11/20/2018

Sun Paradise Hotels Management

Sun Paradise
Hotel Management

SPHM

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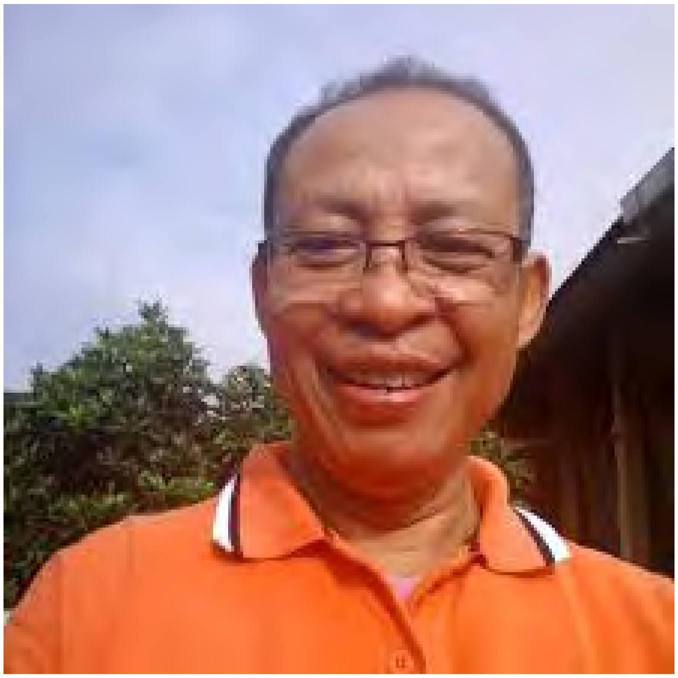
# SPHM – F.O ACTIVITY S.O.P



**By: | Agustinus Agus Purwanto, SE MM**

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# F.O Activity S.O.P

Sun Paradise-Hotels Management

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# Front Office Standard Operating Procedures

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|  | STANDARD OPERATING MANUAL | CREDIT POLICY |
|  |  | FO-SOP-01 |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To outline procedures for establishing and maintaining proper guest credit during the check-in process and throughout the guest's stay.

To ensure that proper credit controls are in place and maintained.

To minimize bad debt losses which will negatively affect hotel profitability.

## PROCEDURE OVERVIEW:

This procedure describes the role of the Front Office in the credit approval/credit authorization process. The Front Office staff is responsible for administering previously established credit and for ensuring that each customer pays in advance at check-in or establishes credit via an acceptable means. The Front Office staff has no authority to extend/approve credit or to accept any type of promise of payment other than those listed in this procedure.

## PROCEDURE:

### GUEST IDENTIFICATION AT REGISTRATION

1. Each registering guest will be required to present photo identification to verify the address and signature on the registration card. This verification is to ensure the guest registering is who she/he presents her/himself to be and that she/he can be reached at the address given.
2. Exceptions to the identification procedure are:
    - Certain frequent traveler benefits program members.
    - Direct Bill Authorized (See item 5 below for details).
    - Individuals who have been pre-approved for group master billing - "sign all charges".
    - Individuals who have been pre-approved for express check in.
    - Corporate business travelers with a valid credit card.

3. Acceptable identification is as follow:

    - A current driver’s license with photo and/or current passport.
    - An acceptable valid, major credit card, provided the guest indicates his/her intent to charge his/her room account on that card at check-out. The guest must also permit the clerk to imprint a charge voucher.
    - If a guest indicates "by check" as his method of payment and does not carry one of the acceptable credit cards, she/he must provide a driver's license or passport, and another form of identification with a signature. Checks are only accepted with a credit card guarantee.

      Air travel cards may be accepted for identification (with driver's license) with Front Office Manager Approval, however, these cards cannot be accepted as a method of payment.

4. Examples of items that cannot be accepted as identification include:
    - Social Security Cards
    - Temporary Driver's Licenses
    - Club Cards
    - Business Cards

## <u>CHECK-IN PROCEDURE</u>

1. In addition to the normal registration responsibilities, the Room Clerk must determine the manner in which the guest intends to settle his/her account at check-out, and record this information on the registration card if the guest has not done so.

2. The clerk should secure the identification presented and:
    - Check the expiration date. Indicate that the expiration date was checked, depending on the voucher.

- Verify the signature with that shown on the registration card.
- Obtain proper credit card authorization prior to guest leaving the desk.
- Record the identification accepted on the back of the registration card. If the identification accepted bears a number, record that number as well as the type of identification presented, i.e., driver's license, passport, etc. The clerk must also place his/her initials next to this information.
- If the guest presents an acceptable credit card and indicates that she/he intends to charge his/her account on this card at check-out, no further identification is necessary. The room clerk will secure the credit card and imprint the appropriate charge voucher which will be retained with the guest folio until check-out, an imprint will also be made on back of folio or registration card.
- If the guest objects to this procedure, the room clerk will write down the information on the reverse side of the registration card. Remind the guest that she/he must check out at the desk and sign his voucher at that time. Call the authorization center when necessary to determine the validity of the credit card. Verify that a credit card authorization has been obtained before the voucher is filed in the bucket. The charge voucher will be initialed to indicate this has been done.

3. If the guest cannot present an approved credit card at the registration desk in accordance with the established above procedure, the "cash in advance" procedure will apply. If the guest objects to payment in advance, he/she should be immediately referred to the Front Office Manager or the Manager on Duty. The amount of cash in advance collected is determined by the room rate plus tax times the number of nights plus an amount to cover small room charges (this amount to be determined by local property).
4. The desk clerk must advise the guest that he/she is not permitted to sign any charges to his/her room. All Food and Beverage Outlets and the Gift Shop must be immediately notified of the room number and CIA status, and a notation is made on the account or the room folio is stamped "CIA" before filing in the bucket.

5. There are four other possibilities for establishing guest credit at check-in:

   - Group Room Master Billing

     Special property approved billing instructions can serve as an approved method of establishing credit.

This approval must be obtained in writing, as part of the "Group Room Cover Sheet" or via a direct bill authorization from the Accounting Department.

These approvals must be followed "to the letter". Any deviation from this approved documentation will require approval from the Sales and/or Accounting Departments.

Any changes to Group Billing instructions by the authorized group contact requires a signed authorization and therefore must be referred to the sales manager handling the account.

- Direct Bill Authorized

Written, property-approved direct bill authorization from the Accounting Department can also serve as an approved method for establishing credit.

Again, all billing instructions must be followed "to the letter".

The guest's signature must be obtained at checking, and the guest must approve all charges and sign the folio prior to departure.

A copy of the direct bill authorization must be attached to the direct bill folio.

Some properties may elect to maintain an "approved" company Direct Bill Authorization file in the Reservations Office. This practice is not encouraged, but is a property option. If this practice is followed, it is the responsibility of the Accounting Department to keep this file current at all times.

- Non-Revenue Room Request

A properly completed and approved Non-Revenue Room Request can serve as a method of establishing credit, provided both the General Manager and Controller have approved the request.

- Multiple accounts

When one guest guarantees an account for another guest, the credit card of the paying guest must be imprinted on the back of the *non-paying* guests folio and the paying guest must initial under the imprint, and sign both registration cards.

## THE HIGH BALANCE REPORT

1. It is the responsibility of the Night Manager to prepare this report nightly. It should list every room folio reflecting a balance (This amount is to be established by each property between $15 to $500).
2. The Front Office Manager will assume responsibility for those accounts requiring follow-up action. All room accounts listed must be thoroughly checked for method of payment.
3. If an approved credit card voucher or number is on file and the charges do not exceed the current balance plus additional number of night's room and tax, no further action is necessary. When a room account exceeds this amount, the card authorization center must be contacted.
4. Determine the average daily charges incurred by the guest and the number of days remaining until scheduled checkout. This amount, plus the current balance on the room folio must be authorized through the card center. The authorization code and dollar amount is then entered on the voucher where indicated.

5. Room accounts that are coded "Bill Direct" or "Sign for All Charges" have been approved for credit. If you have any doubts regarding the validity of a direct bill, contact the Controller.
6. If neither of the above two conditions are met, the guest must be contacted for immediate payment of the account. The action taken on each account listed must be noted on the report and a copy of the report must be forwarded to the Controller, Rooms Director/Director of Operations.

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | CREDIT POLICY |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SETTLEMENT OF GUEST ACCOUNT AT CHECK-OUT

The method of payment will have been determined at the time of registration and will be so noted on the registration card. Direct Billing arrangements or payments by check in excess of established limits must be pre-arranged by the guest and approved prior to check-out.

Cashier responsibilities are as follow:

- Charging of Guest Accounts

  1. Approved credit cards - Verify that the voucher filed with the folio belongs to the guest. Also verify that the credit card number and name are legible on the voucher. If the folio balance exceeds the previously authorized amount, the card center must be called for authorization. Compare the voucher and the credit card to ensure that the signatures match.
  2. A folio must be presented to the guest for signature on "Direct Bill" Accounts.

- Restrictions on Charging of Guest Accounts

  1. A credit card cannot be accepted as authorization for direct billing by the hotel. All direct billing requests must be directed to and approved by Accounting.
  2. If the guest has presented an approved credit card at check-in, this same credit card must be used in settling the account. If the guest wishes to charge the account to another credit card, it must be verified through the credit card authorization center before settling the account.

- Payment of Guest Account By Personal Check

  1. The check must be imprinted with the guest's name, address and telephone number and the check number must be at least 300 or higher. Do not accept checks that are obviously drawn on a new account.
  2. Checks may be accepted for the exact amount of the folio balance, provided proper credit information (and approval) was secured at check-in and is indicated

on the folio.

If this information has not been taken, the cashier must secure it (and any necessary approvals) and record it before accepting the check. The cashier should also notify the Front Office Manager if the information was not secured at checking. Also, when possible, the credit card should be imprinted on the back of the check, with the type of card indicated.

3. In the absence of credit information, record the room number, address, telephone number and date of checkout on the front of the check.

☐ After Departure Charges

1. After departure charges can be handled in two ways
   ☐ Settle on a separate voucher.
   ☐ Pen change the amount on the voucher or use the adjusted amount portion of the voucher where available.
2. A copy of the adjusted voucher and final room folio must be mailed to the guest.

## CHECK CASHING

Checks will be cashed only for registered guests (unless authorized through frequent traveler program guarantee) subject to the following limitations:

☐ Personal Checks

1. The guest must have one of the following credit cards:
   ☐ American Express
   ☐ Carte Blanche
   ☐ Diner's Club
   ☐ Discover
   ☐ Master Card
   ☐ Visa

2. The check must be imprinted with the name and address of person cashing it.

3. No check with a number below 300 is to be accepted without a manager's approval.
4. The guest must have a valid driver's license as a second piece of "identification". The address on the driver's license must agree with the address on the check. Also the driver's license number and state of issue must be written on the check.

5. Indicate that a check was cashed on the back of the guest registration card, the amount, date and clerk's initials.
6. After all verification has been performed, the check may be cashed, subject to the following limits established by local policy and/or frequent traveler program guarantees. Check cashing should never exceed $50 per day.

7. To guarantee payment of the check through the credit card company, all information must be called in and authorized through the check guarantee authorization center.

- Traveler's Checks

  Traveler's checks must be counter-signed in the presence of the cashier. Verify the signatures with one piece of identification. All three signatures must match.

- Travel Letter

  Travel letter must be reviewed and approved by hotel Controller prior to acceptance. Limitations on the letter must be followed exactly. One piece of identification is required. After hours, obtain other source of credit until controller can be contacted.

- Company Checks

  All company checks must have the approval of the Front Office Manager, or Desk

Supervisor.

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | CREDIT POLICY |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

- General

1. Only the Front Office Manager or an Executive Committee member can authorize check cashing for an individual who is not a registered guest.
2. No second party (personal or traveler's) checks will be accepted.
3. No "counter" (checks with no imprinted account number) will be accepted.
4. The credit card used as a credit reference must be in the same name as the person cashing the check.
5. No payroll (SPHM or other) or employee checks will be cashed.
6. Cash should <u>never</u> be given and charged to a credit card.

- General

1. Only the Front Office Manager or an Executive Committee member can authorize check cashing for an individual who is not a registered guest.
2. No second party (personal or traveler's) checks will be accepted.
3. No "counter" (checks with no imprinted account number) will be accepted.
4. The credit card used as a credit reference must be in the same name as the person cashing the check.
5. No payroll (SPHM or other) or employee checks will be cashed.
6. Cash should <u>never</u> be given and charged to a credit card.

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|---|---|---|
| Sun Paradise Hotels Management<br>Sun Paradise<br>Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | CASH-IN-ADVANCE |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To reduce the risk of uncollectible folio balances to include charges from all outlets.

To establish handling procedures for the Cash-In-Advance guest

## PROCEDURE:

1. When a guest cannot produce an approved credit card at check-in (in accordance with SPHM Front Office SOP # FO-1, "Front Office Credit Policy") the "Cash-In-Advance" procedure will apply.
2. The guest must be advised that he/she will not be permitted to sign any charges to his/her room. Each property should develop a small card that explains the Cash-In-Advance policy to the guest. This card should be given to the guest with the key and check-in packet. The card will serve as an additional reminder to the guest, but does not relieve the desk clerk of the responsibility of explaining the policy to the guest.
3. If the guest objects to payment in advance, he/she should be immediately referred to the Front Office Manager.
4. The amount of cash collected in advance will be determined by the room rate plus tax times the number of anticipated nights plus a local approved deposit amount (usually $20 -$25 per day).

*Note:* Each property should determine the amount they wish to secure for telephone, movies, Honor Bar, etc. charges. If cash deposits are not secured for these items, it is strongly recommended that these services not be made available to the guest.

5. The guest must have a valid driver’s license or passport.  No I.D., no check-in.
6. The Front Office must produce an updated "CIA" list at least twice per shift. These must be delivered to every outlet in the hotel as they are produced. This includes Food and Beverage Outlets, Gift Shop and any other retail outlets.

It is the responsibility of each server and/or Cashier to check this CIA list prior to closing out a guest check or transaction.

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|---|---|---|
| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | GIFT CERTIFICATES<br>Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

This policy will cover individual property Gift Certificates as well as franchiser Gift Certificates.

To offer basic procedures for the control and use of Gift Certificates for Front Desk, Food and Beverage Outlets, Gift Shop and Accounting.

## RESPONSIBILITY:

The overall Gift Certificate Policy will be monitored by the Controller.

## PROCEDURE:

<u>FRONT DESK/NIGHT AUDIT</u>

1. All Gift Certificates will be sold at the Front Desk. The Front Office Manager is responsible for ensuring that an adequate supply of Gift Certificates is on hand at all times.
2. Gift Certificates will be issued to the Front Desk by the General Cashier.
3. Property-issued Gift Certificates must include the following:
   - ☐ Date of purchase
   - ☐ Expiration date (usually one year from the date of purchase). Dollar value of the certificate.
   - ☐ Authorized signature (signature of the issuing Desk Clerk).
4. Corporate Gift Certificates must include the following:
   - ☐ Date of purchase.
   - ☐ Hotel name and number (the number assigned to the property by Corporate Flag).
   - ☐ Authorized signature (signature of issuing Desk Clerk)
5. The carbon copy of the Corporate Gift Certificate should be placed in the "drop envelope" for that shift.

6. Each Gift Certificate should be posted on the Gift Certificate G/L. The Gift Certificate number should be listed in the required reference field. The proper payment method should then be posted to the Gift Certificate Master to reduce the master account to zero. The Gift Certificate Master Account must always have a zero balance.

7. Gift Certificates are not refundable.

### FRONT DESK, NIGHT AUDIT, FOOD AND BEVERAGE, GIFT SHOP

1. All Corporate and Property Gift Certificates are to be treated as cash. They should be substituted for cash payment in Daily Drops. DO NOT HOLD GIFT CERTIFICATES USED FOR PAYMENT IN BANKS.
2. Change should not be returned to the guest for any amount over $1.00 (difference between Gift Certificate value and balance due on check or folio).

3. When change is due the guest for amounts over $1.00, the Gift Certificate and guest check or folio should be brought to the Front Desk by the server, clerk or department manager, and a new Gift Certificate should be issued to the guest for the change amount.

### NIGHT AUDIT

1. Night Audit must ensure that the Gift Certificate Master Account remains at a zero balance at all times.
2. The Gift Certificate Master must be "checked out" of the system at each period end. A copy of the folio is then forwarded to the General Cashier.

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | FRONT OFFICE PETTY CASH PROCEDURE |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## PROCEDURE:

1. All Petty Cash disbursements should be from the General Cashier.
2. A Petty Cash slip must be completed listing the following information:
   - Amount (not to exceed $25.00). Include attached receipt.
   - Reason/What it is for.
   - Account number to which it is to be charged.
3. The Executive Committee member and General Manager or Controller must approve the request.
4. Petty Cash disbursements cannot exceed $25.00.

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|---|---|---|
|  | STANDARD OPERATING MANUAL | HANDLING GUEST CHARGES AT FRONT DESK |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure the proper posting and billing of all guest charges

## PROCEDURE:

### GENERAL

1. Copies of each day's charges for all departments must remain at the Front Office for at least seven days from the date of posting in case a question should arise concerning the charge.
2. Supporting documents or validation are required for every charge voucher posted at the Front Office.

### LAUNDRY AND VALET CHARGES

1. The laundry/dry cleaning service will provide a "Master List" of all guest laundry/dry cleaning done for that day. (See SPHM Front Office SOP # FO-32, "Guest Laundry and Dry Cleaning"). A copy of this Master List is to be sent to the Front Office for the purpose of posting guest charges.
2. The Front Desk Cashier should use the Master List as a basis for generating individual laundry charge vouchers to be posted and validated. When possible, arrangements should be made with the laundry/dry cleaning service to make up these individual vouchers.
3. After posting all laundry/dry cleaning charges, the machine total must be balanced against the total on the Master List.

### MISCELLANEOUS CHARGES

1. Miscellaneous charge vouchers are used to charge the guest for all charges posted to the guest's account that do not have a separate account or key (including charges for guest property damage).
2. All miscellaneous charges should be signed by the guest and must be referenced on the room account.

BANQUET CHARGES

1. All banquet charges for events serviced by the Catering/Banquet Department will be communicated to the Front Desk via a banquet check. No other format will be used.

2. All banquet checks must be signed by the guest, group leader, convention director, or by the Banquet Manager when the guest is not available (this last option should be rarely used).

3. All banquet checks must also contain the following:
   - ☐ Complete name of the individual in charge of the function.
   - ☐ Complete name of the individual to whom the billing is to be sent to if different from (A) above.
   - ☐ Billing address of the group or function.
   - ☐ Date of the function.
   - ☐ Total amount of the check.
   - ☐ A complete breakdown or explanation of the charge(s).

4. All banquet checks must be completed and forwarded to the Front Desk as soon as possible on the day the charge is incurred.

5. All banquet charges (checks) are to be posted to a master account or on a master folio (which will remain at the Front Desk until the end of the convention, meeting or function(s)), or directly to a city ledger transfer folio for accumulation and later billed directly from the Accounting Department. No Banquet charges should be posted for any type of direct bill without proper credit information on hand. (See SPHM Front Office SOP # 's FO-9, "Direct Billing" and FO-1, "Front Office Credit Policy").

FOOD AND BEVERAGE OUTLET CHARGES

In most properties, there is direct interface between the Food and Beverage Point of Sale System and the front property management system. When this is the case, all charges are posted automatically to the guest’s account when the check is closed in the outlet.

2. When the POS System is not interfaced with the PMS, the actual guest check is hand delivered to the front office and is posted directly to the guest folio, using the check as validation for the change.
3. In this "manual" environment, outlet service personnel must make every effort to ensure that those charges reach the front Office (for posting) as soon as possible.
4. The Total amount to be posted on the guest folio, including tax and/or gratuity, must be circled in red on the back of check. Front Desk Cashiers should be trained to post only the figure that is circled in red on the check.
5. Any charges (checks) that are not within policy or for cash in advance guests should be returned immediately to the Restaurant Manager Disposition.

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| | STANDARD OPERATING MANUAL | REBATES |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To outline rebate procedures.

To control rebates and define required authorizations and approvals for rebates.

## AUTHORIZATION:

Rebate authorization will originate with the Front Desk Manager, Front Office Manager or Rooms Director/Director of Operations.

All rebates must be circulated for review and approval by the General Manager, Rooms Director/Director of Operations and Controller.

## PROCEDURE:

1. When a guest indicates that he/she has a complaint about his/her rate, charges on his/her bill, or some other area of service, and the Desk Clerk/cashier feels that an adjustment may be necessary, the Front Office Manager, Front Desk Manager or supervisor should be made aware of the situation.

2. If a situation arises where it is absolutely necessary, a rebate may be authorized and handled by the Desk Clerk/ cashier, however, all such rebates must be reviewed by the Front Desk Manager or supervisor at the end of the shift. This should occur only when it is the only way to placate or satisfy the guest.

3. When the decision is to make a rebate, the cashier will prepare the rebate voucher. The voucher must contain the following information:
    - Date
    - Name of Guest or Group
    - Room or Account Number
    - Signature of Authorized Manager or Supervisor
    - Complete Explanation for the Adjustment
    - Amount of the Adjustment

   - Correct Account Code that the rebate is to be charged to

4. The voucher is then placed with the other rebate vouchers that have been run for that day for review by the Night Auditors.
5. All rebates will be signed by the Shift Supervisor.
6. The Rooms Director/Director of Operations will also maintain close supervision over rebates. He/she will review and approve all rebates on a daily basis and will investigate and reconcile any unusual or recurring rebates.
7. It should be noted that when rebates occur after check-out, the rebate medium should be the same as that used for payment of the folio, i.e., if a credit card was used, a credit card "credit" voucher must be prepared; if the bill was paid by check, a check should be requested from Accounting for the rebate.

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| | STANDARD OPERATING MANUAL | PAID OUT<br>Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To outline guest paid-out procedures.

## PROCEDURE:

1. Paid outs can be made for:
    - Payments to transportation companies.
    - Payments to florists.
    - Refund of account balance when paid in advance by cash. (Do not use paid out when guest paid by check at check-in.)
2. Paid outs cannot be made to a guest as a cash payment when the guest is settling his accounts with a credit card.
3. All paid outs must be done using the proper voucher and must be signed by the guest and the cashier.
4. Paid out vouchers are to be placed in the cash envelope with the daily deposit.

5. The Rooms Director/Director of Operations will review all paid out slips on a daily basis and investigate any unusual paid outs.

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| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | CASH HANDLING PROCEDURE |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To control and monitor all cash, check, and credit card transactions at the front desk in order to effectively preserve and maintain hotel assets, maximize revenues, and promote operational efficiencies.

## PROCEDURE:

### Controls

1. Each clerk will be issued an individual bank, upon completion of a Bank Request Form and satisfactory House Funds Contract completion. At the same time, the clerk will be assigned a safe deposit box and key for secured storage of their bank. It must be understood that the bank remains the property of the Hotel, and at no time may the employee remove the funds from the Hotel, nor are the funds to be left anywhere but in the safe deposit box. House funds must be complete at all times and employees may not cash their own checks, nor borrow funds at any time. Unannounced audits will occur a minimum of once a period, with discrepancies resulting in disciplinary action.

2. All cash drawers at the front desk are to be equipped with individual locks. Under no circumstances should more than one employee work out of a cash drawer, nor share funds. Cash drawers should be locked at all times, with the key removed from the lock.
3. Each cashier will post all shift transactions on that individual shift key or cashier password. This will insure that each clerk will have a separate cashier/shift closing to balance against their locked cash drawer at the end of their shift.

   *Note:* These cashier/shift closing reports must be under the positive control of the shift Supervisor/Manager. All system restrictions and/or mode keys must be managed accordingly.

Banks must be counted every day they are used. Precautions need to be taken to assure a protected count out area is available. Deposit envelopes nor cash should never be left unattended, even if only for a brief period.

## CASHING OUT/DEPOSIT PROCESS

1. At the end of each shift, the Front Desk Cashier will "run" the "employee only" shift closing report. (The name of this report may vary from property to property).

2. The bank should be counted out to its original amount, retaining lowest denominations in order to make change for guests.
3. If there is not enough cash to make up the bank (due to paid outs, checks, petty cash vouchers, etc.), the cashier must complete a "due back" request to replenish the bank to its original amount.
4. Banks are to include cash and due back slips only to equal the amount of the bank. Retention of checks (personal or travelers checks), petty cash vouchers, etc., will be grounds for disciplinary action.
5. Prepare a deposit slip, listing all checks, paid outs, petty cash vouchers, and cash by denominations. Verify that all checks have "approvals". Run a tape of the cash and checks, as well as a separate tape for each credit card type.

6. Enter the deposit total on the envelope.
7. The Supervisor/Manager will run a cashier report/shift closing and compare the totals to the deposit. The cashier's bank should be verified, place all items in the envelope, seal it, initial the flap, and tape over the seal.
8. Should an over/shortage remain unsolved, the information should be passed onto night audit for further research. The drop is to reflect the overage/shortage - at no time should the excess funds be placed in the employee's bank, nor should the deposit shortage be replenished by funds from the bank.

9. The deposit envelope will be logged at the drop safe and dropped in the presence of a witness (who also signs the log sheet).

All single unexplained shortages of $15.00 or more, and a cumulative shortage of $50.00 or more during any accounting period, will be cause for a written warning to be placed in the employee's file. After two written warnings, the individual will be removed from cash handling responsibilities.

<u>MISCELLANEOUS</u>

1. A log book for all adjustments, paid outs, error corrections, and voids should be maintained at the Front Desk. It is the Front Office Manager's responsibility to review and initial the log book on a daily basis.
2. Check acceptance and cashiering procedures must be and strictly adhered to. If a guest has provided an American Express card, approval of checks, through American Express is more advantageous to the Hotel than other check guarantee sources (follow appropriate procedures).

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| | STANDARD OPERATING MANUAL | DIRECT BILLING<br>Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To establish procedures for the approval of Direct Billing privileges

To outline procedures for handling Direct Bill accounts.

## RESPONSIBILITY:

### ACCOUNTING

1. If a company wishes to obtain Direct Billing privileges with the hotel, they must first submit a Letter of Authorization for Direct Billing" to the Accounting Office.

2. The "Letter of Authorization for Direct Billing" must contain the following:
    - ☐ The letter must be on company letterhead.
    - ☐ The letter must include the names of all individuals authorized to sign.
    - ☐ The types of charges for which they may sign (i.e., room and tax, sign for all charges, etc.)
    - ☐ The bank and branch that the company uses.
    - ☐ At least four credit references.
    - ☐ The correct billing address.
    - ☐ The name of the individual who will receive and approve the statement.
3. These letters are then kept on file for future reference. One copy is sent to Reservations and one copy is sent to the Front Desk.
4. Blanket Direct Bill authorizations may be kept on file for companies that make large numbers of reservations. The decision as to when to do this rests with the Controller. In this case we should request an updated authorization letter on an annual basis. The decision to continue Direct Bill privileges will be based on payment history.

5. If a company becomes delinquent in payments, it is the responsibility of the Accounting Office to notify Reservations and the Front Desk that Direct Billing

privileges are suspended for this company. Billing privileges are to be suspended until full payment is received from the company. At that time the Controller must make the decision as to whether to re-instate Direct Bill privileges for the company.

RESERVATIONS/FRONT OFFICE

1. After a company and/or account has been cleared by Accounting for Direct Billing, the Reservations staff can then use their copy of the approved Direct Bill Request Letter as authorization to stamp "Bill Direct" on all future reservations for that company.
2. Only accounts pre-authorized by Accounting may Direct Bill. If a guest requests Direct Billing to his/her company, and there is no authorization on file, he/she should be referred to the Credit Manager or Controller.
3. The Front Desk is not authorized to approve any Direct Bill arrangements.
4. At checkout, Direct Billing Accounts must be verified and signed by the guest to acknowledge verification. This will help to prevent most billing disputes after checkout.
5. Frequent traveler programs do allow automatic direct billing privileges for certain level membership. In this case the clerk must obtain a credit card imprint on the back of the registration card

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|  | STANDARD OPERATING MANUAL | GUEST LEDGER CONTROL |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To provide the necessary controls and audit trails needed to maintain the integrity of the guest ledger.

## AUTHORIZATION:

Only the Front Office and Night Audit Staff will have access to the Guest Accounting Option (PMS). No other department will have access to this option or its related functions.

## RESPONSIBILITY:

The Front Office will be responsible for all transactions in the guest ledger.

## PROCEDURE:

### FRONT OFFICE/NIGHT AUDIT

All aspects of the guest ledger are to be the responsibility of the Front Office Manager. This includes all account types.

1. Both Front Office and Night Audit will perform all functions in guest ledger as directed by Corporate and Property Standard Operating Procedures.

### GUEST LEDGER CONTROL

There will be occasions when members of the Accounting Staff will have need to access information from the guest ledger. This will always be accomplished through a member of Front Office Management or designated supervisor.

1. All transactions to guest ledger will require a corresponding voucher or Guest Ledger Adjustment/Transfer Form. This form must be completed and authorized per policy, then signed by the Controller or Assistant Controller. This form will then be given to the designated Front Office person for review. The Front Office person will perform the appropriate function and attach a copy of the folio to the voucher or Guest Ledger Adjustment/Transfer Form.
2. Front Office is to forward all items to the Night Audit Staff with their shift work. Night Audit will then forward all forms and documentation to Accounting

via the Income Journal packet. The Controller or Assistant Controller must review all forms and documentation daily.

3. All city ledger transfers will be performed by the Front Office under the direction of the Accounting Department. Accounting will notify the Front Office of accounts requiring transfer to city ledger. The Front Office will then transfer the account to city ledger and place a copy of the folio with their shift work. Night Audit will then forward all items to Accounting via the Income Journal packet. The Controller or Assistant Controller will review all items daily.

Should the need arise for Accounting to view a folio, they must do so with a Front Office staff member, or request a copy of the folio from the Front Office

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|  | STANDARD OPERATING MANUAL | RELEASE OF RECORDS TO GUESTS |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## PROCEDURE:

1. Should a telephone call be received by the Hotel requesting guest information on folios, restaurant checks, lounge checks, etc., the call should be forwarded to the credit manager/supervisor.
2. The caller should be instructed to obtain a letter from the guest signed by the guest indicating the request.
3. The credit manager/supervisor will compare the signature on the folio to the signature on the letter before releasing any information.
4. If the signatures match, the information may then be released.

*NOTE:* This will prevent information on our guests which could be embarrassing or which could lead to a lawsuit from getting into the wrong hands.

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|  | STANDARD OPERATING MANUAL | CONCIERGE LEVEL |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To provide guidelines on hours of operation, service, food and beverage, guest room amenities and rate structure for the Concierge Level.

## PROCEDURE:

The Concierge Level is one or more floors of upgraded rooms and a guest lounge, equipped with a pantry, where concierge services are provided by an appropriate attendant during peak hours for guest consumption.

### STAFFING

The lounge will be staffed during peak hours of operation and/or at any time food and/or liquor service is available for guest consumption. Generally speaking, the highest guest usage of the lounge will occur in the morning between 5:30 a.m. and 9:00 a.m. and in the evening between 5:00 p.m. and 9:00 p.m. If check-in and check-out service is available on the Concierge floor, the area must be staffed from 7:00 a.m. till 11:00 p.m.

### CONCIERGE AND ASSISTANT CONCIERGES

The concierge must project an image of maturity, knowledge, gracious assistance and above all, professionalism. Employment in one of these positions should be reserved for those with good guest hospitality skills.

### OPERATING HOURS

The lounge will be open weekdays (Monday morning and weekends optional) and evening hors d'oeuvres with an honor bar. The hours for each hotel will depend upon the guest needs.

### AUTHORIZED GUESTS

The lounge is primarily for the exclusive use of guests occupying a concierge guest room, or a suite, upper level frequent traveler members (given a lounge pass or key access if staying on other floors).

## CONCIERGE SERVICES

1. Serve food and beverage to lounge guests, and promptly clear plates and debris.
2. Offer gracious and prompt cocktail service, thus promoting liquor sales.
3. Be intimately familiar with and able to arrange for a wide variety of services for the guest, at the minimum including:
    - Reservations for airlines, hotels, restaurants, and rental cars.
    - Tickets for theaters and sporting events.
    - Business services such as telegrams, express mail, computer access, photocopying, and clerical help.
    - Limousines, tours, and other transportation.
4. Offer "one stop shopping" for the guest and pursue his request thoroughly, as opposed to merely referring the customer to someone else.
5. Ask if food and beverage service can be made available from the Concierge if the guest does not want to go to the lounge.

## FOOD AND BEVERAGE

The following food and beverage arrangements are suggestions for service:

- Complimentary Breakfast
    1. Hours of Service: 6:00 a.m. - 10:00 a.m., Tuesday through Friday
    2. Beverages: Coffee Tea Decaf Milk Three Juices (choice of tomato, orange, cranberry, grapefruit, pineapple, grape)
    3. Fruits: Apples, Bananas, Blueberries, Cantaloupe, Honeydew, Grapes, Oranges, Pineapple, Strawberries, Watermelon, Assorted fruit flavors
    4. Breads: (one) Banana, Cranberry, Date nut, Raisin, Zucchini
    5. Muffins: (one) Blueberry, Bran, Cranberry Pecan
    6. Other: (one) Croissant, Danish (assorted fruit & cheese)

7. Condiments: butter, jellies, half-and-half, sugar, sweetener.
8. Items should vary day to day; perhaps a rotating menu.

☐ Complimentary Dry Snacks

1. Hours of Service: Throughout afternoon and evening staffed operating hours
2. Choice of two: Goldfish, Potato chips, Mixed Nuts, Pretzels

☐ Complimentary Hors D'oeuvres

1. Hours of Service: 5:00 p.m. - 7:30 p.m.
2. Minimum of one hot and one cold.
3. Choice of: Bouchees, Chef selections, Egg rolls, Fruit/cheese tray, Rumaki, Salami cornucopia, Stuffed cherry tomatoes, Vegetable/dip tray, Won ton
4. After dinner or late night snacks, i.e., cheese and crackers, may be provided on an optional basis.

☐ Complimentary Beverage Service

1. Hours of Service: Throughout all staffed operating hours
2. Diet Coke, Club Soda, Coffee, Coke, Decaf, 7-Up, Tea
3. Appropriate condiments

☐ Cocktail Service

1. Hours of Service: 4:00 p.m. (unless local law restricts). The lounge must be staffed if cocktail service is available. Shorter hours of availability may be appropriate.
2. Non-plastic stir sticks and napkins should be supplied with the cocktail service
3. Honor Bar System

☐ Guest fills out a ticket for their drink. No complimentary liquor.

- Charges should be equivalent to the highest price charged for cocktails in the hotel at any given time.
- There should be a "No Tipping" policy.
- "No Cash" policy - room charge only.

4. Liquors (full size bottles or mini bottles can be used). Utilize call or premium brands. Bourbon, Brandy, Gin, Rum, Scotch, Tequila, Vermouth, Vodka
5. Beer (Miller Lite, Michelob, Heineken)
6. Wine (domestic red and domestic white in a 750 milliliter cork-finish bottle or mini bottles: variety)
7. Mixes (8 oz. one-way bottles of coke, ginger ale, lemon-lime, Tab, tonic soda, pitcher of Bloody Mary mix, pitcher of sweet and sour mix, orange juice, cranberry juice)
8. Garnishes: cherries, lemon, twists, lime wedges, olives, orange slices, white onions

9. Cordials: B & B, Baileys, Cointreau, Creme de Cassis, Creme de Cacao – dark, Creme de Menthe – green, Drambuie, Grand Marnier
10. Lounge Amenities
    - Deluxe 25" console TV
    - High quality stereophonic sound system
11. A small library of magazines, newspapers, etc.
    - Magazines: Business Week, Forbes, Fortune, Newsweek, Sports Illustrated, Time
    - Local or regional magazines: (Washington, Atlantic, Boston, Chicago, etc.).
    - Newspaper: WSJ, USA Today, and the local or regional paper.

Upgraded telephone service available in the lounge, offering both free local calls as well as charge-a-call long distance service

13. Fresh flowers displayed prominently in your lounge that are changed regularly.

GUEST ROOMS

1. All occupied Concierge Level rooms are to receive turndown service nightly. All beds which are turned down are to be triple sheeted.
2. Set an exceptional standard of maintenance and cleanliness for your Concierge rooms; attention to detail is essential.

   Guest supplies - optional supplies are as follows:

   - One live plant.
   - One current copy of Business Week
   - One current copy of Fortune.
   - One shoe shine machine (may be available in lounge only).
   - Extra Stationary (five sheets/five envelopes standard).
3. If your Corporate Rate is $110 or more, add $25 to the Corporate Rate to establish your Concierge Level Single Rate. For Double, add an additional $10.

4. Special Rates can be applied for weekends or included as upgrade in packages.

The Concierge Level should be included in the hotel marketing plan, and usage of the level should be carefully tracked and monitored.

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| | STANDARD OPERATING MANUAL | CHECK-IN AND CHECK-OUT PROCEDURES |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure a positive guest experience during the check-in/checkout process.

To define proper check-in/check-out procedures.

## PROCEDURE:

### CHECK-IN

1. All guests are to be greeted warmly by the Front Desk Clerk, using the script as outlined in the Front Desk training manual. At a minimum, the following elements should be present:
   - Smile.
   - Maintain eye contact.
   - Use the guest's name.
   - Thank the guest and wish him/her a pleasant stay.
2. To register the guest:
   - Locate the registration card and present it to the guest. Ask him/her to verify the pre-printed information, indicate anticipated departure date, initial the room rate and sign the card.
   - Establish credit as outlined in SPHM Front Office SOP # FO-1; "Front Office Credit Policy." Credit cards should be imprinted on the back of the registration card.
   - If alternative credit cards are offered, our order of preference is as follows: o Visa or MasterCard

     o American Express

     o Discover

     o Carter Blanche o Diner’s Club

- For guests paying with cash or check, implement Cash-In - Advance procedures as outlined in SPHM Front Office SOP # FO2;, "Cash in Advance".

- Inquire as to desired room type (if not already blocked). Note room number and room rate on the registration card when necessary.
- Time stamp the registration card (and folio, where applicable).
- Inform the guest of Express Check-Out Service, where proper credit information has been secured.
- Offer information for frequent traveler program.
- Indicate status of frequent traveler on folio or in PMS when applicable. Inquire if guest would need luggage assistance and then introduce guest to the Bellman. For security reason, ensure that we do not use room number when introducing the guest to the Bellman.
- Give rooming slip copy of registration card with room key to the Bellman. For security reasons, ensure that we do not use the guest's name and room number when introducing the guest to the Bellman.

EXPRESS CHECK-IN

1. Express Check-In and Pre-Registration involve the same process.
2. The following guests should be pre-registered:
   - VIP Guests.
   - Secretaries Club Guests
   - Frequent Travelers Member
   - Advance Deposits
   - Assured Reservations (American Express)
   - Group and transient guests who are not required to establish credit at check-in
   - Airline Crew Rooms

- Sports Teams
- Tours
- Guests who call to confirm their reservations

3. The Express Check-in/Pre-Registration procedure is as follows:
   - Prior to arrival, a room is pre-assigned, and the room number is noted on the registration card or in PMS.
   - The key to the assigned room should be placed in a key packet, and the guest's name and room number should be indicated on the key packet.
   - On PMS properties, the guest should be placed in "I" status prior to his/her arrival. In the name field, clearly indicate that the guest has not yet arrived, using a unique indicator, such as "P/R", meaning "pre-registered".
   - The key packet should be attached to the registration card and both items placed in the arrival bucket. When the guest arrives, he/she need only sign the registration card to receive his/her key, except for pre-registered guests who must establish credit at check-in.
   - The clerk should always verify the intended departure date with the guest.
   - Under no circumstances should a guest be registered or pre-registered in a dirty guest room. If a guest has to wait for a room, every effort should be made to store their luggage and assist the guest in every way possible prior to their being assigned a room.

CHECK-OUT

1. Remove the registration card from the bucket and time stamp it. Display and print the room account or remove the folio from the bucket.
2. Check for any recent telephone charges through the Call Accounting Terminal.
3. Inquire as to how the guest's "stay" was, (i.e., were any problems experienced) and attempt to resolve any difficulties.

4. Present the folio to the guest for review. Ask the guest if there were any recent charges that are not posted on the folio (i.e., breakfast, room service, etc.) and request return of the room key.
5. Finalize the payment method and present the guest with his/her paid receipt and a comment form in the approved check-out sleeve.
6. Ask the guest if he/she has vacated the room.
7. Request room key.
8. Thank the guest for his/her patronage and ask him/her to return again in the future.

9. Notify Housekeeping when the room has been vacated.

## EXPRESS CHECK-OUT

1. All credit card and direct bill customers will receive Express Check-Out Service unless they specifically request otherwise.
2. Every evening, Night Audit will generate a listing of all Express Check-Outs due to depart the following morning. Copies of these folios will be printed and credit card vouchers (for credit card guests) will be completed with folio amount and the "signature on file" notation on the signature line.
3. The folio copy, credit card receipt, and comment form should be enclosed in the Express Check-Out Sleeve, and all sleeves should be arranged in "delivery" order.

## CHECK-IN/CHECK-OUT TIMES

1. Express Check-Out Sleeves should have printed instructions to the guest explaining that he/she should call the Front Desk to notify the hotel of their departure, and that he/she should drop off the guest room key (or leave it in the room). Note the room number only on the exterior of the check-out sleeve.

2. Express Check-Outs should be delivered to the guest room and slid under the door no later than 4:00 A.M.

At no time should the Express Check-Out information be placed outside the guest's door.

3. When Express Check-Outs incur late charges, an adjusted folio and credit card voucher will be mailed to the guest on the day of departure.
4. When the guest calls the Desk and reports his/her departure, the clerk will pull the registration card, time stamp it, and notify Housekeeping that the room has been vacated. All Express Check-Outs should be cleared during the 1:00 P.M. bucket check by comparing with Housekeeping status.
5. Corporate properties should establish a check-out time of 12:00 Noon and a check-in time of 3:00 P.M.
6. Resort type properties must develop their own Local Standard Operating Procedure for check-in/check-out times based on demand and market.

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| Sun Paradise-Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | CHECK-IN AND CHECK-OUT TIME<br>Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure that established Check-In/Checkout times are known to our guests.

## RESPONSIBILITY:

Rooms Director/Director of Operations

## PROCEDURE:

Times should be established based on local market needs and demands. Specifically, the requirements for Corporate/Business market property will be different from a resort-type property.

Corporate properties should establish a Checkout time of 12:00 Noon and a Check-In time of 3:00 P.M.

Resort-type properties must develop their own L.S.O.P. for Check-In/Checkout times based on demand and market.

The established times should be published in the following places, at a minimum:

1. At the Front Desk.
2. On the "Check-In Folder"
3. In the Guest Directory.
4. On the back of every guest room door

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| Sun Paradise-Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | LATE CHECK-OUT |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To define late checkout procedures

## PROCEDURE:

While we usually specify that there is an additional charge for checkout after the established hour, when possible, we should try to accommodate late checkout requests at no charge.

If the hotel is sold out, and we are unable to accommodate a late checkout request, arrangements should be made for storage of guest luggage, phone messages, etc.

After granting a late checkout request, the clerk must notify Housekeeping of the actual expected checkout time.

When the guest does check out of the room, Housekeeping should be notified immediately, so the room can be made up as soon as possible.

The latest a guest may check out without additional charge is 6:00 p.m. After this time, the full rate must apply, as we cannot normally make these rooms up in time to resell them.

The Front Office Manager will have the discretion of granting late checkouts under exceptional circumstances.

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| | STANDARD OPERATING MANUAL | WORK-IN GUEST<br>Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To avoid losing the "good will" of our guests when the property is unable to honor a guaranteed reservation

## PHILOSOPHY:

In our highly competitive markets, it is the goal of every Front Office to have zero room vacancies in order to maximize rooms' revenue and occupancy. In many instances, this requires very aggressive selling tactics to compensate for no-shows and cancellations. Specifically, it means that we must accept more reservations than we can accommodate, based on historical no-show/cancellation statistics. When an unanticipated number of stay-overs occur or our historical data does not extend to current trends, the result is a walk situation.

## PROCEDURE:

When a walk situation occurs, the following procedure is to be followed:

1. The Front Office Manager, Reservation Manager, Rooms Director/Director of Operations and Director of Hotel Sales should review all arrivals and decide which individuals should be protected from a potential walk situation (i.e., Frequent Guests, VIPs advance deposits, meeting planners and Secretaries' Club reservations).
2. These individuals should be pre-registered.
3. Group arrivals should be reviewed. Many groups guarantee payment. In addition, individuals attending group meetings being held at the hotel, as well as those transient guests representing major corporate producers and guests who have called to confirm their reservation should also be given preferential treatment.
4. Review room availability at competitors where "walk rates" have been established. Consider reserving a block of rooms depending on the severity of the situation.

5. Ensure that a senior member of the Front Office management team and Manager on Duty are aware of the situation and readily available to personally handle relations with all guests to be walked.
6. When the guest arrives, the situation and our procedures should be carefully explained. As the situation is explained, the guest should receive a sincere apology on behalf of the hotel.
7. Once the guest understands the situation, they should be asked if they have a preference in alternate hotels. If so, make arrangements for the guest at that hotel, if available. As stated above, local room availability should be determined before the "walked guest" arrives.
8. If the guest has no preference, secure a reservation at the nearest hotel of similar quality.
9. The property will pay for room and tax at the alternate hotel, one long distance phone call, and local phone calls if it is necessary for the guest to notify home and/or business associates of his new location.
10. If the guest does not have transportation, we should arrange transportation to and from the alternate hotel, using our hotel vehicle, or taxi, if necessary. We will pay for these transportation costs.
11. The "walked guest" must be registered at our PBX, clearly showing the name of the hotel to which the guest was relocated. This will enable us to refer any calls received for the guest.
12. The Front Office Manager or Night Manager must complete a relocation list and distribute to the General Manager and Rooms Director/Director of Operations by 8:00 AM the following morning.
13. If the guest had planned to stay for more than one night, we should offer to bring the guest back the next day regardless of our sell status. If the guest elects to stay at the alternate hotel, it must be understood that we are responsible only for the first night's room and tax.
14. Upon the return of the guest, they should be pre-registered and upgraded to the best accommodations available. A gift or VIP package should be sent to

the guest with a note of apology from the General Manager. The decision to "comp" the first night back at our property is at the discretion of the property.

15. The Rooms Director/Director of Operations or Front Office Manager must contact the guest and extend every possible courtesy.
16. A guest who has been walked must have a notation made in his/her guest history in order to prevent a second occurrence.
17. If the guest was booked for only one night or elects not to return to our hotel after the first night, the General Manager is to send a letter of apology the next day.

18. NEVER bill a guaranteed no-show if you have not honored the guaranteed reservation!
19. When walking a guest whose reservation is commissionable to a travel agent, full payment of the commission must be made as if the guest had stayed at our hotel.

20. A "Walked Guest Log" should be maintained, including the guest's name, where they were walked to, and the guest's attitude. See Exhibit 1.
21. All walked guests should be entered in the PMS "VIP Guest File" to ensure acknowledgment and apology for the previous walk situation and also to ensure VIP treatment on the next stay. Properties should decide individually if they wish to present some type of additional amenity to the guest who returns after being walked previously.

| | | |
|---|---|---|
| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | VIP PROCEDURES |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

A VIP program must be limited, and carefully controlled to be effective. A VIP is so designated by the General Manager, Rooms Director/Director of Operations, or Director of Sales. Because all VIP's are pre-registered, the person approving the VIP status also assumes responsibility for the individual's credit status.

## PROCEDURE:

Reservations for VIP's will be made on the VIP/Comp authorization form. The level of VIP service must be established:

1. Meeting planner.
2. Guests returning after previous problems w/hotel services.
3. SPHM members of hotel Executive Committee members.
4. SPHM/Franchise Corporate Regional Vice Presidents and Regional Franchise Teams.
5. SPHM/Franchise CEO, President, Family or Friends.
6. Ownership.
7. Establishing the level of VIP, the appropriate code should be used in the reservation request and entered on the reservation in the reservation's system.
8. VIP reservations should be transmitted to the Reservations Department with as much lead time as possible. The Reservations agent should block an appropriate room at the time, and notify housekeeping. The Front Office will notify Housekeeping of VIP arrivals and the blocked room as early in the morning as possible.
9. Housekeeping will put a priority on VIP arrivals and return those rooms to the Front Office as soon as possible.
10. Housekeeping will put a priority on VIP arrivals and return those rooms to the Front Office as soon as possible.

11. After receiving the VC from Housekeeping, the Front Office will notify Room Service of the room number.
12. The Front Office will immediately notify Room Service when the guest arrives and Room Service will deliver the gift.
13. Each VIP guest will receive an upgraded turndown. The turndown amenity will be rotated daily and made according to the season and availability of products.
14. The originator of a VIP request should completely fill out the three-part form, and distribute one copy to Room Service & one copy to the Front Desk. The originator should retain the remaining copy.
15. Both the Room Service & Front Desk departments should have adequate files to insure prompt and consistent delivery of amenities.
16. It is the responsibility of the accounting department to daily audit the VIP services form against the amenity list and gratuity charges, credit the food and beverage cost accordingly and debit the appropriate departments requesting the amenities.

## RESPONSIBILITY

1. Person making VIP reservations: if other than those noted, step one, obtain approval for VIP status. Fill out form completely and legibly. The individual making the reservation is responsible for following up with the Front Office Manager if there is a change in the indicated arrival time.
2. Front Office Manager - It is the Front Office Manager's responsibility to insure that the reservation is correctly processed according to the information outlined on the VIP reservation.
3. VIP rooms are to be first blocked on the day of arrival and pre-registered.
4. The Reservations Department will produce a daily VIP list to include stayover and arriving VIPs.
5. This list will be distributed at the same time and to the same people who receive the 3 day house forecast.

6. If is the Front Office Manager's responsibility to follow up with the person making the reservation if for any reason the requested accommodations are not provided. Because VIPs are pre-registered as opposed to pre-blocked, they will not be walked.

7. The Front Office will notify Housekeeping of the rooms assigned to VIPs and will note the time on the Front Office checklist. After receiving the OK from Housekeeping, the Front Office will note the time and pre-register the VIP guests.

8. Once the guest is pre-registered, the Front Office will advise Room Service of the Room number, noting the time Room Service was called on the Front Office checklist.

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|---|---|---|
|  | STANDARD OPERATING MANUAL | DAY USE ROOM |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To define a Day Use Room.

To outline procedures for Day Use Rooms.

## PROCEDURE:

1. Day Use Rooms are regular sleeping rooms rented between the hours of 7:00 A.M. and check-out by 6:00 P.M.
2. The rate for Day Use Rooms will be one half of the normal, full rate.
3. A Day Use Room cannot be confirmed in advance except:
4. Where there is definite and guaranteed availability from the previous evening.
5. When the guest pays for the room for the previous night, at full rate Day Use for the following day can be guaranteed and confirmed.
6. When we are sold out the previous evening, we can confirm Day Use, but not check-in time.
7. When a guest checks in for a Day Use Room and there are no rooms available, the check-in process should be completed at the Front Desk, and the first available room will be assigned. The Front Desk must notify Housekeeping immediately to assure minimal inconvenience for guest.
8. All normal credit and check-in procedures will apply to Day Use Rooms.
9. Timing of Day Use is flexible at the discretion of the Front Office Manager. Housekeeping must be notified of agreed departure time.
10. When Day Use Guest Rooms are rented as meeting rooms, the rental revenue will be guest room revenue. The room set up, breaks, refreshes, and all Food and Beverage will be serviced by Room Service or the Banquet Department. Each hotel must develop an L.S.O.P. on which department is to handle each responsibility

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | USE PARLOURS, SUITES AND GUEST ROOM FOR MEETING ROOMS<br>Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To outline procedures for the use of parlors, suites and guest rooms as meeting rooms.

To define set up and servicing procedures for guest rooms used as meeting rooms.

## PROCEDURE:

All reservations for guest rooms used as meeting rooms must go through the Reservations Department.

Revenue for guest rooms used as meeting rooms will be classified as room’s revenue.

All set ups, breaks, refreshes and Food and Beverage requirements will be handled by Room Service or the Banquet Department.

Each property must develop an L.S.O.P. specifying which department will handle guest room meeting and Food and Beverage requirements.

Under no circumstances should room rental (including F/B charges) for meetings in guest room’s potential room revenues without approval by Resident Manager/Director of Operations.

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | NON-REVENUE ROOM PROCEDURE |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure proper control and accounting for non-revenue room nights.

To establish non-revenue rooms approval guidelines, credit authorization procedures, justification requirements and consistent accounting procedures.

## RESPONSIBILITY:

It is the responsibility of upper management to ensure that non-revenue rooms are provided primarily as a means to enhance current or future profitability.

## PROCEDURE:

All non-revenue room *night* requests must be submitted for approval on a Non-Revenue Room Request Form (see Exhibit 1). This request form must include a minimum of the following information:

1. Guest's Name:

   The complete and proper spelling of the name of the guest that the room is to be registered to. Note: We do not register rooms under company or organization--only individuals.

2. Guest's Address:

   This should be the address that the confirmation is sent to. Note: If it is the requester's desire not to have the arriving guest fill out the address portion of the registration card upon arrival, this address should be a home address.

3. Organization or Affiliation:

   This area should indicate the company or organization the guest is affiliated with. Also indicate that person's position within that organization or company.

4. Credit Code:

   This portion of the request must be completed with one of the three codes below. If "sign all" or "direct bill" codes are used, the request form would then need additional approvals as indicated below.

ANY REQUEST SUBMITTED WITH NECESSARY OVERALL APPROVAL, BUT NOT SPECIFIC CREDIT APPROVAL, WILL BE ENTERED AS A "EPO" RESERVATION.

5. EPO (Each Pay Own):

   The guest must establish credit at check-in and is responsible for settling all charges at departure.

   Additional approval required: none.

6. Sign For Room and Tax only:

   The guest is not required to establish credit at checking, however, is responsible for settling all individual charges at departure.

   Additional approval required (one of the following): General Manager, Rooms Director/Director of Operations, Director of Sales, or Controller.

   Note: If charges are not completely settled at departure, the approving department will be responsible for any uncollected funds.

7. Direct Bill Charges Direct Billed After Departure):

   The guest will not be responsible for establishing credit at check-in, however, will be required to review all charges to be billed at departure and sign the account.

   Additional approval required: General Manager or Credit Manager.

   Note: This approval MUST be obtained prior to submitting the completed and approved request to Reservations.

8. Justification:

   This is the single most important element of the request procedure. This area is where the requester documents the property benefits and/or revenue potential related to this request. This must be specific to include a complete explanation why the property should provide the accommodation on a complimentary basis, i.e., site visit, lounge contest award winner, second effort good will gesture, radio trade out (see retail trade out log).

THIS EXPLANATION MUST BE COMPLETE --SIMPLE EXPLANATIONS SUCH AS "PER CONTRACT" OR "TRADE OUT" ARE NOT ACCEPTABLE.

9. Approval:

   Non-revenue rooms must have the approval of the Rooms Director/Director of Operations, Director of Hotel Sales, or the General Manager. In the event of immediate rectification of a disgruntled guest, any Front Desk employee is empowered to comp a room, with explanation & follow-up to Rooms Director/Director of Operations.

10. VIP Code:

    This code is a service and/or upgrades code and will indicate to the Front Office which type of service and amenity programs this guest will receive. Each property should establish the various levels of VIP services. These codes must be included in the approval process.

Examples:

- VIP-A - Includes Platinum Card turndown amenities and upgrade, morning newspaper, welcome call from Manager on duty, and pre-registration.
- VIP-B - Includes standard Marquis Turndown, morning newspaper, best available room, welcome call, and pre-registration.
- None - Standard hotel check-in and amenity policies.
- All non-revenue rooms must be recorded on the cover sheet of the daily report. This report must include the following information for each non-revenue room from the previous night:
  a. Guest's Name
  b. Organization or Affiliation
  c. Justification
  d. Approval (Name)

- The non-revenue room request must be a three part form, (four part form in manual environments); one part requester's copy, one part Reservation's copy, and one part Accounts Receivables copy (in manual environments, one part Front Desk's copy). The Front Office will be responsible for attaching the non-revenue request form the registration card at check-in.

- At check-out the non-revenue request form is staples to the registration card, where it remains for future reference.
- Daily report segmentation for all non-revenue rooms will be as follows:
  a. House Use - To be categorized into one of the following sub-codes:
     i. Band
     ii. SPHM Special Task Force and Relocation
  b. Complimentary:

     Non-revenue rooms for group related business, trade outs, incentives, second effort goodwill gesture purposes, and frequent traveler award redemption. This category must include all non-entertainer direct business related or friend of the family and industry non-revenue room nights.

     *Please be aware of room Tax guidelines for your hotel.
  c. All non-revenue room nights must be recorded in one of these two categories. If an entire adjustment is to occur on a previously booked room night in one of our revenue segments, in addition to adjusting the revenue, the occupied room night must be transferred from the previously existing revenue segment to the corresponding non-revenue segment.

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | UPGRADING |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To enhance guest satisfaction; by providing a positive price/value relationship

## PROCEDURE:

At all times, every effort should be made to sell upgraded rooms at their designated rates.

VIP’s and "special" guests should always be upgraded whenever possible, at no additional charge.

Guests should be upgraded based upon priority with higher rates offered upgrade benefits first.

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | SPECIAL REQUEST |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To enhance guest satisfaction

To define procedures for handling special requests

## PROCEDURE:

Frequently, guests will request a specific room type, location or feature. Examples of these requests might include "poolside", "connecting", "view of pool", "double/double adjoining a queen", a specific floor or side of the building, etc.

While we will honor all requests that we can, there will be some requests that we cannot honor. This usually happens when guest requests two or more features that are not available in combination in any of our guest rooms. We should politely inform the guest that we will honor as many of his/her requests as possible.

Never promise anything you may not be able to deliver!!

Depending on the availability and variety of rooms which could be assigned to fill a request, Reservations may pre-block a specific room to ensure that the guest is assigned the proper (requested) room type. If this is the case, follow the same procedure as pre-blocking suites and parlors.

All special request rooms not pre-blocked by Reservations must be pre-blocked by the Front Desk Staff as early in the AM shift as possible.

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | WAIT PROCEDURE |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To enhance guest satisfaction

To outline proper wait procedures

## PROCEDURE:

A "wait" situation occurs when no ready rooms are available when a guest arrives at the hotel.

The Desk Clerk should inform the guest of the situation and advise him/her as to the approximate length of time before the requested/required room is available.

The clerk should explain available services to the guest, offering as many alternatives as possible.

The guest's luggage should be stored by the Bellman and automatically placed in the room as it becomes available.

The guest should complete the normal registration procedure, but should be directed to return to the Desk for the room key(s) when the room is ready.

Never *hand* out keys for rooms on change; or indicate to the quest the anticipated room number.

All wait registrations are to be time stamped and held until room assignments are available. Housekeeping should be notified whenever guests are waiting for rooms.

As the requested/required room becomes available, notify the Bellman to deliver the guest's luggage to the guest's room, and finalize processing of the registration as required.

If the quest chooses to store his/her luggage, but not have it delivered automatically, the luggage claim check should be attached to the guest's registration card.

When the guest returns for the ready room, the Bellman should escort him/her to the room.

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|---|---|---|
|  | STANDARD OPERATING MANUAL | WAIT PROCEDURE |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

If large numbers of "waits' are anticipated, the Front Office Manager or Assistant, at his/her discretion, may available to waiting guests a function room or sleeping room equipped with complimentary coffee, newspapers, and access to outside lines for phone calls. An alternative would be to utilize the Concierge Lounge for this purpose.

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|---|---|---|
| | STANDARD OPERATING MANUAL | USA TODAY DELEVERY |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To enhance the guest's value perception of the property

## PROCEDURE:

The Reservations Manager will review the next day forecast to determine the number of USA Today newspapers will be needed for the upcoming day. (Friday for Monday)

The property must determine if USA Today is to deliver the papers, or if hotel staff will deliver them.

If the property elects to do their own delivery, there is a savings per paper barrel in current USA Today program.

At 5:00 A.M. each day, Monday through Friday, Night Audit should run an occupancy report (in numerical order) to provide a list of occupied rooms for the delivery person. If USA Today staff will be delivering the papers, the guest names must be removed from the report.

The delivery person should deliver all papers by 6:30 A.M.

The USA Today delivery person must report to the Front Desk the actual number of papers delivered, to the property.

Night Audit must verify this count and complete the "USA Today Delivery Log" prior to the completion of the Night Audit shift.

Any guest who refuses to receive the USA Today newspaper should be issued a
.25 credit on their account which is posted during the night shift.

A newspaper credit report should be generated during the night shift as backup for USA Today billing verification.

|  |  |  |
|---|---|---|
|  | STANDARD OPERATING MANUAL | GUARANTEED NO-SHOWS |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To outline the proper way to handle a Guaranteed no-show Reservation from no-show to billing to final resolution.

To detail control procedures for the Guaranteed no-show billing process.

## PROCEDURE:

To avoid no-shows from occurring, the Front Desk must periodically, throughout the day, check for duplicate reservations by comparing an in-house guest directory to a current arrivals list. Multi-hotel should communicate with each other and review possible no-shows.

During the close day procedures, Night Audit should run a no-show report, to be researched by the Reservations department the next morning.

The Reservation Agent should review the no-show report to insure that all no-shows are legitimate, and billable.

Possible discrepancies can result from but is not limited to the following:

- Group no-show was not canceled by sales agent;
- Misspelling of name;
- Guest
- Guest is a share account
- Correct date; wrong month entered

The most critical factor in the success of the Guaranteed No-Show Program is the adherence to detail by the Reservations Agents. Many Guaranteed No-Shows are rendered uncollectible because of misspelled or incomplete names, addresses, or other incorrect information on the folio. In addition, an incorrectly spelled guest name results in the inability to find the reservation when the guest arrives. If the hotel is sold out, the guest may be unnecessarily “Walked” to another hotel.

Again, properties in "multi-hotel" cities should communicate each night to review their lists of Guaranteed No-Shows, to prevent billing a guest who inadvertently checked in to a "sister" hotel. Once deemed billable, the following procedure should be followed:

1. Credit card guarantee: Reservations agent obtains credit card number off of no-show reservation, and writes up a voucher for billing. Billing information and voucher is returned to night audit for billing that evening, unless sold out. Billing is posted at earliest possible non-sold out night.
2. Group Guaranteed No-Shows should be referred to the appropriate Sales Manager for classification as soon as possible. Confirmed group Guaranteed No-Shows will be held with the Group Master Account for appropriate billing.
3. The Reservations Manager must review all No-Shows on a daily basis so as to be aware of repeat offenders. Such a problem may dictate the cancellation of guarantee privileges for a certain company or organization. The restriction or cancellation of guarantee privileges should be done only as a last resort and only with the approval of the General Manager, Rooms Director/Director of Operations and Director of Sales.
4. Copies of all Guaranteed No-Shows will be filed by period in a binder to be kept in the Reservations Office. Copies should also be forwarded to the Credit Supervisor to be filed with the receivable invoice.
5. When a Guaranteed no-show account has been paid, the Accounts Receivable department will notify the Reservations Manager so proper notation can be made on the copy in Reservations.
6. Credit meetings will reveal Guaranteed no-show accounts that have not been paid after thirty days. The Reservations Manager should then write a follow-up letter and attempt contact by telephone.
7. The account will be re-invoiced at normal intervals until it becomes sixty days old. At this time, all attempts to count the billing should be dropped.
8. In the case of Assured Reservations no-show billings, all charged-back amounts should be brought to the attention of the Reservations Manager.

The Reservations Manager should then fully research these disputes.

9. It is the responsibility of the Reservations Manager to be informed as to collection percentage results on a period basis. Every effort should be made to consistently improve collections from one period to the next. Each property may develop an incentive (percentage of collected amount) for the Reservations Manager.

10. All Guaranteed no-show revenue must be shown separately on the Daily Report. No-Shows will not be considered as full or part day revenue and will not count as occupied rooms.

11. It should be kept in mind that Guaranteed No-Show procedures are designed not only to recoup lost room revenues and generate additional profit, but also to educate our guests. When guests call to dispute the Guarantee No-Show billing, a very liberal rebate policy should be in effect. Taking too firm a stance on payment may result in the loss of an untold volume of future business. The cancellation of the billing should make the customer more likely to call and cancel in the future. It may even increase his/her loyalty because of our “understanding” position.

12. It is important that Reservation Agent credit card guarantees rather than company guarantees to improve collection percentages.

EXHIBIT 1 SAMPLE LETTER COMPANY SPHM

[ Name of Individual Making Reservation ]
[ Company ]
[ Street Address ]
[ City, State, Zip Code ]

RE: Reservation for [ Name ]
ARRIVAL DATE: [ Date of Reservation ]

Dear [ Name of Individual Making Reservation]:

Out records indicate that the above party did not arrive or cancel [ his/her ] reservation before 6:00 PM. When we make a commitment to hold accommodations under your guarantee of payment, this means we will hold a room for your party until they arrive or cancel the reservation. This is done for the protection of you and your party, should they be delayed beyond the normal 6:00 p.m. check-in time.

We would appreciate your check in the amount of [Dollar Amount], which represents our loss of revenue on this reservation.

We sincerely hope to be of continued service to you.

Most Cordially,

[ NAME OF HOTEL ]
[ Name of Reservations Manager]

EXHIBIT 2 SAMPLE LETTER CREDIT CARD SPHM

[ Name of Individual Making Reservation ]
[ Company ]
[ Street Address ]
[ City, State, Zip Code ]

RE: Reservation for [ Name ]
ARRIVAL DATE: [ Date of Reservation ]

Dear [ Name of Individual Making Reservation

Our records indicate that the above party did not arrive or cancel [ his/her ] reservation before 6:00 p.m. When we make a commitment to hold accommodations under your guarantee of payment, this means we will hold a room for your party until they arrive or cancel the reservation. This is done for the protection of you and your party, should they be delayed beyond the normal 6:00 p.m. check-in time.

We have billed your [ Type of Credit Card ] in the amount of [Dollar Amount], which represents our loss of revenue on this reservation.

We sincerely hope to be of continued service to you.

Most Cordially,

[ NAME OF HOTEL ]
[Name of Reservations Manager]

|  | STANDARD OPERATING MANUAL | GUEST ROOM KEYS<br>Effective: |
|---|---|---|
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

Proper control and handling of all keys will help to ensure that a guest is never "roomed" without a key and that extra keys will always be available.

## PROCEDURE:

### CONTROL AND HANDLING

1. Cashiers will ask each departing guest for their key.
2. Housekeepers should collect all keys left in guest rooms and turn them in to the main linen room where they will be accumulated and brought to the Front Office. At no time are keys to be left unsecured on Housekeeper's carts. It is suggested that a lock box system be utilized.
3. Front Desk personnel will issue a key to a guest only for the room in which the guest is registered and only after positively identifying the guest.

### WINFIELD LOCKS

1. Five keys should be kept at the Front Desk.
2. A key audit should be done during the A.M. hours on Sunday, Tuesday and Thursday. The audit should show the following information:
   - Number of keys
   - Number of keys out
   - Total keys

   This audit must be recorded in writing. Each property should develop an appropriate form.
3. The Front Desk should order enough keys from Engineering to equal five total at the Front Desk.
4. Once ten keys have been made and seven used, the room should be re-keyed and all keys replaced with the new series.

5. Keys should be set up in color series (black, blue and red) to track re-keyed and new keys. Engineering should keep a log for the number of keys made, and should also log the color of the series currently being used.
6. The Front Desk should color code the key rack and keep it current as to the series being used.
7. Old keys must be returned to Engineering for disposal.

YALETRONICS

☐ Check-in:

1. For every new check-in, a new key will be made.
2. An approved master or duplicate key should be used for any deliveries that are made to the room during the guest's stay. Duplicate keys used for deliveries must be returned to the Desk immediately after use.
3. Lost keys should be replaced with a new key. If the room is a "share-with", both keys will have to be replaced with a new key.
4. If the guest accidentally leaves the key in the room, the Desk should make a duplicate, after requesting and verifying proper identification from the guest.

☐ Room Change:

1. If the room change occurs after the guest has been in the room, destroy the old key.
2. If a room change occurs and the key for the original room has not been used, a Bellman or Security Officer should go to the room, use, and destroy the key. If the key does not work, the "previous" key should be "remade", used, and then the new key used. Destroy the "previous" key.
3. If the key is worn, make a duplicate or new key.

SAFELOK

1. It is Engineering's responsibility to make a "set" of seven "cards" (keys) per room. On the front of the card is the room number, and on the back should

be a series number. The series number will change each time a new set is started. The purpose of the series number is two fold:

- It identifies the number of keys remaining in a set.
- If logged properly, it can show the number of times the room has been "re-keyed".

2. The Front Desk should do a key audit on Sunday, Tuesday and Thursday. The audit should show the following information:
   - Number of keys at Desk.
   - Approximate number of keys with guest.
   - Total number of keys.
3. This audit must be recorded in writing. Each property should develop an appropriate form.
4. The key audit should be forwarded to Engineering.
5. When four keys are missing from the set, Engineering should "pull" the remainder of that series and re-key the room. This information should be logged.

6. It is imperative that the Desk check the series number when filing the cards to ensure that it is the current series.

<u>REGULAR KEYS</u>

1. The Front Desk should do a key audit on Sunday, Tuesday and Thursday to include the following information:
   - Number of keys at Front Desk.
   - Estimated number of keys with guest.
   - Total number of keys.

This audit must be recorded in writing. Each property should develop an appropriate form.

| | | |
|---|---|---|
| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | GUEST ROOM KEYS |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

The Front Desk should order enough keys from Engineering to bring Front Desk supply levels to seven for each guest room.

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | ROOM CHANGE AFTER CHECK-IN |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To enhance guest satisfaction

## PROCEDURE:

If no room of similar type is available, the Front Desk Supervisor may be authorized to offer upgraded accommodations at no additional cost to the guest.

A Manager, Bellman, Desk Attendant, etc., should immediately be sent to the originating room to deliver the new room key.

The individual delivering the key should offer to assist the guest with baggage, if the Bellman is not present.

Under no circumstances should the guest be asked to return to the Desk for a new room key.

After the room change has been completed, Housekeeping must be notified so the room may be cleaned or "tidied" as necessary. This may be communicated through PMS.

Procedures should be followed as outlined in SPHM Front Office SOP # FO-28, "Room and/or Rate Changes" (for manual properties).

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| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | ROOM AND/OR RATE CHANGES |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure that all room and rate changes are properly documented.

To ensure that incoming mail and telephone calls are directed to the proper room. To ensure proper billing at check-out.

## RESPONSIBILITY:

It is imperative that the room clerk take the time necessary to ensure that the form is accurately and completely filled out, and also to see that it has been distributed as indicated.

## PROCEDURE:

The change information should be recorded on a four part "NCR Change Form" and distributed as follows:

- Top copy (Original) -PBX Operator. The PBX Operator will be responsible for changing mail to the new box in properties having room number mail boxes.
- Second copy - Room Rack.
- Third copy -Cashier. The cashier is responsible for recording the new information on the guest folio, stapling the NCR slip to the registration card, and placing the folio in it's proper place.
- Fourth copy -Bellman. The Bellman is to make the room change, and this copy is then passed on to the guest as notification of change.

All room changes must be reported to Housekeeping so the first room can be tidied up.

At PMS properties, refer to the users manual to determine how rate changes occur.

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|---|---|---|
| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | HANDICAPPED GUESTS |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure all handicapped guests receive appropriate service.

## PROCEDURE:

### RESERVATIONS/FRONT DESK

If, during the reservation process, the agent is alerted to special guest needs, she/he should:

1. Inquire if an accessible room is required. If so, note in special request field PMS) or on the reservation (manual).
2. Inquire if a wheel chair is needed. Again note in SOTHR special request field (PMS) or on the reservation (manual).
3. If it is another disability, i. e., hearing impaired, etc.; note in special request field (PMS) or on reservation (manual).
4. "P/A" and block in accessible room, if required.
5. Daily, on each shift, the desk will run the accessible special request code report. For manual properties, reservations should stamp the folio "handicapped" and make any other notes as appropriate when preparing the bucket. A manual list of special requests must be generated. Copies of the "AS" or Special Request Report should go to PBX, Security, Bell Stand, MOD Book and Guest Services.

   During the blocking process, special care must be taken with requests. Every effort should be made to accommodate requests for low floors, near elevators, etc.

6. For PMS properties, during check-in a special request code should be noted for any visible special needs. For manual properties this information will be noted on the folio
7. Ensure Bell Stand is alerted for escort.
8. Do not "wait" handicapped guests unless absolutely necessary.

9. Arrange for special phone for hearing impaired persons.
10. Arrange for sight and/or hearing impaired guests to have a special smoke detector installed (by the Engineering Department) for their stay. (Engineering will have three special smoke detectors working and available at all times.)

## BELL STAND

The Bell Stand will assist a handicapped guest with the following:

1. A Bellman should be assigned to assist the guest with check-in as well as to escort the guest to their room.
2. The concierge should be notified of guest name and room number.
3. Inform the guest that the Bell staff is available to assist with errands.

## SECURITY

If a fire, alarm or other emergency situation occurs which requires the evacuation of the guest floors, the following procedures are to be followed by the Safety and Security Officers on duty:

1. Check the PMS or manual list from the Front Desk showing the room numbers of all handicapped guests.
2. Proceed to the floors being evacuated and check all handicapped guest rooms. Render any required assistance in assisting the handicapped guest in evacuating.
3. If the evacuation is due to a fire alarm, stay with the handicapped persons who are unable to use stairways. Assist them to the elevator lobby and notify the Officer at the Fire Control Room that a handicapped guest must be evacuated by elevator. When the fire department arrives, the Officer will notify them of the appropriate floor(s) and fire department personnel will then operate the elevators and ensure the handicapped person's evacuation.
4. When the fire department gives the "all clear", assist any evacuated handicapped guests back to their rooms as necessary.

PBX

1. If a fire, alarm or other emergency situation occurs which requires evacuation, the PBX staff will call all guest rooms on the Accessible room request or manual report and alert them that an alarm has been sounded. If evacuation is necessary, the Security Department and the fire department will evacuate them.

2. If it is determined that the alarm is false, PBX operators are to again call each guest on the Accessible room or manual report to notify them. The same checklist should be used to ensure that no one is missed.
3. PBX will provide special phones for the hearing impaired upon request. Each property will maintain an inventory of at least three of these phones. The PBX Supervisor is responsible for inventorying these phones and *ensuring* that they are in working order at all times.
4. The Accessible room or manual report must be kept current at all times and should be re-issued to all recipients whenever modified.
5. At the option of the individual property, any guest confined to a wheel chair will be offered the option of transportation to and/or from the airport via taxi, at the hotel's expense. Most vans have a high ground clearance and this presents a high risk of injury not only to the guest, but also to the employee(s) trying to lift them. (Where the property normally provides airport transportation.)

A petty cash voucher will be authorized by the Desk Manager or Supervisor (receipt attached), and cash disbursed to the taxi driver.

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|---|---|---|
| | STANDARD OPERATING MANUAL | MAINTENANCE OF THE ROOM RACK - STOCK CARD SYSTEM |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure accurate information on the status of all guest rooms at all times.

To ensure maximization of room revenues.

## PROCEDURE OVERVIEW:

The accurate, up-to-date maintenance of the room rack is vital to the efficient operation of the Front Office. The status of each room in the hotel must be correctly shown on the rack at all times in order to avoid any discrepancy or time lag in describing the condition of the room. Inaccurate information as to the status of a room may cause loss of revenue through failure to sell an unoccupied room, or the rooming of a new guest in a dirty or occupied room.

There are three main methods used in maintaining the room rack:

Strict observance of room rack procedures.

Accurate "bucket checks"

Careful checking of the Housekeeper's Reports

## PROCEDURE:

### ROOM RACK

1. The room rack indicates the condition of all guest rooms at any given time.
2. Stock card is Present in rack and shows "READY": Indicates the room is vacant, made-up, and available for sale.
3. Stock card is out of rack: The room is being sold or shown, but the rack slip is not yet in place.
4. Stock card shows "ON CHANGE":Indicates that the room is vacant, but not yet made-up.
5. Out-of-Order: An out-of-order ticket or slip must be inserted in the rack. The room is being repaired, painted, plastered, etc., due to a condition that renders it unstable.

EVERY OUT-OF-ORDER ROOM MUST BE APPROVED BY THE ROOMS DIRECTOR/DIRECTOR OF OPERATIONS AFTER A PHYSICAL INSPECTION FOR EACH DAY IT CANNOT BE SOLD.

Additionally, colored, plastic tabs may be inserted in the rack to alert Front Desk personnel to complimentary rooms, day-use rooms, cash in advance accounts, business and group segments, etc.

- Check-in Procedures:
  1. When the Desk Clerk selects a guest room for sale, he/she should remove the stock card.
  2. Immediately after rooming the guest, the stock card is reversed to "on change", and the rooming slip is placed in the rack in front of it.
  3. This rooming slip must remain in the room slot for the duration of the time that the room is occupied.
  4. If that room is not sold, the Desk Clerk must remember to replace the stock card in the correct position.
- Check-out Procedures:
  1. When the guest checks out, or is moved to another room, the rooming slip should be pulled out of the rack.
  2. The stock card behind it will indicate that the room is "on change" - the room is vacant, but not yet made-up.
  3. Housekeeping must be notified immediately (via whatever system used by the property) that the room has been checked out.
  4. The room remains "on change" until the Housekeeping Department reports that the room has been made-up and is ready for sale.
  5. The fact that the room is "ready" is then indicated by turning the stock card to the "ready" position.

- Out of Order Procedure:
  1. When the Front Desk is notified to place a room out of use, an out-of-order ticket or slip must be inserted in the proper room slot.
  2. The Rooms Director/Director of Operations must approve each out-of-order room for each day it cannot be sold.
  3. The reason the room is out-of-order must be indicated on the slip along with the length of time (or number of days) that it will be unavailable for sale.
  4. In each case, out-of-order slips should be dated and initialed by the Desk Clerk and should contain the name of the person placing the room out-of-order.

- Timeliness and Accuracy:
  1. It is important that all procedures pertaining to the room rack be carried out as soon as information is known to ensure that the rack is up-to-date at all times.
  2. The rooming slip should always be pulled from the rack immediately after the guest checks out, and the checkout information relayed to the Housekeeping Department immediately.
  3. Check-out information should always be forwarded immediately to Housekeeping regardless of the time of day (except 12:00 Midnight to 7:00 A.M.).
  4. When Housekeeping notifies the Front Desk of ready rooms, the rack stock tickets should be changed immediately to "READY".
  5. When all requirements are performed with speed and accuracy, the Desk Clerks will be aware of the condition of any given room in the hotel at all times.

## HOUSEKEEPER'S REPORT AND "BUCKET" CHECK

Two important aids in the maintenance of the room rack are the "Bucket Check" (See SPHM Front Office SOP # FO-31, "Bucket Checks") and the Housekeeper's Report (See SPHM Front Office SOP # FO-_, "Checking the Room Rack Against the Housekeeper's Reports").

The close comparison of the afternoon Housekeeper's Report will give the Front Desk a double check on the following:

☐ Out-of-Order Rooms:

The report will list all rooms currently out-of-order. This information should be checked against the room rack. Any rooms listed as out-of-order on the rack that are shown as ready to sell on the report should be reconciled, and the rack should be changed to reflect the accurate status of the room

☐ Unoccupied ready Rooms:

The Housekeeper's Report is the final authority on rooms checked out during the day that are now ready for sale. The person checking the report should take special care to change as ready or vacant those rooms that had not been so changed earlier in the day. When verification of the report is completed, all "ready" rooms should be shown in the "ready" status on the room rack.

☐ Occupied Rooms:

Any discrepancies between the room rack and the Housekeeper's Report as to which rooms are occupied should be reconciled by a physical re-check of the room. This check should be made by the Housekeeping Department, and, if reasonable doubt still exists after this check, the Bellman should be sent to check the room a second time. When discrepancies have been reconciled, the rack will accurately reflect all occupied rooms.

The information on the room rack, the telephone information rack, and information in the bucket should coincide at all times, particularly at the close of the business day, when the completion of the audit will ensure that all three records are in order. All of the foregoing procedures are designed to aid in the achievement of this matching by alleviating the clerical mistakes made during the course of the day.

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| | STANDARD OPERATING MANUAL | BUCKET CHECKS<br>Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure that room rack information agrees with that contained in the account bucket/PMS.

## PROCEDURE:

At approximately 8:00 P.M., a "bucket check" should be completed to reveal any discrepancies between the room rack and the account bucket/PMS.

Discrepancies will be caused by the following:

1. "Sleeper" - This situation occurs when the guest has checked out from his/her room but the folio and room rack slip have not been removed from the active file or the guest has not been checked out in PMS.

   Failure to note a sleeper during the bucket check or while checking the Housekeeper's Report will result in loss of sales to the hotel through failure to rent an unoccupied room.

2. Incomplete Room Change - This can occur when the guest has been moved from one room to another. The old slip has been covered by the new change slip and inserted into the proper rack slot but the information has not been recorded on the folio, nor has the folio been transferred to its new location; or the guest's registration card has been changed but the room number has not been corrected in PMS.

3. Zero Balance Accounts - All zero balance accounts should be re-checked after the P.M. Housekeeper's Report, and action taken at that time. However, it is still possible that a zero balance folio may be found during a bucket check.

   If this occurs, the folio should be reviewed for previous action taken. If necessary, the Desk Supervisor should call the room and remind the guest of the need to bring his/her account up-to-date.

   If there is no answer to this call, the room should be checked by Housekeeping to determine the status.

If the room is vacant follow normal check-out procedures.

If the room is apparently occupied, the Shift Manager may "pin-out" the room to get the attention of the guest, depending on the time of day. It should be noted that this is intended only to gain the attention of the guest--nothing more.

4. Folio in Bucket with No Slip in Rack - Occasionally the rack slip will be accidentally pulled from the rack while the guest is still registered in the house.

   When the folio is present but there is no slip in the rack, the Desk Clerk should first check for an incomplete room change, and then have the room checked to verify continued occupancy. A new room change rack slip should then be made up, inserted in the proper slot, and the PBX information rack checked for the presence of the slip in that location.

MANUAL BUCKET CHECK PROCEDURE

One person at the bucket reads the following information:

- ☐ Room Number
- ☐ Name
- ☐ Number of People
- ☐ Number of Folios
- ☐ Rate(s)
- ☐ Check-out Date(s)

The name of the group or market segment which should correspond with the plastic rack slipcover color assigned to that group. A second person at the room rack verifies that all information is correct.

If there is any discrepancy, the rack slip should be turned on end for reconciliation at the end of the check.

When the bucket check has been concluded, all discrepancies should be investigated and rectified as follows:

1. "Sleepers" - Locate the folio for that room number in the day's check-outs. Verify that the room is in fact vacant by looking at the Housekeeper's Report. Pull the rooming slip from the rack and follow normal check-out procedure.
2. Room Change - Locate the cashier's copy of the change slip and complete the change procedure.
3. Zero Balance - When questions arise on zero or small balance accounts, have the Bellman or room clerk make a physical check of the room.

   If the room is empty, follow regular check-out procedure.

## PMS BUCKET CHECK PROCEDURE

The P.M. Shift Manager should run the "Bucket Check Report" to verify the room rate assigned to each room, noting the market codes, and ensuring that the correct information is in the system.

This report should then be used to verify that registration cards are located in the proper room location and that the information in the computer is updated accordingly.

During the physical inspecting of the registration bucket, the following items should be verified for accuracy:

- ☐ Registration card in correct room number
- ☐ Check out date correct
- ☐ Guest signature
- ☐ Clerks initials
- ☐ Credit card approval
- ☐ Credit card imprinted on registration card
- ☐ Expiration date on credit card current
- ☐ Name on credit card same as reservation

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| | STANDARD<br>OPERATING<br>MANUAL | BUCKET CHECKS<br>Effective: |
| | AREA<br>Front Office<br>Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

☐ Time stamp for arrival

☐ If payment made by cash/check, amount is written on front registration card.

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|  | STANDARD OPERATING MANUAL | GUEST LAUNDRY AND DRY CLEANING |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To define policies and procedures to be followed when laundry and dry cleaning services are contracted with an outside operator guest

To ensure that guest laundry and dry cleaning services are provided in a high quality and professional manner.

## RESPONSIBILITY:

The Rooms Director/Director of Operations has the responsibility for selecting the outside operator, negotiating agreement terms and monitoring service.

### REQUIRED SERVICES

The selected operator must be capable of providing first-class, professional cleaning services including but not limited to the cleaning, pressing, laundering, dry cleaning, and repairing of wearing apparel and other similar items.

These services must be performed in a first-class manner, competitive with similar cleaning establishments and consistent with the highest standards of the industry.

In addition to providing services for guests, the operator will, on a complimentary basis, pick-up daily, launder, clean, and return articles of clothing belonging to the hotel Executive Committee and Executive Chef. These managers will monitor the quality of the work performed in the interest of guest satisfaction.

Services for other hotel employees shall be performed at a fee which does not exceed the operator's store counter prices.

Where necessary and feasible, the operator should be able to provide commercial laundry services (table linens, bed linens, terry, etc.) on an emergency or as needed basis.

The operator must be able to provide additional cleaning services such as table skirting, hotel uniforms, etc.

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| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | GUEST LAUNDRY AND DRY CLEANING |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## REQUIRED SUPPLIES AND EQUIPMENT

The operator must furnish, at his/her expense, all supplies and equipment necessary for operation, including "Master Sheets", pre-printed laundry/dry cleaning tickets, plastic laundry bags imprinted with the hotel name, hangers and other items required for the transport of all garments and items to and from the hotel.

Each guest room must have at least two laundry bags and tickets. These items must be made available by the operator and will be placed in the guest rooms by the hotel Housekeeping staff.

Laundry/dry cleaning tickets, plastic garment bags, boxes, etc. should be imprinted with the hotel name and logo, not the name of the operator (can be included).

## PROCEDURE:

The guest completes the laundry/dry cleaning ticket and places it in the bag along with garments to be laundered/cleaned.

The bell staff will collect the garments to be cleaned from the guests, either at the Bell stand, or, if requested, they will go to the guest's room to pick up the items.

All bags/bundles must be logged on the "Daily Valet Summary Master Sheet" (provided by the operator) at the Bellstand as a control measure.

All bags/bundles collected will be placed in a central, secure location, designated by the Rooms Director/Director of Operations.

The operator will pick up all bags/bundles from the designated location, along with the laundry/dry cleaning tickets by 9:00 A.M. every business day. "Business day" is defined as Monday through Saturday, excluding national holidays.

The operator must return the cleaned and/or pressed garments to the hotel by 5:00 P.M. on the same business day as the pickup and tailored and/or repaired garments must be returned by 5:00 P.M. on the business day following pick up.

Each guest's garments must be packaged in boxes or on hangers with plastic bags with a copy of the laundry/dry cleaning ticket (priced and extended) attached to the package.

It is the responsibility of the Rooms Director/Director of Operations to ensure that the returned garments are delivered to the guest's room by the bell staff immediately upon return to the hotel.

Each business day, the operator will provide the property with a daily summary listing all garments picked up and delivered (returned) by the operator ("Master Sheet"). The Master Sheet will list all garments and the services provided (laundered, dry-cleaned, tailored, repaired, etc.), the guest's room number, name and the price to be charged to each guest for services provided.

The bellstaff should compare the operator's Master Sheet with the Log completed by the bellstaff prior to the morning pick up to ensure that all garments are returned.

The Front Desk should post all laundry/dry cleaning charges to the guest’s folio and must ensure that the total amount posted to all guest folios is equal to the total on the Master Sheet. It is the Shift Manager's responsibility to ensure that the postings balance to the Master Sheet.

## SUGGESTED PRICING AND COMMISSION

While it is recommended that guest laundry/dry cleaning be priced at 35% over the operator's normal counter prices, the local market and competition will usually be a determining factor in pricing. All pricing decisions are to be negotiated and agreed to by the operator and the Rooms Director/Director of Operations.

Commission received by the hotel should also be a consideration in pricing. Commissions normally range from 25% to 50%, depending on pricing and other required extras.

Each property is responsible for negotiating the best possible pricing and commission.

All prices must be pre-printed on the laundry/dry cleaning ticket.

Any changes in pricing must be approved by the Rooms Director/Director of Operations in writing, in advance.

Where there is more than one SPHM Hotel in a city, it is recommended that the properties use the same vendor, negotiating jointly for better commissions.

LOSS OF GARMENTS

Provision for settlement/payment in case of lost or damaged garments should be part of any agreement with a vendor.

In the event of loss or damage to any garments belonging to a guest, for which the guest's claim does not exceed $50.00, the hotel may, at its discretion, make restitution to the guest on behalf of the operator, so long as the hotel notifies the operator of the amount of the restitution and the circumstances surrounding the loss or damage.

In the event of loss or damage to garments belonging to hotel guests, employees or the hotel in excess of $50.00, the operator must agree, upon notification, to immediately investigate the situation and take any and all steps to correct within five business days, including replacement of or full cash reimbursement for any lost or damaged garments.

While investigating any claim for loss or damage to garments, the operator will deal directly with the guest and keep the property informed of the status.

When the operator determines the extent of its liability, if any, with regard to alleged lost or damaged garments(s), the operator should take appropriate action and notify the property of the disposition.

If the operator fails to make satisfactory settlement of a claim, or refuses to do so, and the property determines that the garment is in fact lost or damaged, the property may settle, to the satisfaction of the hotel and the guest, any such claim on the operator's behalf and expense in order to protect the reputation, good name and business image of the property. In this case, the operator must reimburse the property for the amount of the settlement.

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| | STANDARD OPERATING MANUAL | CHARGES FOR EXTRA GUETS, ROLLAWAY BEDS AND CRIBS |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To outline the conditions under which a property may charge for additional persons and items in a guest room.

## PROCEDURE:

### CHILDREN

No additional charges will be incurred for children under eighteen years of age, provided they share a room with their parents.

If two adults occupy two rooms with children under eighteen years of age, both rooms should be billed at the single occupancy rate.

### ADULTS

When three or-four adults occupy one room, the first two adults are covered by the double occupancy rate. The additional one or two guests should be charged an additional amount per person (usually $10-$15 per person), based on market and demand.

At the option of the property, the additional charge for extra guests may be waived on "Family Plan" or other special low occupancy plans.

### ROLLAWAY BEDS AND CRIBS

Rollaway beds requested by individuals staying in conjunction with special rate packages (i.e., Family Plan, Escape Plans, Two for Breakfast, etc.) should be provided on a complimentary basis.

Rollaways provided for guests not utilizing a special rate package may be charged at a rate not to exceed $10.00 per day.

In most cases, local fire codes will prevent having more that one Rollaway per room, depending on room type and size.

Maximum occupancy in a guest room should be limited to not more than five persons.

Cribs for small children should always be provided on a complimentary basis.

## REFRIGERATORS

Refrigerators provided for guests may be charged at a daily or weekly rate determined at the discretion of each property (usually $5.00 per day/$25 per week).

Reservations agents should be particularly alert to Rollaway, crib or refrigerator needs when the customer requests a special weekend or family rate. Asking the question at the time the reservation is made will prevent delays in securing additional items when the guest arrives at the hotel. The charges for the items cover costs of purchasing additional equipment or rentals.

Obviously, each hotel will have a limited supply of rollaways, cribs and refrigerators on hand. Availability should be based on a first-come, first-served basis, unless arrangements are made in advance. Reservations should communicate upcoming rollaway, crib and refrigerator needs as part of the weekly forecast meeting.

|  | STANDARD OPERATING MANUAL | SAFE DEPOSIT BOXES<br>Effective: |
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|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure compliance with all legal requirements regarding the use and control of safe deposit boxes.

To limit the hotel’s liability exposure in the use of safe deposit boxes.

## PROCEDURE:

### GENERAL

1. All safe deposit boxes must be inspected and audited weekly by the Front Office Manager, to ensure that all boxes are fully operational and available for guest issue.

2. There must be a key present for each box that is not in use. Any box without a key that is not signed out to a current guest and cannot be traced to a previous guest, must be tagged with the following information for at least three weeks:

   "ANYONE UTILIZING THIS SAFE DEPOSIT BOX SHOULD NOTIFY THE FRONT OFFICE MANAGER, FOR IT IS SCHEDULED TO BE DRILLED ON (DATE).”

3. The limitations on the total value of the items placed in any one safe deposit box must be in accordance with state law. The limitation amount must be published in a clearly visible location in every guest room, and the notice must strictly comply with the requirements of applicable state law. Even a seemingly minor variation from the statutory requirements for posting the limitation of liability notice will remove the statutory protection provided to the hotel by the law. If the statute is strictly complied with, the hotel cannot be held responsible for the loss of amounts over the published limitations except in the case of proven employee theft, negligence, or other statute non-compliance.

## ISSUANCE OF SAFE DEPOSIT BOXES

1. Persons permitted to use safe deposit boxes are as follows:
   - Registered guests:
   - Boxes located behind the Front Desk.
   - Cashiers possessing hotel funds as working banks:

     Front Desk and Gift Shop Cashiers are to use the boxes located behind the Front Desk.

     All other Cashiers will use the safe deposit boxes provided in the Food and Beverage areas.
   - Concessionaires or tenants:

     With the approval of the General Manager.

     After signing a “Release of Liability” form (See Appendix 1).
     Location to be determined by the General Manager.
   - Gift Shop Sundry box - if applicable.
   - Housekeeping Lost and Found.
2. No safe deposit box is to be used for the personal property of employees or for non-registered parties without the approval of the General Manager. In each such case, a “Release of Liability” (See Appendix 1) should be executed.

3. For guest issue, the Cashier should enter the date, name of guest, permanent address, room number and safe deposit box number on the “Safe Deposit Box Agreement” form (See Appendix 2), and present the form to the guest for signature before assigning the safe deposit box.
4. The guest must place his/her valuables in the inner steel box him/herself. At no time should the Cashier touch or handle the items being placed in the box for safekeeping, even if the guest requests that the employee verify or inventory the contents of the box.

5. The inner box is then placed in the locked box in the presence of the guest.
6. The individual box key is then turned over to the guest, with the advisory that the box can be opened only with that particular key.
7. Under no circumstances will the hotel, or any employee or agent of the hotel possess or otherwise maintain a master key or duplicate keys to the safe deposit boxes. All safe deposit box keys must be stamped “Do Not Duplicate.”

8. The safe deposit box record card is then time stamped and placed in the “in use” (numerical) section of a card file, which is kept in a locked, convenient place at the Front Desk.
9. The guest’s folio, or the registration card (PMS), should be noted to show issuance of a safe deposit box, the date it was issued, the box number, and initials of the person issuing the box.
10. If a concessionaire or tenant requests the use of a safe deposit box, the Cashier or Room Clerk is to notify the Front Office Manager or Rooms Director/Director of Operations to arrange for General Manager approval. Also, a “Release of Liability” form (See Appendix I) should be signed by the concessionaire or tenant, and should be kept in the numerical portion of the file box.

11. When employees are assigned a safe deposit box for securing house funds, they must also have a safe deposit box record form on file.

## GUEST ACCESS TO SAFE DEPOSIT BOXES

1. When a guest requests access to a previously issued safe deposit box, a Safe Deposit Box Access Slip (See Appendix 3) must be signed by the guest in the presence of the Desk Clerk.
2. The clerk should compare the signature on this access slip, to the signature on the original “Safe Deposit Box Agreement” to ensure that they match, before allowing access to the safe deposit box.

3. This procedure should be followed for each requested access regardless of the frequency and/or how well the clerk knows the guest.
4. Only those persons who originally signed the Safe Deposit Box Agreement may be given access to the box. This would mean that the spouse or any other representative of the box holder may not have access if their signature is not on the agreement.
5. All Safe Deposit Box Access Slips must be time stamped at the time of access.

SURRENDER OF SAFE DEPOSIT BOXES

1. When a guest wishes to surrender a safe deposit box in his/her possession, he/she must complete a “Surrender of Safe Deposit Box” form (See Appendix 4).

2. Regular access procedure is followed, but the guest and the clerk must check the box to verify that it is empty.
3. Have the guest return his/her key, and staple the “Agreement” and all “Access Slips” together and retain i the alphabetical portion of the safe deposit box card file for one year, or longer if specified by state law.
4. The Surrender form must be time stamped at the time the box is surrendered.
5. Finally, the guest’s folio or registration card should be marked to indicate that he/she has surrendered the safe deposit box and returned the key.

CASHIER OR CONCESSIONAIRE

1. When a hotel Cashier, tenant or concessionaire desires access to his/her safe deposit box, it is not necessary to follow the access procedure as outlined for guest-held boxes.
2. The Cashier, in addition to the original record form, has been required to sign a “House Bank Contract” acknowledging his/her personal responsibility for the funds in his/her care. This contract, plus the periodic audit of the box by the Controller, will suffice for the accountability of the box.
3. All cashier house bank deposit boxes will be audited by the Controller at least once per month.

4. The tenant or concessionaire must sign the “Release of Liability” form (See Appendix 1) in addition to the original record card. Since the hotel has been released from any liability for the contents of the box, and since the tenant or concessionaire is known to hotel personnel, he/she should be allowed unlimited access to the box.

5. When a Cashier, tenant, or concessionaire surrenders a safe deposit box, follow the same procedure as outlined for guest surrender of a box. The return of a house bank and safe deposit box by a hotel Cashier should also be noted in his/her personnel file.

LOST KEYS

1. As previously mentioned, at no time should the hotel maintain a second key to any safe deposit box.
2. When a key is lost, it is necessary for the hotel to engage the services of a locksmith to drill and replace the lock. The cost for this service will be passed on to the box holder.
3. The box holder should be advised of the penalty for loss of the key at the time of issuance.
4. Both the box holder and a representative of the hotel must be present when the box is drilled by the locksmith.
5. These steps should be followed if any box key cannot be accounted for during an audit of the boxes:
    - The auditor should check the “released” section of the file and note the last person known to have used the box.
    - Contact the last known user by registered mail or phone to determine if he/she has any information regarding the whereabouts of the key.
    - If the last box holder on record cannot be located, or does not have any information on the whereabouts of the key, the box must be tagged with the following verbiage for at least three weeks:

- "ANYONE UTILIZING THIS SAFE DEPOSIT BOX SHOULD NOTIFY THE FRONT OFFICE MANAGER, FOR IT IS SCHEDULED TO BE DRILLED ON (DATE)______________."
- If, after three weeks, there is still no information on the whereabouts of the key, a locksmith should be called in to open the box and replace the lock
- The Controller, in the presence of a witness, should conduct an inventory of the box, making a written record of the contents.
- The contents of the box should then be secured in the hotel safe, until proper disposal can be made, in accordance with state law.

KEYS RECEIVED BY MAIL OR MESSENGER

1. When a safe deposit box key is received by mail, it must be delivered to the Controller and held in the hotel safe. This delivery must be witnessed and signed by one other employee.
2. Before opening the box a “Safe Deposit Box Surrender” form (See Appendix 4) must be sent to the guest for execution and returned.
3. Upon receipt of the executed Surrender from, the box should be opened in the presence of the Controller and another witness.

- If the box is empty, an affidavit to that effect must be executed and witnessed.

- If the box contains property, the box should immediately be re-locked, the keys again secured, and an appropriate affidavit executed.
    - The guest should be advised immediately and should be requested to remove the contents and surrender the box, or forward a “Power of Attorney” for the guest’s representative to do so.
    - The General Manager shall ensure that the signature of the guest on the Power of Attorney is identical to that of the guest’s on his/her room registration and Safe Deposit Box Agreement.
    - A Power of Attorney must be acted upon with caution, and under no circumstances should any person presenting such a Power of

Attorney be granted access to the box if the authenticity of the document is in any way questionable.

4. When a key is received by messenger, the hotel should follow the same procedures as when keys are received by mail.
5. If there are any questions regarding Powers of Attorney or other safe deposit box-related legal issues, contact the SPHM Legal Department.

EXCESS DEMAND FOR BOXES

☐ Use of Envelopes

1. On rare occasions, sufficient boxes may not be available for each guest requesting one.
2. The Front Office Manager should obtain approval from the General Manager to set aside one or more large safe deposit boxes for the use of more than one guest.
3. The key for this box should be kept in a locked area which is accessible only to Front Desk Management.
4. Advise the guest that all individual boxes are in use, and ask if he/she will agree to place his/her property in an envelope which will be placed in a larger safe deposit box with other guest’s property.
5. If the guest agrees, request that he/she complete and sign the envelope.
6. The Cashier should then initial and tape the envelope closed.
7. All other access procedures will remain the same as those listed above.

☐ Use of Local Bank

1. If the guest declines to share a larger size safe deposit box, the property should explore the possibility of using a safe deposit box in a nearby bank.
2. Arrangements with the bank should be made in advance, and all costs should be paid by the hotel.

3. Hours when access will be permitted should be made clear to the guest before he/she decides on such usage.
4. The deposit of guest property into a bank safe deposit box should be accomplished directly by the guest. Under no circumstances should any agent or employee of the hotel accept custody of a guest's property for deposit in the bank.

## ITEMS OF UNUSUAL SIZE OR VALUE

1. Any unusual request for the use of safe deposit boxes must be referred to the General Manager or Controller.
2. If the item to be secured is too large or is known through local publicity to be of very high value (and on the hotel's premises), the General Manager may make arrangements with a local bank.

## UNUSUAL ACCESS

1. Court orders must be referred to the General Manager.
    - When this occurs, the safe deposit box must be sealed and all right of access suspended until the hotel's legal rights and obligations are determined.

    - The General Manager should consult with the SPHM Legal Department before granting access.
2. Under no circumstances shall access to a safe deposit box be allowed based on telephone or telegraph authorization.
3. No information of any kind regarding a guest's safe deposit box may be given via telephone.

## APPENDIX 1: RELEASE OF LIABILITY EXAMPLE

In consideration of (corporate name of hotel) a corporation of (state of incorporation) (hereinafter referred to as the “Corporation”), permitting the undersigned, (name of lessee), to use, without charge, one or more of the safe deposit boxes situated in the (franchise name) Hotel, (city), and other good and valuable considerations, the undersigned, for itself, its successors and assigns, has released and forever discharges SPHM Corporation and SPHM Hotels, and its subsidiary companies, and each of them, their respective officers, agents and employees, of and from all claims, demands and liabilities of every kind and nature whatsoever which the undersigned can or may have against said corporation or either of them, and their officers, agents, and employees because of any loss or damage or to the robbery, theft, or mysterious disappearance of any property owned by the undersigned, or for which the undersigned is responsible, while any such property is deposited or contained in such safe deposit box or boxes.

In witness whereof, I have hereunto set my hand and seal this day of _______, 20____

Signed ______________________________________________

Witness ______________________________________________

Print Name ______________________________________________

Room Number ______________________________________________

Home Address ______________________________________________

Business Address ______________________________________________

Box Number ______________________________________________

Date & Time Issued ______________________________________________

## APPENDIX 2: SAFE DEPOSIT BOX AGREEMENT

DATE ________________________________ BOX NO.______________

NAME ________________________________ ROOM NO. _______________

PERMANENT ADDRESS ________________________________________________

Articles have this day been placed by me in safe deposit box number to which I have the key for one lock and the hotel has the key for the other, requiring both keys to open the box.

I recognize you are not required to accept from me for deposit, articles, including cash of any aggregate value, in excess of the amount specified by state law. If the aggregate value of the items listed above exceeds the specified amount set by state law, I expressly covenant and agree in consideration of your accepting the same for my sole benefits, that under no circumstances will you, your officers, agents, employees or (franchise name) Hotel, or any of its subsidiaries, be liable for any amount in excess of the amount specified by state law.

I further agree to make a payment to the hotel to cover cost of drilling and replacing the lock should I fail to return the key. Witness my hand and seal this day of 1997.

Guest Signature ______________________________

## APPENDIX 3: SAFE DEPOSIT BOX ACCESS SLIP

Please sign this slip for access to your safe deposit box no.

Guest Signature ______________________________

Room Number ______________________________

Clerk/Cashier ______________________________

Date ______________________________

Time ______________________________

## APPENDIX 4: SURRENDER OF SAFE DEPOSIT BOXES

Please sign this slip to surrender your safe deposit box no.

Guest Signature ______________________________

Room Number ______________________________

Clerk/Cashier ______________________________

Date ______________________________

Time ______________________________

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | ROOMS DEPARTMENT "ZERO OUT THE HOUSE CHECKLIST" FOR THOSE UNDER-DEPARTED DAYS |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

Attached are checklists for each department to complete when the hotel is in a sold-out situation. Each department has their own responsibilities to complete within certain time frames.

Please complete these checklists on each opportunity we have to zero out the house. The tasks should be shared with the entire department but the ultimate responsibility falls on the Supervisor/Manager for each department.

Once the checklists are completed, please place them in the Rooms Director/Director of Operations mailbox at the end of the 11:00 PM shift. We must all work as a team if we are to sell every room we have and it takes the help from everyone. Remember, a vacant room tomorrow is lost revenue tonight!

| | | |
|---|---|---|
| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | ROOMS DEPARTMENT “ZERO OUT THE HOUSE CHECKLIST” FOR THOSE UNDER-DEPARTED DAYS |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

FRONT DESK “ZERO OUT THE HOUSE CHECKLIST

DATE: ____________________

| | | |
|---|---|---|
| 8:00 AM | _____ | Establish the current selling strategy and maintain a current house count. Monitor early check-outs and stayovers. Take hourly house counts. |
| 8:45 AM | _____ | Review the selling strategy with all departments and inform all involved. |
| 9:00 PM | _____ | Preblock frequent travelers and special request reservations. |
| 10:00AM | _____ | All parlor rooms and least desirable rooms are to be sold as early as possible - DO NOT LEAVE FOR NIGHT AUDIT!!! |
| 12:00 N | _____ | Prepare the expected departure list and deliver to housekeeping. |
| 2:00 PM | _____ | Complete discrepancy report to insure all check-outs departed. |
| 5:00 PM | _____ | Receive the PM Housekeeping report. The discrepancy report completed by the Front Desk Supervisor (in office) by 6:00 PM. All discrepancies must be solved be 7:00 PM. |
| 5:30 PM | _____ | Have PBX complete a “dupe check”, comparing the arrivals against the guests in house. Complete discrepancy report. |
| 6:00 PM | _____ | Review remaining arrivals, looking for cancellations and date changes. Also, cancel 6:00 P.M. Hold reservations at this time. |
| 8:30 PM | _____ | Begin bucket check. |

|  |  |  |
|---|---|---|
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|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## RESERVATIONS ZERO OUT THE HOUSE CHECKLIST

DATE:____________________

|  |  |  |
|---|---|---|
| 8:00 AM | _____ | Determine the selling status for the day as provided by the FOM. Insure all agents are aware as will as being updated. |
| 9:00 AM | _____ | Print a guest arrivals list, looking for duplicate name reservation. Check with PBX for local hotel availability (for referrals). |
| 1:00 PM | _____ | Call all 6:00 PM Hold reservations, explaining availability and request that the guest’s guarantee their reservations. Indicate any needed info on the top of each folio. |
| 2:00 PM | _____ | Print a guest arrivals list for PBX use. |

THANKS TO EVERYONE FOR THEIR EFFORT INSELLING OUT THE HOTEL!!!

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | ROOMS DEPARTMENT “ZERO OUT THE HOUSE CHECKLIST” FOR THOSE UNDER-DEPARTED DAYS |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

HOUSEKEEPING “ZERO OUT THE HOUSE CHECKLIST”

NOTE: THIS FORM IS TO BE COMPLETED ON ALL SELL-OUT DAYS

DATE: ____________________

9:00 AM _____Call the Front Desk and determine the selling strategy for the day. Keep informed of group arrival patterns and special requests.

12:00 N _____Receive the Expected Departures List from the Front Desk. Clean all check out rooms first, having all blocked rooms ready as soon as possible.

2:00 PM _____Deliver the completed Expected Departure list to the Front Desk.

5:00 PM _____Deliver the completed PM Housekeeping Report to the Front Desk.

6:00 PM _____Pick up a list of discrepancies from the Front Desk Supervisor for re-check.

7:00 PM _____As soon as rechecks are completed, hand the list back to the Front Desk Supervisor.

THANKS TO EVERYONE FOR YOUR EFFORT IN SELLING OUT THE HOUSE!!!

|  | STANDARD OPERATING MANUAL | FRONT OFFICE LOG RECORDS<br>Effective: |
|---|---|---|
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure that necessary information is communicated to all Front Office personnel.

To track certain information about Front Office operations and guest communications / packages

All logs are documents which can be used in a court of law, if necessary. All entries should be accurate, factual and professional. No assumptions should be made and personal feelings should not be a factor in log entries.

## RESPONSIBILITY:

The Front Office Manager is responsible for ensuring that all required logs are adequately maintained.

## PROCEDURE:

The following logs will be maintained by the Front Office staff on a daily basis:

NIGHT MANAGER'S LOG

4. The Night Manager/Supervisor is responsible for the maintenance of an accurate and complete accounting of all unusual property occurrences during his/her shift.

5. Before assuming responsibility for the Front Office at the beginning of his/her shift, the Night Manager/Supervisor should confer with the supervisor being relieved to discuss any unusual situations that may call for further attention during the Night Audit Shift. Any items of importance should be noted in the log.

6. When turning over the responsibility for the office at the end of the shift, he/she should confer with the in-coming manager/supervisor to alert him/her to the details of any unusual occurrences during the night that may warrant further attention and/or action. The details of this information should be recorded in the log.

7. This log should be reviewed daily by the Front Desk Manager and Front Office Manager. They must initial all items reviewed.

PASS-ON LOG

1. A log the day's unusual events and items of interest to all shifts should be kept in central location in the Front Office. This log should be initialed by all personnel coming on duty to indicate that they have read the log and have been fully informed of the following:
   - Special rates and locations for groups arriving that day.
   - New policies and procedures that have been implemented.
   - VIPs on reservation or in the house which may require special attention.
   - Requests for room changes and/or additional rooms which must be fulfilled.
   - Requests by one shift for further information on a given subject from another shift.
   - Notification of Hotel or Front Office staff meetings.
2. The Reservations Manager must also review this log daily.
3. This log is not intended as a replacement for Front Office meetings and briefings, publication of operating instructions, or active Front Office supervision. It is to be an additional method of ensuring that all personnel are fully informed of activities and unusual situations within the Hotel.

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | PMS COMPUTER OPERATION |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To outline accepted minimum operating standards for the property management system.

To ensure proper maintenance and back up procedures.

To set forth emergency procedures in the event of system and/or software failure.

## RESPONSIBILITY:

Total system responsibility lies with the Rooms Director/Director of Operations.

Day to day operational requirements are the responsibility of the Front Office Manager, who is designated as “Systems Manager.”

## PROCEDURE:

### MANAGEMENT

The property will specify one individual who will be designated as the “Property System Manager”. This individual will have the total responsibility of coordinating all service requests, problem reporting, minor maintenance, and training on the computer.

In addition, Assistant Property System Managers should be identified to ensure that all appropriate members of the hotel staff are knowledgeable of the technical aspects of operating the system. This will ensure twenty-four hour coverage of management personnel capable of handling system problems, etceteras.

The Property System Manager must maintain an appropriate security level to perform the normal maintenance procedures.

### SYSTEM MALFUNCTION/FAILURE

Each property must develop a customized Local Standard Operating Procedure to document and standardize the steps to follow in the event of hardware or software malfunctions. The property should utilize the sample procedures outlined by each in the property management system Manual. The LSOP must contain the following at a minimum:

1. Manual procedures and sample forms to be used during downtime with the responsibilities identified by job title.
2. Specific documentation that must take place to record the problem, to include down time, possible causes, etceteras.
3. The sequence of steps necessary to rebuild or input updated information after a system malfunction.
4. A fire emergency/evacuation plan that details which PMS reports, documents and/or back up devices should be removed from the building and by whom.

DOCUMENTS

The property will maintain a System Support/System Manager’s binder that will include the following at a minimum:

1. System Responsibilities
    - ☐ Hardware and Software Maintenance Agreements
    - ☐ Preventative Maintenance Steps and Procedures
    - ☐ Hardware Trouble Shooting Guides
    - ☐ Service Received (must include copies of all work orders)
    - ☐ Hardware Serial Numbers (forward all new numbers to the Systems Manager)
    - ☐ Modem Log
    - ☐ Problem/Bug Log
    - ☐ Contacts and Supplier Listings
    - ☐ System Correspondence
    - ☐ Employee Security Configurations

2. The Support Binder must be reviewed every period by the Systems Manager to ensure that proper action(s) and follow up has occurred.
3. A complete contingency report should be printed every two hours, to protect the operation from financial loss and guest dissatisfaction due to system down time. The volume of business may dictate more frequent updates, to allow for a smooth conversion to a manual system if necessary. The Supervisor's Checklist must be initialed as reports are produced, and back copies of the report should be retained by the Front Office Manager for at least seven days.

4. A copy of the Special Request Report (VIP List) should be generated and distributed to all hotel departments by 11:00 AM each day. This list should include all VIP's, frequent traveler members who require special attention and/or upgrades, and names from the VIP file. Also the VIP Guest File should be matched against arrivals to identify any previously unidentified VIP's.
5. Safety regulations require that a report of all in-house Handicapped Guests be provided to PBX and/or security on a daily basis.

COMPUTER ROOM SAFETY/ENVIRONMENTAL REQUIREMENTS

1. Proper cooling (65 to 70 degrees Fahrenheit) and power requirements are to be provided and maintained in the computer room.

   NOTE: The PS/2 and PC/AT systems do not have any special cooling requirements.

2. Access to the computer room and/or other areas must be limited to authorized personnel.
3. The computer room must be equipped with a Halo gas fire extinguishing system. The computer must be protected from potential water damage from overhead pipes and sprinklers.
4. The computer room should be maintained free of dust to avoid clogging the vents/fans in the system.

5. A copy of the back up diskettes and/or tapes must be kept in a secured, fire proof container that is located away from the computer room. These back ups should be accessible to all shifts.

6. It is imperative that employees refrain from "leaning" on the system terminals and that care is taken to prevent staples, paper clips, or any form of liquid from entering the keyboard, terminals, printers, or any other peripheral device.

## SYSTEM CONTROL AND MAINTENANCE

1. The property system manager will have complete control over system access. He/She will be responsible for creating and maintaining employee security configurations, monitoring existing security clearances, and routinely updating the configuration. User passwords should be changed quarterly, or as needed if it is believed that password security has been compromised.

2. The dial in modem must be left in the off position at all times unless access is requested for software maintenance. All such requests must be coordinated through the property system manager or an assistant system manager as designated by the system manager. All access will require the completion of a log which will contain the following information at a minimum:

   - Date and Time
   - Name of individual requesting access
   - Reason for request
   - Can the system continue normal operation during the time of actual access?

   The outside user should be asked to call back and notify the system manager when their work is completed, so the modem can be turned off promptly.

3. A PMS system operating maintenance calendar should be established for periodic and routine maintenance functions. This calendar must be initialed at the completion of each task, and should be retained in the system support binder.

Each item on this calendar/schedule is cross referenced to the PMS user documentation. See Exhibit 1 for the calendar/schedule.

4. Follow the PMS maintenance schedule to monitor all critical files in the system to ensure that corrective action is taken when necessary.
5. Schedule hardware and software maintenance during periods of low occupancy, so as to minimize impact. This would include deletion of unnecessary data, periodic purging of files when they are more than 75% full, room inventory rebuilds, cleaning the hardware, etceteras.
6. Minor, routine hardware maintenance should be scheduled once per period. Major maintenance and cleaning should be scheduled at least once per year or as directed by the IBM technician.
7. Back up of all reservations, transactions and accounts receivable information should be performed nightly.
8. Rooms inventory/availability should be continually checked between central reservations system and PMS. These inventories should remain in balance if information passes freely and properly between the two systems, thereby maximizing room sales potential.
9. An inventory of printer ribbons, diskettes/tapes, one/two part paper and all essential forms should be maintained by the Front Office. All personnel should be knowledgeable in the proper methods of changing ribbons and paper.
10. Review travel agent master accounts and ensure those with little or no activity are deleted on a quarterly basis.
11. All terminals should be labeled with their system address for easy reference for repair and maintenance.

ACCOUNT CONTROL

1. Ensure that management responsibility is defined for the establishment of city ledger, group master and banquet accounts to ensure accurate billing format prior to the posting of charges.

2. Group masters should be reviewed daily by the Front Desk and the group master folio and all back up sent to Accounting within three days of the group's departure to ensure timely collections.

   *NOTE:* Group accounts should not be checked out until fully approved by Accounting.

3. House accounts should be monitored daily to clear/check out unnecessary or old banquet accounts. Standard, permanent accounts should be cleared daily. Back up must retained for all Balance Forward accounts.
4. Care should be taken to ensure that proper back up is retained for all hold accounts. A copy of the actual charge should be held in the Front Office and forwarded to Accounting when the account is checked out.
5. An individual in the Front Office should be designated to run the "O" Status Report (checked out accounts with a balance) each day to ensure that all accounts on this report have been properly handled. A folio with accurate information on the disposition of the account should be provided to Accounting.

6. When checks are cashed for guests, a memo entry should be made in the system to ensure adherence to daily check cashing policy limits. (See SPHM Front Office and Accounting SOP # 1).
7. Credit card authorization codes and the PMS account number should be noted on the registration card and the credit card voucher imprinted at check in. (See SPHM Front Office and Accounting SOP # 1)
8. Each time a safe deposit box is issued to a guest, the number of the box should be noted on the registration card. (See SPHM Front Office and Accounting SOP# 34).

## TRAINING

1. Specific user documentation for the PMS system will be provided by corporate flag of the hotel and updated to include all system enhancements and software changes.

2. Property personnel should take advantage of all available/relevant CBT (Computer Based Training) for both PMS and the reservation system.
3. Every three months, the property system manager should conduct an evaluation of each hourly employee and manager should also ensure that the system is being properly utilized. Upon completion of this evaluation process, the system manager will designate select individuals for additional training

4. The property system manager should distribute system related information to all property users, to include PMS newsletters, memos, etcetera.
5. Requests for system enhancements should be solicited and documented by the property system manager and forwarded to SPHM.

|  |  |  |
|---|---|---|
| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | PMS COMPUTER OPERATION |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

| SCHEDULED DAY | SCHEDULED DATE | FUNCTION | COMPLETED BY | COMPLETETITION DATE |
|---|---|---|---|---|
| First Sunday |  | Room Inventory Rebuild |  |  |
| First Sunday |  | Rack Rebuild |  |  |
| First Sunday |  | Guest Message Rebuild |  |  |
| First Sunday |  | Market Segment Code Rebuild |  |  |
| First Sunday |  | Travel Agency Rebuild |  |  |
| First Monday |  | Reservation Count |  |  |
| First Monday |  | Guest History Record Count |  |  |
| First Monday |  | Transaction Count |  |  |
| First Monday |  | T/A Master Record Count |  |  |
| First Monday |  | T/A Transaction Record Count |  |  |
| First Monday |  | A/R Master Record Count |  |  |
| First Monday |  | A/R Transaction Record Count |  |  |
| Second Monday |  | Guest History Purge |  |  |
| Second Sunday |  | Purge Delete Status Master Accounts |  |  |
| Period End |  | Delete Zero Balance Transactions |  |  |

|  |  |  |
|---|---|---|
|  | STANDARD OPERATING MANUAL | CONVENTION RESUMES |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To detail all pertinent information on an upcoming group

## AUTHORIZATION & RESPONSIBILITY:

The Convention Coordinator and/or Sales Department must determine which groups will require a Convention Resume. For most of SPHM operated properties, the suggested guideline is to require a resume for groups utilizing 50 or more rooms per night. A resume should also be completed for groups with "special" or "complex" requirements (i.e. extensive audio visual, meeting set ups, etc.) or when all details cannot be covered by the Banquet Event Orders.

## PROCEDURE:

The Convention Resume should be completed two weeks prior to the arrival of the group. The resume should be distributed to all managers in the hotel.

A copy of the Convention Resume must remain in the group's sales file and should be updated as needed. Major updates should be issued to the resume recipients immediately, minor updates can be communicated at the Pre-Convention Meeting, if applicable. The Convention Resume should also be available for distribution at the Pre-Convention Meeting.

The Convention Resume should include, but is not necessarily limited to the following information:

1. The name(s) of the Sales Manager and Catering Manager responsible for the group
2. Group Name
3. Group Contact
   - The individual responsible for planning the convention.
   - The individual with whom the property has been dealing.
4. Group History

- ☐ Is this a first-time meeting?

- ☐ Where has the group met before?
- ☐ How do their attendance projections hold up?
- ☐ How will this information affect the property?
- ☐ Any past problems or difficulties?
- ☐ Past arrival and departure times.

5. Day(s) and Date(s) of the convention.
6. The number of rooms blocked and picked up for each day.
    - ☐ Also list the date of the pickup count.
    - ☐ List "cut-off" date.
7. Number of Persons - This information should be obtained from the Room Block, Function Information Sheet or the Banquet Event Order.
8. Rates - Single, Double Parlor, Suite and any other special room rates.
9. Complimentary Rooms
    - ☐ How many complimentary rooms are authorized?
    - ☐ What type(s) of rooms are complimentary (suite, parlor, single, etc.)?
    - ☐ Under whose name are the complimentary rooms to be listed?
    - ☐ Determine the arrival and departure dates for complimentary rooms.
10. V.I.P.'s
    - ☐ Who are they? List their title(s) and arrival and departure dates if not already noted under complimentary rooms.
    - ☐ Are any complimentary orders to be sent to the V.I.P.'s?
    - ☐ Welcome cards for V.I.P.'s?
    - ☐ Should any gifts be sent to the important V.I.P.'s

11. Credit Policy
    - ☐ How is each person paying their bill?
    - ☐ Are there exceptions to the normal group policy?
    - ☐ Are there any unusual billing requests?
    - ☐ Are there any large or unusual check cashing needs?
    - ☐ How to handle no-show billings?
12. Master Billing
    - ☐ Who is authorized to sign charges to the Master Bill?
    - ☐ To whom is the Master Bill to be sent?
    - ☐ Who is authorized to approve the Master Bill?
    - ☐ How will the Master Bill be paid, and when?
13. Front Office/Reservations
    - ☐ Detail major check-in/check-out times.
    - ☐ Are special suite and/or parlor set-ups?
    - ☐ Are they to be used for meetings?
    - ☐ How is the registration to be held? Pre-registered in advance of the group's arrival, or will each individual register as they arrive?
    - ☐ Any need to block entire floors?
    - ☐ Are all reservations guaranteed?
    - ☐ Does the group expect many walk-in guests?
    - ☐ Is there a need for a press room? List dates and also if phones, typewriters, etc., are to be in the room.
    - ☐ Dressing room needed for special event, entertainment, etc.?

- ☐ Special safety deposit box needs?

- ☐ Any large or unusual check cashing needs?
- ☐ Will there be a rooming list or will each individual be responsible for their own reservation?
- ☐ Is there a cut-off date beyond which the block of rooms held will be released and reservations no longer accepted?
- ☐ Early check-in, late check-out needs?

14. Bell Stand
    - ☐ Major check-in/check-out days and times.
    - ☐ Means of arrival (i.e. Car, Bus, Flying, etc.) and any transportation needs.
    - ☐ How are gratuities handled (if not on own, how much per person?)
    - ☐ Any special van requests?
    - ☐ Are there any special needs (i.e. handicapped or elderly who may require additional baggage help).
    - ☐ Is there any need for baggage storage?
    - ☐ Any additional newspapers for delivery?
15. Outside Activities
    - ☐ Are there any group functions outside of the hotel? (Buses needed, dates, time, number of people, etc.)
    - ☐ Special requests for speakers?
    - ☐ Any requirements for magazines, maps, etc.?
    - ☐ Will there be a separate spouses' program?
16. PBX
    - ☐ Where is the registration desk located so PBX can transfer calls to the area?

- ☐ Any beepers or special communications equipment required?

- ☐ Special phone installations - where, what time, how many? (i.e., data lines, FAX Machines, published numbers, etc.)
- ☐ Are calls to be placed to individual rooms?
- ☐ Will there be a press room? List room and dates?
- ☐ Special requirements for wake-up services? Individually or as a group at one set time?
- ☐ Message handling requirements?

17. Security
    - ☐ Any storage or special areas that will need to be guarded?
    - ☐ Will any beepers be required?
    - ☐ Are there many (unescorted) women attending that will require assistance?
    - ☐ Any need for additional security guards? List dates, time, price per hour and the number of guards required.
    - ☐ Will the group require a parking area for buses? How many and when?
18. Recreation
    - ☐ Will the pool need to be open later than usual? List additional charges for this service, date(s), time(s).
    - ☐ Spouses and/or children traveling with group, requiring additional staffing.
19. Housekeeping
    - ☐ List any rooms requiring "special attention."
    - ☐ Are there any suite and/or parlor set ups? Are they to be used for meetings, hospitality rooms, etc.?
    - ☐ Major check-in/check-out dates and times. (Early checking, late check-out

needs?)

| | | |
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- Restrooms which will require constant restocking (near what areas, what days, times, etc.).
- Special needs for extra towels, cots, bed boards, plastic versus normal glasses, etc.? Special guest room cleaning requirements, early, late?
- Turn down services required?

20. Engineering
    - Exhibits - List set up/tear down dates and times. List rooms being used for exhibits.
    - How many exhibits are expected?
    - What is the size of the exhibits? - booths, table tops, etc.
    - Special room temperature requirements for exhibits, meetings, displays, storage, etc.?
    - Special electrical needs?
    - Special audio visual needs?
21. Restaurants, Lounges
    - Special needs for opening and closing time changes?
    - Special group tastes?
    - Price range/budget conscious?
    - Short meal breaks requiring unusually fast service?
    - Heavy lounge users, or non-drinkers?
    - Special lounge needs (i.e. used for lunch, etc.)?
22. Room Service
    - Will bulk orders be required (many complimentary orders given out - if so, by the

client or Sales department)?

- ☐ Delivery dates and times for VIP packages?

- ☐ List hospitality suites - dates, room numbers, contact's name, what is required in each suite?

23. Catering Service

- ☐ Any special requirements or details not included on Banquet Event Orders?

24. Gift Shop

- ☐ Special "theme" items
- ☐ Additional sundries

25. Miscellaneous

- ☐ Are the meeting, hospitality suites parlors, etc. to be posted?
- ☐ Photocopy or "FAX" service required?
- ☐ Time and cost?
- ☐ List the group's total itinerary so all managers are aware to the total convention (i.e. how many meetings, free time, catered meals, outside functions, etc.).

26. Banquet Event Orders

- ☐ All Banquet Event Orders should be attached to the resume.

| | | |
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| | STANDARD OPERATING MANUAL | PRE-CONVENTION MEETINGS<br>Effective: |
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## SCOPE:

To promote the exchange of information about an upcoming group

To ensure complete and open communications (regarding groups) between hotel departments (and the Meeting Planner, as applicable)

To introduce the Meeting Planner to the Hotel Staff and vice versa

## RESPONSIBILITY:

Convention Coordinator, Sales Department

## AUTHORIZATION:

It is impossible to establish exact criteria to determine when to hold a Pre-Convention Meeting. The meeting should be held when the group is large and/or complex enough to justify the managers' time involved. Final determination as to whether or not to hold a Pre-Convention Meeting will be made jointly by the General Manager, Rooms Director/Director of Operations and the Director of Sales.

## PROCEDURE:

1. The Convention Resume should be completed and distributed at least two days prior to the meeting. (See SPHM SOP # 38 Convention Resumes).
2. Attendance will be mandatory for the following individuals:
   - General Manager
   - Rooms Director/Director of Operations
   - Director of Hotel Sales
   - Director of Food and Beverage
   - Chief Engineer

☐ Controller/or Assistant Controller

☐ Director of Catering

| | | |
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☐ Executive Chef

☐ Director of Security

☐ Reservations Manager

☐ Executive Housekeeper

☐ Convention Coordinator

☐ Banquet Manager

☐ Front Office Manager

☐ Food and Beverage Outlet Managers

☐ Sales Manager(s) Responsible for Group

3. The meeting should be held from two to five days prior to the arrival of the group. This may change if the Meeting Planner is to attend the meeting. If this is the case, the meeting should be scheduled at the Meeting Planner's convenience.

4. The meeting should have an established agenda, using the Convention Resume as a guide. The purpose of the meeting is to disseminate information and to answer questions, NOT to read the Convention Resume.
5. Suggested topics to cover are outlined in the Convention Resume.

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|---|---|---|
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## SCOPE:

To sum up the aspects of the convention/conference that went smoothly for all hotel departments.

To critique problems and items that could use improvement in the future.

To enable the Sales department and the Hotel in general to better handle conventions, conferences and groups in the future.

## RESPONSIBILITY:

The Sales Manager that is responsible for the group.

## PROCEDURE:

1. Prior to the convention/conference, the Sales Manager will send a critique form to each Executive Committee member.
2. At the conclusion of the convention/conference, the Executive Committee member should complete the critique and return it to the Sales Manager. The Executive Committee member must seek input for the critique from all department managers.
3. All critiques must be returned to the Sales Manager within three days of the conclusion of the convention/conference.
4. The Sales Manager will then consolidate all critiques and distribute to the Executive Committee members, Sales Managers and Catering Managers.
5. Appropriate comments and notes should be placed in the group's file for future reference.
6. Suggestions and ideas for improvement should be discussed at staff meetings, Sales and Catering Meetings, and implemented for future conventions, conferences and groups.

| | | |
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## SCOPE:

To ensure smooth handling of tour groups, from arrival to checking to check-out and departure.

To enhance the guest satisfaction levels of all tour groups.

## RESPONSIBILITY:

The Sales Manager who is responsible for the group.

## PROCEDURE:

### PRIOR TO ARRIVAL

The booking sheet or tour memorandum should include all detailed information as itemized on the following checklist:

1. An up-to-date rooming list.
2. The total number of rooms needed for:
    - ☐ Students or individuals.
    - ☐ Chaperons or guides.
    - ☐ Tour director or directors.
    - ☐ Bus drivers.
    - ☐ Room types and number of each required.
3. The rate structure.
4. Special rates, if any.
5. The number of complimentary rooms (if any) and the names of the individuals to occupy them.
6. The number of cots (rollaways) that will be required. The Reservations Manager

should notify the Housekeeping department in advance of the number of cots (rollaways) required so they can be made up in advance and immediately available as the tour group arrives.

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7. Number of keys required per room - some groups have as many as five guests per room. This should be coordinated with Engineering to ensure a sufficient supply of keys.
8. Complete and accurate billing information.
9. Information as to what charges, other than room and tax, are authorized to be placed on the master account. Should inform movies, phone and/or Honor Bars be restricted to prevent unauthorized charges?
10. Information as to whether bus driver rooms are to be charged to the master account, or individually paid by the bus drivers.
11. Person(s) authorized to sign charges, cash checks, and sign for the billing of the total tour charges (master account) at the time of departure.
12. Estimated arrival and departure time.
13. Method of arrival (i.e., car, bus, etc.).
14. Mode and time of baggage arrival and instructions for Bellman service, including specific baggage handling requests, amount of Bellman gratuity, and who will pay the gratuity (individual or bill to master account).
15. Method of check-in (i.e., Pre-Key, Remote).
16. Special rooming instructions: Complete information as to the number of persons in each room, separation of boys from girls by floor or building, and location of chaperon rooms in relation to other tour rooms.
17. Length of stay.
18. Request for morning wake up service: The time tour rooms are to be called.
19. A projection of which hotel facilities will be used by the group: Restaurant, Pool, Lounge, etc.

20. Authorized use of telephones: Are guest room phones to be restricted?

As far in advance of the arrival of the tour as possible, the person doing the blocking should make the decision as to the area of the hotel that will be occupied by the group. In a manual environment, all blocking should be done on the rack. In a PMS or Appetite environment, each individual reservation should be blocked.

| | | |
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It is always advisable to isolate student tours from other hotel guests as much as possible. This helps to reduce the number of noise complaints that arise with large groups of students in house.

DAY OF ARRIVAL

On the day of arrival, the tour should be blocked as early as possible and the following actions taken:

1. The room numbers assigned should be indicated on the rooming list next to each grouping of guests. A completed copy should then be given to the Housekeeper, Bell Captain and PBX Operator. For groups with three to five guests per room, PBX will use this rooming list for calls, as we normally don't enter every name in the system.

2. The Front Office Manager or Executive Housekeeper must ensure that the Bellman or house person places cots in all rooms so indicated on the rooming list.

3. The Front Desk Manager must ensure that there are keys available for each room and that these keys are grouped together for easy distribution. Keys should be placed in envelopes with the room number and guest's name noted on the face of the envelope. These envelopes can then be taken aboard the tour buses for distribution.

4. The Front Desk Manager will package all mail being held for the group and place it with the rooming list for delivery to the tour director at the time of the group's arrival. The tour director should notify all members of the tour to have all mail marked in care of the name of the tour.

5. The Food and Beverage outlets should be notified of the correct arrival time.

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## ROOMING OF TOUR

When the tour buses arrive, the following procedure should be followed:

1. The Bellman should direct the buses to the hotel parking area reserved for the tour, allowing ONLY the tour director to disembark and enter the Front Office area. It is very important that the buses not be allowed to stop or park in front of the hotel, and that the guests not be allowed to get off the buses before they have been assigned to their rooms.
2. The Sales Manager responsible for the group should accompany the tour director and Bellman to the tour area or floor to ensure that the group is properly roomed, and that any questions concerning meals, hotel facilities, and billing are properly answered. If the tour is comprised of non-English speaking guests, arrangements should be made to have an interpreter available.
3. The person assigned to room the tour should distribute the room keys to the tour escort/director and indicate the direction and/or location of the rooms. By this time the Bellman will have removed the baggage from the buses and will have deposited it in a convenient, central location or will be delivering it to the rooms.
4. After the tour has been completely roomed, the rooming list should be verified with the tour director for accuracy and completeness. PBX should then be given a copy.
5. The master account for the group should be prepared by the Front Office Manager or Assistant Front Office Manager. Care should be taken to ensure that the rate for the group is accurately computed.
6. When the exact number of persons actually registered with the tour is known, the Food and Beverage outlets should be notified so they are prepared to render proper

service.

7. The Front Office Manager or Reservations Manager must inform the tour director that charges will be posted for all telephone calls, regardless of whether they have been authorized.

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ONE DAY PRIOR TO DEPARTURE

1. The Front Office Manager should review all charges posted to the master folio with the Tour Director. This may prevent delaying the group's departure the following day.

2. Incidental charges and balances on individuals should be reviewed with the Tour Director so potential problems can be identified and resolved before departure.

DEPARTURE

On the day of departure, the following procedure should be followed:

1. The Front Office Manager must ensure that all charges incurred during the stay have been posted to the master account, including all phone calls.
2. The Executive Housekeeper must ensure that a visual inspection be made of the rooms to ensure that no damage has been sustained.
3. Request that the tour director review all charges posted to the master bill so that all differences and disputes can be cleared at this time.
4. After the master bill has been reviewed and any problems resolved, request that the tour director pay the bill or sign it to acknowledge the accuracy of the charges and the billing address. Any unauthorized charges by individuals, such as telephone calls or restaurant charges should be collected in cash at this time.

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|---|---|---|
|  | STANDARD OPERATING MANUAL | LOST AND FOUND PROCEDURE |
|  |  | Effective: |
|  | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To establish procedures for the turning in, documenting and returning of guests lost and found articles. By doing so will foster positive guest relations and demonstrate good will on behalf of the hotel.

## PROCEDURE:

1. The hours of operation will be 7:00 A.M.-5:00 P.M. daily. All calls regarding lost and found will be referred to the Housekeeping Department.
2. The main linen room attendant is responsible for the administration of the lost and found department.
3. All lost and found items will be entered in the lost and found ledger (see below) with the following information:
    - Date found
    - Room number/location found
    - Description of the item
    - Log number
    - Name of the finder
    - Disposition
    - Address of claimant (if mailed)
    - Signature of claimant (if claimed in person)
4. An inquiry log will also be maintained to record guest inquiries concerning lost articles. All such inquiries must be answered by letter if the article is not located (see below).

5. Articles found will be kept in a locked and secured area divided into sections by month, located in an area. Items designated as valuable, i.e., watches, rings, money, etc., will be stored separately. These articles will be kept locked up in a safe, either in security, the General Cashier or the Executive Housekeeper who will be assigned a safe deposit box at the front desk.

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6. During evening and midnight hours of operation all lost and found items will be forwarded to the front desk.

   Front desk will ensure that these items are properly identified and tagged. An area will be designated for temporary storage of lost and found items by the Front Office Manager. Each morning a representative of the Housekeeping Department will pick up any lost items held by the Front Desk.

7. Reclaim of article by guest may be made in one of the following two ways (methods):

   - Guest Inquiry by telephone

     During normal hours of operation of lost and found, guest call should be transferred to Housekeeping.

     Guest should give full description of item as well as room number and/or area presumed lost along with dates).

     If item is located, Housekeeping should determine from the guest if it is to be picked up or mailed.

     If item is not located then the inquiry is to be documented in the inquiry log for follow up.

   - Guest inquiry in person.

     Housekeeping will bring the article up to the lobby. The guest will sign for their article in the spot designated for the lost and found ledger.

8. Mail Procedures. Linen room attendant will wrap, address and pay packages for mailing and make arrangements to mail. The local property will determine how the package will be sent, i.e., UPS, overnight mail, etc., at the hotel's expense.

9. It should be stressed that at no time do we tell a guest that we have their missing article. Housekeeping must verify the item in the log book and physically have the article. Housekeeping should never make the initial contact with a previous guest regarding an article that has been found.

| | | |
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10. Credit cards found in the guestrooms or in public areas of the hotel must be turned into the General Cashier's office in the Accounting Department by way of the drop safe. All inquiries for credit cards must be referred to the general cashier.

11. Accounting, upon receipt of found credit cards, will notify housekeeping as to the type of card, card holder's name, and credit card number. Upon receiving a call, guest has to identify by type, name and number. At no time will the Room attendant offer any information about found credit cards.

12. Articles unclaimed after 90 days may be given to the finder; valuable items will be held for six months. If the finder no longer works for the hotel, the Executive Housekeeper at their discretion will dispose of the unclaimed items.

Alcoholic Beverages

Basic policy is there can be no drinking of alcoholic beverages in hotels by employees, therefore, there is no basis for possession of alcoholic beverages in hotels by employees.

Alcoholic beverages left in guest rooms by guests shall be immediately brought to the Main Linen Room and delivered to the custody of the Executive Housekeeper / Housekeeping and Manager (locked in a secured area). It will be marked with the date and room number where found and individual finding it. This applies equally to beer and wines, as well as to hard liquors.

Beverages in custody should be retained no longer than seven days, and then, if not called for by the departing guest: poured down the drain by the D.O.S., Housekeeping Manager.

*Employees May Not Accept Alcoholic Beverages As Tips.*

Items which originated through the Food and Beverage departments (i.e., VIP wine, champagne, etc.) will be returned immediately to the Beverage controller.

| | | |
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## LOST AND FOUND LEDGER

- Date the article was found and logged in the book.
- The log number.
- The description of the item found.
- The location.
- Who found the item.
- Name of person who logged the item.
- Signature of claimant and date item was mailed.
- INQUIRY BOOK
- Name of person who called
- Address
- Phone number
- Item lost
- Where it was lost
- When it was lost
- Name of person taking call
- A letter should be sent to each caller making an inquiry for a lost and found item (see below).

LOST & FOUND LETTER

Dear____________

Regretfully the ______________ your correspondence mentioned as being lost, has not been turned into our Lost and Found Department. I have personally checked the Lost and Found log and our Security "cage."

(Request for additional information if applicable)

I have enclosed a request for additional information form and a stamped envelope.

The information you have given me will be kept on permanent file. If your_______________ should be turned in, I will mail it/them to you at the following address:

____________________________________________

____________________________________________

____________________________________________

Regretfully,

______________

SPHM Hotels

Name of Manager

Title of Manager

| | | |
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## LOST ITEMS INQUIRY

DATE:_____________________________________________

NAME:_____________________________________________

ADDRESS:_________________________________________

PHONE # _________________________________________

DATE OF CHECK-OUT:_______________________________

ROOM or VILLA # :__________________________________

DESCRIPTION OF LOST ITEM OR ITEMS: ____________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

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## LOST AND FOUND TAG

ITEM_______________________________________

LOG NUMBER______________________________

DATE FOUND_______________________________

WHERE FOUND_____________________________

FOUND BY__________________________________

SIGNATURE/DATE__________________________

I MAILED TO/DATE__________________________

| | | |
|---|---|---|
| | STANDARD<br>OPERATING<br>MANUAL | DISCREPANCY REPORT |
| | | Effective: |
| | AREA<br>Front Office<br>Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

To ensure that all guest room status information is completely accurate.

## RESPONSIBILITY:

Front Office Manager

Executive Housekeeper

## PROCEDURE:

### A.M. HOUSEKEEPER'S DISCREPANCY REPORT

The A.M. Housekeeper's Discrepancy Report is prepared each morning and will reflect discrepancies between a physical "room inventory" taken by Housekeeping and the listing of each room reported vacant/ready on the Room Revenue Report which is prepared by Night Audit.

This discrepancy report must be provided to the Front Office by 9:00 A.M. daily.

The Front Office and Housekeeping should investigate and resolve all discrepancies, note the results on the report, and forward it to the Accounting Office by 11:00 a.m.

Unresolved discrepancies must be reported immediately, in writing, to the Resident Manager with a copy to the Controller.

See attached **Expected Departure Report**

### P.M. HOUSEKEEPER'S REPORT

2. The P.M. Housekeeper's Report is prepared daily and must be delivered to the Front Office by 5:00 P.M.
3. This report also represents a physical inventory of all guest rooms, and will aid in accomplishing the following items:
    - Correcting any mistakes that may have taken place in connection with check-ins, check-outs, etc.

- Detecting "sleepers" (rooms for which revenues are accruing, but are actually unoccupied).
- Reporting "light" baggage or other pertinent observations.
- Detecting "skippers" (rooms in which the guest has checked out without paying his/her account).
- Enabling the Controller to cross-check the Room Revenue Report to ensure that every occupied room is accounted for.
- Providing the Front Office with a means of checking the accuracy of the room rack/PMS.

4. The accuracy of the room rack/PMS is largely dependent on the thoroughness with which it is compared to the Housekeeper's Report.
5. All comparisons should be made as soon as possible after receipt of the report. Discrepancies should be reconciled with the Housekeeping Department at the time.

## EXPECTED DEPARTURE REPORT

1. The Expected Departure Report is prepared daily by the front desk by 12:00 noon.
2. Housekeeping will check all expected departures to verify room status, note the results on the report, and return it to the Front Desk by 1:30 p.m.
3. The Front Desk will process all guest accounts as check outs from the information provided from Housekeeping. Note: Most rooms listed will have received express checkout, so vacant status is likely.
4. The Front Desk will resolve all discrepancies by verifying the departure date on the registration card, attempting to contact the guest before extending the check-out date in the computer (or on the rack).

|  |  |  |
|---|---|---|
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AM / PM DISCREPANCY REPORT

TO: FRONT DESK MANAGER FROM: HOUSEKEEPING

DATE: ______________________ LRA:________________

| Room Number | Explanation: |
|---|---|
| ___________ | __________________________ |
| ___________ | __________________________ |
| ___________ | __________________________ |
| ___________ | __________________________ |
| ___________ | __________________________ |

Room Shows vacant but occupied

|  |  |
|---|---|
| ___________ | __________________________ |
| ___________ | __________________________ |
| ___________ | __________________________ |
| ___________ | __________________________ |
| ___________ | __________________________ |
| ___________ | __________________________ |

cc: Controller, Rooms Director/Director of Operations, Director of Services, Front Office Manager.

Packages will be time-stamped and sorted into one of three categories:

Hotel Business or Employee Mail - Mail for employees and departments within the hotel should be placed in the proper departmental mail box.

Guest - Guest's mail should be given to an individual designated by the Manager, to be distributed according to the following procedure.

## SCOPE:

To ensure that all mail, messages, faxes and packages are delivered to the intended recipient in a timely manner.

To maintain full control over the disposition of all mail, faxes, messages, and packages.

## RESPONSIBILITY:

The Front Office is responsible for the control of all incoming and outgoing guest mail, messages, faxes and packages.

## PROCEDURE:

### REGULAR MAIL

1. Should be sorted immediately and time stamped. Room numbers should be added and the message light turned on to alert the guest that there are mail, messages, faxes and/or packages being held for them.
2. All mail, etc. should be placed in the proper mail slot. If the guest is due to arrive that day, a note should be clipped to the guest's registration card and/or noted in the message field in the PMS System.
3. For guests with or without reservations who have not yet registered, the mail should be placed in a "Hold for Arrival" rack in PBX. If the individual has a reservation, the words "Mail at Desk" should be noted in the message field in the guest's PMS account. The mail in this rack is to be checked daily by the PBX Operator, dated and initialed. If the mail is not claimed after ten days, it should be returned to the sender or forwarded as indicated and noted in the "Return Mail Log."

## SPECIAL DELIVERY MAIL

1. The guest should be notified immediately.
2. A Bellman should be instructed to deliver the mail to the room if the guest requests it.
3. If the guest is not in the room, the message light should be turned on and a written note should be slipped under the door indicating that the guest has urgent mail.
4. All special delivery mail received for guests not registered in the hotel should be placed in a special hold rack at the Front Desk. The rack should be checked twice daily for recent arrivals or Catering guests. A representative from the Sales and Catering Department should review the rack regularly, as they may recognize the names of persons in meetings, functions, etc. Special deliveries should be held for ten days before returning to sender.
5. All special deliveries must be logged in a book to be kept at the Front Desk. Information logged should include date and time of delivery to the hotel, disposition, and guest's signature acknowledging receipt of the item.
6. Guests should be notified of special delivery mail regardless of the time. The rule of reason should apply in interpreting this procedure.

## REGISTERED MAIL

1. REGISTERED MAIL SHOULD NEVER BE ACCEPTED FOR A GUEST!!
2. If registered mail arrives for a guest, try to reach the guest to determine if they wish to come to the desk to sign for it directly. If the guest is not available or does not wish to sign for the registered mail, it should be refused.

## OVERNIGHT MAIL (FEDERAL EXPRESS, AIRBORNE OR EQUIVALENT)

Use the same procedure as for Special Delivery Mail.

## FAXES

1. All faxes received should be given to the PBX Operator for handling.

2. The guest should be notified immediately that there is a fax waiting.

| | | |
|---|---|---|
| Sun Paradise Hotels Management<br>Sun Paradise Hotel Management<br>SPHM | STANDARD OPERATING MANUAL | MAIL, MESSAGES, FAXES AND PACKAGES |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

3. A Bellman should be instructed to deliver the fax to the room if the guest requests it.

4. If the guest is not in the room, the message light should be turned on to alert the guest, and a written note should be slipped under the door to notify the guest that they have a fax waiting.
5. If not delivered within forty-eight hours, the fax should be returned to the sender. All faxes should be checked against the Daily Event Listing prior to return.

6. All faxes for guests not registered in the hotel should be placed in a special hold rack at the Front Desk. This rack should be checked twice daily for recent arrivals and Catering guests. A representative from the Sales and Catering Department should review the rack regularly, as they may recognize the names of persons in meetings, functions, etc.
7. All faxes must be logged in a book to be kept at the Front Desk. Information logged should include date and time of delivery to the hotel, disposition, and guest's signature acknowledging receipt of the item.
8. Guests should be notified of faxes regardless of the time. The rule of reason should apply in interpreting this procedure.
9. A FAX Log must be completed for each FAX sent or received.

PACKAGES

1. All packages of any size are to be delivered to a location pre-determined by hotel management. A notice indicating delivery of the package should be sent to the Front Office.
2. The Front Desk should then notify the guest of the package delivery or so note the delivery in the reservations system. The Daily and Weekly Event Listings should always be checked upon receipt of packages.
3. A Bellman should be instructed to deliver the package to the guest if so requested.

4. C.O.D. packages for guests should be accepted only if prior arrangements have been made with the Front Office Manager, Sales Managers or Banquet Managers. The C.O.D. package can be accepted if credit has been established on the guest's account.
5. All packages should be held for ten days unless a specific arrival date is indicated. If no arrival date is noted, the package should be returned to the sender or forwarded after ten days.
6. A package log is to be maintained with the following information:
   - Date of receipt
   - Addressee
   - Addressor
   - Number of packages
   - Where stored
   - Who received
   - Current disposition

<u>MESSAGES</u>

1. PBX Operators are to leave messages for guests when they are not in their room to receive telephone calls.
2. After the message is taken, the room message light should be turned on so the guest can call the Front Desk to be notified of the message.
3. After the guest has received the message or has picked it up, the message light should be turned off.
4. If the message is read but not picked up or delivered, it should be time stamped on the back and retained in a designated area in case the guest requests the message at a later date. In a PMS environment, a Non-Delivered Guest Message Report will print hard copy for a back up.

5. By 9:00 P.M. each night, the Front Desk should check/audit all messages, checking for correct room number, whether the guest has checked in, and whether a copy of the message was sent to the room and placed under the door.

6. In some instances the guest will pick up his/here mail at the desk without first calling, and the message light may remain on.

   This then requires the guest to call the Front Desk to verify that there are no further messages waiting. It is suggested that message lights be checked as many times as possible during the day to verify that there are in fact messages waiting for all lights that are turned on. The lights on should be listed, the guest's name determined from the room rack or PMS, and boxes checked to ensure that there is in fact mail and/or messages for that particular room.

7. All room message lights should be tested at least once per month.

## OUT-DATED MAIL

1. All mail, faxes, overnight mail, packages, etc. being returned or forwarded should be logged in the Return Mail Book kept at the PBX.
2. If a guest wishes to leave a forwarding address, it should be recorded in the "Guest Forwarding Address Log" (Exhibit 2). The guest should be advised that mail will be forwarded for up to two months.
3. For future reference, should the mail be lost or mis-directed, the date the mail is sent out and the initials of the clerk should be listed.

## MAIL AND PACKAGE DOCUMENTATION

1. All guests' mail that does not require signature for receipt must be logged on the "Guest Mail Log" (see below).
2. All guest's mail and packages requiring signatures upon receipt must be recorded on a "Guest Package Receipt". (see below).

| | | |
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GUEST MAIL LOG TO:

Name:__________________________Date:________________Room:__________

FROM:

Name:__________________________Address:________________________________

City:___________________________ State: ________________ Zip: _____________

DATE RECEIVED:________________DATE RETURNED: ___________________

FORWARDED TO:_________________DATE FORWARDED:_________________

Name:__________________________Address:________________________________

City:___________________________State:________________ Zip: _____________

TO:

Name:__________________________Date:________________Room:__________

FROM:

Name:__________________________Address:________________________________

City:___________________________ State: ________________ Zip: _____________

DATE RECEIVED:________________DATE RETURNED: ___________________

FORWARDED TO:_________________DATE FORWARDED:_________________

Name:__________________________Address:________________________________

City:________________________State:______________ Zip: ____________

## GUEST FORWARDING ADDRESS LOG

Guest wishing to leave a forwarding address must be listed in this log with a complete address. Check-out date and date completed should be noted. Mail will be forwarded for up to two months.

Name: ________________________________ Date Competed: ____________

Address: ______________________________ Date Checked Out: _________

City: _______________________ State: ___________ Zip Code: ______

Remarks:

---

Name: ________________________________ Date Competed: ____________

Address: ______________________________ Date Checked Out: _________

City: _______________________ State: ___________ Zip Code: ______

Remarks:

---

Name: ________________________________ Date Competed: ____________

Address: ______________________________ Date Checked Out: _________

City: _______________________ State: ___________ Zip Code: ______

Remarks:

---

Name: ________________________________ Date Competed: ____________

Address: ______________________________ Date Checked Out: _________

City: _______________________ State: ___________ Zip Code: ______

Remarks:

## GUEST PACKAGE RECEIPT

SPHM CORPORATION-
GUEST PACKAGE RECEIPT

Date Received: ______________________

Guest Name: ______________________

Room Number: ______________________

Check Out Date: ______________________

Employee Accepting: ________________

Days Checked: ______________________

<u>Guest Receipt</u>

Guest Signature: ______________________

Date: ______________________________

Clerk: ______________________________

SPHM CORPORATION-
GUEST PACKAGE RECEIPT

Date Received: ______________________

Guest Name: ______________________

Room Number: ______________________

Check Out Date: ______________________

Employee Accepting: ________________

Days Checked: ______________________

<u>Guest Receipt</u>

Guest Signature: ______________________

Date: ______________________________

Clerk: ______________________________

SPHM CORPORATION-
GUEST PACKAGE RECEIPT

Date Received: ______________________

Guest Name: ______________________

Room Number: ______________________

Check Out Date: ______________________

Employee Accepting: ________________

Days Checked: ______________________

<u>Guest Receipt</u>

Guest Signature: ______________________

Date: ______________________________

Clerk: ______________________________

SPHM CORPORATION-
GUEST PACKAGE RECEIPT

Date Received: ______________________

Guest Name: ______________________

Room Number: ______________________

Check Out Date: ______________________

Employee Accepting: ________________

Days Checked: ______________________

<u>Guest Receipt</u>

Guest Signature: ______________________

Date: ______________________________

Clerk: ______________________________

| | | |
|---|---|---|
| | STANDARD OPERATING MANUAL | EFFORT PROGRAM |
| | | Effective: |
| | AREA<br>Front Office Department | PREPARED BY:<br>Agustinus Agus Purwanto, SE MM |

## SCOPE:

A follow-up program (second effort will ensure guest satisfaction by overcoming problems prior to the departure of the guest. This program, if properly handled can also turn guest problems into opportunities and thus solidify guest loyalty to the property

It is important that this goodwill be recovered and maintained through a formal complaint resolution process, and that the guest is shown that we do care through implementation of the Second Effort Program and Hotline Program.

It is important to note that no irritation mentioned or reported by a guest is too small. The program is applicable to special requests as well as complaints.

## RESPONSIBILITY:

EVERY HOTEL MANAGER AND EMPLOYEE!!

## PROCEDURE:

A card should be located in every guest room advising guests of the extension to dial if problems are incurred (some properties designate this extension as a hotline). A special phone must be designated for this and located in an area that is manned 24 hours. Guest calls on this line are to be given the highest priority.

All property associates must be educated in the second effort program and who to call directly if they encounter a guest with a problem.

The second effort coordinator (generally a PBX operator) will complete the following action steps receiving a guest problem call:

1. Call the appropriate department to correct the problem.
2. Fill out the second effort log.
3. Follow-up with the department handling the problem if an automatic callback is not received.
4. Call the guest back to inquire if the problem was resolved. If the answer is no, the

appropriate manager should be advised for special handling.

| | | |
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5. Complete the second effort form and send the top copy to the front desk to be attached to the guest folio or registration card.

At check-out, the cashier should acknowledge the problem the guest. Any negative comments regarding the situation should be noted by the cashier and passed on to the Rooms Director/Director of Operations or General Manager for follow-up correspondence.

A copy of the second effort log should be routed to the Rooms Director/Director of Operations and Chief Engineer for review and correction of consistent problems/trends, etc.

After check-out, the Second Effort Form should be removed from the registration card and stapled to the corresponding Second Effort Summary Log.

All Second Effort's will be reviewed weekly at the general staff meeting. A list of guests with major or "unsolvable" problems will be given to the General Manager so he/she can send appropriate letters of apology.

Second Effort Forms will be available from the Front Office.

| | | |
|---|---|---|
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## SECOND EFFORT FORM

Date________________________ Time_________________________

Guest Name___________________________________Room# ___________________

Address______________________________________Check-out__________________

Person Reporting_________________________________________________________

Area Involved_____________________________________________________________

Problem_________________________________________________________________

Solution_________________________________________________________________

Reported To ___________________________________ Time______________________

Reported Back At (Time)____________________________________________________

Guest Contacted Back at (Time)_____________________________________________

Satisfied?_________________________________________________________________

IF NO – ALTERNATIVE____________________________ __________________________

Guest Now Satisfied (Y/N, Comments)________________________________________

Distribution

White - Front Desk   Canary - Resident Manager   Pink - Department Involved