wake up calls list printed out by the Telephone Operator from the computer. The List should be checked against the details provided in the Wake up Call register and the Telephones Log Book. Any corrections should be immediately pointed out and the same rectified in the system. One copy of the checked list should be handed over to Room Service, for serving tea/coffee orders with the wake up calls. The Duty Manager should ensure that all the above conform to the standards specified and any deviations should be immediately rectified. In case required the Resident Manager should be contacted and matter put to them. The Duty Manager is representing the General Manager in the night, when no other senior Manager is around in the Hotel. He has to maintain that dignity and ensure that the Hotel runs smoothly in absence of the senior Managers.

At around 0530 hrs. the following information should be passed on the FOM, on his pager.

Room Occupancy	today & to date
Room Revenue	today & to date
Banquets Revenue	today & to date
OUT Revenue	today & to date
Tulips Revenue	today & to date
Room Service Revenue	today & to date
F&B Total Revenue	today & to date
Other Revenue	today & to date
Total Revenue	today & to date

The same information should be given to the Vice President (O), on his mobile phone.

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## Night Manager's Report -

The Lobby Manager prepares a Night Manager's Report, on the prescribed format, which can be emailed and sent to G.M, R.M, F.O.M..

The report contains information of the property rounds conducted by the Lobby Manager, during the night.

Apart from the above the Night Report contains the following information -

- a. Personnel on duty, in each section
- b. Temperature of Butchery
- c. Night snacks
- d. No. of lines working
- e. Check out without information
- f. No. of departures in the morning
- g. No. of early morning check ins
- h. No. of rooms occupied in the night
- i. No shows of the previous day
- j. Cancellations of the previous day
- k. Impressed cash / High bills / IOU
- l. Any other incident.

The report should be prepared by the Lobby Manager, in the morning signed and filed in the Night Manager's file.

A flash report prepared by Night duty manager.

A checklist is prepared by night duty manager and sent to G.M.

- |  |                                   |
|--|-----------------------------------|
| a) Occupancy report: ( by mail / hard copy ) | h) No show rooms                  |
| b) VIP movement: ( by mail / hard copy )     | i) List of new accounts           |
| c) Single lady guests                        | j) Guest feed back                |
| d) Comp & house use rooms                    | k) Upgraded rooms                 |
| e) Turn away guests                          | l) House Count ( IDS print copy)  |
| f) Group booking for the month               | m) Flash report ( IDS print copy) |
| g) Disc. percentage                          | n) Guest comment forms            |
|  | o) High balance update            |

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### 3.0 DEPARTURE CONFIRMATION

#### Purpose

Departure confirmation allows the department to ascertain the exact number of rooms slated for check out during the day thereby ensuring a fairly accurate Hotel Position for achieving maximum occupancy.

#### Scope

Confirmation of expected departures covers checking up of proposed day of departure of the guest without offending his/her feelings. The confirmation has to be handled tactfully giving the guests a feeling of being wanted, at the same time meeting the aim of confirming the guest's intended date & time of departure.

#### Procedure

The List of expected departures for the day is printed out early in the morning, by the Night Manager.

The Expected Departure list is updated with departure information collected from the guests, on the Express departure slips.

In case of any extensions, the same has to be done in the option AMEND GUEST STAY. The following procedure should be used to extend guest stay in the computer, beyond the original date of departure.

Use option AMEND GUEST STAY, in the GUEST MANAGEMENT INFORMATION.

The computer asks for the following information -

Registration No. \_\_\_\_\_

Room No. \_\_\_\_\_

Enter any one of the above, as criteria information

The other criteria can be forgone by pressing Enter

The computer gives the following information -

Registration Number

Room Number

Guest Name

Arrival Date

Departure Date

The screen asks for the new DEPARTURE DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

The screen asks for confirmation of the same Y/N

Once confirmed, the details are updated in the system

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The expected Departure list is then updated with the time of departure, confirmed by the guests. Whenever the guest does not confirm the time, the response has to be written down on the list to be followed up by the next Lobby Manager.

The codes written on the list are as under -

WGB	will get back
NHDC	no half day charges
NC	not confirmed
NR	no response
GO	gone out

The morning shifts Lobby Manager Calls up the guests, who could not be contacted earlier. He / She checks if the stay has been comfortable for the guest. The following phrases may be used

-

- a) Good Morning Sir / Madam, this is XXXX calling from the hospitality
- b) We trust your stay with us is comfortable
- c) We have your date of departure as on (Date & Time)  
 Would you like to extend your stay with us?  
 If YES – what would be your new date of departure?  
 If NO – what would be your time of departure?  
 If asked why? – Sir / Madam, it is to keep your bills ready to avoid any delay at the time of check-out.

The same information is updated on the list and it is monitored.

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## 4.0 WASH & CHANGE ROOMS

### Purpose

Wash & Change rooms are the rooms given for a few hours to be used for freshening up. The rooms are given for a very limited period and are usually to facilitate any important person.

### Scope

Wash & Change rooms are given only under authorization from the Front Office Manager or Resident Manager / GM or the Vice President (O) himself. It can, under no circumstances be given overnight. It is to be given as a special case on specific instructions only.

### Procedure

On receiving specific instructions from a competent authority as elucidated earlier, the Lobby Manager should block a room in advance.

In case, the required room type is not available the same may be communicated to the concerned Manager and further instructions taken. The room should be blocked for Maintenance (m), and the reason should specify "WASH & CHANGE FOR MR. (Guest name)"

In case the room has to be given instantaneously, a vacant room may be used for the purpose.

The guest should be given the keys and a Bell Boy should escort them to the room, and explain the various features therein. The room given for wash & change should be shown a check in with the name of the guest. All the details may not be filled in and the guest should not be asked to sign on the Card.

The billing details should be Room Complimentary Only or otherwise as per the instructions.

The Registration Card should also contain the billing instructions and be signed by the Lobby Manager. It should be also mentioned as to who referred the Instructions, boldly on the Registration Card.

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Once the Check in is shown, an Inter-Office Communication should be sent, specifying the following details -

NAME OF THE GUEST	:	occupants
ROOM NO. ALLOTTED	:	room #
TIME OF CHECK IN	:	time of arrival
EXPECTED TIME OF DEPARTURE	:	period of stay
BILLING INSTRUCTIONS	:	houseguest/Extra drt
REFERENCE OF	:	instructions given by

The wash and change authorization to be prepared and it should be signed by the front office Manager, and sent to the G.M's approval.

Lobby Manager should also ensure that keys are collected at the time of Check out of the guests. The computers should be updated, accordingly after the release of the rooms by showing a check out and collecting any outstanding against the guests.

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## 5.0 TRAVEL DESK SERVICES

### Purpose

Travel desk provides the hotel with its services, on credit. These services are to be used in case of emergency, as and when required. The use of all such services should be properly documented for accounting purpose and hence all the procedures.

### Scope

The use of services, have to be preceded by proper requisition forms stating all the details of the use. These requisition forms are to be attached by Travel desk with their bills for settlement.

### Procedure

#### Car Rental services

To use a Travel desk car, the requisition form available at the travel Desk should be filled in and handed over to person at the desk. The details to be furnished in the form are as under -

NAME OF THE OFFICIAL	:	person using the car
DESIGNATION	:	designation of above person
DEPARTMENT	:	department of above person
PURPOSE	:	official / personal
REQUIRED ON (DATE)	:	date of travel
REQUIRED AT (TIME)	:	starting time
PLACE TO VISIT	:	destination
MODE OF PAYMENT	:	bill to company/cash/credit

The form filled in original and signed by the Lobby Manager should be handed over to Travel desk

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## 6.0 CHECKING OF EXPECTED ARRIVALS FOR THE NEXT DAY

### Purpose

Expected Arrivals should be checked in order to avoid any inconvenience to the guests at the time of Check-ins.

### Scope

Expected Arrivals list is a synopsis of all the information given in the reservation modules. This has to be verified for authenticity and any changes or important points to be amended therein.

### Procedure

The Lobby Manager, in the evening should check the Expected Arrivals for the next day before closing of Reservations section.

The list is first checked in Reservations for all Reservation Slips and is brought to the Lobby Manager for verification, who should check the following details -

1. Guest name spellings
2. Company's Names should be checked in CVGR
3. VIPs should be marked
4. Special instructions should be entered
5. Arrival time should be entered
6. Pax should be mentioned
7. Billing Instructions should clear
8. All BTC instructions should be verified for the letter
9. Houseguest reservations should be checked for instructions
10. All GHC postings should be checked
11. Any group bookings should be checked with corresponding GIS

The list can be signed by the Lobby Manager, after cross checking all the above.

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## 7.0 DEPARTMENT OF TOURISM REPORT

### Purpose

The purpose of preparing this report is to facilitate the Department of Tourism in analyzing the tourist inflow in the city and arrive at conclusions for actions to be taken for further improvement in the required areas.

### Scope

The report is a comprehensive one, with regards to the accommodation operations of the hotel. It covers all the details with regards to occupancy of the hotel, and the type of guests arriving, in the particular month.

### Procedure

The report sent to the Department Of Tourism is obligatory, and is used by the Govt. in analyzing the tourism potential of the city and state.

This report has to be prepared on a monthly basis and contains information with regards to Rooms Occupancy only.

The report format is available in the reservation Computer and requires the following information to be keyed in -

NAME OF THE CITY	: Hyderabad
NAME OF THE ESTABLISHMENT	: Green Park
STAR CATEGORY, IF ANY	: Four star
CAPACITY -	
ROOM TYPES	: single/suites/double
NO. OF ROOMS IN EACH TYPE	: no. in each type
NO. OF BEDS IN EACH TYPE	: no. of beds / type
TARIFF IN RUPEE	: Tariff in each type

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**OCCUPANCY -****GUEST COMPOSITION**

TYPES OF GUESTS	: Indian / foreigner
NO. OF GUESTS C/IN	: in each type
NO. OF NIGHTS SPENT	: in each type
ROOM DAYS OCCUPIED	: in each type
% OF OCCUPANCY	: in each type

**TOTAL EARNINGS**

INDIANS	: in Rs.
FOREIGNERS	: in Rs.

**NATIONALITY WISE COMPOSITION**

NATIONALITY	: country code
GUEST CHECKED IN	: no. of guests/country
ROOM NIGHTS SPENT	: no. of night/country
ROOM DAYS OCCUPIED	: no. of days/country
% OF OCCUPANCY	: % of occupancy

The report is to be sent to -

Market Research Division,  
Department of Tourism,  
Government of Andhra Pradesh

The report should be titled as 'STATISTICAL REPORT FOR THE MONTH'  
**An example of standard format is enclosed in Annexure.**

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## 8.0 MIS PREPARATION

### Purpose

The purpose of preparing the MIS report is to review the performance of the department in the previous month and analyze the different figures. This is done to understand the market trends and shifts and helps in taking any steps for future, to improve on services and thereby overall market share.

### Scope

The report is the most comprehensive statement of the department being submitted to the top management of the Hotel. This report derives its data from various resources and processes it to provide a detailed picture of the performance in the previous month.

### Procedure

The MIS of Front Office is prepared in the Business Centre Personal computer and is stored in a separate directory - C:\FO\MIS

The page wise description of the MIS is as follows -

#### Cover page -

The cover page is spreadsheet, in the directory and should be printed out as it is. The only change to be done is the month. The name of the month should be changed and the requisite printouts taken out.

#### Index -

This page should be prepared in the last, indexing all the contents of the report.

Note from the Front Office Manager -

This page is prepared by the Front Office Manager, and analyses the performance of the month giving causes of deviations wherever required. The page also covers suggestions from the Front Office Manager, and is duly signed by him.

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### Micro Analysis for the month -

The page is based on the figures received from the Systems department. It covers performance of basic factors as under -

RNS      ->      Decreased/Increased/Static      Impact      Reasons

The other factors to be covered are -

ARR -

OCC % -

ROOM REVENUE -

UPGRADATIONS -

UNDER REPAIR ROOMS -

### Occupancy & Revenue Analysis –

Compares the budgeted & actual performance of room revenue, total F & B revenue, MOD revenue & service charges on month to date and year to date

The report covers details under two heads -

- i. FOR THE MONTH      -      details of the month
- ii. YEAR TO DATE      -      details of the financial year

Each head is shown for its -      Budgeted Amount vs Actual Amount  
Variance Amount vs Variance PERCENT

The heads covered in the report are -

#### REVENUE HEADS -

- i. Room Revenue
- ii. Total F&B Revenue
- iii. Total MOD Revenue (Telephone, Laundry, Tobacco, Business Centre, Misc, Others)

i + ii + iii = TOTAL REVENUE

(All the above information is available in Flash Report of the last day of the month)

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**OCCUPANCY HEADS-**

Total Rooms	-	148 * no. of days
Available Capacity	-	Total Rooms - U/R rooms
Total Occupied Rooms	-	Rooms occupied (flash)
% of Occupancy	-	Occupancy % (flash)
Average Rate/Room	-	Room Rev. / RNA
No. of Beds sold	-	PAX (flash)
Single Occupancy	-	SGL (flash)
Double Occupancy	-	pax - sgl
RNS of Foreigners	-	Nationality wise contribution
RNS of Indians	-	Nationality wise contribution

The report also covers a **COMPARATIVE STATEMENT** from the beginning of the financial year -

This comparison contains a comparison of figures in all the months starting from April of the year till the current month, under the following heads -

ROOM REVENUE	-	flash report
ROOMS OCCUPIED	-	flash report
OCCUPANCY %	-	flash report
TELEPHONE REVENUE	-	flash report
DISCOUNTS	-	finance department figures
AVERAGE RATE/GUEST	-	room revenue/pax
S P A R R	-	room revenue/(180285 * no. of days)

**Breakup Analysis for the month -**

The break up analysis is done for the following -

**Occupancy**

The chart shows a comparison of occupancy in each room type.

Individual room types are compared on the following -

RNA	(room nights available)
RNS	(room nights sold)
% of occupancy	
ARR	(average room rate)

All these figures are available in the report, to be taken out from PMS, titled - ROOM TYPE CONTRIBUTION, in the FRONT OFFICE MANAGER menu.

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### Market Segment

The chart shows a similar comparison for the individual market segments defined in the system. The comparison is done on the following -

RNS (room nights sold)  
ARR (average room rate)  
ROOM REVENUE  
% TO ROOM REVENUE

The figures are available in a report titled - MARKET SEGMENT CONTRIBUTION, to be taken out from the FRONT OFFICE MANAGER menu.

#### Business Source Contribution

This chart compares the different business sources on the following criterion -

RNS (room nights sold)  
ARR (average room rate)  
ROOM REVENUE  
% TO ROOM REVENUE

The details required in this comparison are available in a PMS Report titled BUSINESS SOURCE CONTRIBUTION, in the FRONT OFFICE MANAGER Menu.

### Top 20 Companies -

This page is based on the report CGR REPORT, to be taken out from PMS. The report gives details of business given by the companies enjoying a CVGR without Hotel.

The Chart in the MIS, cover the top 20 companies in terms of room nights utilization. All the 20 companies are listed out and the following details mentioned -

RNS room nights sold to each company in the month % TO TOTAL RNS (RNS to the company/total RNS) \* 100

The second part of the chart enlists 20 companies which have given the maximum business till date in the current calendar year. The chart structure remains the same, apart from addition of one more column against each company's name, mentioning average room nights utilized by the company per month. It may be noted that in this chart RNS, covers the total room nights used till date in the calendar year.

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### Nationality Contribution -

The page covers utilization of rooms, by guests from different Nationalities. It is comparison between the top 20 nationalities utilizing the maximum room nights. The details are based on the figures received from the report NATIONALITY WISE CONTRIBUTION, In PMS's FRONT OFFICE MANAGER Menu. Each country's contribution is compared on the following Dimensions -

RNS  
REVENUE  
% TO TOTAL RNS  
% TO TOTAL ROOM REVENUE

### Day Wise Summary Analysis for the Month -

This is a report based on a lot of data. The data is extracted from the daily NO SHOW & CANCELLATION Reports filed. The data is processed to arrive at the following analysis

This chart compares the no shows and cancellations, in the month on day wise breakup. Average of all figures are taken, pertaining to each day of the week and put into the chart. Each day of the week is compared on the following data -

Average Expected Arrivals	-	arrivals for the day/no. of days
Average Cancellation	-	canc. for the day/no. of days
Average No Shows	-	no show for the day/no. of days
No Show + Cancellations		
% To Expected Arrivals	-	((no show + cancel.) / avg arrivals)*100
Average Occupancy %	-	avg occupancy for that day of week
Average RNS	-	avg rns for that day of the week
Average ARR	-	avg arr for that day of the week
Turn Away Cost Analysis -		

The figures used in this report are to be taken from the Finance Department. The report gives the details -

For the Month  
Till Date  
Average Quantity & value per month

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The following heads are detailed in the report -

No. Of Turn ways

Gifts given

Tariff paid to the other hotels

Groups Materialization for the Month -

The report is submitted by the Reservations department and covers the following details -

Name of the Group

Period of Stay from - to

Room Nights Materialized no. of rooms \* no. of nights

The report also covers the synopsis of the group business in the

Following details -

Total Room Nights materialized from Groups

Total Room Nights sold during the month

% to Total Room Nights sold (group RNS/tot RNS)\*100

Groups Expected for the Month -

The report enlists the details of group reservations, expected to

Check in the next month. This report is also prepared by

Reservations and covers the following –

Name of the Group

Date of Arrival

Date of Departure

Room Requirement

Rate Confirmed

Complaints Summary Analysis -

The report is prepared based on the information logged down in the following registers, during the normal operations on a day to

day basis -

Guest Comments Register

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## Complaints Register Cashier's Guest Comments Register

All the complaints are taken and listed in the report under two breakups-

### Department wise complaints -

This section of the report, enlists all the complaints against the department of complaint. It provides the following information against each department -

No. of complaints received % to total complaints (complaints of dept. / tot compl) %

### Category wise complaints -

In this section the complaints are segregated into 28 different categories depending upon their nature. The complaints are registered in each category and the details are given in a similar fashion as in the previous section. The MIS report is to be prepared in great details and is meant to act as a mirror of the department's performance in the month. This requires a lot of concentration and dexterity on part of the individual preparing it, as all the figures should be checked and cross checked and tallied to provide a true and fair analysis. It may be noted that even a slight distortion or oversight in a figure could result in a totally different conclusion and thereby defeat the very purpose of preparing the report.

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## 9.0 TURN AWAYS

### Purpose

The no. of rooms reserved is always more than the no. of rooms available for sale. This is done to optimize the sale of rooms, duly accounting for the cancellations and no shows. Sometimes, however the forecasting does not prove accurate and more guests turn up than expected. In this case, when rooms are not available the guests are accommodated elsewhere. This procedure, if followed properly ensures that the guest gets delighted by the concern shown and the care taken. The purpose of this procedure is to turn an adverse situation into a favorable one.

### Scope

This procedure encompasses a lot of interaction with the guest showing him genuine concern and apologizing for inconvenience. The guest is to be well looked after and it is to be ensured that he/she does not have to face any more problems in securing accommodation in elsewhere. He is also not penalized for having to stay in a more expensive hotel, as the difference in amount is settled by our hotel.

### Procedure

Turning away a guest is a very delicate situation and should be handled with extreme care. The following is the procedure for handling a Turn Away

As soon as the rooms available for sale become less than five (5) and the no. of expected arrivals is still at least triple that number, then the Lobby Manager may assume that he/she would have to turn away some guests. However, the situation will determine the exact outcome, and the Lobby Manager should use his/her own discretion in taking that decision. Front Office Manager should be consulted before taking the final decision the matter.

Once it has been agreed upon that some guests should be turned away, irrespective of the no. of rooms available for sale, the Lobby Manager should first call up the different Hotels in the city and check where can the guests be accommodated. This has to be done in advance, and some rooms might still be available just in case of a very particular guest or an emergency situation. This decision should be left entirely to the Front Office Manager. The Hotels which should be checked for availability of rooms are –

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Katriya  
Athithi inn  
Aditya homtel  
Taj Deccan

A note should be made of all the hotels, where the rooms are available. The duty Manager of these hotels should be appraised of our intention of using some of their rooms.

The Lobby Manager should then get the Hotel car ready, for taking any guests to the other hotels. In case the hotel van is not available, Travel House car should be used.

Prepared with the information and the car, the Lobby Manager Can then go on to Turn Away a guest in the following manner -

The FOA, refers a guest to the Lobby Manager who has come to check in the hotel, along with the corresponding Registration Card.

The Lobby Manager should address the guest in the most polite manner and inform him that due to an unforeseen turn of situation, he/she is unable to accommodate any guests in the Hotel for the night. The Lobby Manager should profusely apologize and take all the anger of the guest in good spirit. All the time, the guest should be understood and empathized with.

The guest should be informed that he/she can be accommodated in any hotel of his/her preference in the city and the difference in tariff shall be borne by us. A choice may be given from the available information with the Lobby Manager, with regards to availability of rooms in different hotels.

Once the guest finalizes the hotel of his/her choice, the Lobby Manager should immediately call up the concerned Hotel and inform them of the arrival of the guest. Billing instructions should also be clarified, in case the guest wants.

The guest should be asked to have his/her dinner in the restaurant and the same should be made complimentary.

Once the guest is ready to depart, he/she should be escorted to the car and the clock should be handed over to him as a gesture of appreciation of his understanding & cooperation. The guest should asked as to what time would he like to come to the hotel, the next day, in case his/her

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scheduled stay was for more than a night. A note of the same should be made, for following up the next day.

At all times, the guest should be made to realize that the Lobby Manager is really concerned and sorry for the incident.

A fax should be sent to the hotel, detailing the billing instructions. The guest pays only what was supposed to be paid to us by him/her. The rest of the amount is paid by us.

In case the guest's company has to settle the bill, the whole bill of the guest is picked up by us and his company is billed in turn for our applicable tariff.

A note should be left in the Lobby Manager's Log Book, detailing all the information of the Turn Away and any follow up action to be taken. Gift Register should be updated accordingly, and the balance carried forward.

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## 10.0 CHECKING GUEST REGISTRATION CARD

### Purpose

The Registration Card is one of the very important documents of the department and all the information contained therein as well. The Lobby Manager has to check the Card and counter sign so as to avoid any lapses occurred, or correct any mistakes being committed by the FOA. This is the point of check before the Cards are processed and the procedure takes on to the next stage.

### Scope

The Registration Card is to be thoroughly checked and the information contained therein should be valid and corresponding the information on the Reservation Slip. The Lobby Manager has also to check if the same information is being keyed in the system or not.

### Procedure

The Guest Registration card is counter signed by the Lobby Manager, after being checked for the following details -

#### On the Card -

GUEST NAME	-	check spellings
SECOND OCCUPANT NAME	-	in case of dbl/trpl occupancy
COMPANY'S NAME	-	spellings and if in cvgr
ADDRESS	-	should be clear & complete
VISITING CARD	-	should be attached to 2nd copy
CVGR CODE	-	check if correct
COMING FROM	-	should be mentioned
PROCEEDING TO	-	should be mentioned
ARRIVAL DATE	-	should be correct
DEPARTURE DATE	-	in case amended, check system
MODE OF PAYMENT	-	should be clearly mentioned
CREDIT CARD NUMBER	-	should be clear along with exp
BTC LETTER	-	if required, to be attached.
GUEST SIGNATURES	-	should be there
PASSPORT DETAILS	-	in case of foreigners
C-FORM NUMBER	-	in case of foreigners

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ROOM ALLOTTED	-	according to type required
RATE CONFIRMED	-	rack/CVGR/special with ref.
ADVANCE	-	for walk-ins/register to check
SPECIAL INSTRUCTIONS	-	in case any
RESERVATION SLIP	-	should confirm all details
FOA SIGNATURE	-	should be there

### In the System -

The Lobby Manager should use the option CHANGE GUEST INFORMATION, in the RECEPTION menu and check for all the information on the card. The computer should have all the information, contained on the card, and the following extras -

GUEST NAME	-	no/yes (default - no)
GUEST STATUS	-	codes
PLAN	-	ep/ap/map (default - ep)
RATE INCL PLAN	-	y/n (default - n)
ROOM TAX INCULDED	-	y/n (default - n)
RATES INCL. TAX	-	y/n (default - n)
BILLING INSTRUCTIONS	-	to be checked if correct
GUEST TYPE	-	to be checked if correct
BUSINESS SOURCE	-	to be checked if correct
MARKET SEGMENT	-	to be checked if correct
		(Details under in doc # GPHRL/op/4)
DISCOUNT %	-	in case given as %
UPGRADED	-	y/n (default - n)
SCANTY BAGGAGE	-	y/n (default - n)

Once checked for all the details, as described above, the Registration Card can be signed by the Lobby Manager and handed over to the FOA for further processing.

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## 11.0 ABBREVIATION:

1. **Account aging:** This is a process of tracking and tracing the various accounts guest and non-guests which are due to the hotel.
2. **Account balance:** this is brief description of an account in the difference between the total debits and credits in an account are mentioned.
3. **Account receivable:** this is an accounting term given to the amount which is owed to the hotel.
4. **Account allowance:** this is a financial transaction which reduces the outstanding balance of the guest and is caused by allowances or discounts given by the hotel to guest due to poor services.
5. **Back to back:** it is a continuous group arrival and departure arranged by tour operator so that the guestrooms of a hotel are never vacant.
6. **B folio:** the individual guest folio that is used with the master folio.

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**FRONT OFFICE – BELL DESK****SOP - MANUAL**

Issue  
**Front Office**

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## 1.0 BELL DESK

This is the section in Front Office, that assists the guests with the handling of their luggage, escorting them to their rooms, running errands for them and other related activities. A Bell boy comes in contact with the guest both at the arrival and departure time. Hence, he is the first one to receive the guest and the last one to see off the guest.

### BELL DESK OPERATIONS

This section of the department carries out various functions. The bell boys carry out the most important function of actually escorting the guest to his / her room, which would eventually leave a lasting impression on the guests. The various functions carried out by the bell desk are as under -

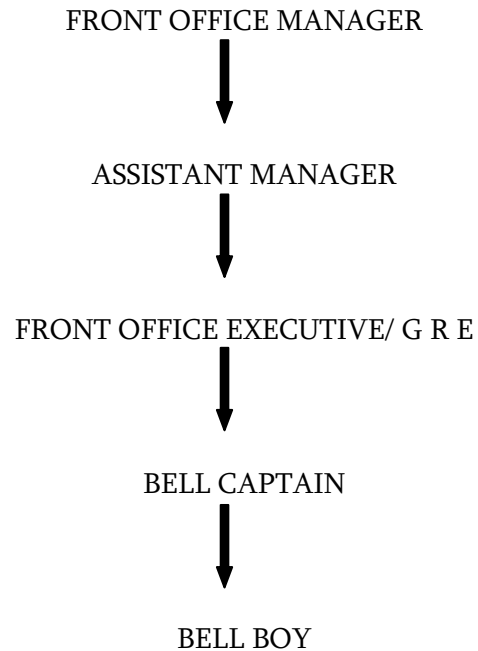
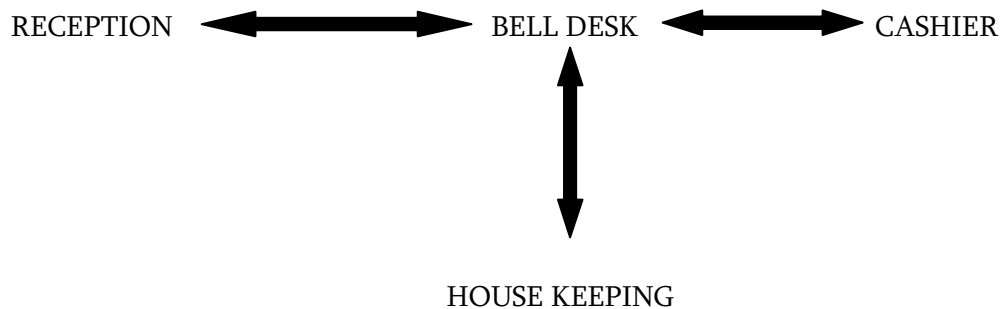
1. ESCORTING guests to their respective rooms, after their checking in formalities are over. They also carry the guest's luggage along with them and later explain the functioning of various gadgets placed in the room along with all facilities
2. ADDITIONAL GUEST AMENITIES FOR SECOND GUEST IN DOUBLE OCCUPANCY ROOM like bath towel, face towel, extra soap, dental and shaving kit etc are to be placed in the room immediately on arrival.
3. HELPING guests with their baggage and carrying it for them while they are checking out.
4. SHIFTING guest luggage from one room to another as required by the reception.
5. DELIVERING messages received at the reception or telephones to the guest rooms.
6. SAFE KEEPING luggage for guests who would check out and return later to collect it.
7. MAINTAINING a stock of medicines for emergency requirement and any guest requests.
8. RECEIVING newspapers and magazines for the whole hotel and distributing them according to the set standards.
9. RUNNING errands for the guests on particular requests.

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10. MAINTAINING various registers like log book, movement register, guest request register, medicine register, magazine register, newspaper register, scanty baggage register, lost and found register, left luggage register etc.
11. PREPARING arrival and departure errand cards properly and getting them checked by the reception and cashiers respectively for effective key control and also reporting of scanty baggage.
12. CLEANING of ash trays, wiping of center tables, stacking of newspapers, drawing of curtains, switching of lights, cleaning of carpets and sofas in the lobby.
13. MAINTAINING of stretcher and wheel chair in the left luggage room
14. MAINTAINING the decorum in lobby.
15. GUEST AMENITIES like bath towel, face towel, soap, dental and shaving kit etc are to placed during the check in time for the double occupancy guests.

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**HIERARCHY -****INTERDEPENDENCE -**

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## 1.1 DUTIES & RESPONSIBILITIES OF BELL CAPTAIN & BELL BOY

1. Ensures the all the bell boys are groomed properly and geared up for providing the guest services.
2. Maintains the left luggage register to keep the record of the luggage's of the various guest which have been kept at bell desk.
3. Maintains a lobby movement control sheet which is a summary of the activities of the bell boys
4. To receive the guests, as soon as he/she arrives at the main porch and take the luggage after taking permission
5. To wipe clean the luggage before transporting it to the respective rooms.
6. To tag all guest luggage and put baggage stickers properly and meticulously.
7. To ensure that all guest luggage is handled properly & transported to the respective rooms or to the lobby (as the case may be) without causing any damage to it.
8. To explain all the fixtures and fittings of the room to the guests at the time of check in after the guest enters the room.
9. To maintain the left luggage room & ensure it is kept clean at all times.
10. To run errands for guests, with the authorization of the FOA
11. To receive, count & distribute newspapers and magazines as per the organization's policy and maintain the requisite records.
12. To respond to check out requests and to bring the luggage from the room to the Bell Desk.
13. To cursorily check the room for any damage or missing items, at the time of checking out of the guest.
14. To keep the Lobby lamp (diya) on at all times.

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15. To keep an eye on the undesirable elements entering the Hotel or loitering in the Lobby and to promptly report to the Lobby Manager.
16. To deliver medicines, newspapers, and other general use items like scissor, nail cutter etc. kept at the desk, to the guests on request.
17. To clean all telephone equipments in the department with disinfectants, as per the departmental procedure.
18. To page for a guest in all public areas, as and when required by the concerned personnel.
19. To deliver messages and parcels to the guests, immediately on receipt from the reception.
20. To distribute all reports and documents to the concerned, as per the directions of the Duty Manager or equivalent.
21. To collect room keys from all the guests at the time of departure and release the luggage after checking with the cashier for settlement of bills.
22. To maintain the bell desk as per departmental specifications and keep the area neat & clean. To maintain all registers and records as per the directions of the Bell Captain. To report any incident of in discipline, fraud, misuse, suspicious act or any such action damaging to the organization, to the Manager on duty.

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## 1.2 TAKING HAND OVER

### Purpose

Handing over is a procedure of updating the bell boy joining duties with all the relevant information, pending assignments, important messages and inventory items status. The purpose is to maintain continuity of operations.

### Scope

The Bell Boy has to take handover of all inventory items, pending jobs, registers & files should be checked and all relevant information should be passed on from the outgoing shift to the incoming shift.

### Procedure

1. As soon as the Bell Boy comes to the shift, he should follow the following procedure -
2. Go through all the circulars put up on the departmental notice board, in the back office. Note any special instructions or messages with regards to the concerned.
3. Check the Bell Desk area for, cleanliness.
4. Check the Lobby for cleanliness and proper decorum being maintained.
5. Go through all the registers and files in the order mentioned, as under -
  - a. Left Luggage Register
  - b. Scanty Baggage Register
  - c. Newspaper Register
  - d. Magazines Register
  - e. Log Book
  - f. Movement Register
6. Check the availability of all items like Medicines, Newspaper, Magazines, and Stationery and report the same to Lobby Manager in case of discrepancies.
7. Check the Left Luggage Room for cleanliness and proper stacking of all the available items.
8. Once all the above is completed, the Bell boy can take charge of the desk.

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### 1.3 CHECK IN PROCEDURE

#### Purpose

As a guest comes to the Hotel, his/her luggage is to be taken care of and all assistance provided for a comfortable check in. This responsibility lies with the Bell Boy as he is the first point of contact with the guest.

#### Scope

The Bell boy has to ensure that the guests, coming to the hotel, are greeted, escorted, assisted and their luggage well taken care of. This provides the guests with proper assistance for their check in and luggage handling.

#### Procedure

As soon as the guest comes to the Main porch, the Bell Boy on duty has to rush to the guest and greet as per the time of the day. This would be followed by -

*"Welcome to GREENPARK Sir/Ma'am"*

*"Welcome back to GREENPARK Sir/Ma'am "for a regular guest"*

The Bell Boy will then seek permission from the guests for carrying their luggage, by saying -

*"May I take your luggage?"*

On affirmation, the Bell Boy has to approach the boot of the car, or to any other place where the luggage is kept and take out all the pieces, gently. Once all the luggage has been taken out of the car, the Bell Boy should confirm the same with the guests, by saying -

*"Sir/Ma'am There is \_\_\_\_\_ (no. of pieces) pieces, in your luggage"*

In case there should have been more, check the car once again and confirm the same with the guest.

As all the pieces are taken out, guide the guests to the Reception, for check in formalities. Meanwhile, take all the pieces to the Bell Desk. Wipe clean the entire luggage with a cloth so as to remove all dust and dirt from them. (Sanitizing the baggage)

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The Bell Boy then attaches the "Arrival Luggage Tag" to all the pieces. The tag is green colour coded and covers the following information -

Date                    \_\_/\_\_/\_\_  
 Room no                #  
 Guest Name            -  
 Departure date        \_\_/\_\_/\_\_

A Baggage sticker is also put on each piece of guest's luggage. If the guest is carrying only a small suitcase or handbag, which can be considered as scanty, the Bell Boy has to call up Reception from the Desk and inform the same to the Front Office Assistant taking the guest's check in. This information is also to be recorded on "Arrival Errand Card."

The Arrival Errand Card is prepared, filling in the following information -

Date, Room no., Guest Name, Details of luggage

Once the Check in formalities is completed at the Reception counter, Front Office Assistant will ask the Bell boy to escort the guest to the room. Escorting the guest to the room

All the luggage of the guest is to be carried to the room. Bell Boy may accompany the guest in the elevator if there is fewer luggage's, not exceeding two pieces. It is however advisable to escort the guest up to the elevator and apprise him/her of the destination floor, by saying -

"Your room is on the \_\_\_\_ floor. I'll bring your luggage up."

The Bell boy has to then quickly take the entire luggage through the service elevator, up to the floor.

On the floor, if the guest/s are waiting, the Bell boy should excuse himself for the delay and politely escort them to the room.

In case the guests have gone up to the room, the Bell boy should go to the room and knock, announcing - "Bell Boy".

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Once inside the room, Bell Boy should put the luggage on the luggage rack, gently and stack it neatly. Thereafter, he should brief the guests on the amenities available in the room like -

Power supply tag,  
Television Channels,  
Drinking Water,  
Hot and Cold water,  
Telephone Directory,  
Services Directory etc

"By putting your key tag in the slot, Power supply in the room would be Activated"	super tag
"This is the Fire Exit plan"	back of the main door
"Drinking water would be in the flask"	bedside table
"These are the main console switches, to switch off/on the room power supply"	bedside table
"This is the remote for TV"	Television top.
"There would be 87 channels in the LCD"	
"This is the thermostat for A/C"	Bedside wall
"There are soft drinks for you"	Minibar in BC rooms

"In case of any assistance required kindly contact the Duty Manager at extn. 60. They would be glad to assist you."

The Bell Boy should then immediately turn back and leave the room. He should not solicit tips in any manner.

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## 1.4 RUNNING ERRANDS

### Purpose

All guests, during their stay in the hotel require somebody to carry out baggage for them. This responsibility lies with the Bell boys.

### Scope

A guest staying in the Hotel may require certain things or some services to be given like calling for a taxi, arranging for a newspaper, getting some medicines etc. All such services are provided by the Bell Desk. However, running errands do not cover immoral or illegal requests.

### Procedure

The requests are mostly received through telephone. The telephone is to be answered within the first ring, using the phrase -

"Thank you for calling Bell Desk, may I help you?"

On receiving the request, note down the details carefully, with regards to the requirements of the guest.

Once the request is understood, the Bell Boy should take the item required e.g. - Newspaper, Magazine, Medicines, Stationery items (from Reception), Toiletries (from Housekeeping).

The movement register should be updated on the movement of the Bell Boy registering the following details -

Name of the Bell Boy, Room no., Type of Job, Time out & signatures

The required item is then served to the guest. The Bell boy should go up to the room and announce his arrival by gently pressing the call bell once and saying -

"Bell Boy"

As the door is answered, the Bell Boy should hand over the article to the guest and check if this is what was required.

"Your (name of the article) Sir/Ma'am, Is this fine?"

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If the guest is satisfied, the Bell Boy should offer further assistance by saying -  
"Is there anything else I can do for you?"

In case the guest asks for something, it has to be served in the same way.

If the article does not conform to the guest's requirements, the Bell Boy should apologize immediately and ensure that the requisite material is served without any further delay.

Once the guest is served correctly, the Bell Boy should come back to the Desk after wishing a nice day to the guest.

At the desk, the concerned registers e.g. Medicine register for medicines, Magazine register for magazines etc. are to be updated and all stock levels revised. Any instructions for a continuous service like a particular newspaper to the room everyday should be entered in the Log Book, without fail.

Note: If any immoral/illegal request is made by the guest,  
The Bell Boy shall politely refuse the request and  
Promptly bring it to the notice of the Lobby Manager.

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## 1.5 SHIFTING OF A ROOM

### Purpose

When there is a need for shifting a guest from the room to another one, Bell Boy plays an important role of carrying out the procedure.

### Scope

A guest might like to shift a room because of some discomfort or dislike or problem with the type, size, and location of the room. Sometimes, the room is to be shifted due to a technical problem in the functioning of the appliances in the room. All the shifting are carried out by the Bell Boys, as per the convenience of the guests.

### Procedure

As the Reception informs the Bell Desk about the shifting, the Bell Boy on duty should go to the Reception and collect the keys of the new room for the guest. The Bell Boy should also check if the guest is available in the present room and is willing to shift.

As per the instructions received from Reception, the Bell Boy should go up to the room, after entering in the Movement Register, and knock the door before announcing himself.

As the guest answers the door she/he should be wished as per the time of the day. The Bell Boy should ask the guest -

"Sir/Ma'am, I have got keys for your new room. Would you like to see the room, before shifting?"

In case the guest wants to see the room before shifting, the Bell Boy should escort the guest to the room and show it.

Once the guest is satisfied by the new room, the Bell Boy should take permission for bringing in the guest's luggage -

"May I bring your luggage here?"

If the guest agrees, the Bell Boy should immediately go to the previous room and gently pick up all the pieces. He should check in the bathroom, table drawers, and cupboard for any guest

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articles left behind. If anything is found, it should immediately be brought to the notice of the guest. The entire luggage should be neatly transported to the new room.

The Bell Boy should check with the guest if all the pieces are transferred properly, and everything is in order.

The Bell Boy should also offer all assistance in packing or unpacking of the luggage, to the guest, but only when required by the guest. However, an offer of assistance should necessarily be made -

"May I be of any assistance in packing your luggage Sir/Ma'am?"

In case the guest is not in the room, the bell boy should take clear instructions from the Lobby Manager.

If the luggage is packed and only shifting is required, the same may be done by the Bell Boy himself, on receiving instructions. However, in case the luggage is not packed, a security guard should be made to accompany the Bell Boy and the luggage should be shifted in the guard's presence.

A record of all the pieces handled should be made by the guard.

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## 1.6 DELIVERING MESSAGES / PARCELS

### Purpose

A guest getting a message at the Reception or through Telephone receives it in the room by a Bell Boy. The Bell Boy delivers a copy of the message in the room, so that the guest gets it upon entering the room, if he/she is not in the room.

### Scope

In house guests receive messages and parcels, at the Reception as well as at the Telephones. These messages are meant to be delivered to the concerned guest at the earliest. The Bell Boy physically delivers one copy of the message in the guest room (in case the guest is not inside), so that it is received by him/her upon entering. The parcels are also delivered to the guest, in person at the earliest possible.

### Procedure

1. As soon as the Reception hands over the message slip to the Bell Boy, it should be immediately processed as under -
2. The Bell Boy should immediately update the Movement Register, with the destination information and proceed to the required room number, as mentioned on the Message Slip.
3. The Bell Boy should ring the doorbell, to check if the guest is there in the room. In case of no answer at the door, the message slip should be slid under the door so that the guest would see it as soon as the door is opened.
4. In case the guest is available in the room, the Bell Boy should politely hand over the message, by saying –  
"This is a message; we have received for you Sir/Ma'am"
5. In case of parcels, it should be delivered to the guest in person. Under no circumstances should it be left UN attended in the room. The parcel should be kept with the Reception, till the guest arrives in the Hotel and then delivered to his room on his/her instructions.
6. In case the guest is not available in the Hotel, the parcel should always be handed over to the Reception, for safe keeping till the guest arrives back.
7. Similarly, any other articles received for the guest should also be treated as important and handled with extreme care. The parcel should be handed over to the guest in person and under no circumstances be left UN attended.

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## 1.7 LEFT LUGGAGE PROCEDURE

### Purpose

Sometimes the guest might like to go out of the Hotel, for a few days and leave his/her luggage for safe keeping back in the Hotel. This service is rendered to the guests, through Bell Desk.

### Scope

The Bell Desk is responsible for safe custody of all guest articles left behind by him/her, while going out of the Hotel to be collected later. The guest can avail of this service, when heavy luggage is not required to be carried along for the short visits to be made during the tour.

### Procedure

Whenever a guest makes a request for luggage to be kept with the Hotel for safe custody, the Bell Boy should immediately be informed by the person receiving the request.

If the Bell Boy directly receives such a request from the guest, he should immediately go up to the room to assist the guest in packing and then carry the luggage down.

Most often such requests are received while the guest is checking out; hence the Bell Boy can check with the guest and identify the pieces to be kept for safekeeping.

The Bell Boy should then check if all the pieces are locked properly or not and any discrepancy in the same should be brought to the notice of the guest immediately.

Once the above is checked, the Bell Boy should fill in the details in the LEFT LUGGAGE ERRAND CARD, as under -

DATE        \_\_/\_\_/\_\_  
 NAME        (of the Guest)  
 ROOM NO    (from which checked out)  
 PCS        (no. of pieces)  
 REMARKS    (any remarks)

Once all the details are filled in properly, the counterfoil of the card should be handed over to the guest.

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The Luggage tag should be attached to the DEPARTURE ERRAND CARD tagged on the luggage. An entry of the transaction should be made in the Log Book.

All the pieces of Luggage are henceforth brought under inventory and all hand over should have these pieces mentioned in the Log Book. The luggage is safely kept in the Luggage room.

When the guest comes back to collect the luggage, the counterfoil may be retrieved and checked against the card attached to the Departure Errand card attached to the luggage. Once the number on the counterfoil and the card is matched, the Luggage can be wiped clean and handed over to the guest. It should be ensured that the guest is satisfied with the condition of the luggage, if not the same may be referred to the Duty Manager.

An entry of the transaction should be made in the Log Book and both parts of the LEFT LUGGAGE ERRAND CARD should be attached to the Log Book. The articles may then be taken out of the inventory.

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## 2.0 NIGHT OPERATIONS

### Purpose

Night operations require specific jobs to be carried out and certain procedures to be followed to ensure smooth operations for the whole day as well as to provide unhindered services to the guests, 24hrs of the day.

### Scope

During nights, the Bell Boy is required to do certain specific jobs, which normally cannot be undertaken during day operations. The Bell Boy in the night is also responsible for distribution of newspapers, early in the morning to all the guest rooms.

### Procedure

After taking proper hand over from the previous shift, the Bell Boy in the night shift should check all the areas in the Lobby and Front Office. He should also check the Desk and the Left luggage room.

Once the flow of guests in the lobby subsides after 2400 hrs. He should clean up all of the Desk and the Left luggage room. He may also check up with Housekeeping supervisor and coordinate scrubbing schedules for the luggage room.

The Bell Boy should then check Functions for the next day and prepare the Board to Read. He should request the Night Manager to check the same, once it is prepared.

After completing the above, the Bell Boy should take all the room keys, left in the key slots after taking permission from the Front Office Assistant on duty.

The Bell boy should be completing all other assignments of assisting the guests in the regular course of duty. The above procedures are to be carried out in the free time, left after providing services to the guests.

The Bell boy should then wipe clean all the telephones in the department with diluted Dettol. He should also check all the registers maintained in the department and ensure that they are covered properly, with brown paper.

During morning hours, the Newspapers will be delivered at the Bell desk. The Bell boy has to sort the papers and stack them as per the distribution procedure.

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The Bell boy has to take an occupancy list and check for the no. of rooms occupied on each floor. He should then mention the individual room nos. on the newspapers and stack them floor wise. The newspapers are then to be attached with Good Morning Slips and put in individual news paper bags.

Each floor will be distributed with a specific newspaper, depending on the instructions received from the Front Office Manager.

The Bell boy has to ensure that all the newspapers are distributed by hanging the bags on the door knob of the guest room. He should also check for any standing instruction left by the guest for any special newspaper to be delivered. This instruction should be adhered to, strictly.

All the Newspaper registers are then updated, and signatures of Duty Manager obtained on the same.

### **Newspaper distribution -**

The newspapers are distributed to the guest rooms, as elucidated below -

- a) The newspapers are received in the hotel, in the morning hours.
- b) Each newspaper is received in the following quantity -
- c) HINDU
- d) DECCAN CHRONICLE (local)
- e) ECONOMIC TIMES (local)
- f) ANDHRA PRADESH TIMES (local)
- g) BUSINESS LINE (local)
- h) EENADU (local)
- i) VAARTHA (local)
- j) INDIAN EXPRESS (local)
- k) TIMES OF INDIA (evening Bombay)
- l) HINDUSTAN TIMES (evening)
- m) The first three newspapers are for distribution in the rooms and
- n) The rest for special requests.

The newspapers are sorted as per the guest request. The papers are then folded and kept in the bags, received from Housekeeping and taken to the respective floors. Each occupied room's door knob should be hung with a bag containing the particular newspaper.

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Each newspaper should be entered in the Newspaper Register, with the details of no of copies received, time received and occupied rooms.

#### Magazines Distribution -

The following magazines are received at the Bell Desk for distribution in the Hotel -

SUNDAY	2 /week	Business Club Lounge
SPORTSTAR	2 /week	Business Club Lounge
INDIA TODAY	2/week	2 - BCL
FRONTLINE	2/fortnight	Business Club Lounge
BUSINESS WORLD	2 /week	Business Club Lounge
BUSINESS INDIA	28/week	2 - BCL, 26 - H K
WEEK	10/week	2 - BCL, 08 - H K
OUTLOOK	60 /week	Business Club Lounge
FILMFARE	1 /month	Business Club Lounge
STARDUST	1 /month	Business Club Lounge
COSMOPOLITON	1 /month	Business Club Lounge
WOW	150/month	Business Club Lounge
COMPUTERS TODAY	1 /month	Group Systems Manager
P C WORLD	1 /month	Group Systems Manager
FEMINA	2/fortnight	Business Club Lounge
CHANNEL 6	200/month	140 - H K, 60 - F O
PRIMETIME PRISM	200/month	140 - H K, 60 - F O
GO HYDERABAD	220 / month	

As and when the magazines are received, the same is entered in the MAGAZINE RECEIVING REGISTER along with the following details –

NAME OF THE MAGAZINE \ No. OF COPIES, RATE, MAGAZINE DATE, REC'D BY, GIVEN BY, DATE

The Bell Captain has to distribute the magazines as per the list detailed above, and enter the following details in the respective department's MAGAZINE ISSUE REGISTER -

MAGAZINE NAME, NO.OF COPIES, DATE OF MAGAZINE, GIVEN ON, GIVEN BY, RECEIVED BY.

It may be noted that HK & Business Club have separate issue registers, for convenience, in the same format.

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### 3.0 CHECK OUT PROCEDURES

#### Purpose

When a guest wishes to check out of the Hotel, the Bell boy has to assist the guest in doing so by carrying the luggage. This procedure involves assisting the guest in other related areas so as to ensure a comfortable check out and forwarding journey.

#### Scope

The Bell boy has to assist the guest in packing, carrying the luggage and also arranging for a transport if required by the guest. The Bell boy also gives a lasting impression to the guest about the hospitality of the Hotel by way of his assistance and mannerisms.

#### Procedure

The Bell Boy, on receiving a call for check out should immediately log down the room no. in the Movement Register and rush up to the room.

He should ring the doorbell and announce himself

As soon as the guest answers the door, he should wish the guest according to the time of the day and offer assistance -

"May I help you Sir/Ma'am with your luggage?"

The Bell boy should then proceed assist the guest in packing of his/her luggage in case required by the guest, or else should pick up the luggage and take it to the door.

The Bell boy should also see the room without making it obvious to the guest and check if everything is there or not. However, in any case the Bell boy should not make any remark to the guest; he should only inform the Duty Manager discreetly about any valuable items not seen in the room.

The Bell boy should check the no. of pieces of luggage and confirm the same with the guest. The guest may like to leave then or later, hence the Bell boy should ask -

"Shall I ask the cashier to prepare your bills Sir/Ma'am?"

The same information may be passed on to the cashier.

In case the guest is coming down at the same time the Bell boy should ask the guest -

"How was your stay Sir/Ma'am?"

(In case there is any comment made by the guest, the same should be informed to the Duty Manager immediately.)

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“Would you like me to arrange for your transport Sir/Ma’am?”  
(The instructions may be passed on to the Travel Desk and the transport arranged)

The Bell boy should escort the guest to the Cashier counter and take the luggage to Bell Desk. The luggage should be tagged with Departure tags and the following details scripted -

DATE

ROOM NO

NAME OF THE GUEST

The Bell boy should return the keys of the room to the Reception and wipe clean the luggage. In case the transport is ready, it may be called to the main porch after confirming the same with the guest.

While the guest is leaving, the Bell boy should confirm with the cashier, if the luggage can be released or not. It is only after the cashier’s approval that the luggage should be taken out by the Bell boy.

The Bell boy should put the luggage in the boot of the car and confirm the no. of pieces with the guest once again -

“I’ve put (no. of pieces) pieces in the boot and the other  
(Items) are in the (place where they are kept eg. backseat)”

The Bell boy should wish goodbye to the guest -

“I wish you a safe and comfortable journey Sir/Ma’am”

The Bell Boy should then raise the DEPARTURE ERRAND CARD, enlisting the following details -

DATE      \_\_/\_\_/\_\_

ROOM NO

GUEST NAME

No. of Pieces

He should get signatures from the Cashier and the Front Office Assistant at Reception against settlement of bills and receipt of room keys respectively.

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## 4.0 STANDARD PHRASES

1. Good morning/afternoon/evening sir/ma'am.
2. Welcome to GREEN PARK, sir/ma'am.
3. Welcome back to GREEN PARK sir/ma'am.
4. I hope you had a pleasant journey.
5. How are you, sir/ma'am?
6. Could I take your luggage please?
7. There are ( ) no. of pieces, in all. Should there be more?
8. The Reception is towards your left at the far end.
9. My Lobby Manager would be glad to assist you.
10. Could I have your room no. to bring the luggage to the room?
11. I'm very sorry for the inconvenience.
12. Could I arrange for something else?
13. The elevators are towards the right.
14. This way please.
15. Your room is on the ( ) floor. I'll bring your luggage.
16. Your room is on the ( ) side of the elevator.
17. This is the super tag to activate power in the room.
18. The Television has ( ) channels and this is the remote.
19. The A/C thermostat is here, to control the air speed & temp.
20. This is fresh drinking water, in the flask.
21. The main power points are on the console here.
22. Have a comfortable stay with us sir/ma'am.
23. Is there anything else that I can do for you?
24. That will be very fine, sir/ma'am.
25. I will (do it/get it done), immediately.
26. Have a nice day.
27. Thank you for calling Bell Desk, may I help you.
28. May I take your luggage to the Lobby?
29. I hope you had a pleasant stay with us.
30. Would you like to check your luggage before I put it in car?
31. Have a safe journey.

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<b>FRONT-OFFICE RESERVATION</b>
<b>SOP - MANUAL</b>

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## 1.0 RESERVATIONS

The Hotel's main business is providing lodging services to the customers. This is achieved by effectively marketing the guest rooms in the Hotel. Front Office is responsible for this function.

Reservation section plays a key role in facilitating a smooth flow of guests into the Hotel. This section is the hub of the Front Office department. Requests for Reservation of rooms from various sources are received and the information is processed, properly documented, stored and retrieved at the appropriate time to ensure a guest his/her room upon arrival. Room, the chief product of the Hotel, is highly perishable as a room not sold for the day is lost forever. It is the duty of this section of FRONT OFFICE to ensure that the maximum numbers of rooms are occupied by guests without any hassles.

### RESERVATION FUNCTIONS

The section is headed by Reservations Supervisor/Executive who is responsible for the day to day functioning of the section. The basic functions of this section are

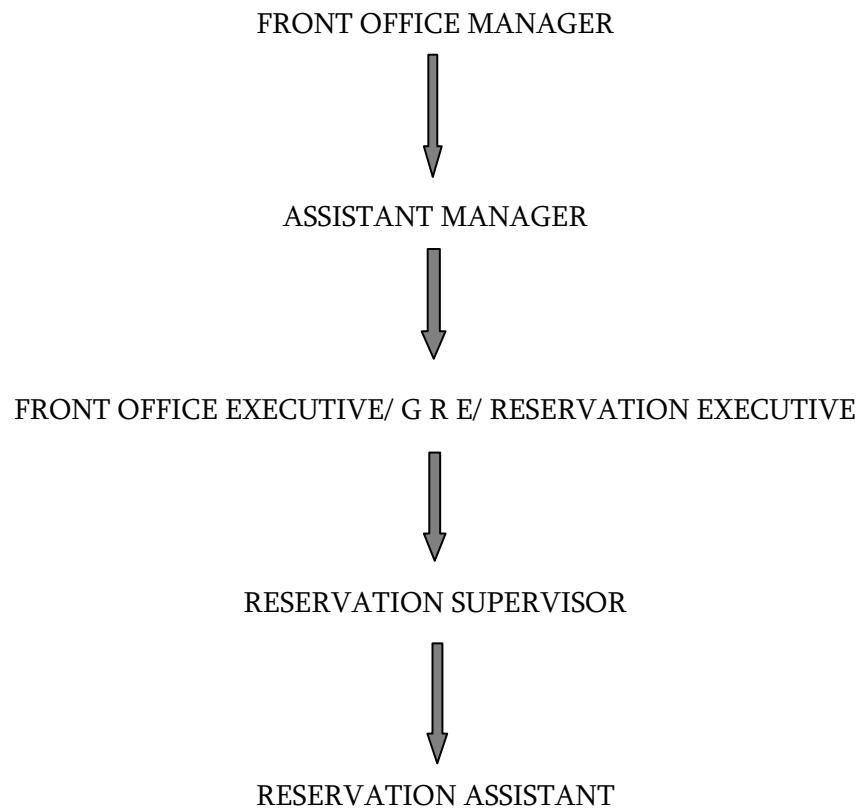
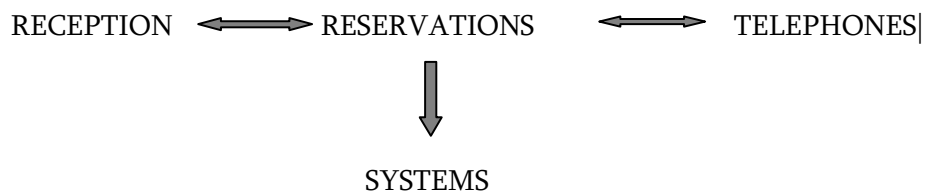
1. TAKING RESERVATION requests through mail, phone, telex, fax, E-mail or in person.
2. CREATING necessary documents of the reservation data in the form of reservation slips and makes corresponding entries in the computers. However, prior to accepting any reservation requests the Hotel availability chart should be referred in the computer for proper availability of the rooms.
3. FILE the reservation slips in date files/month files for future use. At this time any documents, special instructions, voucher copies etc. are to properly attached/recorded on the slips.
4. PRODUCING expected arrival list for the next day and tallying all the data in computer with that on the slips. Any amendments to be authorized by the Duty Manager and approved thereafter
5. REPLYING to all the communications in relation to reservation inquiries / requests / cancellations etc. in proper time

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6. UPDATING computer records for companies being granted special discounted rates against a volume of business guaranteed by them.
7. MONITORING the hotel position and any foreseeable crisis situations to be immediately brought to the notice of duty manager.
8. TAKING group bookings and properly maintaining all the records pertaining to the group with regards to their rooming list, special instructions, billing etc.
9. CONFIRMING all the reservations for the day on telephone and obtaining expected time of arrival of the guest, from the person requesting for reservation.
10. MAINTAINING all the correspondence of the department in a sequential order for future references.
11. ASSIST the Managers in any manner whatsoever, for the smooth functioning of the department.
12. MAINTAINING log book on a daily basis and recording the minutes of the day's working, any special instructions, reminders, notes, messages etc.
13. PREPARING the Group Information sheet for all group bookings above 5 rooms and VIP movement slip for any important guests scheduled to stay in the hotel, and circulating to all the concerned departments.
14. PRINTING guest registration cards for the reservations received on the same day of arrival.
15. MAINTAINING a list of companies/individuals who are blacklisted and of those whose credit is not to be extended.

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**HIERARCHY -****INTERDEPENDENCE -**

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## 1.1 JOB DESCRIPTION OF RESERVATION ASSISTANT

Job Position Title : Reservation Assistant  
 Job Category : Non- Supervisory  
 Reports To : Lobby Manager / Reservation Executive  
 Position Summary:

Processes The Reservation of Guest Through the mail fax and telephone calls and handles the various queries of the guests regarding reservation

Hours of operation : nine hour shift each day.

### Duties and responsibilities:

1. To update all amendments of the reservation data or status on respective forms as well as systems and file the forms accordingly.
2. To take out and maintain all reports, namely Expected arrivals on a daily basis and Expected Groups on a monthly basis, and records in sequence.
3. To monitor the hotel position according to the instructions of the supervisor
4. To take all reservation calls, within one ring, for rooms and handle them accordingly.
5. To prepare necessary data forms for all reservations and file them properly, according to the dates. Take outs the print of reservation slips for next day arrival and updates the history.
6. To reconfirm all reservation requests of the day
7. To follow up on pending authorization letters from the respective companies, under the instruction of the supervisor.
8. To double check all reservation details to avoid any confusion and duplication in the data.
9. To prepare all GIS and VIP Movement Slips, as per the requirement, for the verification of the Supervisor.
10. To maintain departmental files for all future references
11. To maintain all equipment properly and ensure its safety
12. To maintain discipline in the department and observe manners
13. Educational qualification: Four years degree or three years diploma in hotel management and catering technology.

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## 1.2 TAKING A RESERVATION

### Purpose

Taking a reservation, enables the customer in confirming accommodation for his/her stay and helps the Hotel in selling the rooms, prior to the actual date of transaction. Advance reservations result in proper planning in the Hotel and ensure smooth flow of guests into the Hotel.

### Scope

This is a basic function of the department, wherein information about an expected customer is received and stored so as to be retrieved and used later when needed.

### Procedure

#### Taking a Reservation on Telephone

As the telephone kept in the section rings, the following procedure is followed -

Pick up the phone, on ringing, within one ring with your left hand.

Greet the caller by saying -

*"Room Reservations Good Morning / afternoon / evening, (name) here, may I help you?" (In a pleasing manner)*

On request of room reservation, take down the following information -

Arrival date - "may I have the date of arrival please"

Room type - "which type of room would you like..."

(Briefly explain the types, facilities &

Tariff structure, if caller is unaware)

Departure - "till when the room will be required..."

Check availability of the room type in 'hotel position' for all the days of stay.

If not available - say "I'm extremely sorry sir/madam; we are sold out for the dates."

In case something else is available - say "However I can offer you a different room type" (explain the benefits of this type of room over the one requested previously and also put the tariff in a subtle manner).

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In case no room type is available - say "I am extremely sorry but We are sold out for the date. However, I can take a wait listed booking which will be confirmed on availability of rooms." In case the caller agrees, take down the details and write 'WAITS LISTED' on the slip. In case the caller does not want to give a wait listed reservation gently excuse yourself explaining your inability to accommodate.

In this case the caller may be given all assistance, in reserving an accommodation at some other place.

If available - say "That would be very well sir/madam.

I could confirm a (room type) for you from (date) till (date).  
It would cost you Rs. (tariff) in single occupancy and Rs. (tariff) in double occupancy plus 10.15% taxes per day."

Update it in the system

Take the details of the booking in the following sequence and write down in the respective columns on the reservation slip –

- a. "Could I have the guest name please?"
- b. "Which company is he/she from?"
- c. "Which place would he/she be coming from?"
- d. "Around what time shall I expect him/her on (date)?"
- e. "This would be in single or double occupancy"
- f. "Could I have your name and contact number please"
- g. "Would the bills be settled directly by Mr. / Ms. (Guest name)"
- h. "Would you like to give any special instructions?"

"That is very fine Mr. / Ms. (contact person's name). Your reservation is confirmed for -

(Repeat all the details in the sequence taken above, for reconfirmation of the details)"

Any special instructions should be clearly written and highlighted for immediate attention. In case of Car pickup requests the call has to be taken by the Assistant and passed on to the Travel Desk at ext. 54.

Thank the caller for calling and wish him/her a nice day. Also assure him/her that we will take good care of his guest/himself (as the case may be).

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Once the Reservation is saved, the guest will get the message about the booking on the mobile contact no. and take out the print of reservation slip. Reservation slip filed in the corresponding date file.

### **Taking a Reservation through Fax**

In case the reservation comes through Fax, the following procedure is to be followed -

Make an entry into INCOMING FAX REGISTER, on receiving the fax check for availability of requested rooms on the required dates, as mentioned in the fax.

In case reservation request is received through any of the other modes, as mentioned hereunder, the procedure remains the same -

BY TELEX  
BY LETTER  
BY TELEGRAM  
BY E - MAIL

If available -

1. In case the rooms are available Key in all the details in system.
2. Save the reservation and take the reservation number, write on the fax received.
3. Check all the details are written in clearly and are correct as per the fax received.
4. In case the fax contains the billing instruction as bill to company the photo copy has to be taken and send for the approval of F.O.M & G.M
5. File the Fax/Letter/Telex/E mail received, in the 'Reservation Fax' file, after writing the confirmation number on the same. Xerox copy of the Fax/ Letter/ E mail has to attach with reservation slip.

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## Taking a reservation in person :

If somebody has come in person to give a reservation, make him sit down comfortably. Offer some water, if required. Then follow the procedure as under -

Take the following details, as under -

Arrival date - "may I have the date of arrival please"

Room type - "which type of room would you like..."

(Briefly explain the types, facilities &

Tariff structure, if caller is unaware)

Departure - "till when the room will be required..."

Check availability of the room type in 'hotel position' for all the days of stay.

If not available - say "I'm extremely sorry sir/madam; we are sold out for the dates."

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In case something else is available - say "However I can offer you a different room type" (explain the benefits of this type of room over the one requested previously and also put the tariff in a subtle manner)

In case no room type is available - say "I am extremely sorry Sir / madam the hotel is completely occupied to its capacity. However, I can take a wait listed booking which will be confirmed on availability of rooms." In case the caller agrees, take down the details as described in section 5.3.1.4 and write 'WAIT LISTED' on the slip. In case the caller does not want to give a wait listed reservation gently excuse yourself explaining your inability to accommodate. Before refusing any reservation, information has to be given to the Duty Manager or FOM (Mandatory) and the same to be updated in the Refused Reservation register.

In this case the caller may be given all assistance, in reserving an accommodation at some other place.

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## 1.3 KEYING IN THE RESERVATION

### Purpose

This process of keying in relevant data in the computers is aimed at storing the same for retrieval at a later stage, as per the requirement, with ease and speed.

### Scope

It covers all details related to the reservation of a guest room, and is facilitated with the use of codes. It also results in updating of Hotel position, thereby providing current status of saleable rooms at any given time.

### Procedure

While in PMS, the procedure to be followed for keying in reservation details is as under  
Go to FRONT OFFICE menu from the 'Master Menu' and then to RESERVATION MENU', therein. Click on the option "add reservation" in the reservation menu

Start keying the details

Date of arrival / Date of departure  
Type of room / Number of person  
Name of guest / Company name  
Rate / Reference  
Market segment / Business source  
Billing instructions  
Contact Number and Name  
E mail address  
Special instruction

Go into 'contact' with -> and key in the following details

Contact person's name  
Contact person's telephone number  
Contact person's address.

Go into 'company' with -> and key in the following Company's name

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Go into 'spl inst' with -> and key in any special instructions left by the caller, in respect of the reservation given.

Go into 'billing inst' with -> and key in the following Billing instr {pmt thru cash/credit card/company/etc.}.

Guest type

Business source

Market segment

Reservation mode

Discount percent

Extra adult/child

Plan type

Rate incl of plan

Rate incl of room tax

Rate incl of taxes

Alt S to save the reservation, and it will send the reservation number to the guest by the I ALERT software.

### GHC posting

While keying in the details in the room booking, click on the modify reservation, enter the guest name, check the company name guest visited last time with a same company name. After entering the guest name press F1.

The screen will show details of a guest, with the same name or the closest in name. Check if the details are of the same guest, by comparing the Company's name, Address, etc. check the last guest last visit and company name enter & save it.

In case the relevant data of the guest could not be found, click on exit, it will ask to abort click on yes

Click on guest services to update the likes and dislikes of guest so that next time it will automatically pick up the history of guest.

### CVGR posting

The screen shows a list of company names, go to the option of company master, enter the company code start with CVG which creates the rate code, company name, contact person, costal address, email id, contact number and special instruction to be enter in the above following requirements, then go to the rate master option which creates the rate table, it will show you the slab enter the company rate.

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## 1.4 CONFIRMATION CORRESPONDENCE :

### Purpose

Confirmation correspondence is done on guest request and for all reservations made for their convenience.

### Scope

The confirmation is useful in avoiding any lapses due to miscommunication and confirming the status of the reservation to the guest.

### Procedure

The procedure for sending a confirmation is as under -

On receiving a request for confirmation of the reservation, through letter/fax/telex, it is immediately taken down.

In case not available - Standard Regret Format available with the Reservations need to be sent to the guest.

In case available - The reservation data is processed

Once the above mentioned process is completed, a reservation confirmation number is received.

This number is marked on the received fax and the fax filed in 'RESERVATION FAX' file.

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A confirmation letter is prepared, comprising of all the details as under -

Reservation number  
 Name of the guest/s, for which the reservation is made.  
 Company  
 Room type  
 Date of Arrival  
 Time of Arrival  
 Date of Departure  
 Billing instruction  
 Contact person  
 Number of rooms  
 PAX  
 Room type reserved  
 Tariff of the room reserved  
 Phone number

The letter would also have the following terms & conditions, as post script -

- a) Check in and check out time is 12.00 noon. Early check-in is subjected to availability with prior information.
- b) In case of amendment / cancellation please get back to us.
- c) Govt. Taxes existing on the date of stay will also be applicable.
- d) Should you wish to guarantee the reservation kindly send us your credit card details with your signature on it?
- e) The hotel reserves the right to charge retention of one night room charges to the company guest making the booking unless cancelled 24 hours prior to the arrival.
- f) This letter has to be signed by a Duty Manager and reservation assistant.

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## 1.5 ENQUIRING RESERVATIONS

### Purpose

Whenever data is put in the computer, the main purpose of it is to process it and retrieve it as per the requirements. Enquiring reservation one such retrieval of data for information

### Scope

Enquiring a reservation is imperative when the data is to be searched either for information or for modifications and the required parameter is not specific.

### Procedure

On receiving an enquiry of reservations, go to enquire Reservation option in the reservation menu.

Enter the criteria of selection i.e. The Guest name or the Arrival date or the Company's name.

Select your option when it appears on the screen. If the Required reservation is not flashed

On getting the desired reservation, take the details as required from the different tables. It is useful to take the status of the reservation and the confirmation number. Any amendments can be then done in the option 'AMEND RESERVATIONS'.

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## 1.6 AMENDING RESERVATIONS

### Purpose

To retrieve the stored data and modify as per the changes required, is the purpose of this function.

### Scope

The data is retrieved and modified wherever required and stored back for future use. This way the data is updated without having to start fresh.

### Procedure

On request of amendments, take all the necessary details to establish the identity of the reservation, viz.

Name of the guest  
Date of arrival  
Company's name  
Reservation No. (If possible) from the caller

1. Take down the new details carefully. Reconfirm with caller.
2. Locate the reservation in the system or the file.
3. Take out the reservation slip in question.
4. Make the necessary entries in the designated place.
5. All entries should be bold and legible.
6. Go into the computer option, amend reservations, and amend the details as required.
7. Confirm the amendment to the caller (on availability)
8. File the slip in the amended date file.

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## 1.7 CANCELLING A RESERVATION

### Purpose

When a reservation is required to be cancelled by the guest, due to some exigencies, it has to be received and processed properly so as to correct the data.

### Scope

The information of cancellations enables the department in planning for sale of rooms, in advance. This information is very important from the point of view of the selling of rooms.

### Procedure

1. Take the details of the reservation and identify the slip.
2. Reconfirm to check if it is the correct slip.
3. Take the caller's name and contact number.
4. Take the reason for cancellation.
5. Assist the guest in any possible manner, required.
6. Make sure that the guest is not going off due to dissatisfaction with any of our services. In such case, Refer to duty manager, immediately.
7. Go to the option Cancel Reservation in the system, and search for the required reservation by giving one of the selection criteria available, preferably Confirmation Number. Feed in the reason for cancellation in the window that appears on the screen for the purpose. Choose the cancellation option in the following options.
8. Mention in the log book about the cancellation and lobby manager reason of cancellation.

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## 1.8 RECONFIRMATION OF RESERVATIONS

### Purpose

Reconfirming reservations for the same day is imperative for arriving at the correct position of arrivals for the day.

### Scope

This process helps in eliminating unnecessary no shows at the end of day, also in collecting the expected time of arrivals during the day. Any late arrivals may be blocked a room, if the arrival is confirmed.

### Procedure

Call up the contact number and ask for the contact person on getting on line say "Sir/Madam you have given a reservation for Mr. /Ms. (Guest name) in our hotel for today. I just wanted to confirm it."

If the reservation is cancelled - say

"This is fine Sir / Madam; Shall I reserve the room/s on some other dates?"

If the called person agrees, take down the details and proceed.

If cancelled gently ask for the reason for cancellation, and update in the cancellation reservation option and cancel the booking.

Thank the person and wish him/her a nice day.

If the reservation is amended - say

"Could you please give me the details, for amendment?"

Take down all the details and process, as explained in amends reservation.

Thank the person and wish him/her a nice day.

Amend the reservation as explained in section 9.3

If the reservation is confirmed - say

"Could you please tell me, as to what time Mr. / Ms. (Guest name) is arriving?"

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Take down the time and make the changes in the arrival timing.

Thank the called party and wish him/her a nice day.

Inform the Duty Manager on the status of confirmation.

If the contact person is not sure - say

“That is fine Mr. /Ms. (contact person's name). When can you let me know the exact status of the booking?”

Gently take down the time by when the confirmation is expected. Thank the called person and wish him/her a nice day. And update in the booking about the call back status.

In case the number is not accessible, mention in the booking about the no response.

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## 1.9 BILL TO COMPANY LETTER FOLLOW UP

### Purpose

A letter from a known company, acknowledging stay of their guests and accepting settlement of their bills has to be received by Reservations, and in case not received it has to be followed up.

### Scope

The follow up on billing letters, enable the Finance department in realizing payments against credit, more effectively from the concerned parties. Strict adherence to the prescribed system in following up of the letters, will avoid a lot of confusion and miscommunication in the process of realization of payments.

### Procedure

Take out RESERVATION SLIP of next day expected arrivals, .Check for all reservations with billing instructions if it is 'BILL TO COMPANY'.

Locate the corresponding Reservation slips and check for authorization letter from the company, being attached to it.

In case it is not attached, check in the BTC LETTERS file, and check if the original copy is filed therein.

Letter in the BTC file - Take out the letter and make a Xerox copy of the same. Attach one Xerox copy to the Reservation Slip, and file the original back in the file. Put the Reservation Slip back in the date file.

Letter not in the file - In case it is confirmed that the letter has not been received, write down all the details in the LOG BOOK as under -

CONFIRMATION NUMBER	DATE OF DEPARTURE
GUEST NAME	CONTACT NUMBER
ROOM TYPE	CONTACT PERSON
DATE OF ARRIVAL	

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On the next day, i.e. the day of arrival, while reconfirmation of Reservations, ask the contact person for the letter.

Politely insist on receiving the letter, before the commencement of the stay of the guest.

Mark the LOG BOOK with all relevant information and development in the matter for further follow up.

Keep on calling the contact person, at the required time, for follow up on the letter.

On receiving the letter, the following is to be done -

Mark the receipt in the Log Book

Original copy to be placed in the BILL TO COMPANY file

Xerox copy to be given to Reception to be attached to the registration Card.

Make the changes in the billing instructions also.

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## 1.10 NO SHOW FOLLOW UP

### Purpose

The previous day's No Show has to be followed up to know the reason for not turning up.

### Scope

The No Shows are followed up to analyze the pattern, if any, of such incidents. It also helps in identifying any specific party which is a reoccurring no show, and hence a corrective measure could be taken for the same.

### Procedure

Go into the Room booking menu by clicking 'NO SHOWS' option enter the date of arrival.

Note down all the details with regards to the No Show bookings.

Call up the contact number and ask for the contact person. On getting the desired person on line, say -

"Sir/Madam, you had given a booking for Mr. / Ms. (guest name), but he/she did not turn up. Would you like us to amend the booking for some other date or cancel it?"

In case of amendment - take down the details.

In case of Cancellation - take down the details and enter it into NO SHOW REGISTER as detailed hereunder -

DATE  
NAME OF GUEST  
COMPANY'S NAME  
CONTACT PERSON  
CONTACT TELEPHONE NUMBER  
ROOM TYPE  
REMARKS (Reasons for No Show)

The register has to be presented to. Manager FRONT OFFICE, on a daily basis for verification

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## 2.0 TAKING GROUP RESERVATIONS

### Purpose

Taking reservations, being the basic function of the section, makes it imperative for Group bookings to be handled by the Sectional In-charge, personally.

### Scope

Group Reservations are bulk bookings for a number of guests coming under the same title. This is an attractive business source and hence should be dealt with great care and concern. Group reservations for more than 5 rooms are to be directed to the Sales Manager for negotiations. Anything less than that can be directly handled by the section In-charge

### Procedure

#### Taking Group Reservation on Telephone

As the telephone kept in the section rings, the following procedure is followed -

Pick up the phone, on ringing, within one ring with your left hand.

Greet the caller by saying -

“Room Reservations Good Morning / Afternoon / Evening, (name) here, may I Help you? “(In a pleasing manner)

On request of Group reservation, take down the following information -

Arrival date - "may I have the date of arrival..."

No. of Rooms - "How many rooms would you like ..."

Room type - "which type of rooms would you like..."  
(Briefly explain the types, facilities & Tariff structure, if caller is unaware)

Departure - "till when the rooms will be required."

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Check availability of the rooms in 'hotel position' for all the days of stay.

If not available - say "I'm extremely sorry sir / madam; we completely occupied to our capacity."

In case something else is available - say "However I can offer you a different room type" (explain the benefits of this type of room over the one requested previously and also put the tariff in a subtle manner).

If available - say "That would be very well sir/madam."

I could confirm (no. of rooms & type) for you from (date) till (date). It would cost you Rs. (tariff) in single occupancy and Rs. (tariff) in double occupancy plus 10.15% taxes per day."

Take the reservation slip pad and a pen to take down the details of the booking, if agreed to be given by the caller. Listen everything very clearly and clarify all doubts by repeating the information.

Take the details of the booking in the following sequence and write down in the respective columns on the reservation slip -

"Could I have the names of the guests please?"

(In case of a large group) -

"Could you mail me all the names of the Group Members?"

"In Which company's name should I block the rooms?"

"Which place are they coming from?"

"Around what time shall I expect them on (date)?"

"The rooms would be in single or double occupancy"

"Could I have your name and contact number please"

"Would the bills be settled directly by the guests?"

"That is very fine Mr. /Ms. (contact person's name). Your Reservation is confirmed for - (Repeat all the details in the sequence taken above, for Reconfirmation of the details)"

Request once again for the confirmation mail, along with the list of the group members, Room rates and billing instructions.

For any clarifications, refer to Duty Manager for guidance.

Thank the caller for calling and wish him/her a nice day. Also assure him/her that we will take good care of his guests.

Once the Reservation Slip is filled, the procedure described in is to be followed and the reservation slip filed in the corresponding date file.

Make a note of the same in the EXPECTED GROUPS LIST.

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On receiving the Confirmation mail, the following procedure is to be followed -

Take out the corresponding Reservation Slip, from the date file.  
 Make individual reservations as per the details sent through fax.  
 Attach Xerox copies of the letter/fax to be attached to all the individual Reservation slips.  
 One copy of the Letter/Fax to be placed in the BILL TO COMPANY file

Key in all the details in room booking and take down the RESERVATION CONFIRMATION NUMBER.

Write down this confirmation number on the slip at the appropriate place. One copy of the Letter/Fax along with a copy of Reservation Slip with all the Confirmation Numbers to be placed in the EXPECTED GROUPS file. A confirmation has to be sent immediately after the reservation has been made.

#### TAKING GROUP RESERVATION THROUGH MAIL / LETTER / IN

Group Reservations should invariably be confirmed and re confirmed through mail/letter for accuracy in information.

Hence all the filing should be in order.

Group reservations would be keyed in the system as individual reservations, in the manner explained in section 6.3

#### TAKING RESERVATION THROUGH GDS

Getting bookings through GDS, receiving a mail about the number of rooms required on particular date. A mail gives the entire information i.e. guest information, credit card information, other information, guarantee policy, cancellation policy, stay information, reservation add on information, travel agent information about pick up and drop facility., booked rates, modification history, etc.

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## 2.1 GROUP INFORMATION SHEET

### Purpose

To circulate the relevant information with regards to a group's arrival in the Hotel, is the purpose of Group Information Sheet.

### Scope

To inform all the concerned departments, in a concise and organized manner about the stay of a group is necessary and that is where GIS is used.

### Procedure

1. Two days in advance of the Group's arrival, the same has to reconfirmed with the contact person and any deviations in the original booking noted and acted upon.
2. All amendments in the booking should be updated in the entries made in the Expected Groups for the Month list.
3. Once the arrival is confirmed, the following details should be checked -
4. Letter elucidating billing instructions has been received.
5. Details mentioned therein, match with reservation data.
6. Xerox copies of letter attached to individual reserve. Slips
7. Copies of slips and letter filed in the BTC & Expected group
8. Any group which is arriving, the next day - as mentioned in the
9. Groups Expected for the Month list - has to be prepared a GIS for.

Update the format, already existing in the file.

The details incorporated in the report are as under -

Company's Name	Rate Confirmed
Number of rooms	Package is inclusive of
Arrival Date	Payment details
Arrival Time	Special instruction
Departure Date	Conference details
Departure Time	Group itinerary

The document is to be signed by the Duty Manager and 18 copies are generated.

The copies are circulated as under -

GM, FOM, F&B(M), FM, RECP, FOC, TEL, DM, RSC, BELL DESK, PRINCESS, S. SPICE, M.O.C, ESCAPE, BQTS, F&B C, HK, SALES.

One copy is to be filed in the GIS file.

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### 3.0 OUTSTATION RESERVATIONS

#### Purpose

To facilitate the guests, arrangements for their stay in other cities are also done on request.

#### Scope

To assist the guests in reserving for their accommodation, in our hotel located in other cities, is an extension of services for their comforts. This also doubles up as a centralized reservation system for the other GreenPark properties, as their reservations are confirmed here itself.

#### Procedure

1. Take down all reservation details
2. In case of reservation at other units of GreenPark, all the details may be taken and forwarded to the concerned units and follow up with the user confirmation to the booker.
3. Mail all the reservation details to the concerned hotel immediately
4. Request for confirmation of the same, immediately.
5. File the request in the unit from where the reservation is done.
6. Once the confirmation has been received, pass it on to the concerned guest.
7. Mark the reservation slip with the status, in bold letters.

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## 4.0 COMPANY VOLUME GUARANTEED RATE (CVGR)

### Purpose

As per the Organization's policy, the corporate customers getting special discount are to be put in the computers under this head.

### Scope

To handle all the CVGR companies, manually, is a very difficult task and would be very cumbersome. To streamline the process, a system has been evolved to update the CVGR list and any guest checking under the name of the company will receive the discount and other privileges, automatically.

### Procedure

Whenever a directive is received from FOM for entering a company in the CVGR list, the following process is to be implemented -

Go to the COMPANY MASTER menu. Go into company code.

Select the options CREATE / add

Give the code as CVG, press Enter

Type the first letter of the Company's name and press F1.

Check the last number in the code. Press esc.

Type the next number, after the last entered number, press Enter.

The other details to be keyed in are as follows -

TITLE (company's title)	CREDIT LIMIT
NAME (company's name)	BLACK LIST y/n
CONTACT PERSON	GUAR BUSINESS
ADDRESS	BILL CONSOLIDATION y/n
PIN CODE	INVOICE PRINT y/n
PHONE	SALES PERSON
TELEX	DISCOUNT p/s/t
CABLE	VALID UPTON
FAX	DISCOUNT % / rates

Go into describing the slabs, by entering the room type and the slab required i.e 1,2,3,4,5,6,7,8.( section 17.4)

Press alt S to save the data and come out into the main screen.

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## 4.1 AMENDING CVGR DATA

To amend the information stored in the CVGR master file, the following steps are to be followed -

Go into the company code Select the option AMEND (as per the requirement)

Type in the relevant code or CVG and press Enter.

Type the first letter of the Company's name and press F1.

Select the required company from the help menu.

Make the required changes, as per the instructions in the master.

Save the amended detail.

Check for all the reservation slips to be present

Check for all the letters to be attached to the slips

Check for any Bill to Company letter not received; make a note in the log book for the same

Check for any duplication in the reservations

Check for GHC being posted, all special instructions being clear and all billing instructions being attended

After checking and ensuring that everything is in order the same may be reported to the Duty Manager and signatures obtained on the Expected Arrival list.

File the list along with the reservation slips in the date file and leave it on the table for the night Receptionist.

Switch off the computer and all lights and inform Telephones and Reception that the section has been closed for the day and any further reservations may be handled by reception directly.

Last reservation taken by the section should be noted for its confirmation no. to ascertain the no. of reservations taken after the section was closed for the day.

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## 5.0 CLOSING DOWN OPERATIONS

### Purpose

Before the department is closed for the day, a sequence of procedures is to be carried out.

### Scope

To check all the jobs done for the day and prepare for the next day is covered in closing down operations. It involves checking of data for the next day as data is the most important asset of Reservations.

### Procedure

1. Before closing the department the following procedure should be followed -
2. Ensure that all the Reservation slips prints are taken out.
3. Ensure that all the Slips are filed in the proper date files
4. Ensure that all confirmation letters are sent and copies filed
5. Ensure that all the letters received during the day are distributed, as per the procedures
6. Ensure that there is no paper lying unattended in the department
7. Take out an Expected Arrival list for the next day.

Enter the starting reservation number, enter the ending reservation for the day, bill to company letters received for the day , V.I.P expected for the day, house guest, complimentary room, pickup for the day, total no of cancellations, G.D.S booking, number of no shows, Best available rate for the day.

Check for GHC being posted, all special instructions being clear and all billing instructions being attended

Types of billing instructions

- a). direct ( cash or card)
- b). Entire bill to company
- c). room rent to company / extras direct.
- d). room food to company / extras direct.
- e). room only complimentary extras direct.
- f). company to pay before check out.

After checking and ensuring that everything is in order the same may be reported to the Duty Manager and signatures obtained on the Expected Arrival list.

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## 5.1 LIST OF FILES MAINTAINED IN RESERVATIONS

1. Bill to company file – month wise
2. Correspondence file – 1 to 31
3. VIP movement file
4. Guest pickup and drop file
5. Occupancy report file
6. Cancellation file
7. Corporate rate file (CVGR)
8. Guest comments
9. Miscellaneous (faxes / reservation confirmation)
10. Filler rooms
11. Privilege card file
12. GIS – Group information sheet
13. Minutes of the meeting
14. No show
15. Barter file
16. Complimentary & House guests
17. Incident report
18. Expected groups
19. Dead and Cancellations
20. Format file
21. GDS file (Global Distribution services)
22. Advance receipts
23. HSCC Load sheet
24. Movement slips
25. Duty roaster

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## 5.2 Formulas for calculation:

1. Percentage of occupancy: 
$$\frac{\text{Number of rooms sold}}{\text{Number of saleable rooms}} * 100$$
2. Percentage of double occupancy: 
$$\frac{\text{House count- room occupied}}{\text{Number of rooms available}} * 100$$
3. House count:  
$$\text{House count of previous day} + \text{today's arrivals} - \text{Today departure}$$
4. Percentage of local occupancy: 
$$\frac{\text{local in the house}}{\text{House count}} * 100$$
5. Percentage of foreign occupancy:  $100 - \text{percentage of local occupancy}$
6. Average room rate: 
$$\frac{\text{total room revenue}}{\text{Number of room sold}}$$
7. Average room rate per person: 
$$\frac{\text{total room revenue}}{\text{House count}}$$

Position:  $\text{expected departure} + \text{vacant room} - \text{expected arrival}$

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**FRONT-OFFICE TELEPHONES****SOP - MANUAL**

Issue  
**Front Office**

Last Revision – July, 1998  
Latest Revision – **July, 2011**

Prepared & Controlled by  
**GPCLD - CO**

Approved By  
**VPO**

## 1.0 TELEPHONES

Telephones section is the communication faculty of our Organization. It is this function of Front Office that requires error free, efficient and prompt service at all times. Networking the calls and messages so as to direct them to the destination within the minimum possible time is the main aim of this section. It also contributes to the revenue with the charges earned on the calls made by the guests. However, the emphasis is on providing quality service which is so stringent in standards that it cannot be matched elsewhere. This also serves as a Unique Sales Proposition for the establishment. Supported by the latest technological assistance in form of infrastructure, the section strives for achieving guest delight by way of receiving, assisting, thanking and following up on all the calls.

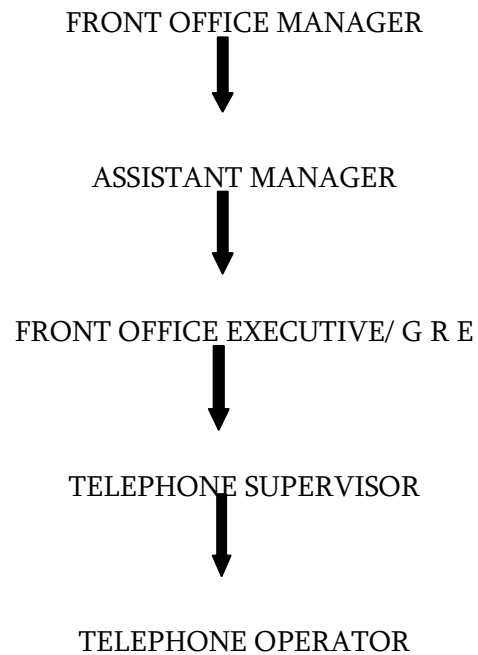
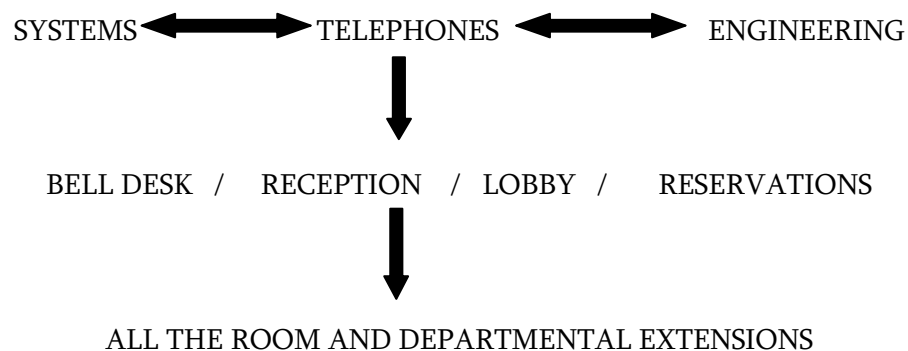
### TELEPHONE OPERATIONS

Very often, the first and sometimes the only contact a person has with the hotel are by TELEPHONE, and the speed and manner with which the call is handled speaks a lot about the hotel services. This section although situated at the back of the house performs a major job of leaving lasting impressions, either good or bad.

The role of this section could be listed as under -

1. ATTENDING all calls either external or internal within one ring.
2. CONNECTING incoming and outgoing calls to the required destinations, promptly and efficiently.
3. TAKING messages for guests, whenever they are not in room or any of the public areas, and sending it across to the room through the bell desk via reception.
4. PRINTING all reports on daily basis and maintaining date wise records.
5. MAINTAINING registers like log books, local call register, telephone breakdown register, STD call register, P & T lines register etc.
6. RECORDING authorization slips for all outstation calls made by the employees and adopting normal procedure, as per the policy.
7. GIVING wake up calls to all the requests, as a reminder, after the machine calls are given.
8. ROUTING all calls to a destination or through a particular message as per any instructions given by the guest.

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**HIERARCHY -****INTERDEPENDENCE -**

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## 1.1 FUNCTIONS OF THE TELEPHONE EXCHANGE

1. ROUTING ALL THE INCOMING CALLS TO THE HOTEL the telephone operator receives all the incoming calls of the hotel for routing them properly.
2. ROUTING ALL THE OUTGOING CALLS FROM THE HOTEL the telephone operator also performs the important job of routing all the outgoing calls of the hotel. These outgoing calls include the calls of the hotel employees as well as the calls of the guest.
3. PLACING AND CHARGING THE OUTGOING CALLS OF THE GUESTS the telephone operator of the hotel also charges the guest for the outgoing calls made by them. These charges are posted into the account of the guest by the telephone exchange that is settled by the guest at the time of departure.
4. PERFORMING WAKE UP CALL SERVICES FOR THE GUESTS the operator personnel then take down the wake up time and other instructions from the guest and execute the wakeup call services at the requested time.
5. EXECUTING THE DO NOT DISTURB REQUEST TO THE GUEST the telephone operator notes down the time till when the guest wants the DND request and do not transfer any incoming calls of the guest to the hotel.
6. PROVIDING THE INFORMATION SERVICES TO THE GUESTS the telephone operator gives information about the various services and facilities offered by the hotel and also about the various events occurring in the hotel.
7. HANDLING GENERAL ENQUIRY CALLS COMING TO THE HOTEL the telephone operator provides the information about the guest rooms and food and beverage services and facilities of the hotel.
8. PROVIDING THE PAGING SERVICES FOR THE GUESTS AND HOTEL EMPLOYEES the telephone operator also provides paging services in order to locate various guests and employees of the hotel when it is required to contact them immediately.

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## 1.2 JOB DESCRIPTION OF THE TELEPHONE OPERATOR:

Job position title : telephone operator

Job category : Non- supervisory

Reports to : Lobby manager

Job summary : Processing the incoming and outgoing calls of the hotel and  
Maintains the different registers

Hours of operations: nine hour shift each day.

### DUTIES AND RESPONSIBILITIES:

1. To answer all internal as well as external calls within a maximum of one ring.
2. To use the standard phrases and telephone manners, as prescribed in the organization, at all times while on duty and attending the calls.
3. To speak in a pleasing and modulated tone.
4. To connect all calls to the destination extension within two seconds and ensures that the caller is properly attended to as per the departmental procedures.
5. To update & provide relevant information and assistance to all guests as and when required.
6. To check capturing of all calls by the computers and report any lapses to the supervisor or the Lobby Manager, immediately.
7. To connect cash calls from the cashier counter and coordinate with the cashier for payments, and subsequent entry into the records maintained for this purpose.
8. To take out all reports and maintain the necessary records as per the departmental procedures.
9. To take guest requests pertaining to wake up calls and update the same in the machine before providing a reminder service at the specified time, without fail.

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10. To take all guest messages with regards to their calls and act accordingly, as well as inform all concerned.
11. To take all messages and pass on to the reception within two minutes, in duplicate, so as to enable the concerned personnel to deliver it.
12. To maintain the section in a neat and clean manner.
13. To keep the console and other equipments in the department clean and dust free.
14. To ensure that all the wiring and the exchange is kept safely in the section and no fidgeting is done with any of the equipment by any unauthorized personnel.
15. To assist the supervisor in all possible manners for effective functioning of the department and better guest services.
16. To check all the lines regularly and report any out of order lines to the supervisor for speedy rectification from the local exchange.
17. To maintain discipline in the department.
18. To restrict any unauthorized personnel from entering into the section and entertaining any calls from the console.
19. To wear and maintain the uniform issued by the Organization in a proper manner, at all times.
20. To carry out any other job assigned by the seniors as per the exigencies of the work.
21. To act on behalf of the Telephone Supervisor in his/her absence.

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### 1.3 TAKING HAND OVER

#### Purpose

Handing over is a process wherein the outgoing operator abreast the relieving operator of all the important and necessary information and relevant pending jobs. Its main purpose is to maintain continuity of operations.

#### Scope

Taking a hand over, makes it very easy for the next operator to continue from the point where the previous operator had left. Due to the nature of work, continuity is very important and needs to be maintained at all times. Secondly, all the messages and instructions are clearly passed on, without leaving any scope for miscommunication.

#### Procedure

1. As soon as the operator comes to the shift, he/she should follow the following procedure -
2. Go through all the circulars put up on the departmental notice board, in the back office. Note any special instructions or messages with regards to the concerned.
3. Go through all the messages and instructions put up on the sectional notice board.
4. Go through all the registers and files in the order mentioned, as under -

#### REGISTERS

Log book  
Incoming fax register  
STD & ISD calls register  
Authorization slip  
Outgoing fax register  
Wake up call register

#### REPORTS

Wake up calls list  
List all calls  
Telephone bills all guests

5. Acknowledge the registers by putting initials in the left hand column of the page. Ensure that everything has been read and understood, whatever has been signed for.
6. Ask the operator for any other follow up or pending jobs to be completed.
7. Once all the above has been completed, the operator on duty may be relieved.
8. The report - Telephone bills all guests is required only for the Front Office Cashiers.

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## 2.0 CONSOLE HANDLING

### Purpose

The telephone console is the instrument which receives all the calls in the section and enables the operator to transfer the same to the desired extension. It is therefore important for all operators to be proficient in handling the instrument so as to achieve maximum productivity.

### Scope

The telephone consoles are the equipment that processes all calls, in the manner required. It can transfer, hold, intrude a call and carry out other related functions. The operator can actually delight a guest by the way of handling a call, properly.

### Procedure

A call landing at the console gives a beeping sound and one of the lights glow depending upon the category of the call i.e. extensions light for internal calls and trunks light for incoming calls.

The operator tabs the button corresponding to the glowing light. In addition, answers the call, saying the standard phrases as under -

#### For internal calls -

"Telephones Good Morning / Afternoon / Evening Mr. /Ms. (caller's name), May I Help you."

- a) Connection to an outside number
- b) Connection to an in-house extension
- c) Information
- d) Wakeup call
- e) Message
- f) Other services

The assistance has to be provided as per the nature of request and detailed as under.

#### Connection to an outside number -

In case the caller asks for an outside number, politely take down

The required number -

"Could I have the number please ...?"

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Note down the number and repeat the same for confirmation.

Ask the caller to be on line - "Kindly be on the line..."

Press '0' on the key pad. On getting the P&T dial tone, dial the required number.

In case the call is connected, press transfer key.

In case the called number is not available, press 'release'

Call and inform the guest of the status of the number.

Ask "Would you like me to try again and get back to you ..."

On affirmation from the guest, disconnect the call and try for the number. Once connected, check the number for confirmation. Once confirmed say -

"Calling from Hotel Green Park Hyderabad, kindly is on the line Mr. /Ms. (Guest Name) would like to speak to you"

Dial the guest's extension number and inform him/her of the call being connected, saying "Your number on line Sir/Madam".

Press 'transfer' key to connect.

#### **Connection to another extension -**

If any in house caller wants to be connected to another extension, dial the extension number on the keyboard. The display of the console would either show ONH (on hook) or OFH (off hook).

If the status is ONH, the call can be connected by pressing 'on hold' key after informing the caller.

If the status is IOC or EOC, the caller can be informed -

"I am sorry sir/Madam the line is busy. I will get back to you as soon as the line is free"

Ensure that as soon as the display shows the status of the required extension as ONH, call up the extension and the caller and connect both.

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**External calls -**

As soon as an outside call lands on the console and the light corresponding to 'Trunks' key glows. Pick up the call by pressing the key and say -

"GreenPark Hyderabad / Visakhapatnam / Chennai Good Morning / Afternoon / Evening, may I help you."

Connection to an in-house extension -

Once the caller asks for a particular extension number, connect it by dialing the number on the keyboard.

If the console display shows the status of the extension as ONH (On hook) press 'Extend call' key after saying - "Connecting you Sir/Madam"

If the console displays the status of the extension as OFH (Off hook) along with IOC(Internally occupied) or EOC(Externally occupied), inform the caller of the same - "I'm sorry sir/Madam, the line is busy, would you like to be on the line ..." In case the caller doesn't mind, press 'on hold' key to extend the call.

If the destination extension is told to the operator, in form of a guest name it can then be fed into the computer for establishing the room number, Confirm the identity of the called party by checking the company's name of the guest, as displayed in the computer. Once the identity is established inform the caller of the Room number of the guest.

Press the room number preceded by '4' to call up the room. If the display shows ONH press 'Call' key. Once the guest picks up the call, wish him/her and say -

"Mr. / Ms. ( ), there is a call for you. Please speak here ..."  
Press 'transfer' key to connect.

If the called party is busy for long, the line can be interrupted by pressing 'Intrude call' button, and informing over the line the urgency.(this facility should be used only in demanding situations). The phrase to be used at here is as under-

"Sorry to disturb you Mr. / Ms. (guest name), there is a call waiting for you from (the place of the caller)."

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If the called party does not wish to be connected to the caller, press 'release' to disconnect the internal line and pass on the message to the caller. Alternatively 'Back & Forth' key can be pressed, which will put the caller on line. One more stroke at the same key will put the called party on line without disconnecting either of them.

In case there is no response from the room, check with reception if the guest has gone out of the hotel by leaving his/her keys at the desk. At the same time check if the guest has left any message for his callers. All such messages would be on the white board fixed in the section. In case the guest is available in the hotel at some other place, inform the caller of the same and connect the call to the extension.

In case the guest has gone out and left a message, inform the caller by saying -

"I am sorry sir/Madam Mr. / Ms. (guest name) has gone out but left a message for you...  
(Repeat the message)"

In case the guest has not left any message and is also not available in the hotel, the caller can be assisted as under -

"I am sorry Sir/Madam Mr. /Ms. (guest name) has gone out. Would you like to leave a message for him/her...?"

Take down the message on the message pad in triplicate and handover two copies at Reception. Take the signatures of the FOA on the third copy and file it in the department

If the keys are not left at the Reception and there is no response from the room of the guest, in all probabilities he/she is still in the Hotel. In such situations the guest has to be paged for. Meanwhile, the caller may be informed of the same –

"I am sorry Madam / Sir Mr. / Ms. (Guest Name) is not available in the room, would you want me to page for him or would you like to leave a message"

If YES – Inform, "Sir / Madam, paging for Mr. Ms. (Guest Name) at (name of the outlet) and after checking with the outlet get back to the caller

"Sir / Madam (Guest Name) is not available at (outlet name), would you like to leave a message or would you like me to continue paging for him.

If the guest is located, connect the call as per the procedure.

For message: take down the name & number of the caller and send 1 copy to the room & 1 copy to reception.

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### Information service -

If the caller seeks some information, it has to be attended to with great accuracy and detail. The following information is available on the notice board of the section and should be given to the caller on demand, without any delay -

Flight Information details	update from airport voice mail
Telephone numbers of Hotels	update from list available
Banquet functions for the day	update from banquet's top dignitaries contact numbers

Other information that should be given to the caller, on demand, after confirmation from the concerned personnel -

In house services available Special functions going on.

Any other information, if available, should be divulged to an outsider only after proper authorization from the Duty Manager.

Any other information not available with the section should be immediately referred to the Duty Manager for assistance.

CITY MAGAZINES, INFORMATION DOCKET (kept at reception),  
BROCHURES, YELLOW PAGES, TELEPHONE DIRECTORY,  
NEWSPAPER AND A LITTLE BIT OF GENERAL AWARENESS COULD  
GO A LONG WAY IN ASSISTING THE GUEST FOR ALL HIS  
INFORMATION REQUIREMENTS

### Wake up call for a guest -

1. All the wakeup call requests are either received at the telephones or at the reception.
2. At both the places, the requests are entered in a register sequentially and clearly.
3. The details to be taken in the register for wake up calls are as under -  
Date of call, Room no., Name of the guest & any spl. Requests
4. It is very important for the person taking the request to reconfirm the room no and time twice with the guest to avoid any confusion at the last moment.
5. The night telephone operator will take both the registers and enter all the requests into the system under the option register wake up calls, in the telephone menu.

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6. Once the entire wake up calls is entered, a wakeup call list is taken out from the option wakeup call list in the reception menu. Or from the hotline sheet.
7. The list is then checked by the night duty manager and verified for any omissions or mistakes, committed.
8. Once the list is checked for all the details, two copies would be taken out. One copy would be given to room service for serving orders and the other would be with telephones for giving the calls.
9. The Operator also enters all the calls in the console for automatic transmission to the room. This is done by pressing '21' on the console. Then press the time in 4 digit format.
10. Then press the 'station' i.e. the EXTENSION to which the call has to be given.
11. At the specified time, call up the guest room and say -  
"Good morning Mr. /Ms. (guest name), the time is --:-- am. This is your wakeup call sir/Madam. Have a nice day ..."
12. If the reminder is required, make a note on the wakeup call list and give the call as specified earlier.
13. In case the guest wants some tea/coffee, pass on the order to Room Service ext. 51, repeating all the details for accurate service.

### **Taking a message for the guest -**

Whenever the caller wants to leave a message for a guest, the call is taken by the Operator in case he/she is free; otherwise the call should be transferred to Reception for taking down the message for the guest.

The message operator takes all the details, as explained -

1. Take the name of the guest, for whom the message is.
2. Establish the guest's room no. And the fact that the called party cannot be reached.
3. Take the name of the caller, company's name and contact no.
4. Take the message clearly, and write down in bold letters on the message slip with all the details already taken.
5. Repeat all the details to reconfirm.
6. Thank the caller for calling and assure that the message will be delivered as soon as the guest comes back.
7. Put the time clearly at the right place.
8. Place your signatures at the appropriate place.

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All the above details are taken on a "Message slip", in triplicate.

The message slips are then handed over to Reception, with an acknowledged copy brought back for filing.

The message slips are always to be handled neatly and precisely so as to maintain legibility and correctness of the message to be passed on.

Taking a message from the guest -

If the guest calls up and informs that he/she is expecting a call and would be available at a particular place or leaves a message for the caller, the same has to be taken down carefully and written on the log book very clearly.

The log book should have the following details -

Room no.

Name of the guest

Contact address.

Message for the caller, if any

Name of the caller, to whom the message is to be passed on.

This is also to be informed to all the operators on duty.

Whenever there is a call for the guest, the same can be directed accordingly, without any delay.

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## Other services -

There are some other functions on the board viz.

Service & c          day service (one console off)

Day service implies that one of the consoles will be disabled from receiving the calls, thereby leaving only one console activated. This function may be used during low lean periods when there is only one operator on duty, as during nights.

Service & 09          time and date display

To check the time and date of the telephone exchange, this function is used.

Service & 08          auto reply

When there is very high traffic of calls, this function allows the calls to be picked up automatically, within one ring. This eliminates the need for the operator to pick up the call manually, by pressing the corresponding keys.

Service & 0\*          status of an extension

This function is used to determine the status of an extension and thereafter changing it, as per the instructions. The status specifies the authorization of STD/ISD facility to be used from an extension.

Status 00	no outside calls can be made
Status 01	only local calls can be made
Status 02	local and STD calls can be made
Status 03	local, STD & ISD calls can be made

All occupied guest rooms should have status 03, unless otherwise specified by the Duty Manager.

This facility is only to be used in some special cases as once the check in shown, the exchange automatically releases the status of the guest room and takes it off after check out.

Service & 00          leds test

This is used to check if all the Leds on the console are working properly or not. This function glows all the Leds on the console, simultaneously.

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**LIST OF EXTENSION NUMBERS**

<b>Department</b>		<b>Two Digit</b>	<b><u>Department</u></b>	<b>Ext. No</b>	<b>Two Digit</b>
<b>General Manager (O)</b> GM Secretary	<b>4455</b> 4000		<b><u>Resident Manager</u></b>	<b>4004</b>	
<b><u>Front Office</u></b>			<b><u>F&amp;B Service</u></b>		
Front office Manager	4450		F&B Manager	4430	
Hospitality Desk	4990/4981	70/60	Once Upon a time	4991	61
Reception	4451/4452	50	Tulips	4992	62
Cashier	4986	56	Mustang Bar	4993	63
Reservations / (HSCC)	4457/593	52	Torque	4997	64
Bell Desk	4983	53	Room Service	4460/4461	51
Back Office	4001		Banquets	4996/4988	66
			Residency	4995	
			Chancery	4989	
<b>IT Department</b>	<b>4666</b>		Senate	4994	
<b>Training Department</b>	<b>4777</b>		Consulate	4998	
<b>Purchase Department</b>	<b>4437</b>		Business Club Lounge	4432	
			Restaurant Cashier	4002	
<b><u>F&amp;B Production</u></b>			<b><u>House Keeping</u></b>		
Executive Chef	4005		Manager HK	4458	
Main Kitchen	4427				
Pub Kitchen	4428				
Banquet Kitchen	4567				
<b><u>Finance</u></b>			<b><u>Human Resources</u></b>		
Finance Manager	4431		Deputy Manager - HR	4468	
Deputy Manager Accounts	4471		HR Department	4434	
Accounts	4433		Training Room	4003	
F&B Controls	4008		G.P.C.L.D	4017	
Stores & Receiving	4429				
<b><u>Engineering Department</u></b>			<b><u>Security</u></b>		
Deputy Chief Engineer	4439		Security Officer	4465	
Engineering Desk	4436/4438		Security Desk	4464	
Pump Room	4462		Main Porch	4987	
			Travel desk	4984	54
<b>Projects</b>	4456		<b><u>Shops</u></b>		
Project Manager	4545		Pearl Shop	4555	
			Kashmiri Shop	4985	55
			Florist	4770	
<b><u>Corporate Office</u></b>	<b>6625 7575</b>		<b><u>Others</u></b>		
Reception	4412		Lift Landing	4435	
Corporate – HR	4413		Guest Elevators	4999	
Corporate – Purchase	4414		House Telephones	4453	
DGM - Materials	4415		<b><u>Gym</u></b>	<b>4317</b>	

**For Operator, dial 9**

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## 2.1 ENQUIRING GUEST SEARCH DETAILS IN COMPUTER

### Purpose

The purpose of retrieving guest information from the computer is to assist the caller in a prompt and efficient manner.

### Scope

All the details pertaining to the guests are fed into the computer at various nodes and can be retrieved at various other nodes, depending upon the accessibility. This information is valuable in assisting the callers with effectively and efficiency

### Procedure

The guest information is usually available on the RECEPTION menu, accessible in all the menus.

#### Inquiring for room number with guest name / company name

If the guest room number is not known to the caller, it can be located in following manner -

Take down the name of the guest, whose room number is required, along with his/her companies' name.

1. Go to the option guest search.
2. Click to ' Guest Name' or 'company name' option with the help of the mouse
3. Press ENTER to select
4. Type a part of the guest name in the first two letters or a combination of similar sounding letters.
5. Press Enter.
6. The screen shows all guests with the combination of words given as search criteria, in their name.
7. The details available on the screen are Room no., Guest name, Company's name, Date of arrival.
8. Select the name with the help of the company's name.
9. In case the required name is not appearing,
10. Select the name with the help of company's name

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11. In case the name is still not located, in the expected arrival guests list. This shows the list of guests, due to visit the hotel, but not yet checked in.
12. Select the name with the help of the companies' name
13. In case the name could still not be located.
14. If the name could still not be found then most likely the guest is not staying in house.
15. Inform the caller of the status of the guest, as per the result of the search and act accordingly.
16. In case the room no. could be found at any stage, the caller may be informed that the guest is not staying in the hotel

However it is advised that the Operator checks once again, if the corresponding detail is not found in the computer at the first instance.

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## 2.2 EXTENSION WISE CHARGES

### Purpose

Extension wise charges, is the option that lists all the calls made from a specified extension, with the charges incurred on the individual calls.

### Scope

This list enables the operator to identify the called numbers from the extension, the time at which the call was made, the duration of the call and the charge incurred on the call. This is specifically useful to determine the call charges incurred from an extension when it has been rented out to a guest, e.g. in banquets etc.

### Procedure

To determine the calls made from a particular extension, go into the TELEPHONE MODULE.

Select the option 'Extension wise Calls' by taking the it will show all calls, local call, STD call, ISD calls, special calls, and from date to date pressing 'Enter'.

The screen asks from extension number to extension number, for which the information is required. Enter the same.

The screen would ask for the time period for which the information is required, in the form of - From Time & To Time. Press 'Enter', if the information is required for the whole day or else specify time in 4 digit format.

Enter the code required D/P/S (display / print / spool).

The screen lists out all the calls made from the extension with the following details -

Date of the call made	Duration in seconds	
Time at which the call was made	Charges	
Called number	Serial	number
Place called		

The list of the calls made is also summed up in terms of total charges incurred.

The serial number provided is used for transferring the calls to a guest room.

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## 2.3 LIST OF EXTENSION WISE CALLS

### Purpose

To printout a hard copy of all the calls made from certain extension numbers, this option may be used.

### Scope

The option allows the user to set the criteria for enlisting the calls made from the specified extension numbers. This option enables the user to printout extension wise calls list for a maximum of 10 extensions at one time.

### Procedure

To determine the calls made from certain particular extensions, go into the TELEPHONE MODULE.

Select the option 'List of Extension Calls' by taking the highlighted bar to the option with the help of arrow keys and pressing 'Enter'.

The screen asks for -

Starting Date            \_\_/\_\_/\_\_  
Ending Date             \_\_/\_\_/\_\_  
ALL/STD/ISD/LOCAL      A/S/I/L

EXTENSION NUMBERS (a maximum of ten extensions at a time)

Press 'Esc' to quit and 'End' to save.

Skip page between extension      Y/N

The computer gives the printout the following information -

EXTENSION WISE (A/S/I/L) CALLS  
FROM \_\_/\_\_/\_\_  
TO \_\_/\_\_/\_\_  
Sl #  
Ext number

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Number called  
 Place called  
 DD  
 Time called  
 Duration of the call  
 Charge  
 Extension Total

The extension numbers, for which the list is to be printed out, are as under -

0591	CONSOLE 1	4436	ENGINEERING
0592	CONSOLE 2	4437	PURCHASE
0593	MESSAGE OPERATOR	4458	HOUSE KEEPING
4464	SECURITY		
4567	BUSINESS CENTRE	4993	MUSTANG BAR
4666	SYSTEMS	4997	TORQUE
4986	CASH COUNTER	4988	BANQUETS
4990	LOBBY DESK	4995	RESIDENCY
4991	ONCE UPON A TIME	4994	SENATE
4992	TULIPS		

The list is taken out every day during night operations and submitted to Front Office Manager, for verification.

Once the Manager has gone through the same, it has to be retrieved and kept in the section for the duration of one month.

After expiry of one month, the lists can be discarded and made into scribbling pads for rough use, after authorization from the Supervisor.

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## 2.4 LIST ALL CALLS

### Purpose

To take out a list of all calls made from the hotel during the day, this option is used in the night operations

### Scope

The hard copy thus produced remains as a record for the department, for future reference and verifications

### Procedure

To determine the calls made from all the extensions, go into the TELEPHONE MODULE.

Select the option 'List all Calls' by taking the highlighted bar to the option with the help of arrow keys and pressing 'Enter'.

The screen asks for -

From Date	__/__/__
To Date	__/__/__
Extension/Rooms/Both	E/R/B
Room/Date/Trunk seg	R/D/T
Normal/P&T Rate	N/P

This option is used twice, once for Extensions (E) and once for Rooms (R), during the night operations

The lists are taken out and filed in separate box files

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## 2.5 BILLING GUEST CALLS

### Purpose

To prepare a bill detail of calls made from guest rooms, this option is used on a daily basis.

### Scope

The printout taken out with this option, serves as a supporting voucher with the guest folio for details of the calls made from the room

### Procedure

This option is used at midnight every day before the start of night audit, so as to cover all the calls made in the day.

Go into the TELEPHONE MENU and select 'TELEPHONE BILL ALL GUESTS' with the help of mouse and click.

The screen asks for the date \_\_/\_\_/\_\_

Enter the date for which the bills are required and press Enter

The computer will printout all the bills in the order of Room Numbers.

These bills are to be segregated according to the room numbers and put into the respective folios of the rooms, by the night telephone operator.

The Telephone bill contains the following details

Room number	
Guest Name	
Date of the bill	
Sl no	
Time	(at which the call was made)
Place	(called)
Called number	
Duration	(of the call)
Pulses	(incurred during the call)
Cost	(chargeable to the guest)

At the end of the report the total amount is summed up and shows the net payable for the day towards telephone calls. This option is used only at midnight and all the bills, after segregation are individually put into the respective dockets to serve as supporting vouchers along with the folio.

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## 2.6 LIST OF UNBILLED CALLS

### Purpose

To determine the list of calls that were not billed during the day, this option is used during night operations and a printout obtained for records and further action.

### Scope

This list enables the Operator to determine the calls that were unbilled for the day and if any follow up action can be taken for the same. It also serves as a record for future references.

### Procedure

This option is used at midnight every day before the start of night audit, so as to cover all the calls made in the day.

Go into the TELEPHONE MENU and select 'LIST OF UNBILLED CALLS' with the help of mouse and click on the option.

The screen asks for the date \_\_/\_\_/\_\_ & D/P/S (display/print/spool). Enter the required details and press Enter

The computer will printout the entire list in the order of Room Numbers and sums up the worth of calls, category wise.

The information contained in the list is as under –

- i. Date & Sl. no
- ii. Room number (from where the call was made)
- iii. Number & Place (called)
- iv. Time (at which the call was made)
- v. Duration (of the call)
- vi. Cost (Chargeable to the guest)

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## 2.6.1 TRANSFER UNBILLED CALLS

### Purpose

This option is used usually when an unbilled call has to be charged to a room guest

### Scope

Whenever a call is unbilled, it implies that the call could not be attributed to any guest by the computers. If it is determined, manually by the operator, that the call is made by a particular guest then the call may be transferred to the concerned account, with this option.

### Procedure

1. Press Tab to activate the command window of the tab menu
2. Go to Transfer Unbilled Calls; with the help of arrow keys select the option by pressing Enter.
3. The screen shows the details of the unbilled calls for the day.
4. There is a small arrow at the extreme right column of the screen.
5. This arrow can be moved with the help of arrow keys. Take it to the call to be transferred. Select by pressing Enter.
6. The screen asks for Room number, to which the call may be transferred. Enter the Room number. The call is transferred.

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## 2.7 CALL TRANSFERS

### Purpose

Sometimes the guest may make a call from any extension other than his/her room telephone. This call has to be transferred to the room account for proper billing and records. This is where the option has to be used.

### Scope

Whenever a call is made by a guest from any of the extensions, it may be transferred to the concerned room. This option is used by the operators.

### Procedure

Go into Telephone menu, and select Call Transfers with the help of arrow keys and pressing Enter.

The screen asks for the following details -

Extension number - \_\_\_\_\_

Enter Room number- \_\_\_\_\_

Ref. Serial no - \_\_\_\_\_

(Ref. serial no. is available in Ext. wise calls option)

As soon as the details are entered in the computer, the call is transferred to the concerned account.

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## 2.8 REGISTER WAKE UP CALLS

### Purpose

To provide wake up calls to the guests, as and when required by them, wake call service is given. This has to be an error free service as wake up calls are very important, and hence a systematic approach is adopted. Registering wake up calls is one of the parts of the system.

### Scope

The option in the computer allows the operator to take out a list of the wake up calls to be given along with the requisite time, order and the name and room number of the guest.

### Procedure

Go into the Telephones menu and select Register Wakeup Call option with the help of arrow keys and pressing Enter.

The screen offers the following options -

Create  
Update  
View  
Erase  
Exit

Select Create, by using the mouse the option and press Enter.

The screen then asks for the following details -

Room number \_\_\_\_\_  
Time                      in 2400 hrs format  
Order                      if any

Once all the details are keyed in, the screen asks for a confirmation -

Is the information correct? Y/N  
Select 'Y' for confirming.

The screen then goes back to the first choice of creates. In case there are other wake up calls to be keyed in, select Create or else Exit

### Print Wake up Calls

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## Purpose

The wake up calls list is used to give the wake up calls to the guests, as per the time mentioned therein.

## Scope

The entire wake up calls, once keyed in is to be produced in a hard copy for giving it to different outlets and also for record purpose.

## Procedure

1. Select the option Print Wake up calls.
2. The screen asks for the date for which the list is required.
3. Enter the date and press Enter. The computer gives a printout of the list.
4. Two copies of the list are to be taken out. Once, the list is checked by the Night Duty Manager and approved, the second copy is to be given to Room service for providing the morning orders.
5. The first copy is to be used for giving wake up calls.

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## 2.9 EXTENSION WISE STD CALLS

### Purpose

All STD calls made from the extensions are to be accounted for, and kept a record of for reference and accounting.

### Scope

The STD calls list, extension wise enables the operator to determine the STD calls made from an extension and prepare necessary documents for its accounting.

### Procedure

Go into the option STD Calls List, and press Enter.

The screen asks for the following details -

From Date    \_\_/\_\_/\_\_

To Date      \_\_/\_\_/\_\_

E/R/B        (extensions/room/both)

N/P&T        (normal rate/P&T rate)

Once all the required details are keyed in, a printout is obtained for all the STD calls made. (This option is used by the Telephone Supervisor on a daily basis for checking STD calls made from all the extensions only)

Once the list is obtained, an authorization has to be obtained for all the STD calls made from an extension. The authorization slip is available in the section. And is a printout taken from the computer in the Business center

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The authorization slip has the following details to be filled in

Date	date of the call made
Extension	extension, where call was made
Calling Person	person who called
Duration	duration of the call
Person to be called	person who was called
Designation	designation of the calling person
Company affiliation	company, which was called
City	city that was called
Phone no.	phone number, called
Connect time	time at which called
Reasons	reasons of the call

The authorization slip, has to be signed by -

Calling Person  
Operator  
Head of the Department  
General Manager

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## 2.10 CHECKING THE REVERSAL FACILITY OF LINES

### Purpose

The reversal facility enables the hotel to identify the bill charges for outgoing calls on the particular line. This facility if not working properly will not let the computers register the call. This could result in loss of revenue for the Hotel. To ensure that all reversals are in perfect condition, the Telephone Operator has to check the facility during the nights.

### Scope

The checking involves making a call from individual lines and identifying the charges incurred. In case of failure to register the charges, the same can be reported to the local exchange and rectified, at the earliest.

### Procedure

During night, when all the lines are free (around 0200-0300 hrs.) the Operator should follow the following procedure.

Dial '69' on the console

Dial the junction no. of individual lines, one by one.

Once the dial tone is received, dial a no. (Preferably one of the direct lines of the hotel)

On materialization of the call, check if the same is registered in the computer or not

In case registered, the particular line has the reversal working properly.

In case not registered, the reversal in the line is not working properly and should be informed to the Lobby Manager immediately. A note should be left in the log book, and the morning shift Operator instructed to lodge a complaint with the P&T department.

The lists of junction nos. of individual lines are -

OUTGOING LINES WITH  
REVERSAL FACILITY

INCOMING LINES  
WITHOUT REVERSAL FACILITY

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## 2.11 AUTHORIZING OUTSTATION CALL

### Purpose

Any outstation call made by any of the Hotel employees, has to be supported by proper authorization and documentation. There is a specific procedure to be followed for all outstation calls that are made from any of the departmental Extensions by an employee of the hotel, in order to account for all such calls.

### Scope

The procedure ensures that the call is made after due authorization from the concerned Head of Department and is properly accounted for. The procedure covers all the details of the call including the called number, party, duration, time at which the call was made, purpose of the call etc.

### Procedure

All outstation calls should be requested by a Manager of the Hotel, for being connected. In case of any clarifications required, the Telephone Operator should contact the Duty Manager.

As the request for connection is received from a competent authority, the same should be connected as per section 7.3.1.1.

After materialization of the call, the details should be entered in the STD/ISD Register. The columns maintained in the Register are as under

SL. NO	serial of the call
DATE	date on which the call was connected
TIME	time at which the call was connected
EXT. NO	EXTENSION to which the call was connected
DEPARTMENT	department, where the EXTENSION is located
NAME	name of official for whom the call was given
DESIGNATION	designation of the official

NATURE OF CALL	nature of call - official/personal
PLACE	place where the call was made to
TELEPHONE NO.	Telephone no. called

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CONNECTED BY operator who connected the call  
REMARKS in case of personal calls, cash recpt no.

In case of a personal call being made by an official, the amount of charge should be calculated as per the time and duration of the call and the same collected from the concerned official. The cash collected should be deposited with the cashier and a receipt is raised. Second copy of the receipt should be attached in the register, and the no. mentioned in remarks column. First copy of the receipt may be given to the concerned official.

The Operator should also raise an Out Station Call authorization slip. The slip is pre-formatted and kept at the desk. The following information is required to be filled in -

DATE	date on which the call was made
CALLING PERSON	name of the official who called
PERSON TO BE CALLED	person to be called
COMPANY AFFILIATION	company of the called person
CITY	city to be called
PHONE NO	phone no. to be called
CONNECT TIME	time at which the call was made
REASONS	reasons of call
EXT.	EXTENSION from where the call is made
DURATION	duration of the call
DESIGNATION	designation of the official

All the information required should be filled in by the operator, except the details of the called party and reasons for calling. After filling up the other details the Operator should sign on the designated place and handover the slip to the concerned official for furnishing the requisite details and getting authorization from the H.O.D. The same slip should also be sent to the GM for authorization. Once all the authorization is obtained the slip should be filed in the department.

The authorization slip duly signed has to be preserved in the file and the STD Calls Register updated, accordingly.

The slips are to be verified by the Finance department at the end of every month for accounting reasons.

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### 3.0 FUNCTION OF BUSINESS CENTER:

1. The business center of the hotel is an important revenue producing outlet of the front office, which provides various business services and facilities for the guests to meet their needs of communicating and corresponding, the business center provides the various business facilities and services to the guests on a chargeable basis.
2. Providing secretarial services to the guests the business center provides secretarial assistance to the guests on their request for various services and managing various correspondences of the guests, the service is chargeable and the guest is charged on an hourly basis.
3. Providing communication services to the guests the services is chargeable and is based on the number pages to be sent through fax or telex, pagers are also provided to the guests on their requests in order to receive any messages.
4. Providing photo copy services to the guests the business center also provides photocopying services to the guests according to their needs and requirements. The service is also chargeable and the charges are based on the number of photocopied from the machine.
5. Providing internet and computer access facilities to the guests the business center also provides computer hiring facilities to the guests on hourly basis, the services is also chargeable basis.

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## 4.0 STANDARD PHRASES

1. Good Morning / Afternoon / Evening, GreenPark (Hyderabad / Visakhapatnam / Chennai), may I help you?
2. Good Morning / Afternoon / Evening, TELEPHONES Mr. /Ms. ( ) may I help you?
3. I am connecting you, sir/ma'am.
4. Yes sir/ma'am.
5. I beg your pardon.
6. Kindly be on line, I'll page for him/her.
7. The EXTENSION is busy, would you like to hold the line.
8. I'm afraid Mr. /Ms. ( ) is not available in the room. Would you like to hold the line while I page for him/her.
9. Shall I take down a message for Mr. /Ms. ( )?
10. Could I have your good name please?
11. Where should I say, that you called from?
12. Could I have your telephone number, please?
13. I would pass on the message.
14. I am connecting you to the Lobby Manager, who would be glad to assist you.
15. Sorry to have kept you waiting, may I help you?
16. May I be of some assistance sir/ma'am?
17. You are welcome sir/ma'am.
18. Who shall I say, is calling sir/ma'am?
19. Could you please repeat the name sir/ma'am?
20. May I call you back, sir/ma'am?
21. Have a nice day.

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**FRONT-OFFICE HSCC****SOP - MANUAL**

Issue  
**Front Office**

Last Revision – July, 1998  
Latest Revision – **July, 2011**

Prepared & Controlled by  
**GPCLD - CO**

Approved By  
**VPO**

## 1.0 HOSPITALITY SERVICES CARE CENTER

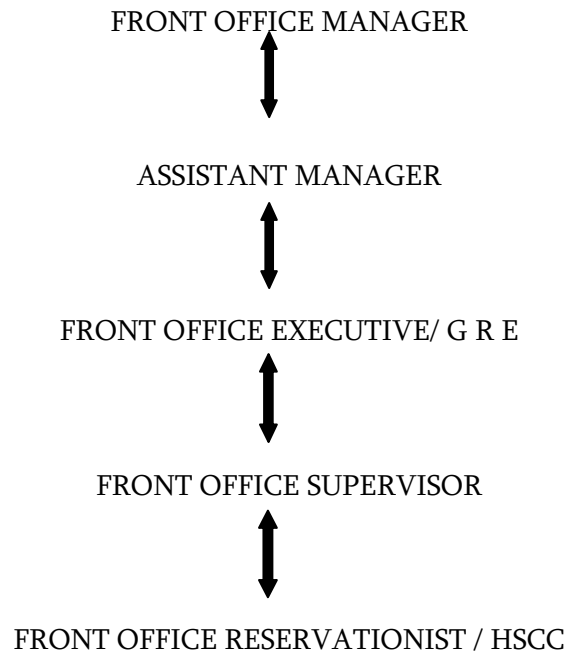
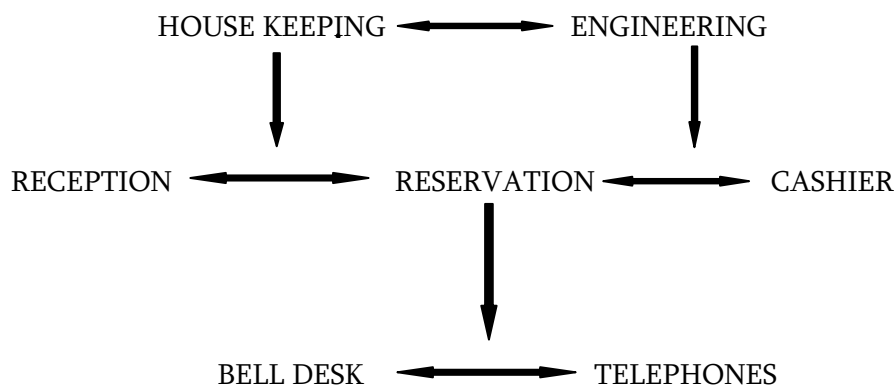
Hospitality services care center plays a key role in facilitating the smooth flow of guest request and complaints, it is non-revenue generating section, and the requests come from the guest rooms, public outlets area. The word hospitality itself means a friendly treatment, which is offered to an unknown person. Hospitality services care center person is responsible for ensuring that all the guest requests are attended on time.

### HSCC OPERATIONS

HSCC desk is situated in the back area besides the reservation section, he or she controls all the guest requests and updates in care fortune software, which gives a track of all the guest request and complaints are attended properly.

1. Attending the guest call with in one ring
2. Assisting the guest request to achieve maximum guest satisfaction
3. Preparing the guest analysis report on daily basis
4. Registering the room number for cleaning i.e. contact number of chamber maid
5. Monitoring the guest request and complaints and starting the work in software.
6. Following the requests and taking the feedback about the task completion.
7. Maintaining the different registers as, HSCC register Load sheets.

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**HIERARCHY -****INTERDEPENDENCE -**

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## 1.1 DUTIES AND REponsibilities OF HSCC:

### Job description of the telephone operator:

Job position title	:	Front office assistant / HSCC
Job category	:	Non- supervisory
Reports to	:	Lobby manager / FOM
Job summary	:	Processing the guest requests in the software and maintains the different registers.
Hours of operations	:	Nine hour shift each day.

### DUTIES AND RESPONSIBILITIES:

1. To answer all internal calls within a maximum of one ring.
2. To use the standard phrases and telephone manners, as prescribed in the organization, at all times while on duty and attending the calls. To speak in a pleasing and modulated tone.
3. To coordinate with the floor supervisor for clearing the rooms.
4. To maintain the different files and ledgers like load sheet, complaint analysis, and the contact register. Blocking the rooms for the A/ C serving for the engineering.
5. Blocking the show rooms for the day, and to be responsible for placing the VIP amenities in the VIP rooms and single lady guest.
6. To maintain discipline in the department.
7. To be responsible for entering the complaints in the fortune care software, and to start the work and after the complaint over need to close.
8. To ensure comforts of all guests.
9. EDUCATIONAL QUALIFICATION: Diploma in hotel management with respective of any university.

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## 1.2 TAKING HAND OVER

### Purpose

HSCC functions continuously, with the basic purpose of providing assistance to the guests. To maintain the effectively of this section, proper communication and passing on of relevant information and directives is required.

### Scope

Taking hand over from the previous shift involves passing on of all the pending jobs, D.N.D rooms, refuse services, late checkouts room cleaning etc.

### Procedure

HSCC person coming on shift do the following task:

1. Checks the expected arrival for the day
2. Departure for the day
3. Number of vacant rooms
4. Take outs the print out of complaint analysis and sent the report to House
5. Keeping and Engineering department.
6. Blocks the show room for the day, and keeps an track on incoming calls from guests and other outlets.

The front office assistant should ensure that the standards bench marks to be followed and maintained.

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### 1.3 KEYING THE GUEST REQUEST

#### Purpose

All Guest request are to be keyed in the computer for proper management of the information received.

#### Scope

The requests receives from the floor are keyed into the computer I.e, shower not working in the room, bed wheel twisted, a/c not working It is important that the information keyed in is accurate and is counter checked to avoid any discrepancies. This information is eventually used in preparation of various reports and analysis.

#### Procedure

While in FORTUNE CARE, the procedure to be followed for keying in the guest request and complaints details is as under -

The required care screen comes on. Go into manual entry which have option of room no, UN occupied room, other area, enter the room no, the complaint given by, request type i.e., room cleaning, newspaper, water bottle. Etc. click on to confirm

The message passes to the first level that is SMS status, which having the option complaint no, department, request / incident, time, S.M.S status, assigned to, room no.

Click on to work star by typing the complaint no and press enter. The message passes to the concern department based on the request, housekeeping request floats to the supervisor mobile.

Go to the work in progress option it will show the status of work. There are two levels are there one is priority and other is escalation level, if the request is not completed on time than the messages passes to next level that is HOD' s mobile, if the request is not attended than also it escalate to G.M 's mobile.

After the task completed close the complaint by using the option work completed. And give the feedback of work.

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**ANNEXURE**

**Government of Andhra Pradesh**  
**Department of Tourism**  
**Market Research Division**

Statistical Report for the Month of :  
 Name of the City :  
 Name of the Establishment :  
 Star Category :

**A) Capacity**

TYPE	AVAILABLE TO GUESTS		
	NO.OF ROOMS	NO OF BEDS	TARIFF
SINGLE	133	133	6000+5% TAX TO 12000+5% TAX
SUITS	15	15	
DORMITORY	0	0	
TOTAL	148	148	

**B) Occupancy**

TYPE OF GUEST	NUMBER OF			
	GUESTS CHECKED IN	BED NIGHTS SPENT	ROOM DAYS OCCUPIES	% OF OCCUPANCY
INDIANS	1591	3387	2473	77%
FOREIGNERS	246	846	746	23%
TOTAL	1837	4233	3219	100%

**C) Total Earnings**

a) From Foreigners	3575972.70
b) From Indians	10488211.26
<b>TOTAL</b>	<b>14064183.96</b>

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**PROFORMA – II**

Country wise Tourist Arrivals

Report for the month of \_\_\_\_\_ :

S.NO	NAME OF THE CENTRE	CODE	NO.OF GUESTS CHECKED IN		NO.OF BED NIGHT SPENT	
			INDIAN	FOREIGN	INDIAN	FOREIGN
1	HOTEL GREENPARK		1591	246	3387	846

NOTE: Separate figures may be compiled for all the major countries mentioned others may be grouped

NAME	CODE	NAME	CODE	NAME	CODE
U.K.	311	USA	312	SRILANKA	287
FRANCE	176	GERMANY	183	JAPAN	211
ITALY	208	MALAYSIA	230	SAUDI ARABIA	278
CANADA	142	AUSTRALIA	120	SINGAPORE	282
U.A.E	310	SWITZERLAND	296	IRAN	203
PAKISTAN	259	BANGLADESH	124	NETHERLANDS	247
NEPAL	246	KOREA	218	CHINA	150
SPAIN	286	OTHERS	999		

**PROFORMA – III**

Proforma for intimating the “Same Day Visitors”

Month &amp; Year

NAME OF THE PLACE/CENTRE	NAME OF THE FAIR/FESTIVAL	ESTIMATED NO.OF VISITORS	
		INDIAN	FOREIGN

NAME OF THE PLACE/CENTRE	NAME OF THE HERITAGE SITE	ESTIMATED NO.OF VISITORS	
		INDIAN	FOREIGN

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## D) Foreigners

S.NO	NATIONALITY	NO.OF TOURISTS	BED NIGHTS SPENT
1	U.K.		
2	FRANCE		
3	ITALY		
4	CANADA		
5	UAE		
6	PAKISTAN		
7	NETHERLANDS		
8	CHINA		
9	USA		
10	GERMANY		
11	MALAYSIA		
12	AUSTRALIA		
13	SWITZERLAND		
14	BANGLADESH		
15	NEPAL		
16	SPAIN		
17	SRI LANKA		
18	JAPAN		
19	SAUDI ARABIA		
20	SINGAPORE		
21	IRAN		
22	KOREA		
23	NEW ZEALAND		
24	OTHERS		

TOTAL

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## E) Purpose of Visit

S.NO	BY CLASSIFICATION	NO.OF TOURISTS			REMARKS
		INDIANS	FOREIGNERS	TOTAL	
1	HOLIDAY			***	
2	LEISURE				
3	HEALTH				
4	BUSINESS				
5	CONFERENCE				
6	MEETINGS				
7	FAMILY				
8	SIGHT SEEING				
9	OFFICIAL				
10	SPORTS				
11	STUDY				
12	MISSION				
13	PILGRIMAGE				
14	RECREATION				
15	OTHERS				

**TOTAL**

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