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LABERSA
GRAND
HOTEL

S.O.P UNIFORMED SERVICE



Guidance for Hotel Purchasing | Drs. Agustinus Agus Purwanto, MM

 <i>Labersa Grand Hotel & Convention</i> where luxury and leisure blends in harmony ★★★★★	Hotels & Resorts Standard Operating Procedure	Uniformed Services Update:
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	Baby Sitting Service Request
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	Taxi Assistance
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	Tourist/Excursion/Tour Booking Procedures
	Car Rental Procedure
	Re-confirmation of Flights/Amendment of Flights

	Hotels & Resorts Standard Operating Procedure	Uniformed - SOP-001 Update:
Baby Sitting Service Request		

Objective

This SOP shall ensure that baby sitting service is available and all relevant details are informed to the customer.

Procedure

1. Greeting and offering assistance;
 "Good morning/afternoon/evening (name of guest) how are you today? How may I assist you?"
2. If guest inquires baby sitting service, say:
 "From what time would you like to have our babysitter service and until what time?"
 And ask the following questions:
 "How many babies/children do you have?"
 "What is the child's/children name(s)?"
 "How old is he/she?"
 "What is the child's like and dislikes?"
 "What does your child to eat and drink?"
3. Inform regarding the service hours, prices and charges:
 "Our baby sitting service is available from (time of babysitting service of the hotel/resort)." "For 1 or 2 children, the minimum charge for 2 hours is RUPIAH (price)." "Any additional hour is charged at RUPIAH (price)." "Babysitting service after 18:00 is charged with an additional sur-charge of RUPIAH (price)."
4. Inform the name of the babysitter?
 "The babysitter is one of our female room attendants, she is an experienced babysitter and speaks fluent English and Thai, her name is (name of associate)."
5. Inform guest that, we will reconfirm date, time and duration to the guest again:
 "(Name of guest) we will send our requested form/ or please fill-in this request form to re-confirm your booking. The amount will be charged to your account accordingly."
6. Thank the guest and wish him/her a nice day:
 "Thank you (name of guest) have a very pleasant day/evening."

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Airport Transfer Request		

Objective

This SOP shall ensure that limousine/van booking service is available and all relevant details are informed to the customer.

Procedure

1. Greeting and offering assistance:
 "Good morning/afternoon/evening (name of guest) how are you today? What can I do for you, (name of guest)?"
2. Guest inquires airport transfer.
3. Offering of airport transfer service:
 "For your own safety and comfort I recommend you to use our airport transfer service."
 "What time is your scheduled flight departure?"
4. Booking of the airport transfer service:
 "I suggest you to leave at (time). The limousine will be ready for you at (time of departure) (name of guest). It will take you about (number of minutes) from the hotel/resort to the airport."
5. Talking about the airport transfer charges:
 "The cost for you transport is RUPIAH (amount), we will charge it to your account."
6. Offering luggage service:
 "What time will you need our bell associate to go to collect your luggage?"
7. Thanking the guest for using our service:
 "Thank you for using our airport service. Have a pleasant morning/day/evening (name of guest)."

	Hotels & Resorts Standard Operating Procedure	Uniformed - SOP-003 Update:
Luggage Storage Procedure		

Objective

This SOP shall ensure that guest luggage is stored properly at all times.

Standard

Every luggage item must be labeled with a luggage ticket containing of at least the room number and guest name.

The first day of luggage storing of a guest's luggage after check-out must be at no cost. Luggage storing must be available 24 hrs.

Luggage room must be lockable or supervised 24 hrs.

If safety deposit boxes are located in the luggage room, additional and separate procedure applies. Keys for luggage room and safety deposit boxes are kept as per the hotel's/resort's policy.

If luggage item(s) have been lost behind/not been claimed by the customer, the item(s) is to be sent to either the airport of departure (if time permits) or to the respective residential address of the customer.

Procedure

1. Greeting and assistance:
"Good morning/afternoon/evening (name of guest) how are you today? How may I assist you?"
2. Guest requests to store/keep the luggage at the hotel/resort:
"How many luggage pieces would you like to leave and for how long?"
3. Asking if there are any valuable or breakable items:
"Are there any valuable or breakable items?"
4. Giving information regarding the charges:
"The first (amount) day(s) is/are free of charge. Any additional day is RUPIAH (amount) per day."
5. Issue a luggage storage ticket:
"Here is your luggage ticket. Please present it at the Concierge desk when you come to collect your luggage."
"Let me take care of your luggage (name of guest), have a very pleasant day."

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Taxi Assistance		

Objective

This SOP shall ensure that taxi assistance to guests is available and in courteous manner.

Standard

In principles, the hotel's transportation is offered as a first priority, before any other outsourced transport arrangements."

For some areas, depending on location of the Labersa property, motorbike or local transports should not be encouraged/ offered due to safety reasons."

Commissions between taxi drivers/local transportation companies/individuals and employees of the hotel (bellboys, porters, front office staff etc.) are strictly prohibited.

Contracted commissions between the hotel/resort and the above mentioned transport companies are allowed.

Procedure

1. Greeting and assistance:
"Good morning/afternoon/evening (name of guest) how are you today? How may I assist you?"
2. Guest requests a taxi:
"Where would you like to go (name of guest)?"
3. Associate asks if the guest has an address:
4. Hand the hotel's/resort's business card to the guest.
"(Name of guest) this is our hotel business card in case you would like to use it on your way back."
5. Inform the guest regarding general knowledge of using public taxis:
"It will take about (number) minutes to get there. Some taxi drivers are not using meters." "Taxis which use a meter will start at Rupiah (amount) and then count by distance plus Rupiah (amount) when you arrive at your destination."
6. If the guest agrees call a taxi and wish him/her a nice trip.
"(Name of guest) This is your taxi. I already informed your destination to the driver. The price is RUPIAH (amount). Have a very nice trip (name of guest)."

	Hotels & Resorts Standard Operating Procedure	Uniformed - SOP-004 Update:
Taxi Assistance		

7. If the guest does not accept the price/fare, offer the alternative of the hotel's transportation: "May I recommend our hotel van/limousine instead? The price to your destination is RUPIAH (amount)."
8. If the guest does not accept the price/fare, offer the alternative of the local pick-up taxis: "A cheaper alternative are the local pick-up taxis, the price/fare for your trip is approximately Rupiah (amount)."

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Welcome Courtesy upon Guest Arrivals (Bell stand)		

Objective

This SOP shall ensure that guests arriving at the hotel/resort are offered luggage assistance and hotel direction immediately.

Standard

Luggage assistance is offered at all times, 24 hrs a day.

General knowledge, courtesy is offered at all times and all directions within the perimeters are able to point-out.

Standard greeting and farewell is offered at all times.

Procedure

3. Bellboys/Drivers/Assistant Concierge:

Greeting and assistance:

"Good morning/afternoon/evening (name of guest if known) how are you today?"

4. Bellboys/Drivers/Assistant Concierge: **When guests arrive at the hotel/resort:**

"Good morning/afternoon/evening (name of guest), welcome (back) to the (name of LABERSA property). My name is (name of associate), how are you today?"

Bellboys/Drivers/Assistant Concierge: **If guest name is not known i.e. transfer is organized by agent etc.:**

"Good morning/afternoon/evening, welcome (back) to the (name of LABERSA property), may I have your name please. My name is (name of associate), how are you today?"

5. Bellboys/Drivers/Assistant Concierge:

Assist the guest to get out of the transportation (open the doors):

"May I help you with your (item/luggage)? You have (number) pieces of luggage, is this correct?" *By latest now, each luggage item or other baggage has a luggage tag with guest name and room number.*

6. Assistant Concierge and GSA (who accompanied the guest from the airport to the resort):

Escorting the guest to the reception:

"Please follow me/ this way please."

7. Assistant Concierge and GSA (who accompanied the guest from the airport to the resort):

Conversation on the way to the reception/lobby:

"I see that you have just arrived from (location of departure, indicated on the luggage tag). You might be tired, I recommend you later a very relaxing massage in our Spa."

"If you need any information about (name of location) our Concierge will be more then happy to assist you."

 <i>Labasa Grand Hotel & Convention</i> <i>where luxury and leisure blends in harmony</i> ***** 	Hotels & Resorts Standard Operating Procedure	Uniformed - SOP-006 Update:
Tourist/Excursion/Tour Booking Procedures		

Objective

This SOP shall ensure that tours/excursions etc are available and offered within the given operating hours in the proper way.

Standard

It is the LABERSA policy that only contracts with tour/travel/excursion companies can be made which accept LABERSA/Excursion Vouchers from the Hotel/Resort.

Commission agreements must be on/by contract with the hotel/resort and the tour/travel/excursion company based on a net/sales price agreement. Commissions between the above written and the sole individual/employee of the Hotel/Resort is strictly prohibited.

The Finance Department audits all running numbers and cash flow daily.

Payment to the room account is always on a first priority.

Procedure

1. Greeting and assistance:
"Good morning/afternoon/evening (name of guest) how are you today? How may I assist you?"

2. If guest require activities/tours/excursions on/in (name of location):
"What kind of activity are you looking for (name of guest)?"
"Due to a (good/bad) weather forecast this week, may I recommend you to do/go (list of appropriate activities)."

3. Give a brochure or information about the excursion/tour/activity the guest is interested;
"This/These is/are the brochure(s), you can see the itinerary as below." Show the brochure and give general information of the product to be expected.

Individual text

4. Give information regarding the price and all other details, ie;
"You have chosen the (name of tour) to (name of destination) by (name of transport vehicle), it will cost you RUPIAH (amount) per person exclusive of the entrance fee of RUPIAH (amount) per person. Would this be fine with you?"

5. If guest accepts the price;
Ask the room number (if not known yet).
"(Name of guest) How many adults/children would you be?"
"May I have your room number, please?"

6. Call to book the tour with the agency. Inform the guest's room number and number of voucher to the agency.

	Hotels & Resorts Standard Operating Procedure	Uniformed - SOP-006 Update:
Tourist/Excursion/Tour Booking Procedures		

7. Fill-in the voucher and hand it to the guest:
"This is your voucher, the pick up time is (time of departure), please wait at/in (arranged location of pick-up) and kindly show this voucher to the person who will come to pick you up."
8. Inform the guest regarding the payment and conditions:
"The amount will be charged to your room directly."
If the guest refuses:
"Would you like to pay in cash instead?"
9. After the guest pays by cash/or to the room account, collect the money and stamp with "PAID" on the voucher;
"(Name of guest) this is your voucher, have a very pleasant trip, thank you very much."

 <i>Lelasa Grand Hotel & Convention</i> <i>where luxury and leisure blends in harmony</i> ***** 	Hotels & Resorts Standard Operating Procedure	Uniformed - SOP-007 Update:
Car Rental Procedures		

Objective

This SOP shall ensure that car rental is available and offered in the correct way.

Standard

It is the LABERSA policy that only a contract with a car rental company (normally only one) can be made which accepts LABERSA/Voucher from the Hotel/Resort.

Commission agreements must be on/by contract with the hotel/resort and the car rental company based on a net/sales price agreement. Commissions between the above written and the sole individual/employee of the Hotel/Resort is strictly prohibited.

Payment to the room account is always on a first priority.

Procedure

3. Greeting and assistance:
"Good morning/afternoon/evening (name of guest) how are you today? How may I assist you?"
4. Guest would like to rent a car or motorbike:
"What type of car do you prefer (type of cars available)?"
"How many people would you be?"
"Do you prefer manual or automatic?"
5. Present the car fleet guide from the car rental company:
"(Name of guest) you can choose your desired car from this fleet with the price per day."
6. Guest has selected a type of car:
"You have chosen (name of car), (automatic/manual) for (number) day(s), is this correct?"
7. Informing the guest about the insurance:
"May I inform you regarding the insurance; (name of company X) offers the (type of insurance coverage) insurance at RUPIAH (amount) per day, would you like to take this safest option?"
"For motorbike rental, it doesn't include any insurance, there is a possibility that charges between (number) to (number) are asked for."
8. Ask the guest what time they prefer to make an appointment with the car rental company
"(Name of guest) at what time do you need your car/motorbike?"
9. Call to book the arrangement.

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Re-confirmation of Flights/Amendment of Flights		

Objective

This SOP shall ensure that guests are able to reconfirm their air tickets or amend a scheduled flight.

Procedure

3. Greeting and assistance:
 "Good morning/afternoon/evening (name of guest) how are you today? How may I assist you?"
4. Guest would like to re-confirm his/her air ticket:
 "(Name of guest) do you have the reservation number/code of your flight ticket?"
 "Could I have your air ticket please?"
5. Call to re-confirm with the airline and ask if guest would like to check through their luggage in case they have a connecting flight:
 "(Name of guest), would you like me to check the option of checking through your luggage?"
6. Check with the airline staff to check through their luggage:
 Possible; "You can check through your luggage, the allowed weight can not exceed (number) kg per person."
 Not possible; "I am very sorry (Name of guest) you can not check through your luggage because your international airline does not have a connection with (name of airline used) airline."
7. Confirmation:
 "(Name of guest) your flight is confirmed."

Individual text

10. Farewell
 "Thank you very much and have a very pleasant day."