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LABERSA  
GRAND  
HOTEL

S.O.P PABX



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

# **PBX Standard Operating Procedures**

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	STANDARD OPERATING PROCEDURES	FO SOP - 07	YEAR 2015
		Effective:	
	AREA FRONT OFFICE	PROCEDURES TELEPHONE WORK ORDERS AND REPAIRS	By: Drs. Agustinus Agus Purwanto, MM

## POLICY:

The telephone department pays the monthly cost for basic telephone/PBX services. This includes all telephone service except private outside lines, beepers, two-way radios, or special ancillary device such as recorders. Any additional requests for service are to be paid by the requesting department.

## SCOPE:

To establish procedures for the payment of standard maintenance versus special requested services throughout the hotel.

## PROCEDURE:

The maintenance fee for standard telephone services as covered under the property contract does not generally cover the following:

### MOVING TELEPHONES

- Adding new telephones or extensions.
- Disconnecting phones.
- Rearranging phones or pick up services.

When services like these are requested, it becomes the responsibility of the requesting department to cover air fees above and beyond the regular maintenance contract agreement. In this case, the Request for telephone work order (see exhibit 1) must be filled out completely, and copied to the Rooms Director/Director of Operations. Since the charges are the responsibility of the requesting department, department head approval is required.

### NORMAL REPAIR

Determine what the problem is: "Room 123 telephone doesn't work" isn't as good as "Room 123 telephone has dial tone, but nothing happens when you try to dial."

Answer the following question: "Is this an emergency problem?" "Emergency" is defined for this procedure to mean: "it must be fixed within the next three hours," and can even mean one guest room phone. (Any guest room phone repair is an emergency when you are at 95% occupancy, and it is not feasible to room change a guest.)

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Non-emergency repairs are normally corrected within 24 hours of the time they are reported to the maintenance company. The only exception to this is when a repair is reported after 5:00 P.M. on Friday or the day before a holiday. These repairs are normally corrected by 5:00 P.M. the next normal business day.

The reporting process is straightforward:

Call engineering to see if they can service the problem on property.

Call the applicable maintenance company's repair number. If you are not sure which company to call, call the PBX System Repair Company. The PBX System is the hub of the entire telecommunications system, and while the PBX may not be the source of the problem, your PBX technician can pinpoint the technical source of the problems.

Tell them simply (non-technical) what is wrong. DO NOT TRY TO ANALYZE THE SITUATION, i.e., "I believe it's a problem with our Central Office lines." You should, however, tell the maintenance company when you have a valid suspicion as to the source of the problem, i.e., "We have had construction in the area."

Record all the information requested on the telephone repair log sheet, copy attached.

The attached repair log must be filled out by the PBX operator each time repair service is requested from engineering or the outside vendor (Exhibit 2).

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## EXHIBIT 1 • REQUEST FOR TELEPHONE WORK

1. Department  
Name: \_\_\_\_\_
2. User Name (if applicable): \_\_\_\_\_
3. Name of Person Issuing This Request: \_\_\_\_\_
4. Date of Request: \_\_\_\_\_
5. Date Service Needed: \_\_\_\_\_
6. Department Head Approval: \_\_\_\_\_

Date of Approval: \_\_\_\_\_

Work Requested: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Resident Manager or Front Office Manager:

Approval: \_\_\_\_\_

Date: \_\_\_\_\_

Order to Serving Company (Date): \_\_\_\_\_

Their Order Number (if applicable): \_\_\_\_\_

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	<b>AREA</b> <b>FRONT OFFICE</b>	<b>PROCEDURES</b> <b>HOTEL</b> <b>TELECOMMUNICATION</b> <b>REPAIR RECORD</b>		<b>By: Drs. Agustinus Agus Purwanto, MM</b>

**PROPERTY:** \_\_\_\_\_

**REPAIR TELEPHONE NUMBER:** \_\_\_\_\_

<b>DATE /TIME</b>	<b>Date</b>	<b>Time</b>	<b>Description of trouble</b>	<b>Date</b>	<b>Time</b>	<b>Name</b>

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	AREA FRONT OFFICE	PROCEDURES GENERAL TYPE OF CALLS/SPECIAL INSTRUCTIONS	By: Drs. Agustinus Agus Purwanto, MM

## POLICY:

Even though PBX is not a visual guest contact area, it is still important for all personnel to maintain professional levels of personal dress, hygiene, and cleanliness.

It will be the responsibility of the Front Office Manager to monitor daily, the appearance of all individual job descriptions.

## SCOPE:

Efficient telephone service and telephone courtesy are the primary functions of the PBX department. Since the telephone represents such a valuable tool for communications, the PBX operator has the capability to form lasting impressions with guests by the manner in which an operator handles a phone call.

## PROCEDURE:

All incoming calls will be answered within three rings whenever possible. The operator should respond to incoming calls with an approved script from the Front Office Manager.

Whatever request the caller makes, such as a guest's room, restaurant, in-house extension or information, the operator should explain to the caller what is being done, such as, "I am connecting your call now sir. Thank you, and have a nice day/evening."

### GUEST LINE BUSY

"I'm sorry that telephone is busy - would you like to leave your name and number, and I will ask (name of guest) to return your call?"

If the caller asks to hold, give the caller a progress report every 30 seconds; "I'm sorry the line is still busy," and reconfirm if the caller wants to continue to hold.

For systems that do not have the camp-on feature, when the line is available prior to connecting, "the line is available, I'll connect you. Have a nice day/evening."

### OPERATOR CALLS SCRIPT (CALLS FROM WITHIN THE HOTEL)

Answer - Good morning/afternoon/evening. This is (operator's name). May I help you?"

Acknowledge - "I'll be glad to/thank you."

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Before completing the connection or hanging up - "Have a nice day/evening."

### DIRECTORY ASSISTANCE CALLS

Give the guest the telephone number. Since all guest rooms should have telephone directories, you should complete a second effort form requesting the housekeeper to check the room to see if directories are available. If they are not, notify the Director of Services so they can contact the telephone company for new directories. Do not refer the guest to the directory, or ask if a directory is in the room.

### COLLECT CALLS

(See PBX-SOP)

### WAKE-UP PROCEDURES

Record the wake-up information on the wake-up call sheet (see property form), and repeat the information to the guest.

For system with automatic wake-up, input the information into the machine, and at the same time maintain a written record in case of equipment failure.

- NOTE: All concierge level and VIP wake up calls should be done manually.

When the wake-up call is made, you should follow this script:

- "Good morning/afternoon/evening, (guest name), it is (time), and the (brief weather report for the day)."
- Wait for a response.
- If the guest doesn't answer the phone after three attempts, (no more than five minutes apart), a Bellman should be dispatched to the room. Automatic wake-up machines will "alarm" any telephone that doesn't answer on the third attempt.

As calls are made and answered, cross the name off the list, or in the case of automatic wake-up machines, the system will report completed wake-up calls on the wake-up printer.

### PAGING FOR GUESTS/PAGING FOR ADMINISTRATIVE AND HOTEL MANAGEMENT

Radio and paging communication must be professional and above reproach. In emergency and security situations local codes must be established and adhered to.

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	AREA FRONT OFFICE	PROCEDURES ACCEPTANCE OF COLLECT CALLS	By: Drs. Agustinus Agus Purwanto, MM

## POLICY:

The hotel will have a procedure in place to be able to accommodate collect calls for guests, while collecting revenue on the call. All other collect calls are to be prohibited.

## SCOPE:

The property will accept collect calls, with strict requirements.

## PROCEDURE:

### COLLECT CALLS

Acceptance of collect calls will be at the discretion of each property, however, as a general rule, collect calls are not to be accepted.

If a collect call is for a registered guest, the hotel operator will inform the outside operator that the call will be connected to the guest, and if the guest accepts the call the outside operator should call the hotel back with time and charges.

Upon receiving time and charges, the hotel operator is responsible for following the normal procedure of writing up the charge in a telephone charge voucher, including:

- Room number
- Date of call
- Time of call
- Length of call
- Caller's telephone number
- Account number
- Guest's name

The operator must log the charges and then add the property's approved wake-up and tax charges. The charge should be immediately brought to the Front Desk and posted to the guest's folio for collection.

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	AREA FRONT OFFICE	PROCEDURES RESERVATION CALLS COUNT SHEET-PBX	By: Drs. Agustinus Agus Purwanto, MM

## **POLICY:**

The Reservation calls count sheet - PBX is completed daily by the PBX Operators at properties which do not have an Automatic Call Device (ACD).

## **SCOPE:**

To record the hourly total number of telephone calls which are received at the PPX console and transferred to Reservations.

## **PROCEDURE:**

Each night a PBX operator will set up new count sheets for the following day. One count sheet is needed for each console. The console number, date, and day of the week should be filled in at the top of the form.

Each call that is received at the console asking for the Reservations Department should be "stroked" on the count sheet next to the time in which the call was received.

The "strokes" are then totaled by time frame.

The total entitled "Reservations close 12:00 A.M. to \_\_\_\_ AM to \_\_\_\_ AM (A) is the total calls stroked between 12:00 A.M. and the time the Reservations office opens.

The total entitled "Reservation open \_\_\_\_ A.M. to \_\_\_\_ P.M. (B) is the total calls stroked during the hours that Reservations is open.

The total "Reservations closed \_\_\_\_ P.M. to 11:59 P.M. \_\_\_\_ (C)" is the total calls stroked from the time Reservations closes until 11:59 P.M.

The grand total is equal to the total of the three time frames.

- Grand total = A + B + C

Once the form is completed, it is filed by the day of the week in the accordion file labeled "Daily Count Sheet." This file system is stored in PBX.

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## RESERVATION CALLS COUNT SHEET PBX

From	TO	Date	Total calls per Hour
12:00 a.m.	6:00 a.m.		
6:00 a.m.	6:59 a.m.		
7:00 a.m.	7:59 a.m.		
8:00 a.m.	8:59 a.m.		
9:00 a.m.	9:59 a.m.		
10:00 a.m.	10:59 a.m.		
11:00 a.m.	11:59 a.m.		
12:00 p.m.	12:59 p.m.		
1:00 p.m.	1:59 p.m.		
2:00 p.m.	2:59 p.m.		
3:00 p.m.	3:59 p.m.		
4:00 p.m.	4:59 p.m.		
5:00 p.m.	5:59 p.m.		
6:00 p.m.	6:59 p.m.		
7:00 p.m.	7:59 p.m.		
8:00 p.m.	8:59 p.m.		
9:00 p.m.	9:59 p.m.		
10:00 p.m.	10:59 p.m.		
11:00 p.m.	11:59 p.m.		

Times:

RESERVATIONS CLOSED

12:00 a.m. to \_\_\_\_\_ a.m.

RESERVATIONS OPEN

\_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.

RESERVATIONS CLOSED

\_\_\_\_\_ p.m. to 11:59 p.m.

GRAND TOTAL: \_\_\_\_\_

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	AREA FRONT OFFICE	PROCEDURES HOTEL EMERGENCIES	By: Drs. Agustinus Agus Purwanto, MM

## POLICY:

Each property is to develop emergency procedures to be followed by the PBX staff during hotel/guest emergencies.

## SCOPE:

The PBX department is the communication center for the hotel and the staff must have written procedures to follow during various emergencies.

The PBX associates must be properly trained and ready to handle hotel emergencies at all times.

## PROCEDURE:

The Rooms Director/Director of Operations is responsible to develop emergency PBX procedures to cover the following emergencies:

- Bomb threats
- Weather emergencies
- Guest illness
- Evacuation Procedures
- Power outage
- Miscellaneous security incidents
- Hotel fire

The property emergency exit layout must be displayed in view of the operators' consoles for use in emergencies. The PBX staff must be able to determine the nearest emergency exit, for any location on the property, quickly and efficiently.

At least once each quarter, the Front Office Manager should review emergency procedures with all operators. All emergency procedures will be practiced by all operators, and any problems corrected at that time.

All operators should periodically walk the property to allow them to be totally familiar with the property and its facilities, and to have a complete knowledge of the property's evacuation routes.

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	AREA	PROCEDURES	
	FRONT OFFICE	WAKE-UP CALLS	By: Drs. Agustinus Agus Purwanto, MM

## POLICY:

Each property must have an effective and consistent method for logging and delivering wake-up calls to in-house guests.

## SCOPE:

To ensure guests receive timely and informative wake-up calls.

## PROCEDURE:

The PBX operator should maintain a wake -up call sheet noting the guest's name, room number, and requested time of wake-up. This list should be sorted or grouped by time of day.

Upon Front Desk personnel or PBX operator receiving wake up request from the guest all information should be logged and then recited back to the guest for verification of information. For systems with automatic wake-up, input the information into the machine, while at the same time, maintain a written record in case of equipment failure.

- NOTE: All concierge level and VIP wake-up calls should be done manually. When the wake-up call is made the following script should be used:
- "Good morning/afternoon/evening, (guest name), it is (time), and (a brief weather report for the day)."
- Wait for a response.
- If the guest doesn't answer the phone after 3 attempts (no more than 5 minutes apart), a Bellman should be dispatched to the room. Automatic wake-up calls will flag the operator when guest does answer.

As calls are made and answered, cross the name off the list, or at in the case of automated make-up machines, the system will report completed wake-up calls on the printer.

Wake up call list for a period of time specified by property for research if necessary.

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	<b>AREA</b> FRONT OFFICE	<b>PROCEDURES</b> TELEPHONE AUDIT	By: Drs. Agustinus Agus Purwanto, MM

## **POLICY:**

Each property must establish specific procedures for conducting periodic telephone audits.

## **SCOPE:**

Periodic audits must be conducted on the following:

Local and long distance guest charges.

Equipment charges billed by the local phone company.

Long distance charges billed to the property by the phone carrier.

## **PROCEDURE:**

The Rooms Director/Director of Operations must ensure that local and long distance guest charges through the guest call accounting system are audited quarterly. This can be accomplished by making a few phone calls from a guest room and manually calculating the charge in accordance with company policy and comparing this figure with the amount shown on the call accounting reports.

The long distance formula is as follows: (AT&T day rate and operator assisted charge) x 1.45

The phone equipment billing should be audited annually. The phone company should be requested to provide a detailed equipment print out for your property. This print out is then compared to the physical equipment located on the property to ensure all the equipment still exists. The local phone vendor can help with this.

Long distance charges billed to the property should be audited quarterly. This can be done by taking a random sampling of calls (50 or so) and comparing the phone accounting reports to the actual phone bill.

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	AREA FRONT OFFICE	PROCEDURES WELCOME CALLS	By: Drs. Agustinus Agus Purwanto, MM

## **POLICY:**

Each property must establish specific procedures for welcome calls to arriving guests.

## **SCOPE:**

Within ten minutes of Check-in, it is the responsibility of the Front Desk Associates/PBX operators to call the guests and assure that everything in the room is working and satisfactory, and offer any assistance as needed.

## **PROCEDURE:**

Each property should develop a procedure to ensure that the front desk clerks are informing the PBX operators of guest names and room numbers upon arrival.

The PBX operators will maintain a log of all welcome calls (see attached) with the guest name, room number, and any significant comments. NOTE: If the comments need action (i.e., request for hairdryer, foam pillows or the heater/AC needs to be checked), the request is immediately handled as a Second Effort (see SOP #12).

At the completion of each shift, the welcome call sheet is attached to the PM checklist.

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## **WELCOME CALL SHEET**

Date: \_\_\_\_\_

Shift: \_\_\_\_\_

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	<b>AREA</b> <b>FRONT OFFICE</b>	<b>PROCEDURES</b> <b>TOURS</b>	By: Drs. Agustinus Agus Purwanto, MM

## **POLICY:**

Prior to the arrival of any tour, full information concerning all requirements of the group must be provided to the Front Office and Housekeeping.

## **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.

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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.
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.

### 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.

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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

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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.

#### 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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## **POLICY:**

A Convention Resume will be completed for all "large" and/or "complex" groups, as designated by the Convention Coordinator and/or Sales Department.

## **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 Tecton 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

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- 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

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## 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 Mast
- 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?

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#### 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?

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- 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?)
- Restrooms which will require constant restocking (near what areas, what days, times, etc.).
- Special needs for extra towels, cots, bedboards, 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?

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## 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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## POLICY:

All mail, faxes, packages, etc. coming into the hotel should be delivered to a pre-determined central location where they 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

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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.

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### 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.
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.

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## 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

## MESSAGES

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.

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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/her 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.

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### MAIL AND PACKAGE DOCUMENTATION

1. All guest's 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: \_\_\_\_\_

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## 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: _____ ZipCode: _____
Remarks:	
Name: _____	Date Competed: _____
Address: _____	Date Checked Out: _____
City: _____	State: _____ ZipCode: _____
Remarks:	
Name: _____	Date Competed: _____
Address: _____	Date Checked Out: _____
City: _____	State: _____ ZipCode: _____
Remarks:	
Name: _____	Date Competed: _____
Address: _____	Date Checked Out: _____
City: _____	State: _____ ZipCode: _____
Remarks:	
Name: _____	Date Competed: _____
Address: _____	Date Checked Out: _____
City: _____	State: _____ ZipCode: _____
Remarks:	

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## GUEST PACKAGE RECEIPT

### GUEST PACKAGE RECEIPT

Date Received: \_\_\_\_\_

Guest Name: \_\_\_\_\_

Room Number: \_\_\_\_\_

Check Out Date: \_\_\_\_\_

Employee Accepting: \_\_\_\_\_

Days Checked: \_\_\_\_\_

#### Guest Receipt

Guest Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Clerk: \_\_\_\_\_

### GUEST PACKAGE RECEIPT

Date Received: \_\_\_\_\_

Guest Name: \_\_\_\_\_

Room Number: \_\_\_\_\_

Check Out Date: \_\_\_\_\_

Employee Accepting: \_\_\_\_\_

Days Checked: \_\_\_\_\_

#### Guest Receipt

Guest Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Clerk: \_\_\_\_\_

### GUEST PACKAGE RECEIPT

Date Received: \_\_\_\_\_

Guest Name: \_\_\_\_\_

Room Number: \_\_\_\_\_

Check Out Date: \_\_\_\_\_

Employee Accepting: \_\_\_\_\_

Days Checked: \_\_\_\_\_

#### Guest Receipt

Guest Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Clerk: \_\_\_\_\_

### GUEST PACKAGE RECEIPT

Date Received: \_\_\_\_\_

Guest Name: \_\_\_\_\_

Room Number: \_\_\_\_\_

Check Out Date: \_\_\_\_\_

Employee Accepting: \_\_\_\_\_

Days Checked: \_\_\_\_\_

#### Guest Receipt

Guest Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Clerk: \_\_\_\_\_

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## **POLICY:**

Each hotel is to have an effective program in place to insure follow-up on guest problems/complaints.

## **SCOPE:**

A follow-up program (Second Effort) will ensure guest satisfaction by overcoming problems prior to the departure of 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:**

1. 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.
2. All property associates must be educated in the second effort program and who to call directly if they encounter a guest with a problem.
3. The Second Effort Coordinator (generally a PBX Operator) will complete the following action steps receiving a guest problem call:
  - Call the appropriate department to correct the problem.
  - Fill out the Second Effort Log.
  - Follow-up with the department handling the problem if an automatic callback is not received.

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- 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.
- Complete the Second Effort Form and send the top copy to the Front Desk to be attached to the guest folio or registration card.

4. At check-out, the cashier should acknowledge the problem with 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.
5. 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.
6. After check-out, the Second Effort Form should be removed from the registration card and stapled to the corresponding Second Effort Summary Log.
7. 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.
8. Second Effort Forms will be available from the Front Office.

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## POLICY:

All properties will maintain an updated list of "qualified" sitting services.

## SCOPE:

To ensure that sitting service information is readily available to all guests requesting such information.

To protect the property and Tecton if the actions of a sitting service are challenged in a court of law.

## RESPONSIBILITY:

The Concierge or Front Office Manager is responsible for maintaining a current list of professional sitting services that are available in the area.

## PROCEDURE:

Review your local Yellow Pages for available "Sitting Services".

Call each service to determine if they are licensed and bonded. If they, request references and check each one thoroughly. These reference checks must be recorded in writing and kept on file.

Every effort should be made to use only licensed and bonded sitting services. employees or relatives should not perform sitting services for guests.

In those areas where licensed and/or bonded services are not available, a very detailed reference check (minimum of three references) must be made before placing the sitting service on the recommended list. This reference check must also be recorded in writing and kept on file.

The list should be upgraded as required by deleting a sitting service from the recommended list when guest comments indicate that the service is not performing to our standards.

The entire list of all recommended sitting services should be given to the guest. We should never select a particular sitter on the recommended list.

Written notice to the guest must state that the guest releases the hotel from liability for any injury a guest or his dependent may incur as a result of hiring sitting services.

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	<b>AREA</b> <b>FRONT OFFICE</b>	<b>PROCEDURES</b> <b>UNIFORMS</b>	By: Drs. Agustinus Agus Purwanto, MM

## **POLICY:**

All properties must ensure that uniforms are provided and in accordance with standards outlined herein.

## **SCOPE:**

To outline property uniform requirements of hotel staff.

## **PROCEDURE:**

Uniforms are provided to add to the orderly impression of the hotel, to identify hotel employees to guests and to other employees, and to protect the clothing of employees who perform tasks that might unduly wear out their personal clothing. Uniforms project the image of the hotel. They must be clean, serviceable, and correctly sized.

Name tags are considered part of the uniform and are mandatory for all employees and managers. Employees that speak a language other than English should be provided with name tags bearing the flag of the country whose language they speak.

Uniforms are not optional. All uniforms which have certain accessories or specific shoes should be worn as designated.

The following positions are to be uniformed:

- FRONT DESK SUPERVISORS, AND CLERKS
- PBX SUPERVISOR AND STAFF
- RESERVATION SALES AGENTS
- BELL CAPTAIN AND BELLSTAFF
- VAN DRIVERS
- DOORMEN
- GARAGE ATTENDANTS AND VALET PARKERS
- CONCIERGE SUPERVISORS AND STAFF
- HOUSEKEEPING SUPERVISORS AND STAFF
- LAUNDRY SUPERVISORS AND STAFF
- RECREATION SUPERVISORS AND STAFF

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All full-time employees should be issued two sets of uniforms. Part-time employees should be issued one uniform. At time of issue the employee should sign a form documenting the number and type of uniform received. This is to be retained in their personnel file. At the time of separation from employment the Department Manager should refer to this issue form to ensure that the uniform is retrieved for reissuance if in desirable condition.

It is each employee's responsibility to properly maintain his/her uniform. An employee without appropriate uniform should not be allowed to work their shift unless corrected.

It is recommended that uniforms requiring dry cleaning be the financial responsibility of the individual employee. However, exceptions are at each property's discretion.

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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!

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	AREA FRONT OFFICE	PROCEDURES FRONT DESK "ZERO OUT THE HOUSE CHECKLIST	By: Drs. Agustinus Agus Purwanto, 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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	<b>AREA</b> <b>FRONT OFFICE</b>	<b>PROCEDURES</b> <b>PBX "ZERO OUT THE HOUSE CHECKLIST</b>	By: Drs. Agustinus Agus Purwanto, MM

## PBX ZERO OUT THE HOUSE CHECKLIST

NOTE: THIS CHECKLIST IS TO BE COMPLETED ON SOLD-OUT DATES

DATE: \_\_\_\_\_

7:00 AM	_____	Complete a “dupe check”, looking for guests in house who have incoming reservations. Write the room number on the top of any found and <u>hand</u> to the Front Desk Supervisor.
11:00 AM	_____	Complete “Area Hotel Availability” Call -Around and discuss with Reservations and Front Desk.
2:00 PM	_____	Obtain from Reservations a guest name arrivals list for use when taking arriving guest messages.
5:30 PM	_____	Complete the PM “dupe check”, looking for guests in-house who have incoming reservations. Write the room number on the top of any found and <u>hand</u> to the Front Desk Supervisor.
7:00 PM	_____	Complete the PM “Area Hotel Availability” Call-Around sheet and discuss with the Front Desk Supervisor as to possible “walk” locations.

THANKS TO EVERYONE INVOLVED FOR THEIR HELP IN SELLING OUT THE HOTEL!!!

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	AREA FRONT OFFICE	PROCEDURES RESERVATION "ZERO OUT THE HOUSE CHECKLIST	By: Drs. Agustinus Agus Purwanto, 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 IN SELLING OUT THE HOTEL !!!

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	AREA FRONT OFFICE	PROCEDURES HOUSEKEEPING "ZERO OUT THE HOUSE CHECKLIST	By: Drs. Agustinus Agus Purwanto, 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 !!!

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	AREA	PROCEDURES	
	FRONT OFFICE	HANDICAPPED GUEST	By: Drs. Agustinus Agus Purwanto, MM

## POLICY:

All properties will follow specific procedures in handling handicapped guests.

## 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.

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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.

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## 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.