

11/20/2018



SPHM
HOSPITALITY

SPHM – F.O GUEST TRANSACTION S.O.P



By: | Agustinus Agus Purwanto, SE MM



E.O Guest Transaction S.O.P

 <p>SPHM</p>	STANDARD OPERATING MANUAL	SPHM-FO-SOP-INDEX	
		Effective:	
AREA Front Office Department	PROCEDURES General	Agustinus Agus Purwanto, SE MM	

Code

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	STANDARD OPERATING MANUAL	SPHM-FO-SOP-001
		Handling of Reservation Request
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure the efficient handling of reservation request(s).

Standard

- Every reservation request(s), arriving by verbally, mailed, faxed or e-mailed are promptly administered within 24 hours.
- Every requested reservation(s) for accommodation are to be confirmed by mail, fax or e-mail, never verbally.
- Every requested reservation for accommodation which is unable to book or confirm has to be notified to the requester written by mail, fax or e-mail within the same day.
- Every verbal accommodation request(s) must be replied in writing.

Procedure

1. When a reservation reaches the Reservation Office, Reservation Officer keys-in all information accurately and ensures that all the detail is filled-in.
2. Check availability for the dates requested and make sure the information is complete.
3. Always checks guest's profile before keying-in and replying.
4. Check applicable rate to corresponding market segment, if not applicable or permitted, offer promotion rates or packages, available during the requested period of stay.
5. Collect all necessary information.
6. Ask for flight details, if not mentioned on the mail, fax or e-mail.
7. Offer airport transfer services and costs.
8. Reply to all requests within 24 hours of receipt (local fax replies within 3 hours).
9. Reference the guest's name, date requested, confirmed rate, guaranteed or non-guaranteed status.
10. Block accommodation(s) as required.
11. Ensure that all special requests or requirements are clearly noted on the reservation record.
12. Copy only the confirmed reservation to Front Office.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-002
		Handling of VIP Reservation Request
AREA	Reservation	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure the efficient handling of VIP reservation request(s).

Standard

- VIP reservation requests are processed accurately and are clearly marked to ensure that VIP guests of the Hotel/Resort are properly recognized by all associates.
- Special requests and requirements are noted on the reservation record and requested or preferred accommodation is to be pre blocked (if applicable).
- VIP status given to guests by the Executive Management and Owners, VIP complimentary authorization is initiated as needed by the person approving the VIP status.

Procedure

1. When a reservation request reaches the Hotel/Resort in writing by mail, fax, e-mail, ensure that all information needed is provided.
2. Check for availability of accommodation and rate requested.
3. Administer reservation and input into PMS. If information is incomplete, Reservation Manager is to contact the contact person by obtaining the missing data.
4. Print a hard copy of the reservation and file it accordingly. Copy of reservation from Reservation to Front Office.
5. Mail, fax or e-mail a confirmation letter to the guest or company, to acknowledge the receipt of request and to confirm the accommodation(s) as booked.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-003
		Complimentary Reservation Request
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure the efficient handling of complimentary bookings/reservation request(s).

Standard

Procedure

1. When receiving a complimentary reservation from the department/person concerned, proceed as the following:
2. Fill-in the form duly, and sign it by the General Manager.
3. Double check on special remarks indicated by the authorizer.
4. Add the rate code as "COMP" and the "Market segment" as "COMP" into the PMS.
5. Proceed with the regular reservation procedure.
6. Copy of reservation from Reservation to Front Office.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-004
		Keying-In of Reservation Details
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure all relevant information has been keyed-in into the PMS.

Procedure

1. Complete all internal reservation requests within 24 hours of receiving.
2. Reservations Department files all reservations. All agents concerned to all reservations of that day have to be contacted.
3. Input the internal reservation into the PMS.
4. If a company or agency name is listed, type it in the appropriate line.
5. Type in the last and first name of the guest. If they have stayed at the Hotel/Resort before remark as appropriate in the guest's profile. If guest profile does not exist, create a new one.

Input the following information:

- o The arrival and departure date, room type, rate, check-in and check-out time (if known), transportation (if known),
- o Source of business (field is to be coded to the source who booked the reservation),
- o Enter contact name and phone number,
- o Deposit payment has to be issued through either the credit card authorization form Faxed/mailed or deposit payments by wired bank transfer to the source concerned. The reservation cannot be confirmed unless deposit payment has been received by the Hotel/Resort.

6. Always places the original or/and associate's initials in the reservation.
7. Follow through with any special request. I.e.; Extra bed, honeymooner, transportation etc.
8. File according to arrival date and process with the payment follow up in coordination with FI Department.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-005
		Overbooking
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

The Hotel's/Resort's Reservation associate has the responsibility to maximize occupancy not only by using sound yield management, but also by overbooking the Hotel/Resort to "reasonable" extends.

Standard

The Reservation associate uses guest experience in the marketplace and needs also to know arrival and departure patterns for certain heavily booked periods. The Reservation associate has a strong sense for how many rooms the Hotel/Resort ought to overbook in order to achieve the best possible occupancy.

On the day itself, Front Office Manager and respective associate, closely monitors the occupancy status for that night and "open" and "close" as necessary, booking the Hotel/Resort to capacity, by cancelling deadline reservations, giving priority to wait listed guests, requested extensions, and regular guests.

Procedure

- Reservation associate overbooks the Hotel/Resort on every opportunity possible. Keeping a close eye on arrival and departure patterns and historical pick-up by groups staying at the Hotel/Resort, through heavily booked periods/nights.
- Associate releases deadline reservations at the appropriate time and takes additional reservation if possible.
- Gives priority to wait listed guests and those requesting an extension over a regular reservation request.
- Coordinates with other, comparable Hotels/Resorts of equal level to have accommodations reserved for guests that are to be relocated.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-006
		Guest Name Amendment in Reservation Folio
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP is to ensure that amendments of guest names concerning reservation records are according to standard.

Procedure

1. To change names in a reservation associate needs to select another profile for the reservation. Associate shall not change names in existing profiles.
2. Types in the new guest name. If the system prompts an existing profile for that guest associate selects such.
3. If there is not an existing profile, a new profile is to be created.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-007
		Cancellation of Room Reservation (Travel Agencies)
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure the proper cancellation procedure of all Travel agent bookings.

Procedure

1. Upon receiving of a cancellation by telephone, mail, email or fax, Reservation Officer must check the cancellation policy such as cancellation dates (based on contract rates for agencies), no-show policy etc.
2. Travel Agencies must notify the Hotel/Resort regarding a cancellation of a reservation.
- 3.

Cancellations received within the applicable cancellation period (non-chargeable)

1. If cancellation of a reservation has been received within the applicable cancellation period where the agency is not to be charged, the Hotel/Resort will acknowledge, stamp and return the fax to the agency.
2. Reservation is to be taken out of the system entirely, reservation documents is kept in the respective cancellation file for recording purposes, copy issued to Front Office and FI Department.

If cancellation has been received outside of the applicable cancellation period (chargeable)

1. If cancellation of a reservation has been received outside of the applicable cancellation period where the agency is to be charged for, the Hotel/Resort will notify the agency of an applicable charge/penalty (depending on contract agreements by the Hotel/Resort and the agency).
2. Reservation is to be taken out of the system entirely, reservation documents is kept in the respective cancellation file for recording purposes, copy issued to Front Office and FI Department, FI Department is to follow up with the agency to receive the payment from the agency as per Hotel/Resort policy.
3. FI Department must coordinate with Front Office for the speedy receive of such payments.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-008
		Reservation Filing System
	AREA Reservation	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP is to ensure that daily processed documents of Front Office and Reservations are kept neat, tidy, systematically and labeled appropriately.

Procedure

- After processing reservation documents, files etc, associate keeps all files in designated hanging files, drawers and sections.
- All individual group reservations are filed in the Group file Cabinet/Shelve running by date order and Box file.
- All FIT reservation requests are filed in the Reservation File Cabinet/Shelve running by chronological order.
- The current month is always on top/in front.
- Associate files according to arrival dates.
- Cancelled reservations are filed in 'No Show/Cancellation' File, each day.
- Cabinet/Shelve is refurbished at the beginning of each month.
- All reservation correspondence must be completed and filed the end of each day.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-009
		Expected Arrival Reservations
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP is to provide an efficient and personal reservation service and to obtain accurate, detailed guest reservation/arrival information.

Procedure

1. Reservations for the next day must be re-checked by the Reservation Officer not later than 16:00 one day before arrival, and ensure the following:
2. Obtains guest name, records caller's name and phone number.
3. Ensures if client is a returning guest or not.
4. Checks arrival date & number of nights.
5. Checks room type (smoking or non-smoking) and special requests (linked to guest profile).
6. Checks number of guests, adults and children (if applicable).
7. Checks market segment & room rate.
8. Checks flight details and arrival time (if applicable).
9. Checks method of payment and/or "guaranteed method".
10. Checks that guests are informed of the hotel's cancellation policy prior to arrival.
11. Checks reservation/confirmation number. Copy of confirmation must be sent to a guest via fax, mail or e-mail prior to guest arrival and according to the Hotel's/Resort's policy.
12. Checks that reservations through agencies are acknowledged and confirmed and that transportations are organized.
13. Checks that additional services have been offered such as transportations, pre-ordered private mini-bar requests, transportation spa treatment bookings or F&B reservations.
14. Expected arrival reservations are handed to Front Office Management at the end of the day (depending on operation).

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-010
		Shift Hand-Over
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP is to give basic guidelines relevant to shift hand-over.

Procedures for Shift Hand-Overs

1. SPHM policy: Every pre-shift briefing ends with a debriefing at the end of each shift.
2. All relevant, accurate information between associates as and shifts are communicated.
3. All relevant information is logged/recorded and used for every shift hand-over, assist with notice board and visual aid.
4. Manager/Supervisor ensures that entries are neat, tidy and logged on the appropriate day along with signature and time of entry.
5. Manager/Supervisor keeps entries concise; only relevant information it to be recorded. If required.
6. Entries may need special attention to follow-up by the next shift(s).
7. VIP requests and follow ups are handled on a first priority basis.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-011
		Reservation Review before/upon Arrival
	AREA	Prepared by: Agustinus Agus Purwanto, SE MM
	Reservation	

Objective

This SOP is to ensure that every reservation is verified by the Reservation Department and has been booked accordingly.

Procedure

- Reservation Department reviews all reservation with emphasis on third party reservation sources.
- Reservation Department reviews each reservation for returning or first-time guests.
- Reservation Department checks that the rate corresponds with the Market Code/Rate Code.
- Reservation Department checks that preferred rate corresponds with the Company/Travel Agent Profile.
- Reservation Department verifies that spelling of name and title is correct.
- Reservation Department checks that room type corresponds with the room code.
- Reservation Department ensures that all duplicate reservations are reviewed and researched.
- All special codes are abbreviated.
- Reservation Department ensures that correct number of person and age is corresponding with room occupancy status and special requirements for bedding and amenity requirements is set.
- If a person has booked more than one room, associate ensures that each reservation has a separate profile. Reservation Department ensures that remark fields are placed, inquiring the name(s) upon check-in for all rooms and how the payment is to be settled. Associate shall inform if guests would like to be located on the same floor.
- In general, reservation above a certain room quantity (depending on SPHM policy) is forwarded to the Sales & Marketing Department for further follow-up.
- Reservation Officer files the reservation report accordingly and systematically.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-012
		Occupancy Forecast
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

The primary function of a forecast is to inform all Departments of the Hotel/Resort, including the Management Company and Owners of the Hotel/Resort, to anticipate future business trends so that appropriate and effective action, where necessary, can be taken.

Procedure

- The Hotel/Resort produces the following forecasts, as a minimum:
 - Weekly Forecast
 - Monthly Forecast
 - Three-monthly Forecast
- The Reservation associate prepares a weekly forecast that is issued preferably on the first day of the week.
- Before the end of each month, a monthly and 3-monthly forecast is due. The monthly forecast not only includes room's occupancy and rate information, but follows the format of the summary sheet of the monthly profit and loss statement.
- The reservation associate prepares data by certain dates, day-by-day occupancy, and numbers of guests, arrivals and departures. Daily/Monthly average rate and the to-date pick-up within existing group blocks.
- The Front Office Manager reviews this data and determines forecasted room occupancy and rates, further a breakdown of day-by-day occupancy and by market segment for the next 90 days.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-013
		Rate Documentation
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that any discounts or discount programs, allotment, packages, special rates, barter agreements, wholesale free-sale programs, etc., are carefully and concisely documented.

Procedure

- Sales and Marketing Department initiates special discounts and special programs and issues a form that specifies the terms and conditions on contract rates & agreements.
- Sales and Marketing Department distributes contract rate to Reservation department, Front Desk and FI Department.
- The authorized, signed form is distributed to all Departments concerned, which keep the forms neatly organized, available and accessible to all employees.
- Reservation associate, Front Desk associate and Accounting Officer review every newly issued Contract Rate as they are received and file them for easy reference.
- Departments do not receive contract rates that are not signed by the Owner's Representative or General Manager and the parties involved.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-014
		FIT Wholesale Reservations
	AREA Reservation	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure the correct opening of guest and agency account folio and payments, in conjunction with FIT wholesale reservations.

Procedure

1. For FIT wholesale reservations where the guest has prepaid the trip to the travel agency, the agency will issue a room reservation to the Hotel/Resort. Room Accommodation folio and guest incidentals folio are separated since the guest has, in most cases, already paid the room accommodation, the guest is responsible for paying their own incidentals (F&B, Spa, Mini-Bar, telephone expenses, laundry, etc.).
2. Reservations Department checks availability and rate available.
3. The correct agency profile must be attached to the reservation documents.
4. Room charge is never shown to the Fit guests upon arrival on registration card and neither on check-out. The guest will only receive their own incidental payment statement.
5. Front Office is to follow up in coordination with FI Department for the agency payment within their deadline (stated in the contract).

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-015
		GIT Group Reservation
	AREA Reservation	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure to identify proper group accounts and reservation processes of GIT group business, authorized to handle by the Hotel/Resort.

Procedure

- Coordinate with the Sales & Marketing Department for approved authority to handle a GIT Group request received by the Hotel/Resort directly.

If permitted

- Reservation Department identifies room availability and capacity.
- Period of stay.
- Room type, number of rooms.
- Room rate, market code and group profile.
- Method of group payment and account.
- Trace of follow-up deposit payment.
- Follow up on special group requests (F&B Arrangements, Meeting Arrangements, Transportation, Pre-booked Spa treatment and private Mini-bar, etc).

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-016
		Pre-order Procedure of personal Mini-Bar Items (prior to Arrival)
	AREA	Prepared by: Agustinus Agus Purwanto, SE MM
	Reservation	

Objective

This SOP shall ensure the smooth reservation process from ordering and billing of pre-ordered personal mini-bar product(s) prior to guest arrival.

SPHM Policy

- It is the policy of all SPHM properties to provide a pre-ordered personal mini-bar product service available to all guests prior to arrival to the Hotel/Resort.
- An updated in-house **Wine/Spirit List by bottle and a Cigar menu** is available at the Reservations Department and at the Corporate Sales & Marketing Office.
- All prices are fixed, excluding of the applicable service charge and tax and subject to availability on the market.
- Pre-ordered personal mini-bar product service is only available in conjunction with room accommodation booked and with a confirmed reservation status (*most likely a guest will not cancel a booking if he/she has already paid for it*).
- During the order process of private mini-bar items, the item(s) is to be checked before the quotation is being offered.
- Pre-ordered personal mini-bar product service is not available in conjunction with travel agencies or any other third party distribution channels. Guest must book through the Hotel/Resort directly.
- Special products besides the regular, internal lists are subject to availability and delivery times.
- With every Reservation Quotation sent by the Reservations Officer, an additional Private Mini-bar Item Selection is attached.
- All Private Mini-bar Items are available on the Hotels/Resorts webpage, bookable in conjunction with the Hotel/Resort Booking Engine.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-016
		Pre-order Procedure of personal Mini-Bar Items (prior to Arrival)
	AREA	Prepared by: Agustinus Agus Purwanto, SE MM
	Reservation	

Procedure

- Confirmed mini-bar product(s) (after receiving of the deposit) is issued on a “personal mini-bar product request” form by the Reservations Department to the Purchasing Department immediately (the below mentioned points are used by the Reservations Department for all inquiries);
- Item description / Name of Product
- Quantity of Order (certain import products from overseas may exceed 10-14 days of delivery, thus Reservations Officer shall inform the guest accordingly)
- Net price (incl. VAT)
- Date of purchase** (important to note since bookings fall into longer periods)
- Reservation no
- Guest name
- Special Items need to be quoted individually, all applicable transportation charges are to be fully paid by the customer
- A copy of the form is filed in the guest arrival trace file, but **14 days in advance for follow-up!**
- Reservations Department will key-in the data into the PMS.

Pre-order Procedure of personal Mini-Bar Items (prior to Arrival)

- Setup time (set 2-3 hrs in advance in the guest's room) of product is communicated by the Reservations Department to all Departments concerned (*Front Office, Housekeeping, F&B etc*) by memo/note:
- Arrival time and date (if known, if not, standard check-in time of the hotel is used)
- Guest name and room number
- Product, quantity and setup style or additional equipment (bottle opener etc)
- 14 days before guest arrival, Front Office will double-check the product traced and deposited, that the purchase process has started/initiated by Purchasing.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-016
		Pre-order Procedure of personal Mini-Bar Items (prior to Arrival)
	AREA	Prepared by: Agustinus Agus Purwanto, SE MM
	Reservation	

Payment Terms

- Deposit payment of 50% applies to all products. Deposit must be paid together with the sent credit card authorization form, bank details (for wired bank transfers), or if locally pre-paid at the Hotel/Resort, in cash.
- Guest will receive a confirmation status after a successful deposit payment has been received by the Hotel/Resort.
- Full payment of product is received either upon arrival.
- Deposited/Purchased products are non-refundable regardless of cancellation policies of accommodation etc.
- The remaining payment of the consumed, respective mini-bar product(s) must be listed on the final payment statement, sent one day in advance to the guest room prior to departure.

FIT Bookings

- Deposit payment is send together with CC authorization form, or for wired bank transfer with the bank details, or if locally pre-paid at the Hotel/Resort, in cash.
- Travel agent request for personal mini-bar product is not applicable.

Calculation of Special Items (overseas/Imported directly to the Hotel)

- Cost of Product in IDR + Transportation Charge in IDR (regular/Express/FedEx/UPS etc) + Custom/Tax in IDR + 30% profit based on the total cost.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-017 Room and Rate Availability Process Diagram
	AREA	Prepared by:

Reservation

Agustinus Agus Purwanto, SE MM

Objective:

The availability status of room and rates is checked prior to the acceptance of a reservation and callers are always given accurate information when requiring about the Hotel's room or rate availability.

Procedure

1. Ensure that room type and rate requested is available for a prior reservation.



2. In the event that the requested room types (i.e., Superior, Suites etc.) are not available, attempt to sell other available room types.



I'm very sorry Sir/Madam (use name whenever possible); the Superior Room is not available within your requested period, and we do have the Villa and Suite available, the rate is ... /room /night including of breakfast for two people.



3. When a certain rate category is not available explain benefits of the available rate categories and endeavor to accommodate the caller's needs; never lose a sale because of a rate without checking with the Front Office Manager for an exception.

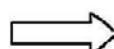


4. When a reservation request is made for dates the hotel is booked to full capacity, offer earliest available dates;



"I am sorry, Sir/Madam (use name whenever possible). Our hotel is booked to full capacity on the (date). We do have rooms available, however, on (available dates)."

5. If offered, dates do not accommodate the guest's needs, suggest and give telephone number of a Dara sister Hotel/Resort that does have availability, Record such "lost" reservations. (In case another DHR property is located nearby / in the area.



I am sorry sir/madam. During this period we can not accept any reservation, would you mind me to recommend you one of our sister Hotels/Resorts?



Thank the guest for calling;
Thank you for calling (name of DHR property).

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-018 Handling Telephone Reservation Requests Process Diagram
AREA	Reservation	Prepared by:

Objective

All telephone requests for reservations are efficiently taken; using the caller's name at every opportunity and all information is directly recorded in the computer reservation format. The client is always given a confirmation number and all information before the call ends within a response time of 24 hrs. .

Procedure

When a reservation request is made by telephone, speak clearly and procure all information required prior to confirming a reservation:



"Good Morning/Afternoon/Evening, this is the Dara.... Reservations Department, (Associate's name) speaking how may I assist you?"



For making a reservation, associate requires the guest's information as below



Arrival & Departure Date: Ensure that the day of arrival and departure does not conflict with a sold-out date.



"May I have your arrival date please? How long do you plan to stay sir/madam (use the guest's name if known)?"

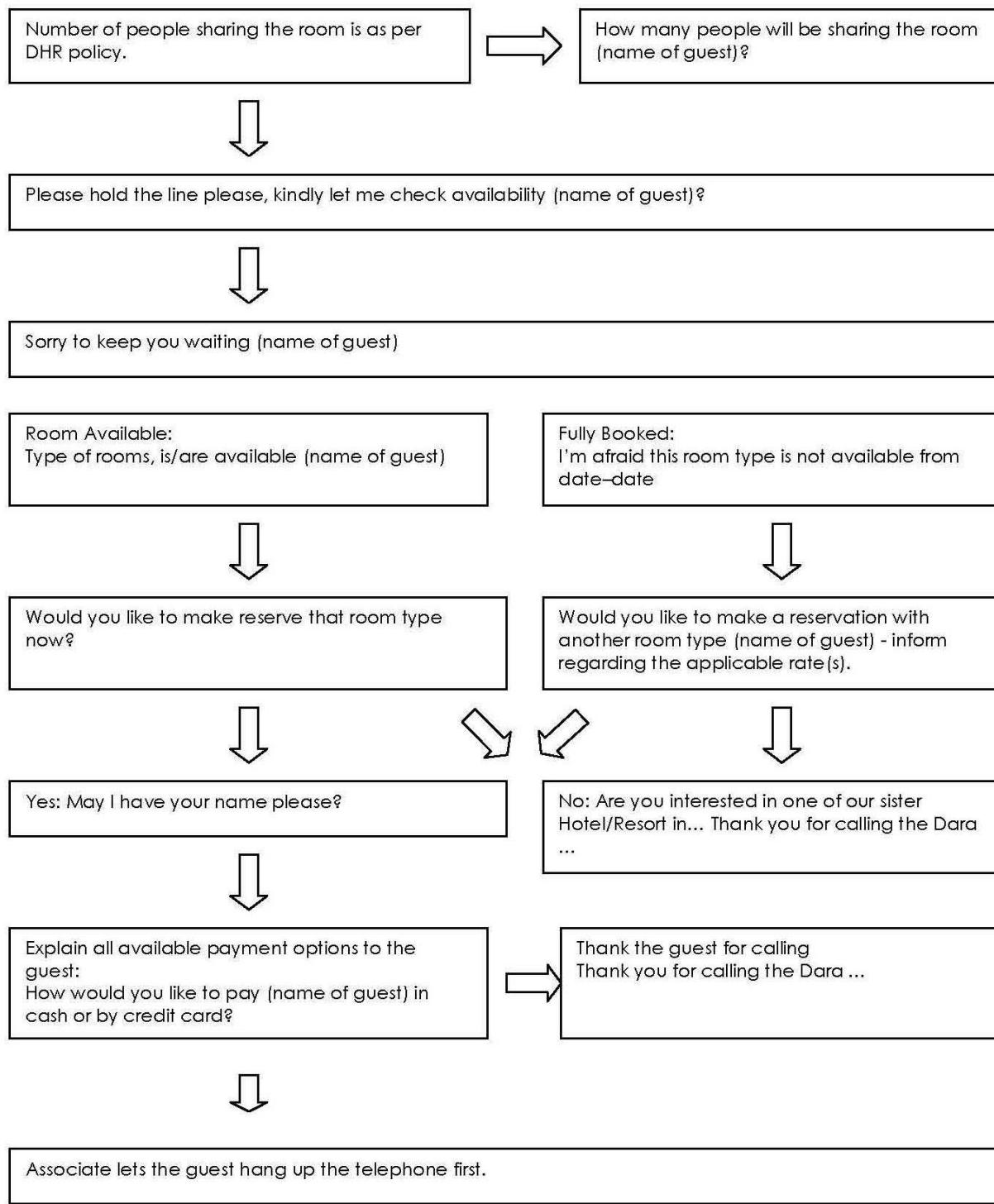


Accommodation Type: Type of room(s) and rate confirmed to guest. Ensure of room and rate availability prior to confirmation of specific accommodations.



"What kind of room would you prefer sir / madam? Superior/ Dara Villa/ Deluxe Suite, is US \$... net / room / night included a la carte breakfast for 2 persons

	STANDARD OPERATING MANUAL AREA Reservation	SPHM-FO-SOP-018 Handling Telephone Reservation Requests Process Diagram Prepared by: Agustinus Agus Purwanto, SE MM
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	STANDARD OPERATING MANUAL	SPHM-FO-SOP-018 Handling Telephone Reservation Requests Process Diagram
AREA Reservation		Prepared by: Agustinus Agus Purwanto, SE MM

After a reservation is made, guest will get a confirmation letter via email or fax within 24 hours.



Make a reservation and put the guest's data in the system/profile.



Stamp fax-out or e-mail and input the date and keep it on the reservation trace file.



Associate has to ensure that the reservation is made in the room status or room plan



Copy all reservation details to front office for reference.

 <p>SPHM-FO-SOP-040</p>	STANDARD OPERATING MANUAL	GSA Tasks (Morning Shift)
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

General

It is the responsibility of the GSA to ensure a high level of guest satisfaction, by dealing with guests in a courteous and professional manner, answering questions and dealing with problem efficiently and effectively.

Scope of work concerning morning shift is as below listed and may vary with/in other SPHM properties depending on operation.

A complete and more detailed job description for GSA's is available as per separate Job Profile document.

Tasks

1. Reads and follows-up with the GSA log book.
2. Handles all messenger tasks.
3. Takes care of working area for cleanliness and tidiness.
4. Sends used cold towels back to H/K for cleaning.
5. Makes new cold towels.
6. Makes sure that the wireless is used.
7. Checks F/O, forms stationeries are not missing or out of stock.
8. Prepares weekly store requests.
9. Cleans welcome drink glasses and ashtrays at the lobby.
10. Checks documents for departure 'today' and 'arrival today'.
11. Prepares key cards and welcome drink coupons for arrival guests.
12. Checks-In and Checks-out guests.
13. Deals with guest complaints and requirements on a regular basis.
14. Follows-up with work from the log book.
15. Hands-over shift to the next shift.
16. Handles the cashier shift drop.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-041
		GSA Tasks (Afternoon Shift)
AREA	Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

General

It is the responsibility of the GSA to ensure a high level of guest satisfaction, by dealing with guests in a courteous and professional manner, answering questions and dealing with problem efficiently and effectively.

Scope of work concerning afternoon shift is as below listed and may vary with/in other SPHM properties depending on operation.

A complete and more detailed job description for GSA's is available as per separate Job Profile document.

Tasks

1. Reads and follows-up with the GSA log book.
2. Handles all messenger tasks.
3. Takes care of working area for cleanliness and tidiness.
4. Cleans welcome drink glasses and ashtrays at the lobby.
5. Makes new cold towels.
6. Follows-up on works related to the log book.
7. Checks documents for departure 'today' and 'arrival today'.
8. Checks-In and Checks-out guests.
9. Deals with guest complaints and requirements on a regular basis.
10. Assigns rooms for all 'arrival the next day'.
11. Issues complimentary requests for fruit baskets to kitchen.
12. Issues complimentary requests for honeymooner to H/K.
13. Issues complimentary requests sparkling wine to service.
14. Prepares bill and supporting bills for 'departures the next day'.
15. Prepares farewell letter for 'departures the next day' and sends-out 'express letters' to guest rooms.
16. Hands-over shift to the next shift.
17. Handles the cashier shift drop.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-042
		GSA Tasks (Night Shift)
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

General

It is the responsibility of the night GSA to track all room revenue and to compile information for the Hotel's/Resort's financial record. GSA tracks room revenue, occupancy percentage and other front office operational statistics. GSA prepares cash summary, and credit card activities reflecting the Hotel's/Resort's financial performance for the day. GSA posts room charges to guest accounts including guest transactions not posted during the day by the Front Office Cashier. GSA processes guest charge vouchers and credit card vouchers, verifies all accounts are posted and balanced during the day by the Front Cashiers, monitors the current status of coupons, discounts and other promotional programs.

Scope of work concerning night shift is as below listed and may vary with/in other SPHM properties depending on operation.

A complete and more detailed job description for GSA's is available as per separate Job Profile document.

Tasks

1. Reads and follows-up with the GSA log book.
2. Handles all messenger tasks.
3. Takes care of working area for cleanliness and tidiness.
4. Cleans welcome drink glasses and ashtrays at the lobby.
5. Makes new cold towels.
6. Follows-up on works related to the log book.
7. Prepares welcome letter and registration cards for all 'arrivals the next day'.
8. Checks-In and Checks-out guests.
9. Checks posting journal, separated by Department and T/A code.
10. Monitors the current status of coupons, discounts and other promotional programs.
11. Tracks room revenue, occupancy percentages and other F/O statistics.

12. Prepares cash summary, checks credit card activities.
13. Checks room rate and packages and ensures that everything is correct before running all room charges by PMS system.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-042
		GSA Tasks (Night Shift)
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

14. Ensures that no more due-out rooms are left in the system.
15. Prints-out telephone reports.
16. Runs the automated close-down procedure of the PMS system.
17. Checks room charge journal that room rates run into every room, with the correct amount.
18. Closes the 'actual day' in the PMS system.
19. Prints reports before closing the 'actual day'.
20. Prepares the management reports for all management and department heads.
21. Hands-over shift to the next shift.
22. Handles the cashier shift drop.

 <p>SPHM-FO-SOP-043</p>	STANDARD OPERATING MANUAL	Check-in Procedure (Front Desk)
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that the all standards are accomplished and the smooth check-in is guaranteed.

Procedure

1. Guest is welcomed by the Asst. Concierge at the bell stand: "Good morning/afternoon/evening, my name is Mister / Madam (name of Asst. Concierge), welcome to Sun Paradise Hotels." Guest and luggage is directed to the lobby immediately by Asst. Concierge and bell boy.
2. Check-in time is 14:00.
3. Guests are acknowledged by providing eye contact, "Selamat" and welcoming the guests to the hotel by saying "Welcome to (Name of Hotel or Resort). Do you bring a reservation voucher with you?"
4. Scented cold towel is offered and the free refreshment counter is shown to the guest.
"May I offer you a refreshing cold towel?"
5. Beverage counter consists of fresh ice water, 1 fresh herbal tea and 1 fresh juice. Assistance from GSA is offered.
6. Passport copy and credit card imprint are required from every check-in with or without paid reservation

Remark: Some guest(s) may not understand to hand the credit card at the front desk for imprint/guarantee although the room has been paid already, thus associate explains the guarantee policy of the Hotel/Resort. "May I have your passport for copy and reference purposes and your credit card for imprint/guarantee?"

7. If address has been printed, associate inquires whether the pre-printed details are correct; "Is your pre-printed address correct?"
8. Bed type, smoking/non-smoking are reconfirmed.
9. Guests requests made upon reservation are acknowledged and reconfirmed.

 <p>SPHM-FO-SOP-043</p>	STANDARD OPERATING MANUAL	Check-in Procedure (Front Desk)
	AREA	Prepared by: Agustinus Agus Purwanto, SE MM
	Guest Service Agent	

10. If anything that has been requested (but not confirmed) is unavailable at the time of check-in, associates let the guest know and propose alternatives if applicable.
11. Room number and rate are indicated in writing only.
12. If the requested guest room is not yet available, associate proposes a solution.
13. Confirm booking information; check-in date, check-out date, room type, room rate and special request: "You have confirmed an xxx room, non-smoking for x nights from xx of September to xx September 2014. The rate is IDR/USD net/+++ per night, including of breakfast for xx person."
14. GSA makes at least one attempt to upgrade the guest to a higher room category. (GSA checks the room availability).
15. Signing of the registration card: "Could you fill-in the registration card with your signature here, please?" (Only Hotel pen is used).
16. GSA informs guest(s) regarding transportation. "If you would like to have a limousine to the airport, or somewhere else, or if you would like to go on an excursion, please contact our concierge in the lobby."
17. Return passport and credit card to the guest; "This is your passport and your credit card (name of guest), thank you very much."
18. Give the key card to the guest(s); "This is your room key card, please show it to our security guard when you are entering the hotel at the night time. (Safety reason). For your luggage our associate will take it to your room immediately."
19. Escort guest(s) to the room; "Kindly follow me (name of guest)". Introduce all services and facilities available in the Hotel/Resort;
20. "Our hotel has xx restaurants, explain operating hours. A la carte/buffet breakfast is available from xx to xx. There is a surcharge of IDR 585,000++ for serving breakfast to the room (Suites and Executive Floor excluded. Room service is xx hrs available. For your relaxation, Paradise Spa offers xx therapies and a beauty salon, explain operating hours. The swimming pool is located xx, explain operating hours. Explain internet availability, operating hours of shops/galleries and all other facilities and services.

21. GSA shows the room and how to use all equipment. (AC, lighting, electricity, mini-bar, coffee and tea making facilities and the safety box etc.);

"Our room provides individually controlled air condition, the electricity is 220 volt. This is the minibar and coffee and tea making counter/tray etc. If you want to send laundry, the laundry list and bag are in the wardrobe as well as the safety box. Over here is the Room's Directory with all necessary

 <p>SPHM-FO-SOP-043</p>	STANDARD OPERATING MANUAL	Check-in Procedure (Front Desk)
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

information provided for your review. For any further inquiries you may have, please contact our operator 24 hrs by dialing xxxx."

22. After completion of check-in; associates thanks guests for their loyalty and wishes a nice stay; "I wish you a very pleasant stay at our Hotel/Resort", followed by a "wai".

Remark

For **Sun Paradise Hotels, Resorts & Spa**, all guests are offered a "personal check-in in the room".

Passport copy and copy of the receipt of the reservation voucher have to be done at the front.

For **Sun Paradise Hotels, Resorts & Spa**, all guests are offered a "personal check-in in the mini" van prior to arrival to the hotel. Passport copy and copy of the receipt of the reservation voucher have to be done at the front.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-044
		Check-in Procedure in Transit (at the Airport)
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure the smooth checking procedure at the airport on arrival of guest(s).

Prior to guest pick-up, the following arrangements must be completed:

- Car is spotless, washed and cleaned thoroughly, carpet floors are vacuumed, windows are cleaned and the van/limousine has a decent smell.
- All refreshments (including equipment; ice bucket, cooler etc) are set in the van/limousine. Bottled water and cold towel must be available.
- If guest check-in in transit is requested, all necessary (check-in) documents are prepared beforehand and equipment is set in the car. Room number must be assigned prior to guest check-in.
- Guest luggage tags must be filled-in with guest name and room number.
- The GSA or person accompanying the guest must have the resort's mobile phone with him/her.
- Brochure from the Hotel/Resort is displayed in the car, newspapers are ironed, no other magazines and advertising other then Sun Paradise Hotels are allowed and music CDs are available.
- Hotel/Resort Board with guest name is ready in the car.

Procedure:

1. Guests are acknowledged by providing eye contact, "Selamat" and welcoming the guests by saying "Good morning/afternoon/evening. Welcome to (name of location), (name of guest). How was your flight?"

2. GSA helps guest(s) with the luggage and confirms the number of luggage back to the guest(s). "You have xxx pieces of luggage, is that correct?" Then, the driver takes care of the luggage and tags it accordingly.
3. GSA escorts the guest to the limousine/mini-van etc.
4. Driver opens the passenger door for the guest(s) and promptly loads the luggage.
5. GSA offers refreshments and cold towel, the choice of international newspapers and the SPHM brochure of the Hotel/Resort.
6. GSA asks the guest(s) for their audio preference and whether they would like to listen to music or not. (Private person/group only, no music is offered if more than one group is accommodating the transport).

 SPHM-FO-SOP-044	STANDARD OPERATING MANUAL	Check-in Procedure in Transit (at the Airport)
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

7. GSA confirms booking information; check-in date, check-out date, room type, room rate and special request: "You have confirmed an xxx room, non-smoking for x nights from xx of September to xx September 2014. The rate is IDR/USD net/+++ per night, including of breakfast for xx person."
8. GSA makes at least one attempt to up-sell the guest to a higher room category. (GSA checks the room availability).
9. Signing of the registration card: "Could you fill-in the registration card with your signature here, please?" (Only Hotel pen is used).
10. GSA informs guest(s) regarding transportation. "If you would like to have a limousine to the airport, or somewhere else, or if you would like to go on an excursion, please contact our concierge in the lobby."
11. GSA asks for the passport to copy later on: "May I have your passport for our reference and your credit card for imprint/guarantee, (name of guest) and I will return the passport(s) to your room immediately"

Remark: Some guest(s) may not understand to hand the credit card at the front desk for imprint/guarantee although the room has been paid already, thus associate explains the guarantee policy of the SPHM Hotel/Resort.

12. GSA inserts the credit card into the machine and takes a blank imprint and hands the credit card back to the guest.
13. Upon arrival at the hotel, driver/Asst. concierge opens the door, assists with the luggage and confirms the number of luggage back to the guest(s): "Good morning/afternoon/evening my name is (name of Asst. Concierge). Welcome to Darasamui." "Please mind your head (name of guest)." Asst.

Concierge escorts the guest directly to the room. Bell person takes care of the luggage delivered to the guest room immediately.

14. Give the key card to the guest(s); "This is your room key card, please show it to our security guard when you are entering the hotel at the night time. (Safety reason.)"
15. Asst. Concierge farewells the guest and returns to his/her designated location: "Thank you very much for staying with us, I wish you a wonderful holiday at Sun Paradise Hotels."
16. Introduce all services and facilities available in the Hotel/Resort;

"Our hotel has xx restaurants, explain operating hours. A la carte/buffet breakfast is available from xx to xx. There is a surcharge of IDR 585,000++ for serving breakfast to the room (Suites and Executive Floor excluded. Room service is xx hrs available. For your relaxation, Paradise Spa offers xx therapies and a beauty salon, explain operating hours. The swimming pool is located xx, explain

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-044
Check-in Procedure in Transit (at the Airport)		
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

operating hours. Explain internet availability, operating hours of shops/galleries and all other facilities and services."

17. GSA shows the room and how to use all equipment. (AC, lighting, electricity, mini-bar, coffee and tea making facilities and the safety box etc.);

"Our room provides individually controlled air condition, the electricity is 220 volt. This is the minibar and coffee and tea making counter/tray etc. If you want to send laundry, the laundry list and bag are in the wardrobe as well as the safety box. Over here is the Room's Directory with all necessary information provided for your review. For any further inquiries you may have, please contact our operator 24 hrs by dialing xxxx."

18. After completion of check-in; associates thanks guests for their loyalty and wishes a nice stay; "I wish you a very pleasant stay at our Hotel/Resort", followed by a "wai".
19. GSA and Bell boy returns to the front desk to copy the passport(s) and returns them back to the guest room immediately.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-045
Check-in Procedure (in the Guest Room)		
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

Objective

This SOP shall ensure the smooth checking procedure in the guest room.

Preparation: GSA has to organize filled-out registration card, note pad, hotel pen, guest correspondence, scented cold towels, welcome drink, hotel brochure, completed key cards with welcome drink coupon(s), credit card terminal (manual) for imprints.

Procedure:

1. Guest is welcomed by the Asst. Concierge at the bell stand: "Good morning/afternoon/evening, my name is Moister / Madam (name of Asst. Concierge), welcome to Sun Paradise Hotels." Guest and luggage is directed to the room immediately by the GSA, Asst. Concierge and Bell boy.
2. Bell person assists with the guest(s) luggage and confirms the number of luggage back to the guest(s). "You have xxx pieces of luggage, is that correct?" Bell person is on standby.
3. GSA escorts the guest to the correct guest room, followed by the bell person.
4. Asst. Concierge farewells the guest and returns to his/her designated location: "Thank you very much for staying with us, I wish you a wonderful holiday at Sun Paradise Hotels."

5. GSA confirms booking information; check-in date, check-out date, room type, room rate and special request: "You have confirmed an xxx room, non-smoking for x nights from xx of September to xx September 2014. The rate is IDR/USD net/++ per night, including of breakfast for xx person."
6. GSA makes at least one attempt to upgrade the guest to a higher room category. (GSA checks the room availability).
7. Upon arrival in the guest room: Give the key card to the guest(s); "This is your room key card, please show it to our security guard when you are entering the hotel at the night time. (Safety reason)."
8. Signing of the registration card; "Could you fill-in the registration card with your signature here, please?" (Only Hotel pen is used).
9. GSA informs guest(s) regarding transportation. "If you would like to have a limousine to the airport, or somewhere else, or if you would like to go on an excursion, please contact our concierge in the lobby."
10. GSA asks for the passport to copy later on: "May I have your passport for our reference and your credit card for imprint/guarantee, (name of guest) and I will return it to your room immediately."

 <p>SPHM-FO-SOP-045</p>	<p>STANDARD OPERATING MANUAL</p>	<p>Check-in Procedure (in the Guest Room)</p>
<p>AREA Guest Service Agent</p>	<p>Prepared by: Agustinus Agus Purwanto, SE MM</p>	

11. GSA inserts the credit card into the machine and takes a BLANK imprint and hands the credit card back to the guest.

Remark: Some guest(s) may not understand to hand the credit card at the front desk for imprint/guarantee although the room has been paid already, thus associate explains the guarantee policy of the SPHM Hotel/Resort.

12. Introduce all services and facilities available in the Hotel/Resort;

"Our hotel has xx restaurants, explain operating hours. A la carte/buffet breakfast is available from xx to xx. There is a surcharge of IDR 585,000++ for serving breakfast to the room (Suites and Executive Floor excluded. Room service is xx hrs available. For your relaxation, Sun Paradise Spa offers xx therapies and a beauty salon, explain operating hours. The swimming pool is located xx, explain operating hours. Explain internet availability, operating hours of shops/galleries and all other facilities and services.

13. GSA shows the room and how to use all equipment. (AC, lighting, electricity, mini-bar, coffee and tea making facilities and the safety box etc.);

"Our room provides individually controlled air condition, the electricity is 220 volt. This is the minibar and coffee and tea making counter/tray etc. If you want to send laundry, the laundry list and bag are in the wardrobe as well as the safety box. Over here is the Room's Directory with all necessary

information provided for your review. For any further inquiries you may have, please contact our operator 24 hrs by dialing xxxx.”

14. After completion of check-in; associates thanks guests for their loyalty and wishes a nice stay; “I wish you a very pleasant stay at our Hotel/Resort”, followed by a “Selamat.....”.
15. GSA returns to the front desk to copy the passport(s) and returns them back to the guest room immediately.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-046
Check-Out Procedure (at the Front Desk)		
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

Objective

This SOP shall ensure the smooth and speedy check out of guests at the front desk, if check-out in the room has not been requested.

Preparation

All guests will receive the following information one day prior to their departure:

- Departure letter signed by the Front office Manager or Assistant
- Copies of all payment statements
- Offer of express check-out and Transportation arrangements
- The FO associates will ensure that all arrangements are ready to be processed and without delay the day of departure so that the procedure will not exceed 5 minutes. Assistance will be offered with the luggage, check-out time and transportation needs. The guest name is used at all times.
- For Sun Paradise Hotels, the GM/RM/EAM farewells every guest.

- For **Sun Paradise Hotels**, the GM/RM/EAM farewells every long-staying and VIP guest.

Standards

If transportation from the resort has been requested, the driver/bellboy must prepare the following before guest check-out:

- Magazines and Info from (Name of Property) plus one newspaper (ironed) is set in the car, carpets are clean and the van has a pleasant smell.
- Van/Limousine engine is turned on, air-condition is running with closed doors and windows and the refreshment box containing of cold towels and water is set in the car.

Procedure

1. Smile and eye contact with "Selamat....."
2. Greeting by saying; "Good morning/afternoon/evening. How may I assist you?"
3. "May I have your key card(s) and room number, please? I will inform the HK to check your minibar, could you wait a minute?"

 <p>SPHM-FO-SOP-046</p>	STANDARD OPERATING MANUAL	SPHM-FO-SOP-046
		Check-Out Procedure (at the Front Desk)
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

4. GSA offers assistance with the luggage. "Do you have any luggage? How many pieces do you have?" Bell person takes care of the luggage immediately.
5. If guests have booked transportation with us; "Your car is waiting for you (name of location) to transport you to (name of destination)."
6. While waiting, GSA calls the Management for farewell and asks about the guest's stay at the Hotel/Resort; "How was your stay with us?"
7. GSA points-out the guest book; "If you would like to leave a comment or feedback you may want to write it in our guest book."
8. GSA offers guests to make reservation for their next visit; "Do you have any plans to visit us again? Would you like me to make a new reservation for your next visit?"
9. If there is an additional consumption of mini-bar item(s), GSA posts the respective items and prints-out the final payment statement to show to the guest(s).
10. (GSA prints always two payment statements, one for the guest and the second one for Accounting, to close the shift and day).
11. "This is your bill, the total amount is IDR/USD xxxx.xx, could you kindly re-check again? (If done before)
12. If guest(s) agree, GSA asks for payment terms and signs the payment statement; "How would you like to pay (name of guest), by cash or credit card? May I have your credit card/debit card, please?"

13. The previous blank imprint is to be cancelled in front of the guest after acknowledgment of the guest.
14. GSA swipes the credit card through the CC terminal and asks guest to sign the payment statement.
"Could you check the amount and sign here, please, (name of guest)".
15. GSA stamps the signed and paid payment slip, and folds it nicely into a DHR envelope; "This is your payment statement and the copy of your payment slip (name of guest)".
16. GSA escorts the guest to the transport/entrance of the Hotel/Resort for farewell.
17. Bell boy/Driver confirms the number of luggage and puts them in the car.
18. Assistant Concierge farewells the guest and opens the door for them/him/her.
19. Assistant Concierge and Bell person thanks the guest(s) for choosing our property. "Once again, thank you for staying with us, we hope you did have a truly memorable holiday and we are looking forward to welcome you back at (name of property)."

 <p>SPHM-FO-SOP-047</p>	STANDARD OPERATING MANUAL	SPHM-FO-SOP-047
		Check-Out Procedure (at the Front Desk)
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP is to ensure the smooth and speedy check-out in the guest's privacy - in their room.

Preparation

All guests will receive the following information one day prior to their departure:

Departure letter signed by the Front office Manager or Assistant

Interim payment statement(s)

Guest feedback form

Offer of express check-out and Transportation arrangements

The FO associates will ensure that all arrangements are ready to be processed and without delay the day of departure so that the procedure will not exceed 5 minutes. Assistance will be offered with the luggage, check-out time and transportation needs. The guest name is used at all times.

For **Sun Paradise Grand** the GM/RM/EAM farewells every guest

For **Sun Paradise Hotels**, the GM/RM/EAM farewells every long-staying and VIP guest

Guest must make an appointment for the time and date of check-out by calling the front desk.

Equipment preparation

Payment statement, note pad, hotel pen, hotel envelop, hotel brochure, GPRS EDC credit card machine, calculator, credit card blank imprint, money for change, stamp-“Paid” and “Cash” and an ink pad.

Procedure

1. 15 minute prior to check-out time, GSA informs the Housekeeping Department to check the minibar in the respective room, without refilling of any items.
2. GSA will post all additional mini-bar item(s) into the payment statement.
3. 5 minutes prior to check-out time, GSA and Bell person go to the guest room with all equipment.
4. GSA softly knocks the door 3 times and identifies him/herself; “Good morning/afternoon/evening (name of associate), how are you, would you like to have your check-out now?”
5. GSA asks guest regarding the luggage; “How many luggages do you have?”
6. GSA makes a final mini-bar check. “May I quickly re-check your mini bar?”
7. GSA shows the final payment statement to the guest; “This is your bill, the total amount is IDR xxxx.xx, could you please re-check?”
8. If guest agrees, GSA asks for the payment terms and signs the bill; “How would you like to pay (name of guest)?”

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Check-Out Procedure (at the Front Desk)		
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

9. If guest settles the account by cash; stamp “CASH” is used; “I will send the final receipt to your room within 5 minutes.”
10. If the guest pays by credit card; “May I have your credit card please?”
11. Swipe the guest’s credit card through the EDC machine; input the correct amount and press the “ENTER” button.
12. Let the guest sign the credit card slip by saying; “May I have your signature, please?”
13. Press “ENTER” on the EDC machine again for the customer’s copy.
14. Compare signature on the credit card slip with the signature on the back of the guest credit card (both signature have to be identical).
15. Return credit card to the customer by saying; “Here is your credit card (Name of guest), thank you very much. We will send the complete receipt to you in 5 minutes?”
16. GSA cancels the customer’s credit card imprint in front of the guest.
17. GSA asks about the guest satisfaction: “How was your stay with us?”
18. GSA offers guests to make reservation for their next visit; “Do you have any plans to visit us again? Would you like me to make a new reservation for your next visit?”

19. If guests have booked transportation with us; "Your car is waiting for you (name of location) to transport you to (name of destination). Our luggage attendant is ready to assist you with your luggage now".
20. Bell person takes care of the luggage and escorts the guest to the transportation/entrance of the Hotel/Resort for farewell.
21. Luggage attendant confirms the number of luggage and loads the luggage into the car. Opens the car door and thanks the guests with a "Selamat Datang" and eye contact; "Thank you for staying with us, I hope you have a nice journey/flight."
22. GSA thanks the guest(s) for choosing our property; "Once again, thank you for staying with us, we hope you did have truly a memorable holiday and we are looking forward to welcome you back soon at the (name of property)."

 <p>SPHM-FO-SOP-048</p>	STANDARD OPERATING MANUAL	SPHM-FO-SOP-048
		Hotel/Resort Inspection
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

Objective

Giving a brief overview/description of our Hotel/Resort, guest room, facilities and services, for walk-in guests the goal is to establish a sales deal at the end of an inspection.

Procedure

1. GSA contacts HK for show rooms and takes a log daily.
2. GSA/Supervisor/Assistant checks all show rooms of every room category.
3. Greeting by saying; "Good morning/afternoon/evening. Welcome to (Name of Resort), Sir/Madam. How may I assist you?"
4. GSA informs with the Hotel's/Resort's brochure and tariff rate; "This is our brochure and the tariff rate, Sir/Madam."
5. GSA asks for guest information or name/business card (if applicable); name, company name or agent name; "May I have your name/and or company name, please"
6. GSA offers a hotel/resort inspection; "May I show around our resort now, kindly follow me please."

7. Points of interest depend on the layout of the property: Introduce all show rooms of all room types, the spa, swimming pool and beach side (if applicable), restaurant and bars, fitness room (if applicable), and all other facilities of the Hotel/Resort with operating hours and all remarks valuable to the customer.
8. Return to the reception area. GSA offers complimentary drinks/refreshments and scented cold towels; "Would you like to have some refreshments?"
9. GSA makes at least one attempt to establish and finalize a sales deal: "Which room type do you prefer most/ what room type would you like to book (name of guest)?"
10. If successful, GSA proceeds with the regular check-in procedure. If not successful, GSA farewell the guest with a "Selamat Datang di Sun Paradise Hotels" by saying: "Thank you very much for your visit and time taken, I hope to see you very soon, to have you with at the (Name of Hotel/Resort)."

General Hotel/Resort information - Fact Sheet of the Hotel/Resort

In case that guest rooms are not available, GSA informs the guest respectively: "I am very sorry (Name of guest), all rooms are fully booked and I apologize for the inconvenience to not be able to show you any room at this time." GSA follows the standard inspection route in the Hotel/Resort.

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Room Inventory: xxx rooms with xx categories

Room Categories in Detail: xxx (name of room category) Room/Suite; xxx sqm
bed configurations, extra bed policy (on request)

Use hotel's brochure and read the fast facts/room features available (i.e.):

Air condition/Extensive mini-bar/Coffee and tea making facilities/FREE LAN internet access/Satellite television with DVD player/Bathroom with separate bathtub, toilet and shower/Sofa bed, day bed/Hair dryer/Twin sinks/Balcony with seating/Umbrella/Slipper and bathrobes/A wide variety of exclusive toiletry/Safety box/International direct dial phone/Fruit basket upon arrival/Daily newspaper/daily turndown service in the evenings, etc.

Explain all additional features and or benefits for other categories such as Villas, Suites or the

Executive Floor (i.e.):

Pool villa, outside dining area, additional Plasma/LCD TV's in all rooms, additional toiletry articles, VIP butler services, additional living room, VIP turndown, additional newspapers, etc

Turn down service is offered for Deluxe Suites and Villa from 6 pm. to 9 pm.

Guest can find Room Directory, Room service menu, TV program and stationary on bed side table.

Paradise Spa:

"Our spa provides xx separate luxurious treatment rooms. We provide traditional xxx massage, signature massage of the Hotel/Resort, aroma therapies, and scrubs and feature a beauty salon with retail boutique. The spa is open from 10:00-22:00."

Restaurants, i.e.: "(Name of restaurant) is located (name of location) and serves a la carte international cuisine with a modern twist. Indoor and outdoor seating (air-conditioned on the 1st floor), is designed in Local style. Breakfast is served from 07:00-14:00, featuring xx set menu; list the name of sets. For guests staying in the Deluxe Suite/on Executive Floor, breakfast is served free of charge to their room. Explain daily specials and events, etc."

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Bars, i.e.: "(Name of bar) is located (name of location). We serve light snacks and refreshing cocktails all-day. (Name of bar) is open from 10:00-23:00. Happy Hour starts from 17:00-19:00."

Swimming pool, i.e.: "The swimming pool is 1.20 m deep, the kid's pool is 0.3 m deep, it is open from 09:00-19:00. The swimming pool has a Jacuzzi area, children area, changing rooms and showers. Towels are provided at the pool side."

Meeting Rooms (if applicable), i.e.: "(Name of meeting room), is located (name of location) with a seating capacity of xxx person, several setup styles are available with an adjoining coffee break section outside and wardrobe service. More details are available on the front desk if you are interested to hold a venue such as business meetings or weddings etc."

Exhibition Gallery/ Shops (if applicable), i.e.: “(Name of gallery/shop), is located (name of location), displaying historical and original art and handicraft from the “Local Story Kingdom” which dates 700 yrs back to the time of the “Kingdom Era”. Would like to have a closer look/would you like to see inside?” (Name of gallery/shop) is open from 10:00-22:00.”

Fitness/Gym (if applicable), i.e.: “(Name of fitness room/gym), is located (name of location), equipped with modern fitness machines for your comfort, we have; (name of machines).” (Name of fitness room/gym) is open from 08:00-22:00.”

Parking (if applicable), i.e.: “The underground parking is located (name of location) and accessible, visibly indicated, on the left main entrance side of the Hotel/Resort.”

Lobby, i.e.: “Here in the lobby we provide you with all necessary services you will need during your entire stay such as postal and fax services, business services if you like, general information of (name of location), cashiering, check-in and check-out as well as the exchange of your currency. The reception is 24 hrs operated in (name of languages provided of the Hotel/Resort). Free wireless internet access is provided here in the lobby and at the poolside.”

Business Centre (if applicable), i.e.: “(Name of business centre/room) is located (name of location), providing you with all necessary administrative needs if you like, in addition we have several computer terminal with free of charge internet access and a small beverage list is available as well.”

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Library/Smoker Lounge (if applicable), i.e.: “(Name of library/room) is located (name of location), providing you with an extensive book collection in several languages for your reading-pleasure, equipped with this modern array of easy chairs, loungers and sofas, if you like to light up a nice Havana cigar, please feel free to do so, we have a small list of exquisite Cognacs and Cuban cigars.”

Concierge (if applicable), i.e.: “The Concierge is located (name of location), if you are looking for adventurous snorkeling, diving or sightseeing trips, this is the place where to go, our Concierge will be more than happy to assist you with all kind of transportations, flight ticket reservations or cinema/opera/theatre tickets.”

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-049
		Check-in Procedure - Walk-in Guests
	AREA	Prepared by: Agustinus Agus Purwanto, SE MM
	Guest Service Agent	

Objective

This SOP shall ensure that all standards are accomplished and the smooth check-in is guaranteed for all FIT walk-in guest segment.

Procedure

1. Guests are acknowledged by providing eye contact, smile, "Selamat Datang" and welcoming the guests to the Hotel/Resort.
"Welcome to (Name of Hotel or Resort). Do you have any reservation with us?"
2. Scented cold towel is offered and the free refreshment counter is shown to the guest.
"May I offer you a refreshing cold towel?" Beverage counter consists of fresh ice water, 1 fresh herbal tea and 1 fresh juice. Assistance from GSA is offered.
3. GSA offers to show all room categories/types; "May I show you our different room categories/types of our Hotel/Resort?"
Remark: In case the Hotel/Resort is fully booked, GSA offers to make a reservation for the following day or any other requested date of guest; "I am afraid (Name of Guest), we are fully booked today, can I make a reservation for you for (date of request)? This is our hotel brochure with price list and contact details for your review."
4. If the guest likes to check-in now, GSA follows the standard procedure as below:
5. GSA asks guests for the details of period of stay, number of pax and special requests.
"How long would you like to stay? How many people are you? Do you have any special request?"
6. GSA will find out what rooms are available and gives information about the room rate; "Today (Name of requested room type) is available, the room rate is IDR/USD xx,xxx.xx +++/net. Your room configuration and price is per night inclusive of breakfast for (number of person) with (quantity of occupancy status, double/triple etc)."
7. GSA offers an alternative room type in case the requested type is not available; "Your requested (name of room type) is fully booked at this time, are you interested in the next higher room category (name of room type), the rate is IDR/USD xx,xxx.xx +++/net. Your room configuration and price is per night inclusive of breakfast for (number of person) with (quantity of occupancy status, double/triple etc)."
8. Passport copy and credit card imprint are required from every check-in with or without paid reservation.

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		Check-in Procedure - Walk-in Guests
		Prepared by: Agustinus Agus Purwanto, SE MM

Remark: Some guest(s) may not understand to hand the credit card at the front desk for imprint/guarantee although the room has been paid already, thus associate explains the guarantee policy of the Hotel/Resort.

"May I have your passport for copy and reference purposes and your credit card for imprint/guarantee?"

9. If address has been printed, associate inquires whether the pre-printed details are correct; "Is your pre-printed address correct?"
10. Bed type, smoking/non-smoking are reconfirmed.
11. Guests requests made upon reservation are acknowledged and reconfirmed.
12. If anything that has been requested (but not confirmed) is unavailable at the time of check-in, associates let the guest know and propose alternatives if applicable.
13. Room number and rate are indicated in writing only.
14. If the requested guest room is not yet available, associate proposes a solution.
15. Confirm booking information; check-in date, check-out date, room type, room rate and special request: "You have confirmed an xxx room, non-smoking for x nights from xx of September to xx September 2014. The rate is IDR/USD net/+++ per night, including of breakfast for xx person."
16. GSA makes at least one attempt to upgrade the guest to a higher room category. (GSA checks the room availability).
17. Signing of the registration card: "Could you fill-in the registration card with your signature here, please?" (Only Hotel pen is used).
18. GSA informs guest(s) regarding transportation. "If you would like to have a limousine to the airport, or somewhere else, or if you would like to go on an excursion, please contact our concierge in the lobby."
19. Return passport and credit card to the guest; "This is your passport and your credit card (name of guest), thank you very much."
20. Give the key card to the guest(s); "This is your room key card, please show it to our security guard when you are entering the hotel at the night time. (Safety reason). For your luggage our associate will take it to your room immediately."
21. Escort guest(s) to the room; "Kindly follow me (name of guest)". Introduce all services and facilities available in the Hotel/Resort;
22. "Our hotel has xx restaurants, explain operating hours. A la carte/buffet breakfast is available from xx to xx. There is a surcharge of IDR 585,000 for serving breakfast to the room (Suites and Executive Floor excluded. Room service is xx hrs available. For your relaxation, Paradise Spa offers xx therapies and a beauty salon, explain operating hours. The swimming pool is located xx, explain

	STANDARD OPERATING MANUAL AREA Guest Service Agent	SPHM-FO-SOP-049
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operating hours. Explain internet availability, operating hours of shops/galleries and all other facilities and services.

23. GSA shows the room and how to use all equipment. (AC, lighting, electricity, mini-bar, coffee and tea making facilities and the safety box etc.);
 "Our room provides individually controlled air condition, the electricity is 220 volt. This is the minibar and coffee and tea making counter/tray etc. If you want to send laundry, the laundry list and bag are in the wardrobe as well as the safety box. Over here is the Room's Directory with all necessary information provided for your review. For any further inquiries you may have, please contact our operator 24 hrs by dialing xxxx."
24. After completion of check-in; associates thanks guests for their loyalty and wishes a nice stay; "I wish you a very pleasant stay at our Hotel/Resort", followed by a "Selamat Beristirahat".

Remark

For **Sun Paradise Hotels**, all guests are offered a "personal check-in in the room".

Passport copy and copy of the receipt of the reservation voucher have to be done at the front.

For **Sun Paradise Hotels**, all guests are offered a "personal check-in in the mini" van prior to arrival to the hotel. Passport copy and copy of the receipt of the reservation voucher have to be done at the front

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-050
		Private Butler Service
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP is to ensure that private butler service is offered on request with all its services informed.

Procedure

Prior to arrival

1. Check guest history profile (Guest preferences - likes or dislikes).
2. Study guest correspondence to see if there is any special request or arrangement in the reservation form.
3. Butler inspects the room and checks for maintenance requests if required.
4. Butler sets up the room according to VIP treatment or special request.
5. GSA prepares guest profile information and coordinates registration with administration department.

Upon arrival

1. Butler follows the procedure of "Check-in Procedure in Transit (at the Airport)".
2. Butler introduces him/herself to the guest always with his/her first name; "My name is Mr./Ms (name of associate), I will be your butler during your stay."
3. Butler must check-in the guest during transit or in the guest room. Luggage assistance is always provided.

During the guest's stay at the Hotel/Resort

Morning

1. Depending on room category policy regarding breakfast, Butler informs the guest the night before for their breakfast to be served in their room, the breakfast menu and time of serving. "Would you like to have your breakfast in your room? At (name of SPHM property), we only serve a la carte breakfast sets, no buffet (unless it is SPHM Grand)." Butler explains the various sets on offer; "We serve (name of sets with a short description of highlights). Which one would you prefer and what time would you like to have your breakfast served?"

Butler explains further the operating times of the restaurant where breakfast is served daily; "At the (name of restaurant), breakfast is served daily from (period of breakfast service)."

2. Butler contacts the F&B Service daily for the guest's breakfast order. VIP guests with butler service have always first priority in serving.

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		Private Butler Service
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

3. If the guest wishes to have his/her breakfast served in the room, Butlers arranges the following according to the Room Service Standard of the Hotel/Resort:
 - o Sets up the table for breakfast, inside or outside. Offers to switch on lights and pulling of curtains.
 - o Prepares and assists of serving breakfast with beverages.
4. Butler checks if there is any special request or arrangement/reservation for the spa, restaurant and activity of that. Butler recommends the daily activities.
5. Butler offers the spa menu and makes the reservation.
6. Butler coordinates and confirms the time with the room maids to clean the room. VIP guests with butler service have always first priority.
7. Butler informs the guest about the laundry service.
8. Butler checks the overall satisfaction of the cleanliness and amenities of the room setup according to standard.
9. Butler guides to all appointments.
10. In case that guest stays in the Hotel/Resort during lunch time, he/she offers the restaurant or pool bar for lunch and makes all necessary reservations for the guest.
11. Butler reserves sun bed(s) and similar if guest(s) want to stay at the beach or pool side.

Afternoon

1. Butler offers light laundry pressing service.
2. Butler informs guest about the complimentary afternoon tea at (name of location and time). If applicable.
3. Butler offers afternoon activities of the Hotel/Resort.
4. Butler offers shoeshine service.
5. Butler offers free DVD rental service.
6. Butler offers a choice for dinner and makes the reservation.
7. Butler offers turn down service.
8. Butler checks the overall cleanliness of the room.
9. Butler confirms the dinner time and coordinates with the F&B Service.
10. Butler coordinates with the kitchen for the breakfast order of the next day.
11. Butler summarizes guest preferences, likes or dislike and logs any remarks daily, in coordination with the Front Office Department.

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		Private Butler Service
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Check-out/Farewell

1. Butler offers luggage packing service.
2. Butler rechecks the guest room if any personal belongings are still in their room.
3. Butler checks the mini-bar consumption prior to check-out.
4. Butler makes guest check-out in their room. Butler prepares and checks the guest folio with supporting payment statements.
5. Butler offers guest comments/questionnaire.
6. Butler coordinates luggage delivery.

After departure

1. Butler rechecks the guest room if any personal belongings have been left behind.
2. Butler updates the guest history, profile, preference, obstacles and all necessary information to ensure the smoothest and hassle free experience in the near future, in coordination with Front Office.
3. Butler sends a “thank you” email or mail to the guest and invitation for their next stay at the (Name of SPHM property).

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-051
		Telephone Courtesy
AREA Guest Service Agent		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure, the general SPHM telephone courtesy in every SPHM property is used, at all times.

Procedure

1. All calls (internal and external) are answered within 3 rings.
2. External calls are answered with an appropriate greeting:
 - o Smile
 - o "Good morning/afternoon/evening Sun Paradise (Name of Hotel or Resort)."
 - o "(Name) speaking."
 - o "How may I assist you?", "how may I direct your call?"
3. Internal calls are answered with appropriate greeting, department and associate's name:
 - o Smile
 - o "Good morning/afternoon/evening this is (name of Department)"
 - o "(Name) speaking."
 - o "How may I assist you?"
4. At the end of the call, associate thanks the caller and let him/her replace the receiver first.
 - o "Thank you for your call, have a good afternoon, day, night Mr./Mrs./Ms Brown."
5. When placing a caller on hold, the associate firstly asks the caller if he is willing to be put on hold.
6. If the caller has been on hold for 30 seconds, the operator thanks the caller for waiting and asks if the caller would like to remain on hold or if he prefers to leave a message.
7. If the caller requests to speak to a person of the hotel (not a guest) and if this person cannot be reached at extension, the associate asks if someone else can help or take a message.
8. If the call is transferred, the associate thanks the caller for the call and informs the caller to whom and where the call is being connected.

Associates do not give information about guest's room number, even if requested from the caller/visitor. Guest has to be informed before and expressly give his permission.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-051
		Telephone Courtesy
AREA Guest Service Agent		Prepared by: Agustinus Agus Purwanto, SE MM

Remarks

1. Associate knows the telephone system and company telephone rules.
2. Associate focuses always on a caller.
3. Associate has a notepad and pen ready at all times.
4. Associate smiles, is courteous, friendly, pleasant and polite.
5. Associate speaks slowly and clear and asks for repetition of a word or sentence if not understood.
6. Associate shows care.
7. Associate notes everything the caller needs.
8. Associate summarizes or repeats.
9. Associate finishes every call by saying; "Thank you for your call, have a good afternoon, day, night Mr./Mrs./Ms (name of guest)."
10. Associate follow ups on the necessary actions immediately.

 <p>SPHM-FO-SOP-052</p>	STANDARD OPERATING MANUAL	Transferring of Calls (for Guests)
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that all calls are transferred in the correct manner and to its respective receiver.

Procedure

1. GSA asks the caller who he/she wants to speak to; "To whom would you like to speak to Sir/Madam?"
2. GSA asks the caller for his/her name; "May I have your name, please?"
3. GSA ensures that the guests have not already checked out and currently stays at the Hotel/Resort.
4. GSA informs the caller to hold the line; "Could you kindly hold the line, please?"
5. When placing a caller on hold, the associate firstly asks the caller if he/she is willing to be put on hold. "(Name of caller), would you mind to put you on hold?"
6. If the caller has been on hold for 30 seconds, the operator thanks the caller for waiting and asks if the caller would like to remain on hold or if he prefers to leave a message. "(Name of caller), there is no acknowledgment of (name of receiver), would you like to stay on hold or shall I leave a message for the (name of receiver)."
7. GSA asks the guest's permission for transferring the line by informing the caller's name to the guest. "Good morning/afternoon/evening, (name of guest), I am calling from (name of office), you have a telephone from (name of caller), would you like me to transfer the line to you?"
8. If guest accepts, GSA informs the caller that the line will be transferred; . (Name of caller), I will transfer you to (name of receiver)."
9. If guest denies or is not in the room/hotel, GSA informs and offers the caller to leave a message; "I am very sorry, (name of receiver) is not in the room/hotel, would you like to leave a message?"
10. If the caller wants to leave a message, GSA follows the SOP by "Taking messages on phone".
11. GSA informs the caller what action he/she will take; "I will pass this message to (name of guest) when he/she is back."
12. GSA thanks the caller for calling. "Thank you for calling (name of caller)" and lets the caller hang up the phone first.

Remark

Associates do not give information about guest's room number, even if requested from the caller/visitor. Guest has to be informed before and expressly give his permission.

	STANDARD OPERATING MANUAL AREA Guest Service Agent	SPHM-FO-SOP-053
		Transferring of Calls (for internal Contacts)
		Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that all calls are transferred in the correct manner and to its respective receiver.

Procedure

1. GSA asks the caller for name, company/business and purpose of calling; "May I have your name and your company name and may I know the purpose of calling?"
2. GSA informs the caller to hold the line; "Could you kindly hold the line, please?"
3. When placing a caller on hold, the associate firstly asks the caller if he/she is willing to be put on hold. "(Name of caller), would you mind to put you on hold?"
4. If the caller has been on hold for 30 seconds, the operator thanks the caller for waiting and asks if the caller would like to remain on hold or if he prefers to leave a message. "(Name of caller), there is no acknowledgment of (name of receiver), would you like to stay on hold or shall I leave a message for the (name of receiver)."
5. GSA connects to the receiver; "Good morning/afternoon/evening (name of receiver), I am calling from (name of office), you have a telephone from (name of caller and company) regarding (purpose of call), would you like me to transfer the line to you?"
6. If receiver accepts, GSA informs the caller that the line will be transferred; "(Name of caller), I will transfer you to (name of receiver)."
7. If receiver denies or is not in the Hotel, GSA informs and offers the caller to leave a message; "I am very sorry, (name of receiver) is not in the Hotel, would you like to leave a message?"
8. If the caller wants to leave a message, GSA notes down the details; name of caller, company name, date & time, contents of message and his/her name.
9. GSA repeats the message back to the caller and ensures/double checks to confirm the message; "(Name of caller and company name), you would like to talk to (name of receiver and department) regarding (purpose of call) and you would like (name of receiver) to call/message you back"
10. GSA informs the caller what action he/she will take; "I will pass this message to (name and department of receiver) when he/she is back."
11. GSA thanks the caller for calling. "Thank you for calling (name of caller)" and lets the caller hang up the phone first.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-054
		Taking Messages in Person (for Guests)
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

Objective

This SOP shall ensure that all messages taken in person are transferred in the correct manner and to its respective receiver.

Procedure

1. Associate ensures the guest (for whom he/she takes the message) has not already checked-out and stays at the hotel. Associates do not ask for the respective room number.
2. Associate gives the "visitor" a Dara Hotels & Resorts letter paper, an envelope and a working hotel pen or as an alternative offers to the "visitor" to leave a voice message to the guest.
"(Name of visitor) Do you mind to leave a message, here is paper and a pen."
3. Associate passes the paper the right way up for the "visitor" to use.
4. Associate advises the "visitor" what action he/she will take.
"I will pass this message to (name of receiver) when he/she is back."
5. Associate thanks the "visitor".
"Thank you very much (name of visitor)"
6. Associate indicates the guest name and room number on the envelope, after the visitor has left the Hotel/Resort.
7. Guest receives the message (or is notified about the message) within 10 minutes or after the guest has returned to the Hotel/Resort.
8. If the guest has not arrived yet, message is handed upon check-in.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-055
		Taking Messages in Person (for internal Contacts)
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that all messages taken in person are transferred in the correct manner and to its respective receiver.

Procedure

1. Associate gives the "visitor" a Sun Paradise Hotels & Resorts letter paper, an envelope and a working hotel pen or as an alternative offers to the "visitor" to leave a voice message to the guest.
"(Name of visitor) Do you mind to leave a message, here is paper and a pen."
2. Associate passes the paper the right way up for the "visitor" to use.
3. Associate advises the "visitor" what action he/she will take.
"I will pass this message to (name of receiver and department) when he/she is back."
4. Associate thanks the "visitor".
"Thank you very much (name of visitor)"
5. Associate indicates the name of the receiver and department on the envelope, after the "visitor" has left the Hotel/Resort.
6. Receiver receives the message (or is notified about the message) within 10 minutes or after the guest has returned to the Hotel/Resort

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-056
		Wake-Up Call
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that all wake-up calls are handled in the proper way, courteous and in a timely manner.

Procedure

In case that guest requires wake up call, GSA notes all details about guest name, room number and time of wakeup call in wakeup call record list.

1. Wake-up calls are available around the clock. Either by automated system or personal.
2. Wake-up calls are made within 3 minutes of time requested.
3. GSA greets the guest with; "Good morning/afternoon/evening (name of guest)."
4. GSA introduces the department name "This is Front Office department Mr. (name of associate) speaking." "How may I assist you?"
5. If guest would like to have a wake-up call and the GSA receives the request from the guest, GSA takes note and repeats room number and time to the guest for double check. "(name of guest), (room number), you would like to have your wake up call at (time of wake-up call)."
6. GSA thanks the caller; "Thank you very much for calling, have a good morning/afternoon/day/night (name of guest)."
7. GSA takes note and inputs the wake-up call time into the telephone system (wake-up call time must be within 3 minutes) and takes note into the wake-up call record.
8. In case that guest wants the GSA/system to call for second wake-up call, GSA calls the guest (personally) 5 minutes after the first wake-up call time.
9. Unanswered wake-up calls are repeated within 5 minutes.
Remark: *If the repeated wake-up call remains unanswered, it is investigated by an associate (by knocking on the door).*
10. Personalized (not by automated system) wake-up call request: Associate asks the guest if he would like to order breakfast or coffee. Phrase as below.
11. The standard phrase for all wake-up calls is as the following; "Good morning (name of guest), (name of associate) speaking from Front Office. This is your wake-up call; would you like me to order any breakfast or coffee for you?"
12. GSA ends the conversation with; "Have a very nice day" and lets the caller hang up the telephone first.

 <p>SPHM-FO-SOP-057</p>	STANDARD OPERATING MANUAL	SPHM-FO-SOP-057
		Guest Check/Payment Statement posting (manual)
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that all payment statements from outlets are posted into the PMS, in the correct way.

Procedure

1. This procedure refers to all payment statements, signed by guest, which cannot be online to be input into the POS/PMS system in the outlet, thus has to be posted at the Front Desk/Office.
2. GSA receives guest payment statements from an outlet (Spa, F&B, HK/Laundry etc).
3. GSA checks details such as; guest name, room number, price, remarks and signature.
4. GSA inputs all information into the respective guest profile according to procedure.
5. GSA stamps the payment statement with its respective stamp like “Posted/Billed/Hotel Charge”.
6. Original payment statement is to be attached to the guest file (on print-out)/ room rack.
7. Copy of the payment statement goes to the night audit for rechecking and closing of the shift.
Afterwards it will be forwarded to the FI Department’s Income.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-058
		Payment posting Corrections
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that incorrect posted payment statements are corrected in the proper way.

Procedure

1. GSA checks the documents/payment statements to ensure that the amount in the guest folio is incorrect.
2. GSA uses the “adjust or rebate form” or similar, fills-in all necessary information and the correct amount to be rebated.
3. Form is to be signed for approval by the Front Office Manager or Assistant Front Office Manager.
4. Depending on PMS system used, each step has to be carefully executed.
5. GSA has to adjust or rebate the amount and post the correct amount instead.
6. GSA prints-out 2 guest folio copies, one for the Front Office and for Accounting.
7. GSA stamps with correct date on both folios.
8. GSA attaches the “adjust or rebate form” to the guest folio and sends it to the FI Department.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-059
		Paid-Out Procedure
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that money lend/paid-out (in advance) to the guest is handled properly.

Procedure

1. GSA fills the paid-out form and authorizes it by the Front Office Manager or his/her Assistant.
2. Depending on PMS used, each step has to be taken care of very carefully.
3. GSA stamps the form with "Posted/Billed" etc., and its correct date.
4. GSA prints out 2 guest folio copies, one for the guest and the other for the FI Department.
5. GSA asks the guest to check the folio and signs it after approval;
"Could you kindly check your requested amount on the form is correct?"
6. GSA encloses the guest receipt into the hotel envelope and hands it to the guest;
"This is your payment statement, kindly re-check the amount and add your signature (name of guest) please."
7. GSA counts the cash in front of the guest, note by note and asks the guest to re-count it "Here is your IDR (amount), could you kindly re-count (name of guest) it?"
8. GSA thanks the guest; "Thank you very much (name of guest)."
9. GSA attaches the copy of the folio and sends it to the FI Department.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-060
		Currency Exchange Procedure
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that guests who would like their own currency exchanged into the local currency is handled properly.

Procedure

Bank notes

1. GSA informs currency exchange rate to the guest in writing; "The exchange rate for USD 1.00 is IDR xx.xx for 100'er bank notes (name of guest)."
2. If the guest accepts the exchange rate, GSA asks the guest to fill-in the currency exchange form; "(name of guest) kindly fill-in the form with your signature."
3. GSA follows the internal PMS procedures step by step for the currency exchange.
4. GSA prints-out 2 receipts from the system, one for the guest and the other for FI Department.
5. GSA encloses the receipt into the hotel envelope and hands it to the guest; "This is your receipt for your currency exchange (name of guest)."
6. GSA counts the cash in front of the guest, note by note and asks the guest to re-count it; "Here is your IDR (amount), could you kindly re-count (name of guest) it?"
7. GSA thanks the guest; "Thank you very much (name of guest)."
8. GSA attaches the copy of the second folio/print-out and sends it to the FI Department.

Traveller's cheque

1. GSA informs currency exchange rate to the guest in writing; "The exchange rate for USD 1.00 is IDR xx.xx for 100'er bank notes (name of guest)."
2. If the guest accepts the exchange rate, GSA asks the guest to fill-in the currency exchange form; "(name of guest) kindly fill-in the form with your signature."
3. GSA asks the guest to sign the front and back of the traveller's cheque; "(Name of guest) please sign here on the front and on the back"
4. GSA follows the internal PMS procedures step by step for the currency exchange.
5. GSA prints-out 2 receipts from the system, one for the guest and the other for FI Department.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-060
		Currency Exchange Procedure
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

6. GSA encloses the receipt into the hotel envelope and hands it to the guest; "This is your receipt for your currency exchange (name of guest)."
7. GSA counts the cash in front of the guest, note by note and asks the guest to re-count it; "Here is your IDR (amount), could you kindly re-count (name of guest) it?"
8. GSA thanks the guest; "Thank you very much (name of guest)."
9. GSA attaches the copy of the second folio/print-out and sends it to the FI Department.

Some traveller's cheque may not be accepted by the Hotel/Resort due to security and guarantee reasons, as per separate memo.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-061
		Receiving of Payments
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

Objective

This SOP shall ensure that cash and credit card payments are received and posted in the proper way.

Procedure

Cash

1. GSA follows the PMS procedure step by step and prints out 2 payment statement copies, one for the guest and the other for FI Department.
2. GSA asks guest to re-check the amount that he/she has to pay; "This is your bill (name of guest), could you kindly check that the amount is correct?"
3. When guest accepts, GSA asks the guest for the method of payment; "Would you like to pay in cash or by credit card?"
4. In case that the guest pays by cash, GSA receives the money by counting and repeating the amount in front of the guest; "This is IDR xxx,xxx.xx."
5. If the given amount needs change, GSA hands the change to the guest by counting and repeating the amount in front of the guest; "This is your change of IDR xxx.xx (name of guest)."
6. GSA asks the guest to sign the bill/payment statement; "Could you kindly sign here?"
7. GSA encloses the guest receipt into the hotel envelope and hands it to the guest; "This is your payment statement (name of guest)."
8. GSA thanks the guest; "Thank you very much (name of guest)."
9. GSA attaches the copy of the folio and sends it to the FI Department.

Credit Card

1. GSA follows the PMS procedure step by step and prints out 2 payment statement copies, one for the guest and the other for FI Department.
2. GSA asks guest to re-check the amount that he/she has to pay; "This is your bill (name of guest), could you kindly check that the amount is correct?"
3. When guest accepts, GSA asks the guest for the method of payment; "Would you like to pay in cash or by credit card?"

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-061
		Receiving of Payments
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

4. GSA informs the guest regarding all major credit cards accepted in the Hotel/Resort; "Our Hotel/Resort accepts xx major credit cards; Visa, Master, Amex, Dinners, JBC etc. and all Debit Cards. With what card would you like to pay (name of guest)?"
5. GSA asks the guests for his/her credit card; "May I have your credit card please?"
6. GSA charges the correct amount on the EDC terminal.
7. GSA asks the guest to sign on the credit card slip; "Please sign here (name of guest)."
8. GSA returns the credit card to the guest; "This is your credit card." GSA attaches the credit card slip to the bill/payment statement and puts them into the hotel envelope and hands it to the guest; "This is your payment statement (name of guest)."
9. GSA thanks the guest; "Thank you very much (name of guest)."
10. GSA attaches the copy of the folio and sends it to the FI Department.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-062
		“Visitor/Joiner” Handling
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

Objective

This SOP shall ensure that guests who have checked-in with a single occupancy status who accompany a visitor, thus the room occupancy status changes to double occupancy are charged and handled in the correct order.

Procedure

1. GSA approaches the guest with a smile, eye contact 1. and a “Selamat”.
2. GSA ensures that the guest has previously checked-in with a single occupancy status. (This also includes double/triple etc occupancy status).
3. GSA asks for the visitors ID card or passport; “could I kindly have your guest’s ID card or passport for your safety, which I will return after your guest has checked-out?”
4. GSA informs the guest of the applicable charge; “The Hotel/Resort will charge a visitor fee of IDR xxx.xx++ per night inclusive of breakfast to amend you room status to double occupancy.”
5. If guest accepts, GSA asks the guest to sign the bill/miscellaneous charge; “(name of guest) could you kindly sign here and I will charge it into your account.”
6. GSA thanks the guest and wishes a good night; “Thank you very much (name of guest), have a good night.”
7. GSA posts the charge into the PMS system.
8. In case that the guest denies paying the visitor fee, GSA informs the guest regarding the Hotel’s/Resort’s policy but shall let pass the guest without any argument to his/her room; “I am very sorry (name of guest) this is the policy of our house, however, I will inform my manager who will contact you tomorrow, I wish you a good night, thank you very much.”
9. GSA keeps a record for the morning shift and manager of the next day to follow up with this case.

In some reasons the Front Office or Assistant Front Office Manager may inform the Management of the Hotel/Resort to handle the issue.

10. If in case the “visitor” does not posses a valid ID card or passport, the guest is advised to fill-in the “Visitor liability” form; “(Name of guest), for your own safety, kindly fill-in this form with your signature to acknowledge that the hotel is not responsible of any loss or damages caused.”
11. If the guest denies filling-out a “liability form”, the visitor is rejected due to security reasons; “I am very sorry (name of guest), it is the policy of our house and for your safety to acknowledge this policy, your guest can thus not stay in our Hotel/Resort, I am afraid.”

The GSA/Night Shift is advised to never argue with a hotel guest, however, if any “uncomfortable” situation starts to occur, security is called-in to escort the hotel guest to his/her room without the “visitor” and the “visitor” is escorted to the Hotel’s/Resort’s entrance for farewell.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-063
		Prevention of Guest Complaints
	AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM

Objective

This SOP shall ensure that occasional and common complaints are avoided beforehand with proactive measurements.

Procedure

1. Telephone service must be efficient and courteous at all times; answering of the telephone within 3 rings, guest on hold shall not exceed 30 seconds, call back service, wake-up calls etc, are offered at all times, 24 hrs a day.
2. Associate is calm and organized, giving the guest a hassle-free impression during telephone calls.
3. During hectic/busy periods in the lobby, if more than two guests are waiting at the reception, Front Office Manager or Assistant are on duty to greet guests and offer expedited services.
4. In the event of a specific complaint, associate listens carefully, sympathetically by apologizing and informing the guest what actions he/she will take and within what time frame.
5. If a problem involves a response by another employee, all details are carefully passed on/informed to prevent that guests do not need to repeat him/herself.
6. Assistant or Manager of the Department are only involved in a complaint handling, when the issue cannot be resolved or handled by the respective associate. A log or record is kept at all times.
7. If a room is not ready upon arrival, the guest is to be informed of the estimated time the room is available and that the luggage is brought to the room.
8. If a room is not ready upon arrival before the published check-in time, luggage storage is and changing facilities are offered or the restaurant/bar for a drink. Escort is provided to the preferred facility. The guest is to be informed of the estimated time the room is available.
9. If a room is not ready upon arrival after the published check-in time, luggage storage is and changing facilities are offered or the restaurant/bar for a drink. Escort is provided to the preferred facility. The guest is to be informed of the estimated time the room is available. A complimentary beverage or similar is offered.
10. In the occurrence of a complaint concerning rooms where the guest experiences discomfort, another room of the same category is offered immediately.
11. In the occurrence of a guest has become ill and must/or may not be hospitalized, Assistant of Front Office Manager will personally issue and send a DHR "Get well soon" card.
12. In the occurrence of a complaint concerning Rooms, Concierge or F&B, the Front Office Manager may use his/her right of A&P to improve guest satisfaction.
13. Associate creates a sense of recognition by using the guest's name daily, in a natural and discreet manner.
14. Associate speaks in an attentive, natural and courteous way, avoiding pretension.
15. Associate uniform is always neat, clean, polished and well-fitted.
16. Birthday cakes are offered at no charge for 2 or 4 person. GSA's/Front Team must screen each day whether a guest staying in the Hotel/Resort that day has a birthday.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-063
		Prevention of Guest Complaints
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

17. This list is not final and more problem solving or prevention of complaints topics & tasks are available with the HOD.

DHR Apology Policy

- It is the imperative and paramount of improving our services, quality, procedures and processes constantly and efficiently at all times. Our guests will assist us in that by giving recommendations, information and of course complaints if they feel a negative variance/inconsistency in our quality or standard he/she (the guest) has experienced.
- To resolve, improve and receive a negative comment most effectively and efficiently, **the person responsible for causing a problem must face the customer by him/herself**. This is the only way where we can make sure that associates, regardless of positions, have understood and received a customer complaint as effectively as possible and that customer complaints will decrease. Managers are not solely anymore the “trouble shooters” whose prime/core tasks are to resolve problems they are not familiar or responsible for. For instance, if a Chef over-seasons a soup, thus the guest naturally will complain about it, the Chef will face the guest and receive an immediate feedback back to the source.

	STANDARD OPERATING MANUAL	SPHM-FO-SOP-064
		Call Back Service
AREA Guest Service Agent	Prepared by: Agustinus Agus Purwanto, SE MM	

Objective

This procedure is to ensure that every guest has settled-in well after checking-in into his/her room in the hotel.

In addition, this procedure shall avoid first complaints during the guest's first 15 minutes whilst staying in the room where the guest might have found indifferences to our standard.

This procedure adheres to the SPHM SOP Follow-up Policy.

Procedure

1. Within 10 to 15 minutes of a guest check-in, the GSA will call the respective room and inquire his/her satisfaction regarding the room quality, setup and ambience, basically if they are happy with the room and if they would need anything more at this stage.
2. Guest will be greeted politely with "good morning/afternoon/evening, (name of guest) (with associate name and department). I just wanted to ensure that everything is fine in your room. Do you like the room? Would you need anything else (name of guest)? For any further assistance you may have simply dial 0."

The GSA will close each call by saying; "Thank you (name of guest), we wish you a pleasant stay with us". The GSA lets the guest hang up the telephone first.

	STANDARD OPERATING MANUAL	SPHM -FO-FR-001
		Credit Card Authorization Form
	AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM

Credit Card Authorization Form

Dear Sir/Madam,

This form has been created in order to allow you to have third party expenses charged to your credit card. Please provide all the information requested below to ensure prompt processing of your application. We may ask you to please sign and date the form before submission. Please fax the completed form to [name of SPHM property] [fax number].

Card Holder Information

Name as it appears on the credit card: _____

Card type: Visa Master Amex Diners Club JCB

Account type: Individual (personal credit card)

Corporate Company Name: _____

Account number: _____ Exp. Date: _____

Address:

(Where statement is mailed)

City, State and Zip code: _____

Phone number: _____ Fax or alternate number: _____

Guest Information

Guest name: _____

Company: _____

Phone number: _____ Fax or alternate number: _____

Confirmation number: _____

Arrival date: _____ Departure date: _____

Relation to cardholder: Relative Friend Business Associate other: _____

	STANDARD OPERATING MANUAL	SPHM -FO-FR-001
		Credit Card Authorization Form
	AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM

Rate Information and Approved Charges

Room rate: _____ Taxes: _____ Total daily rate: _____ Number of night: _____

(Rate and tax amount must be provided by a hotel representative in order to complete this form)

All Charged Room & Tax Restaurant Room Service Laundry

Other: _____

I certify that all information is complete and accurate. I hereby authorize [SPHM Company Name] [Co.,/ Limited] to collect payment for all charges as indicated in the Rate Information and Approved Charges section of this form by processing a charge to the credit card listed above. Charges must not exceed _____ for the entire stay/event. I understand that a new form will have to be completed if guest wishes to extend his/her stay. I certify that I am the authorized signer of the credit card listed above.

Cardholder name: (Printed) _____

Cardholder signature: _____ Date: _____

Please note: The information of your card is strictly confidential the card will not be charged unless your reservation is confirmed. Credit card authorization will be processed by our accounting department with the bank that stays in relation with our account.

Your credit card should be charged at least 14 days prior arrival in low- or 30 days in peak/ high-season. All rates are quoted in [Indonesian Rupiah (IDR) / US Dollar (USD)]. However, all transaction will be converted into Indonesian Rupiah and exchange rate is based on the booking date.

	STANDARD OPERATING MANUAL	SPHM -FO-FR-002
		Confirmation Voucher
AREA Front Office Forms Used		Prepared by: Agustinus Agus Purwanto, SE MM

[Name of SPHM Property]
Address 1 & 2
Telephone / Fax & Email

CONFIRMATION VOUCHER

Guest Name: _____ Voucher No. #: _____
 No. of Guest: _____
 Arrival Date: _____
 Departure Date: _____
 Room Type: _____

TERMS AND CONDITIONS;

1. An extra charge applies for any additional extra person at USD/IDR [amount]/person including breakfast.
2. The reservation is subject to room availability and must be made 15 days in advance.
3. Voucher is non-refundable and valid from _____
4. Check-in time is 14:00, check-out time is 12:00 noon.
5. Please send a copy of the voucher with all details to make a reservation 15 days in advance by fax to confirm the voucher or please call [Hotel number] or [Reservation's email]
6. In case of a cancellation or amendment; a written notice must be received by the resort at least 15 days before arrival. In case of a no-show, the voucher will expire automatically.

From: [Name of DHR property]
 Reservation confirmed by: _____
 Voucher issued by: _____ Date: _____

*** PLEASE PRESENT THIS VOUCHER UPON YOUR ARRIVAL ***



STANDARD OPERATING MANUAL

SPHM -FO-FR-003

Monthly Revenue Report

AREA

Front Office Forms

Used

Prepared by:

Agustinus Agus Purwanto, SE MM

	STANDARD OPERATING MANUAL	SPHM -FO-FR-004
		Adjustment Charge Voucher
AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM	

ADJUSTMENT CHARGE VOUCHER		No.
Guest Name _____	Room No. _____	Date _____
Department Code	Description	Amount
Sub Total	_____	
S.V. Charge	_____	
VAT	_____	
Grand Total	_____	
Guest Signature	Cashier Signature	Approved by FOM
White - Guest, Blue - Finance, Yellow - File		

	STANDARD OPERATING MANUAL	SPHM -FO-FR-005
		Complimentary Request Form
AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM	

COMPLIMENTARY REQUISITION FORM		No. <input type="text"/>
Mr. / Mrs. / Miss <input type="text"/>		
Company / Agent / Gov Name : <input type="text"/>		
Reasons For Granting : <input type="radio"/> Room Only <input type="radio"/> Room incl ABF <input type="radio"/> Others : <input type="text"/> : <input type="text"/>		
Arrival Date : <input type="text"/>		Departure Date : <input type="text"/>
Room Type : <input type="text"/> Total Room : <input type="text"/> Total Night : <input type="text"/>		
Requested By		Approved By GM

	STANDARD OPERATING MANUAL	SPHM -FO-FR-006
		Luggage Tag
AREA Front Office Forms Used		Prepared by: Agustinus Agus Purwanto, SE MM



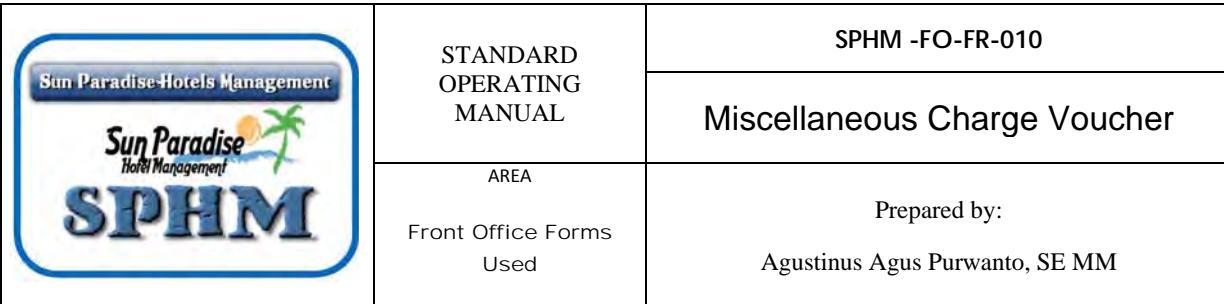
STANDARD OPERATING MANUAL	SPHM -FO-FR-007
	Excursion Voucher
AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM

 <p>SPHM</p>	STANDARD OPERATING MANUAL	SPHM -FO-FR-008
		Excursion Voucher
AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM	

MAINTENANCE REQUEST				
Request Department				
Requested By	Date	Time		
Location				
Type Room	Vacant	Out of order	Check in	
Estimated cost				
Job description				
Approved by		Signature/Date		
To be completed by Engineering Department				
Date/time start		Date/time completed		
Job done by	Signature			
ITEM	Description	Quantity	Unit price	Total cost
Laber cost				
Vat				
Grand Total				
Chief Engineer Approval Part1. M/E Part2. A/C Part3. Dept order Part4. File				



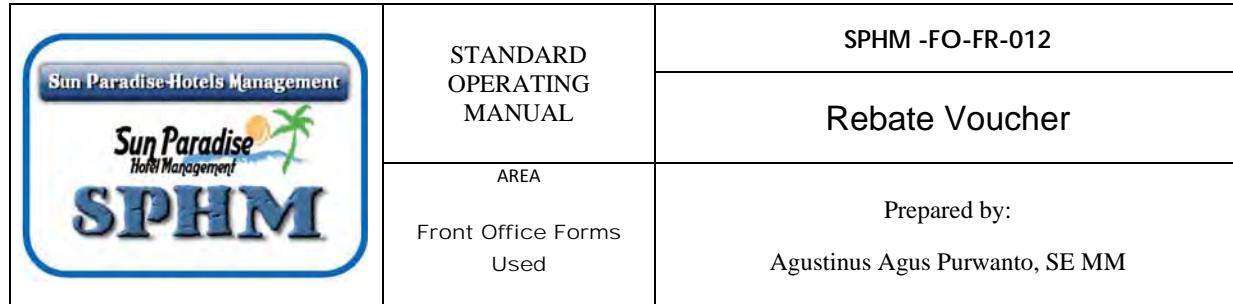
STANDARD OPERATING MANUAL	SPHM -FO-FR-009
	Minibar Voucher
AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM



MISCELLANEOUS CHARGE VOUCHER		
No. <input type="text"/>		
Guest Name <input type="text"/>	Room No. <input type="text"/>	Date <input type="text"/>
Department Code	Description	Amount
	Total	

 <p>SPHM</p>	STANDARD OPERATING MANUAL	SPHM -FO-FR-011
		Paid Out Voucher
AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM	

PAID OUT VOUCHER			No.
<input type="radio"/> REFUND	<input type="radio"/> ADVANCE CASH		
Guest Name _____	Room No. _____	Date _____	
Department Code	Description	Amount	
Total			
_____ Guest Signature		_____ Cashier Signature	
_____ Approved by FOM			
White - Guest, Blue - Finance, Yellow - File			



REBATE VOUCHER		
		No.
Guest Name _____	Room No. _____	Date _____
Department Code	Description	Amount
	Sub Total	
	S.V. Charge	
	VAT	
	Grand Total	

	STANDARD OPERATING MANUAL	SPHM -FO-FR-013
		Reservation Form
AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM	

RESERVATION FORM		RSVN. No. _____
Last Name _____	First Name _____	Check In Date : _____ Arr. Flt. / Time _____
Last Name _____	First Name _____	Check Out Date : _____ Dep. Flt. / Time _____
No. of Person (s) : _____ Adult, _____ Child		Transfer : <input type="radio"/> Yes _____ <input type="radio"/> No _____
No. of Room (s) / Room Type :		Room Rate :
_____ Deluxe Suite		
_____ Dara Villa		
_____ Superior Room		
Special Request (s) : _____		
Billing : <input type="radio"/> Guest A/C <input type="radio"/> Agent A/C _____		
<input type="radio"/> Company A/C _____		
Source of Booking : _____		
Received By : _____ Date : _____		
Remark : _____		
Agent / Company Name : _____		
Booked By : _____		
Contact : Tel. _____ Fax. _____		

 <p>SPHM</p>	STANDARD OPERATING MANUAL	SPHM -FO-FR-014
		Telephone Charge Voucher
AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM	

No.	
TELEPHONE CHARGE VOUCHER	
Date _____	Room number _____
Guest name _____	Destination _____
Telephone number _____	Time-on _____ Time - off _____
Time-on _____ Time - off _____	Total _____ Min.
Total Charge _____ Bath	
Term of payment	
<input type="checkbox"/> Cash	<input type="checkbox"/> Charge to room
Type of call	
<input type="checkbox"/> Local call	<input type="checkbox"/> Long distance call
<input type="checkbox"/> Oversea call	<input type="checkbox"/> Mobile phone
<input type="checkbox"/> Fax	<input type="checkbox"/> Internet
Prepared by	Accepted by
_____ GSA	_____ Guest Signature
White - Guest, Blue - Finance, Yellow - File	

	STANDARD OPERATING MANUAL	SPHM -FO-FR-015
		Transportation Charge Voucher
AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM	

TRANSPORTATION CHARGE VOUCHER		No.
Name :	Date	
Department :		
Reason / Destination :		
Expect Time To Go :		
Payment :	<input type="checkbox"/> Cash	<input type="checkbox"/> Charge To Room
	<input type="checkbox"/> Credit Card	Exp. Date
Requested By	Approved By	

	STANDARD OPERATING MANUAL	SPHM -FO-FR-016
		Miscellaneous Charge Voucher
	AREA Front Office Forms Used	Prepared by: Agustinus Agus Purwanto, SE MM

No.			
Guest Registration Card			
First Name (Mr./Mrs./Ms.)		Last Name	
Date of Birth		Occupation	Nationality
Passport No.		Issued By	
TM No.		Date of Issue	Expiry Date Of Stay
Alien Card No. Issued By			
Identity Card No.	Issued By	Date of Issue	Expiry Date
Residential Address			
City	State	Zip/Postal/Code	Country
Telephone No.		E-mail Address	
Arriving From		Flight	Time
Next Destination		Flight	Time
Remarks			
Method of Payment <input type="radio"/> Cash <input type="radio"/> Credit Card <input type="radio"/> Company Account <input type="radio"/> Other (Please specify) We regret that we are unable to accept personal cheques.			
Arrival Date	Departure Date	No. of Pax	Room No.
		Room Rate	
The hotel will be held responsible for the property of any guest, lost or damaged, only within the limits of the law of Mauritius, which are displayed at the Front Desk and in suite.		I, personally guarantee payment of all charges related to this account and hereby acknowledge and agree with the conditions and exclusion of liability as mentioned in this document.	
Guest Signature			
Hotel Use Only	Registered by:	Updated by:	Checked by:
First Name (Mr./Mrs./Ms.)		Last Name	
Arrival Date		Departure Date	

	STANDARD OPERATING MANUAL	SPHM -FO-FR-010
		Miscellaneous Charge Voucher
AREA Front Office Forms Used		Prepared by: Agustinus Agus Purwanto, SE MM

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