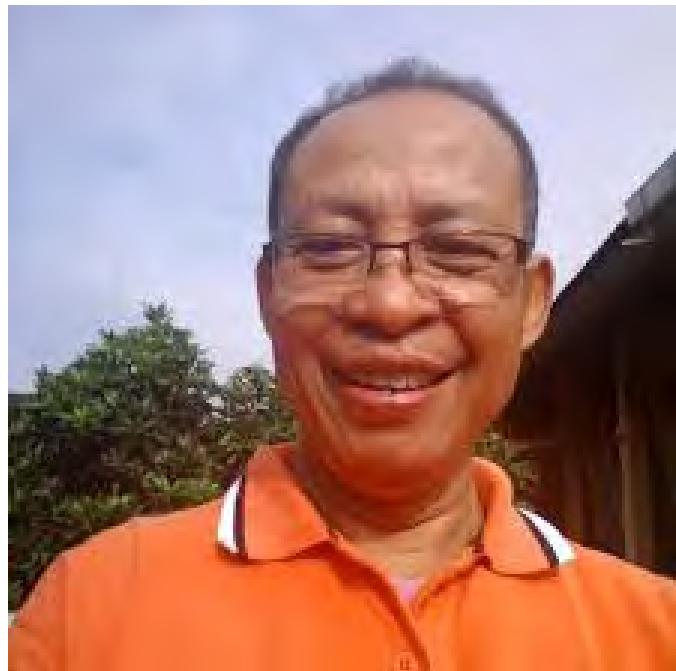


11/20/2018



SPHM  
HOSPITALITY

SPHM – FRONT OFFICE MANUAL



By: | Agustinus Agus Purwanto, SE MM



# Front Office Manual



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# **Sun Paradise Hotels Management**

# **Hotel Front Office Operating Manual**

September 19, 2018

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## Welcome

Welcome to Sun Paradise Hotels. You have joined a young, progressive, growing company in the hospitality industry. To sustain the growth that we have enjoyed, however, we must continue to successfully respond to the service needs of our guests. We can do that only through you...gracious, friendly and professional employees.

Our guests expect Sun Paradise Hotels staff to be polite and well groomed, to be responsive, answer any questions and to handle all transactions efficiently and in a positive manner. Because Housekeeping is working in view of our guests, you must exhibit these characteristics at all times.

## Our Mission

The Guest Service Department's mission is to respond to and resolve all guest concerns in a manner which will promote guest loyalty. This means that guest concerns and complaints will be resolved swiftly and fairly. Our role is not to determine who is right or wrong, or to assess blame, but rather to make the complaint go away, and restore the guest's faith in our brand. Our operating Departmental motto is *"The Guest Is Always Right"*.

### What Is a Guest Service Representative?

As a Guest Service Representative (GSR), you perform a vital service to everyone who stays in your hotel.

The following definitions will give you a good idea of what your position involves.

**Guest** *A person to whom hospitality is extended.* Guests are not an interruption of your work; guests are your work. Without them you would not have a job. Guests do us a favour by giving us the opportunity to serve them.

**Service** *The work performed by one who attends to people's needs.* You have the opportunity to delight guests. Serve each guest as you would like to be served.

**Representative** *One who serves as an example of a business organization.* In other words, to guests, you are Days Inn. You are one of guests' first contacts with the hotel. As a The Sun Paradise Hotels.GSR, you are challenged to give courteous and friendly service to every guest, every day, during every stay.

The Front Office – which you are a part of – is the most visible department in the hotel, with the greatest amount of guest contact. The desk where you work is where guests



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check in, check out, drop off mail, sign out safe-deposit boxes, ask questions, request wake-up calls, ask for directions, and much more.

There is someone working at the Front Desk 24 hours a day. Shifts are usually from 7 a.m. to 3 p.m., 3 p.m. to 11 p.m., and 11 p.m. to 7 a.m. The 7-to-3 shift takes care of most guest check-outs. The 3-to-11 shift mostly takes care of guest check-ins. The third shift does a little of everything, from late check-ins and early check-outs to running reports and Express Departures.

### **You Are an Information Source**

In the position of Guest Service Representative, you are responsible for supplying guests with information when needed. In many instances guests will look to you as a source of knowledge because they are in a new environment and need information. It is your job to become knowledgeable of the area so that you are able to provide this service to your guests. In addition, it is equally important that you are well versed with all the services the hotel has to offer so that you can promptly answer questions that guests will direct toward you. Also, it is important that you know how to obtain additional supplies for guests when necessary such as linens, towels and soap. It is wise to keep a stocked supply of these items behind the Front Desk so that they are readily available to deliver to guests when they are requested.

### **The Computer**

Successful performance of tasks requires an ability to operate the front office computer.

If you are not familiar with this type of equipment, you may want to follow these suggested steps to learn their operation more quickly:

1. Look at the actual computer keyboard and get a basic idea of the types of keys on it.
2. Your manager will perform basic operations, explaining each procedure step by step.
3. You should try the operation yourself. Ask any questions as you proceed that you don't understand.
4. Continue to practice the correct procedures for each transaction step by step. When you have mastered one, go to the next.
5. Ask questions of the manager or co-workers as needed. Remember, they are there to help you.



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## The Training Cycle

### Your First Nine Days...

#### Day 1:

##### Department Orientation

##### Knowledge for All Employees:

- I Can Do It!
- Making It Right
- 100% Guest Satisfaction Guarantee
- Blood Borne Pathogens
- Personal Appearance
- Emergency Situations
- Lost and Found
- Recycling Procedures
- Safe Work Habits
- Manager on Duty
- Hotel's Fact Sheet
- Employee Policies
- The Disabled Guest

##### The Task List for Guest Service Representatives

#### Day 2:

##### Review Day 1 (Plan additional training time, if necessary)

##### Knowledge for All Front Office Employees:

- Telephone Courtesy
- Safety and Security
- Guestroom Types
- Maintenance Needs
- Hotel Policies
- Facsimile Machines

##### Knowledge for Guest Service Representatives:

- What is a Guest Service Representative?
- Working as a Team with Co-Workers and Others
- Sense of Arrival
- Departments
- Target Markets
- The Front Desk Computer System
- Front Desk Printers



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- The Telephone System
- Room Inventory and Occupancy Terms
- Room Rate Terms

### **The Job Breakdowns for Tasks 1 and 2:**

Task 1 Use the Front Desk Computer System

Task 2 Use the Front Desk Printers

### **Day 3:**

Review Day 2 (Plan additional training time, if necessary)

Knowledge for All Front Office Employees (continued):

- Your Community
- Giving Directions
- Transportation to the Airport
- Elevator Courtesy
- Restaurant Menus

Knowledge for Guest Service Representatives: (continued)

- Using Guestroom Equipment and Amenities
- Point-of-Sale Equipment
- Room Racks
- Room Status Codes
- Types of Reservations
- Par Stock System

### **The Job Breakdowns for Tasks 3 - 6:**

Task 3 Use the Front Desk Telephone System

Task 4 Use the Facsimile Machine

Task 5 Use the Photocopy Machine

Task 6 Organize the Front Desk/Prepare for Check-Ins

### **Day 4:**

Review Day 3 (Plan additional training time, if necessary)

Knowledge for Guest Service Representatives:

- Loyalty Reward Program
- Check-In and Check-Out Guidelines



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- Room Forecasts
- Credit Card Approval Procedures
- Check Approval Procedures
- Credit Check Report
- Currency Exchange
- VIPs

#### **The Job Breakdowns for Tasks 7 - 10:**

Task 7 Use the Front Office Logbook

Task 8 Prepare and Use an Arrivals List

Task 9 Block and Unblock Rooms

Task 10 Set Up Pre-Registrations

#### **Day 5:**

Review Day 4 (Plan additional training time, if necessary)

#### **The Job Breakdowns for Tasks 11 - 19:**

Task 11 Begin Guest Check-In

Task 12 Establish the Payment Method During Check-In

Task 13 Secure Authorization for Credit Cards

Task 14 Issue and Control Guestroom Keys

Task 15 Finish Guest Check-In

Task 16 Use Effective Sales Techniques

Task 17 Pre-register and Check-in Group Arrivals

Task 18 Show Rooms to Potential Guests

Task 19 Use a Waiting List When Rooms are Not Ready for Check-In

#### **Day 6:**

Review Day 5 (Plan additional training time, if necessary)

#### **The Job Breakdowns for Tasks 20 - 28:**

Task 20 Relocate Guests in Oversold Situations

Task 21 Use a Manual Room Rack System

Task 22 Process Room Changes

Task 23 Process Safe-Deposit Box Transactions for Guests

Task 24 Prepare a Cash-Only Report for Outlets

Task 25 Run and Follow Up on Credit Check Reports

Task 26 Process Guest Mail, Packages, Telegrams, and Faxes

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- Task 27 Maintain a Guest Information Directory
- Task 28 Prepare Maps and Provide Directions

**Day 7:**

**Review Day 6 (Plan additional training time, if necessary)**

**The Job Breakdowns for Tasks 29 - 38:**

- Task 29 Help Guests with Special Requests
- Task 30 Respond to Questions about Services and Events
- Task 31 Cash Checks for Guests
- Task 32 Pick Up, Use, and Turn In Your Cash Bank
- Task 33 Post Guest Charges and Payments
- Task 34 Follow Guest Privacy and Security Measures
- Task 35 Process Wake-Up Calls
- Task 36 Operate the Pay Movie System
- Task 37 Process Guaranteed No-Shows
- Task 38 Update Room Status

**Day 8:**

Review Day 7 (Plan additional training time, if necessary)

**The Job Breakdowns for Tasks 39 - 52:**

- Task 39 Help Guests Make Reservations
- Task 40 Check the Toll-Free Number Printer and Input Late Reservations
- Task 41 Process Guest Check-Outs at the Desk
- Task 42 Adjust Disputed Guest Charges
- Task 43 Transfer Allowable Guest Charges
- Task 44 Process Automatic Check-Outs
- Task 45 Handle Late Guest Check-Outs
- Task 46 Process Late Charges
- Task 47 Keep the Front Desk Clean and Orderly
- Task 48 Reconcile Room Status With the PM. Housekeeping Report
- Task 49 Prepare a Current Status Report
- Task 50 Perform Bucket or Tub Checks
- Task 51 Inventory and Requisition Front Desk Supplies
- Task 52 Complete and Turn-in Shift Checklists



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**Day 9:**

Review all previous training days and plan additional training time, if necessary

Employee performs some tasks while the trainer observes

Employee to complete the "Employee Orientation Check List" provided by the Department Head and this must be submitted to the Human Resources Manager.

Add more tasks as the employee progresses



## Hot Button Issues

### 800 Numbers

This incoming, toll free telephone number is for the use of reservations only. This is always identified on your screen as “????????????????????”.

1. Incoming calls must never be put through to individual guest rooms or meeting rooms.
2. No personal calls for employees are allowed on this line.

Remember that the Sales and Catering departments also receive reservations and incoming calls may be forwarded to these departments.

### 4 PM Holds

All 4 pm holds that are in the reservation system **must** be released at 4 pm. This is extremely important. We run the risk of not being able to sell out available rooms if we do not do this.

### Cash or Incidental Deposits

Cash or incidental deposits can only be handed back to our guests if the guest room has been inspected and found to be in good condition and with no missing amenities such as towels, bed spreads, clock radio's etc.

### Credit Card Use by Third Party

On occasion you will receive a telephone request from a credit card holder authorizing the use of their credit card as payment for someone else who will be using our hotel. As credit card fraud is growing at a rapid pace, this presents a number of problems in the eyes of the credit card company and for the card holder.

1. There is no record of such authorization and if the holder of the credit card disputes the charges, the credit card company will immediately reverse the charges so that we do not receive payment.
2. There is no signature verification on file so that again, if the holder of the credit card disputes the charges, the credit card company will immediately reverse the charges so that we do not receive payment.

As a result, the following procedures must be followed:

1. If the request is being made in person, a written authorization with the signature of the credit card holder outlining what may be charged (room, food and beverage) and a photocopy of **both** sides of the credit card must be obtained. The signature on the



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credit card must match the signature on the letter.

2. If the request is being made by telephone, then everything outlined above must be done and the information received by fax or any other means of sending it to us so long as the information is received before the guest arrives.
3. If the request is being made by a *known* corporate client for one of their employees, then only the letter of authorization is required (we do not need to see both sides of the credit card). If such a request is being made very late in the day, then such authorization may arrive in the morning.

### **Warning...**

There are warning signs that an unauthorized card may be in use.

*An unusually large number of restaurant or room service (if available) charges.*

*If there is a mini-bar in the room, very high usage of the mini-bar.*

*An unusually large number of movie charges or long distance charges.*

If such patterns occur, you should be re-authorizing the credit cards and going to your General Manager with your concerns.

### **Daily Log**

The Daily Log is the daily record of everything that happens in the hotel that is not a normal, everyday occurrence. If additional towels are sent to a guest room, or an iron, it should be noted in the Daily Log. If there are problems that a guest experienced with their guest room, it should be noted. If the power goes out in the hotel, it should be noted in the book (as well as an Occurrence Report being filled out). All GSR's and Department Heads are expected to read the Duty Manager Book and initial every page they have read and the items of direct concern to themselves.

### **Entertainment Cards**

Entertainment Cards and other cards like them have certain restrictions. You should read the Days Inn Kingston room price sheet programs to be completely familiar with them. Two of the most important issues are that such reservations can only be accepted if they are made within 30 days of the date required and that such reservations are only to be accepted if we **expect** to be less than 80% full on the night in question.

For example, a guest calls on May 14th to reserve a room for the July 1st weekend. We would deny this request for two reasons. First, all Entertainment Card bookings can only be made within 30 days of the requested date. In addition, even though the



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computer may show only 21% occupancy at the moment of inquiry, we *expect* to be over 80% sold that weekend.

### **Free Nights Stay Certificates**

These free night stay certificates are issued from time to time to local charities or individuals by our General or Assistant General Manager. There are certain restrictions and limits to these stays so please read the voucher (Is the date valid? One night stay versus a two night stay) before accepting it. Please note that the original copy must be attached to the folio.

### **Guest Complaints/Give Backs**

It is very important that all guest complaints are handled immediately by you. If you have to call a supervisor or General Manager, then likely the problem has escalated beyond where it should have. Please carefully read the sections in this manual dealing with this subject.

Remember, you are empowered to compensate the guest. \$5 or \$10 off the guest room, \$25 off a future stay, Restaurant coupons, or just a smile and an empathetic expression may be the answer. There is no clear cut answer. Role playing and discussing these issues with the Front Office Manager are of help.

### **Handicap Accessible Rooms**

Outline of your property's Handicap Accessible rooms.

### **Hospital Rates**

Sun Paradise Hotels Group offers special hospital rates to families coming to location where our properties operate to visit loved ones in the area hospitals. Such rates are only to be given subject to availability. The same as the Entertainment Card, reservations must be made within 30 days of the requested date and if you expect to have 80% occupancy then this rate is not available.



## **Incoming Calls**

Incoming calls that ask for a guest room and not for the guest by name *cannot* be put through to the room unless the caller is able to identify the name of the guest registered to the guest room.

## **Lobby Usage**

Many non-hotel guests have taken it upon themselves to use our front lobby lounge area as a meeting facility for their private use. This has involved "one on one" interviews to five people pulling up lobby chairs and gathering around our sofas. This has also become quite apparent as these groups have gathered for as long as one to two hours.

If you should notice this happening please contact Catering, Sales, General or Assistant Manager and we will explain that we have wonderful meeting rooms which are available for rent. If the group is not willing to do so, then we must explain that our lounge area is for hotel guests and unfortunately, we will have to ask them to vacate.

Please note: before approaching our "offenders", it would be a good idea to double check and make sure that they are not staying with us in the hotel. That is, if they have 20 guestrooms with us for two nights, we might make a different judgment call.

## **Local Check-Ins**

Please note that Sun Paradise Hotels Group official policy of local\* "check-ins" (not including regular locals) is as follows:

1. Guest *must* have a valid driver's license, which is to be recorded on folio.
2. Guest *must* have a valid credit card, which is to be recorded on folio.
3. If paying cash, their credit card imprint must be taken and pre-authorized for a minimum of Rp.500,000 per night. Full address, telephone number and make of car *must* be recorded on folio. If the guest does not have a car, this is usually a warning sign.

\* By "local" check-ins, we are referring to persons who live domestically in Indonesia. If you should have any hesitations please contact your Front Desk Manager or Manager on Duty.

Deviation from this policy is unacceptable and may result in termination of employment.



## **Meeting Room Telephones**

Meeting room phones are to be blocked so long distant calls cannot be made without proper approval. These phones can only be opened up with the written approval that the convener will accept all costs.

## **Manager on Duty (M.O.D.) Calls**

It is important that you feel free to contact key hotel personnel when there are guest concerns that need to be addressed.

## **Messages**

The taking messages can get very hectic, especially during summer months. However, when outside callers are looking for Sales, Catering, Heidi, etc. and we are not here, please do not say, "*I'm sorry, their not here yet*", or "*I haven't seen them yet*", or "*they just left*". It is really no ones business where we are, or what we are doing. You do not have to be specific. Please just say, "*I'm sorry, (that person) is unavailable, may I take a message?*" (of course, if it's urgent, page or telephone). This also applies if one of us is away for the day, not expected in, sick, or has to leave early. This has to be standard policy starting immediately. It sounds much more professional and hopefully, easier for you as you do not have to keep track of us.

Please try to get all phone calls within three rings, even if you are already on the phone. We are having a lot of complaints from people stating that they are waiting too long, and out of frustration, just hanging up.

## **Reservations, Catering**

All Catering Group Block cancellations and changes must be done by Group Sales only, **not** by front desk. Messages should be taken and, if necessary, the Group Sales Representative paged.

## **Reservation Room Referrals, We're Sold Out**

For high season and peak season the reservation must be followed with guarantee payment, either by cash or credit card and closed for On Line Booking.

If a call comes into the front desk wanting to book either five or more guest rooms or a sports team, this booking must be forwarded to the Sales Department. If the call comes in during non-office hours, then please carefully record the persons name and telephone number and assure them that they will be called as soon as the office opens. *Never*



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*indicate to the caller that we have lots of guest rooms or none for the date about which they are making their inquiry.*

### **Reservation Cancellations**

It is imperative that any guest who calls to cancel a reservation be given a cancellation number.

### **Staff Offices**

From time to time a guest or visitor will ask to use a private phone or needs a desk for a computer hook-up. Please check with the office holder *before* you do this.

It is *imperative* that at *no time*, no matter what the circumstances, no one (including both strangers and Sun Paradise Hotels Group employees) be allowed to use the accounting offices. The only people who have access to accounting, is our accounting personnel.

### **Staff Telephone Numbers**

Please do not give out staff telephone numbers to anyone under any circumstances. You can take messages for them so that they can call the inquiring person.

### **Uniforms, Please Do Not**

1. Consumption of alcohol while in uniform is not permitted.
2. Uniforms are to be worn during working hours only.
3. Smoking in view of the public while in uniform is not permitted
4. Failure to comply with the above may result in immediate termination.



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## I Can Do It!

### **Sun Paradise Hotels Group I Can Do It! Service Evaluation Program**

#### **Why Do We Need A Service Evaluation Program?**

One of the most important aspects of reliable hospitality is the level of service our guests experience. In the past, Quality Assurance had little to do with the evaluation of overall guest service. However, due to fierce competition in our industry, we are increasing our role to let our guest's know we truly care about their experiences with Sun Paradise Hotels Group

#### **What Are The Main Categories Of The Service Evaluation Program?**

The program is based on five main categories.

1. Personal Appearance
2. Attitude
3. Professionalism
4. Knowledgeable
5. Switchboard Operations

#### **How Will You Evaluate Each Of These Categories?**

##### **1. Personal Appearance**

Personal appearance is comprised of three main areas.

1. *Name Tag.* It is extremely important for the employee to build a rapport with each guest. The name tag gives the guest a sense of professionalism on the part of the staff. It makes it easier for the guest to speak with each employee.
2. *Approved Uniform.* This is another extremely important aspect of professionalism on the staff's part. A clean, well-maintained uniform lets the guest know that your property is concerned about their image.
3. *Well-Groomed.* Each employee has a responsibility to look their best when representing themselves and their co-workers. Attention to proper grooming is essential for a winning appearance.



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## 2. Attitude

Staff attitude is comprised of seven main areas.

1. *Smile.* A smile lets our customers know that we like what we are doing and we welcome them as our guests.
2. *Pleasant Tone of Voice.* A pleasant tone of voice automatically puts the guest at ease. They feel cared for and welcomed.
3. *Good Eye Contact.* Good eye contact is critical when dealing with our guests. If we do not make good eye contact, it gives the guest a feeling that we don't care about them.
4. *Projects Welcoming Image.* The first three areas make up a large portion of whether the guest feels welcome. If a guest does not feel welcome, they will have serious reservations about staying with you again. On the other hand, if they are welcomed with open arms, you can bet they will not forget their experience and will probably return when in the area.
5. *Caring.* When a guest takes the time to share some of their experiences with us, do we take the time by listening to them and show them that we care about this experience? When a guest calls the front desk with a problem, do we show them we care by assisting them in any way possible?
6. *Understanding.* As mentioned above, a true sense of understanding is the quickest way to build a great rapport with our guests. They will not forget the understanding the staff exhibits.
7. *Helpfulness.* When a guest has a problem, do you provide every possible solution to their problem? Each guest problem is a great opportunity to shine. A helping hand in a time of need is the best way to gain repeat business.

## 3. Professionalism

Staff professionalism is comprised of six main areas.

1. *Front Desk Staffed Upon Entrance.* So many times during our travels across the country, we have encountered situations at the front desk in which the front desk clerk is no where to be seen. This places the property at an extreme disadvantage before the guest even checks-in.
2. *Acknowledges Guest As Soon As Possible.* How many times have you been standing at a counter waiting to be served and the employee simply ignores you. Each second seems like an eternity. You are doing everything you can to remain calm while saying to yourself, "This is the last time"! Acknowledging the guest in a timely manner is critical to making a good first impression.



3. *Projects Professional Telephone Image.* How many times have you called and asked for someone's room number and the next thing you hear is the telephone ringing to that room. You call the property and hear, "Days Inn, please hold". It does not project a professional telephone image. An investment in training each staff member is essential in avoiding these situations.
4. *Appropriate Check-In Procedures.* How many times have you checked-in to a hotel and they can't seem to find your reservation? The desk clerk fires back, "If it's not in the system, you don't have a room because we're full tonight!" or some other non-caring verbal barrage. We will be evaluating a well-organized, welcoming check-in procedure. If it takes ten minutes to check-in and no one else is in the lobby, this would not be acceptable to the regular guest.
5. *Discreteness of Room Number of Check-In.* With the ever-growing presence of unauthorized entries into guest rooms and the increase in hotel crimes, it is critical that every precaution be taken when checking-in a guest. If there is other customers in the lobby besides the customer checking-in, the desk clerk should never announce the room number. They should simply hand the guest the key and write the room number on the receipt or folio. It is also important to have a property lay-out available to show the guest where their room is by drawing their path on this map. This will help in decreasing the risk of an incident.
6. *Appropriate Check-out Procedures.* "Did you enjoy your stay?" "Thank you for staying with us." "Can I make a reservation for you at another Days Inn?" We will be looking for each front desk employee to state these three things. It is a simple way to show the guest we are concerned about them, we appreciate their business and we support our other Days family members.

#### **4. Knowledgeable**

The knowledge section is one of the most critical aspects of this program. This section represents a total of 45 questions. The questions range from, "When is your check-out time?" to "Where is the nearest ATM machine"?

These are questions most asked by our guests. The key is to thoroughly study the list of 45 questions and create a master notebook which includes typed information on each question. This notebook should be kept at the front desk and also be given to each new front desk employee as part of their orientation program. The key to a knowledgeable staff is providing accurate and complete information. You should also conduct periodic spot-checks to make sure each front desk clerk is knowledgeable in each area.

#### **5. Switchboard Operations**

Switchboard Operations consist of six main areas.

1. *Telephone Answered Within Three Rings.* A big part of the desk clerks duties is



juggling numerous tasks at one time. Do I stop with a guest I am checking-in to answer the telephone? The answer is yes. It depends how you communicate to the guest. If you excuse yourself to the guest and pick up the telephone, this is acceptable. If you let the telephone ring until the guest reaches over the desk to pick up the telephone, this is not acceptable. Quality Assurance will be evaluating this closely. You will be responsible for informing each of your employees as to the acceptable procedure in these situations.

2. *Appropriate Telephone Guest Recognition.* Does each member of your staff exhibit proper telephone manners? When your staff receives an incoming call do they use phrases such as, "Good afternoon, thank you for calling the Days Inn-Kingston, how may I help you?", "One moment please". When the guest calls down to the front desk, "Guest Services, this is Bill, how may I help you?" It is imperative they have knowledge of extensions and property management.
3. *Proper Courtesy Call Procedures.* "Good evening Mr. Smith. This is Linda at the front desk. I want to thank you for staying with us and see if everything in your room meets your satisfaction." The courtesy call will head off any unsatisfactory elements to the guest's stay. This will increase the likelihood of their return.

#### ***Taking Messages...***

*Taking messages can get very hectic, especially during the busy season. However, when outside callers are looking for sales, catering, or a specific person and they are not presently available, please do not say, "I'm sorry, they're not here yet," or "I haven't seen them yet," or "they just left." Please just say "I'm sorry, name is unavailable. May I take the message?" If the message is urgent, page the person needed. This also applies if the person is away for the day, not expected in, sick, or has left early.*

#### ***Answering the Telephone...***

*Please try to get all phone calls within four rings, even if you are already on the telephone ("just a moment please, I will be right back with you"). We are having a lot of complaints from people stating that they are waiting too long and are hanging up out of frustration. Yes, we do have a message that greets people, if we cannot physically get the call, but it is only good for so many incoming calls. Once these telephone lines are full, the phone will just keep ringing and we are losing potential business.*

4. *Appropriate Reaction to Guest Complaint.* There are some very basic elements to each guest complaint. Quality Assurance will be looking for the following: Does the employee listen to the guest? Does the employee let the guest vent their frustrations? Does the employee respond with empathy? Does the employee take responsibility for the problem? Does the employee offer an acceptable solution? Does the employee rectify the situation quickly? Does the employee follow-up to



make sure the complaint has been resolved satisfactorily? Remember, research shows that 82% to 95% of dissatisfied guests will remain loyal if their problems are handled in a timely and efficient manner.

5. *Received Wake-Up Call When Required.* There is nothing more annoying than not receiving your wake-up call when requested. Many times it results in a missed meeting or flight and guarantees the guest will not return. Make sure you emphasize the importance of wake-up calls to each member of your staff.
6. *Proper Handling of Message.* It is extremely important to offer each caller an opportunity to leave a message. When taking the message, it is crucial to note the exact time, caller's name, message, return telephone number and your initials. The next step is turn on the guest's message light. If you do not hear back from the guest and you have time, call the guest's room to prevent the possibility that the message light may not be working. Keep track of each message by placing in the mail slot or attach to guest folio if you have a manual system.

This service evaluation program will directly affect our guest's opinions of the property. Remember, the goal is to exceed expectations.

## **6. Knowledgeable Answers You Need To Know**

### **1. Could I make a reservation for your hotel?**

Yes, then, take the guest through reservation procedure.

### **2. Can you please tell me how to get to your hotel?**

**From the east:** To your hotel...

**From the west:** To your hotel...

**From the south:** To your hotel...

**From the north:** To your hotel...

### **3. How much is it for 1 adult, 2 adults etc.?**

Quote rack rate or the promotional rate of the day. Ask the Front Office Manager or your supervisor.



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**4. Can you recommend a good place to eat in the area?**

***Chinese:***

***Deli:***

***Family:***

***Fine Dining:***

***Greek:***

***Indian:***

***Italian:***

***Japanese/Sushi:***

***Thai:***

***Vietnamese:***

**5. Where is the nearest Post Office?**

Answer

**6. Where is the nearest Drug Store?**

Answer

**7. Where is the nearest movie theatre?**

Answer

**8. Where is the nearest grocery store?**

Answer

**9. Where is the nearest shopping centre/mall?**

Answer

**10. Where is the nearest Bank?**

Answer

**11. Where is the nearest ATM machine?**

Answer

**12. Where is the nearest Hospital?**

Answer

**13. What is the Loyalty Program?**

Answer

**14. Who is your General Manager?**



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Answer

**15. Who is your Executive Housekeeper?**

Answer

**16. Who is your Maintenance Manager?**

Answer

**17. What do you do if you are completely full and a guest has a guaranteed reservation?**

If an all-night guaranteed room or an advance deposit guaranteed room is not available upon guest's arrival, the following will be provided:

- a. Room at an alternate lodging establishment. First night to be paid for.
- b. Transportation to that alternate establishment.
- c. Free five minute telephone call.
- d. Offer to bring guest back to the hotel the following night with transportation provided. If the reservation is for multiple nights, make alternate arrangements for all nights or arrange for guest to return to Days Inn property for remaining nights.

**18. What is your check-in time?**

Answer

**19. What is your check-out time?**

Check-out time at 12:00

**20. How do you respond to a guest who has been checked into a dirty room?**

An apology followed by an offer to move the guest. If the guest wishes to remain in the room, then room should be cleaned as soon as possible.

**21. How much does a roll-away bed cost?**

Answer

**22. How much does a crib cost?**

Answer

**23. Which credit cards do you accept?**

Answer

**24. When is outgoing mail pick-up?**

Answer

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**25. What is your FAX number?**

Answer

**26. How much does it cost to send a fax?**

Answer

**27. What do you do if there is a fire?**

If you discover a fire, sound the alarm by pulling the nearest pull station. Upon hearing the alarm:

1. Call the City Fire Department at (dial 9 from the hotel telephone) 113 and give the name and address of the hotel and the location of the fire area, if known.
2. Respond to guest inquiries as follows:
  - a. Take your room key
  - b. Check corridor for heat & smoke, & if possible leave your room
  - c. Close your door
  - d. Leave by the nearest exit and assemble in the parking lot.
3. Do not take incoming calls.
4. If fire conditions become too bad, exit building and go to the parking lot and await instructions and/or be available at all times to provide information to the fire service.
5. Do not re-enter the hotel until told to do so by the fire department
6. Fill out an Occurrence Report

**28. What do you do if a crime is committed?**

When confronted with an emergency situation that involves a guest or an employee, it is of utmost importance that you remain calm and try to control the situation. If you are notified of a problem by telephone, you will need to accurately record the information you are given so that you can report that information as quickly as possible to the proper emergency services, such as police, fire department, ambulance etc. Any time there is an emergency situation, you should immediately summon a member of management regardless of the hour of day. If a manager is not on duty, call one at home.

1. Stay calm - keep situation under control.
2. Take accurate notes.
3. Call emergency services immediately if appropriate.
4. Be considerate and genuinely concerned.
5. Notify a manager immediately.
6. Fill out an Occurrence Report.
7. Turn your notes or reports over to a manager.



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**29. What do you do in the case of an accident?**

Same procedure as above

**30. Where is the nearest Gas Station?**

Answer

**31. Where is the nearest 24 hour convenience store?**

Answer

**32. What is the telephone number of Sun Paradise Hotels Group Service Department?**

Answer

**33. Where is the nearest health club?**

Answer

**34. Where is the nearest golf course?**

Answer

**35. Where is the nearest office supply store?**

Answer

**36. Where is the nearest dry cleaner?**

Answer

**37. Do you use a particular dry cleaning service and do they have same day pick-up and delivery?**

Answer

**38. What is your telephone number?**

Answer

**39. What is your "800" telephone number?**

Answer

**40. Could I have the telephone number for Pizza Hut or Domino's?**

Answer

**41. Could you recommend a good place to walk or run?**

Answer

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## **Sun Paradise Hotels Service Commitment**

### **Introduction**

When a guest perceives we have not met their expectations, this dissatisfaction may be expressed through anger. The following are basic steps to use in dealing with this type of difficult situation:

#### **Step One:**

- Let the guest vent.
- Use empathetic statements.
- Listen.
- Maintain positive body language.

#### **Step Two:**

- Isolate the problem.
- Ask fact finding questions. (How, what, where, when questions)
- Get all the facts.
- Don't be defensive.
- Repeat the problem as understood.

#### **Step Three:**

- Suggest options. (\$5 in Restaurant Coupons, \$20 voucher against their next stay, \$15 off their current bill, etc.)
- Ask for the guest's solutions.
- Discuss possible solutions.
- Say what you can do.
- Agree on the best course of action.
- Thank the guest.

#### **Step Four:**

- Solve the problem.
- Follow up.
- Communicate between shifts.



## Guest Complaints

Complaint #1: *I requested an iron at check-in and still have not received it! Where is it?*

Responses: I apologize. All irons are in use at the moment. As soon as one is returned, I will deliver it to you immediately.

*Or*

I apologize for the inconvenience. We have a dry cleaning service. Could we send your clothing to the cleaners? This will be at no additional charge.

Complaint #2 *I made a reservation 6 months ago and guaranteed it with a credit card. Now you are telling me you do not have any rooms!*

Response: I can understand your anger. I would be upset as well. We have made arrangements for you at another hotel down the street. We will be paying for tonight's stay and would like to offer you a discount for your next stay here. Once again, I apologize for the inconvenience.

Complaint #3 *I just received my credit card bill and I was charged Rp.600,000 by Sun Paradise Hotels Group. I never stayed at your hotel!*

Response: I am so sorry. Let's see what we can do to fix this problem. Do you have your bill with you? In order to rectify this problem, I will need a copy of the bill so that we can do some research. After I look into the situation, I will call you back this afternoon. Can I have your name and number? Before I let you go, did you ever have a reservation for our property? If so, when was it?

Complaint #4 *We have driven around the hotel two times and still can't find our room!*

Responses: I am so sorry; I understand how directions can be hard to follow. Let's look at the map again.

*Or*

I apologize for the inconvenience. Let's see if we can find your room together. (Take out the map here and go over it again or offer to escort them to their guest room.) I know this must be frustrating for you. Why don't you take a coupon for \$2 towards our Restaurant? Again, I apologize.

Complaint #5 *We just checked into your hotel and our bathroom is dirty.*

Responses: I apologize. Can we upgrade you to one of our Club rooms for your inconvenience? Thank you for calling us and telling us. We appreciate



your business and want to make your stay as comfortable as possible. Can I send someone up to deliver your new room key?

*Or*

I am sorry that this happened to you. Can I send a housekeeper to your room to re-clean the bathroom? Great, I will send someone immediately. Once again, I apologize.

Complaint #6

*I did not have hot water in my room this morning.*

Responses:

I am so sorry that happened to you. There is nothing worse than a cold shower. Thank you for making us aware of this situation. Can I offer you a discount off of your next stay as our way of apologizing?

*Or*

I am so sorry. We have had some problems with the plumbing that have been corrected. As a token of our Hospitality, please accept a (\$10 in breakfast vouchers from our Restaurant or \$20 rebate on your current stay etc.). Once again, we apologize.

Complaint #7

I just checked in, went to my room and the key will not work.

Response:

I am so sorry. Let me give you a new key for your room. While you are here, let me also give you a \$2 voucher towards any food at Our Restaurant. Once again, I apologize about your key not working. Here you go, and have a nice day. (If possible, you should accompany the guest to the room to assure the second key works)

Complaint #8

*I made my reservation four months ago and requested poolside ground floor. Our room is located on the 2<sup>nd</sup> floor poolside.*

Responses:

I am so sorry. We will move you immediately. Can I have someone get your luggage for you so that you won't have to walk back to your room?

*Or*

I am sorry. Unfortunately, we do not have any rooms left in that area. Can I offer you a larger room with a refrigerator for the same price? Once again, I apologize.

*Or*

I apologize. Unfortunately, we are totally out of poolside rooms. I might be able to move you tomorrow, if someone checks out. For your inconvenience, let me give you \$5.00 in Our Restaurant Dollars that can be used in our Restaurant at any time. Once again, I apologize for the inconvenience we have caused you.



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Complaint #9 *I guaranteed a nonsmoking room when I made the reservation. Now you are telling me you do not have any non smoking rooms available.*

Responses: Unfortunately, we don't have any left. I can have the housekeeper put the ozone machine in your room. This should help take any of the odours out of the room. Can I offer you some coffee while we set that up in your room?

*Or*

I apologize. I will have the housekeeper spray air freshener in your room. As soon as someone checks out, we will move you immediately. Once again, I apologize for the inconvenience.

*Or*

I apologize. I am unable to move you to a non smoking room at this time. I can move you tomorrow if one becomes available. Please accept our apology and these Restaurant Dollars as our way of saying we are sorry.



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## **Guest Service Letters** (only to be written by supervisory staff)

### Some Guidelines for Responding to Complaints:

#### **DO'S**

- Do type the guest letters.
- Do respond immediately to the guest's complaint.
- Do resolve the problem.
- Do train and empower your employees.
- Do call each guest after check in.
- Do remember the guest is your main source of revenue.

#### **DO NOTS**

- Do not hand-write the guest letters.
- Do not wait or refer to someone or someplace else.
- Do not argue with the guest.
- Do not expect employees to automatically know how to handle upset guests.
- Do not expect guests to always tell you there's a problem.
- Do not assume guests will keep coming back to you.



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**Issue: General Apology****Offer: Complimentary Night**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Please accept my apologies for any inconvenience you experienced during your recent visit at our Sun Paradise Hotels Group

Our success is measured by our guests having a pleasant stay. We strive to provide excellent service and accommodations at an affordable price. Thank you for taking the time to let me know where improvement is needed so that we may continue to maintain high standards.

I sincerely hope you will give us another opportunity to extend our usual hospitality. I would like to offer you 00 night(s) stay at our Sun Paradise Hotels Group. Please call us at 62 361 xxx xxx when making your reservation.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



---

**Issue: No Show Billing****Offer: Apology/Explanation**

Date)

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Thank you for contacting our Guest Service Department regarding a charge of Rp.000.000 on your credit card statement from our property. We apologize for any inconvenience you have experienced.

In order to accommodate people with their different schedules, the credit card companies have allowed you, as a credit card holder, to guarantee your room reservations with a valid credit card. If you are unable to arrive at our hotel by the hold time (0:00 p.m.), our hotel is then obligated to hold the room for you until your arrival, even until check out time the next day.

In the event your plans change, you are able to cancel the reservation by simply phoning the toll-free reservation centre or the hotel directly. A cancellation number is provided to you at that time. If you do not arrive within the time frame specified by the reservation, the hotel is allowed to bill your credit card for the first night's charge.

After carefully researching our records, we found your booked reservation, but no indication that this reservation was cancelled. Therefore, we are unable to fulfill your request for a refund. We will gladly research this further if you can provide us with a valid cancellation number.

If you believe there is a discrepancy, please provide us or your credit card company with the cancellation number of the reservation so that this error can be corrected.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter



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**Issue: No Show Billing-Proactive  
Offer: Apology/Explanation**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

We are very sorry you were unable to stay at our Hotel on insert date of reservation. We missed serving you and sincerely hope everything was OK in your travels. As is always the case on a guaranteed reservation, we held your accommodations for arrival as indicated by your guaranteed reservation confirmation (insert confirmation number). As per the Days Inn guaranteed policy, we were required to charge a one-night stay amounting to Rp.000.000 to your (insert credit card type). Enclosed please find a copy of your receipt for your records.

We certainly appreciate your choosing Our Hotel and once again hope you did not have any travel difficulties.

Insert guest name, you are a valued Your Hotel guest and we look forward to being a part of your future travel needs.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter



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**Issue: Hotel Gave a Guaranteed Room Away**  
**Offer: An Apology and Refund**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Please accept our apologies for the inconvenience you experienced while staying at our Your Hotel. It was not our intention to rent your room to someone else.

Enclosed please find a cheque in the amount of Rp.000.000 to reimburse you for the room night you reserved wit us. You will not have to pay for a room at another hotel due to our mistake.

Guest name, thank you for taking the time to let us know of your situation. Once again, we do apologize and sincerely hope you give us another opportunity to serve you at our Hotel.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



---

**Issue: Billing Error**

**Offer: An Apology and Refund/Credit Card**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

I apologize for our error in overcharging you during your recent stay at our Hotel. I have contacted the credit card company, and your account will be credited Rp.000.000.

I sincerely hope that you will give us another opportunity to serve you at our Hotel. We value your business.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



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**Issue: Error in Billing for a Guaranteed Reservation**  
**Offer: Apology and a Refund**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

We were contacted by Our Hotel's Guest Services in regards to the bill you received for a guaranteed reservation on (date). We must apologize for this oversight. The desk clerk overlooked the fact that you were indeed a registered guest that evening.

Guest name, we assure you that we have taken measures to prevent this kind of error in the future. Our staff will be more thorough before billing guaranteed reservations. Meanwhile, your card has been credited Rp.000.000.

Once again, we do apologize for this error. We hope that we can be of service to our in the future.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



---

**Issue: Housekeeping/Dirty Room****Offer: Apology and Free Night Stay**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

We want to take this opportunity to apologize for the poor service you received during your stay at our Hotel.

Guest name, your hotel experience was not the quality of service Our Hotel represents. You were promised a clean room and there is no excuse for our staff not being able to provide that. We fell short of our goal to provide quality guest service. Please accept our apologies.

We would like to provide you with the complimentary lodging for one room night at our Hotel. Please call for an advance reservation, and we will personally assist you. Thank you for choosing Our Hotel. We look forward to the opportunity to better serve you in the future.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



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**Issue: Housekeeping/Dirty Room**  
**Offer: Apology and 50% Discount**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Please accept my apologies for the poor service you experienced during your recent visit at our Hotel.

Guest name, we hope you will give us another chance. Enclosed please find a voucher which allows you 50% off your next stay and our Hotel.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



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**Issue: Defective Furniture, Fixtures, or Equipment**  
**Offer: Apology and Full Refund**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

It is with great concern that we are responding to your letter sent to Our Hotel's Guest Services regarding the faulty smoke detector in your room during your stay with us on provide date. We want to assure you that our hotel staff is trained to handle emergency issues and should have responded by personally checking for the cause of the smoke alarm sounding in your room.

Please accept my sincerest apology in this matter. Guest name, due to the inconvenience, we have enclosed a copy of the credit that I applied to your name of card credit card account. I hope that you will give us another opportunity to regain your trust.

I am available to discuss this matter personally anytime. My phone number is 1-000-000-0000. Please feel free to call me.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



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**Issue: Telephone Etiquette/Misinformation Given by Hotel Staff**  
**Offer: Apology**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

I have just received notification from our Guest Services department that when trying to reach your spouse at our Hotel, you were informed that he/she was not staying here. I want to personally let you know how sorry I am that this happened.

The fact that we couldn't locate the room number your spouse was in when you called is inexcusable. It is not our practice to mishandle phone calls or inconvenience the caller. Once again, I do apologize and thank you for taking the time to call Our Hotel.

Guest name, I hope in the future you will consider staying with Our Hotel, and if you are in the Our City area again, I hope that you give us another chance to show our hospitality.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter



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**Issue: Telephone Etiquette****Offer: An Apology**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Thank you for bringing to our attention your dissatisfaction with our hotel. I understand how frustrating it can be to be placed on hold for a long period of time. We have asked our staff to offer to call a guest back instead of having them hold when anticipating a delay. We apologize for the inconvenience you experienced when you were asked to call back.

We assure you this kind of incident is a rarity. Our goal is to provide friendly service which requires diligent attention to detail and ongoing training of our personnel.

Once again, we are truly sorry for the inconvenience we caused you, guest name. If there is anything else we can do to assist you, please don't hesitate to let us know. We look forward to your staying with us again.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter



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**Issue: Disabled Concern****Offer: Apology**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Thank you for expressing your concerns about the facilities for guests with disabilities at our Hotel. I appreciate very much your taking the time to inform us of your needs. I sincerely apologize if we did not meet them.

In consideration of your concerns, I have taken immediate action to better meet the needs of all our guests. Each of your concerns will be addressed as it is always our goal to provide the best accommodations to each and every one of our guests.

Guest name, I apologize again for the inconvenience. I hope that you will give Our Hotel a chance to serve you better in the future.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter



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**Issue: Incorrect Phone Charges**  
**Offer: Apology and Refund**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Thank you for choosing our Hotel for your recent stay in Our city. We received a notice from our Guest Services Department regarding your concern about a phone call that was charged to your credit card. Our records show that you made a ??? minute call to location at time a.m./p.m. on day and date and were billed Rp.000.000.

We appreciate your bring this to our attention as we have determined you were overcharged. We checked with the Bell operator, and the correct amount you should have been charged is Rp.000.000. A credit has been issued to your name of credit card for the difference of Rp.000.000.

We apologize for our error and for any inconvenience.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



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**Issue: Restaurant Complaint**  
**Offer: Discount on Next Visit**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Please accept our apologies for your recent experience in our restaurant. Let me assure you it is our intention to maintain the highest levels of quality and service within our restaurant.

I sincerely hope you, our valued guest, will give us another opportunity to serve you. I would like to offer you a 00% discount coupon for future use at our restaurant. We appreciate your business.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



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**Issue: Loss**

**Offer: Sympathy**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Thank you for bringing to our attention the loss you experienced during your recent stay at our hotel. We have thoroughly investigated the matter with our housekeeping staff and unfortunately have not found the item.

Please accept our apologies for any inconvenience this loss may have caused you. We hope to have another opportunity to serve you in the future.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter

encl.



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**Issue: Compliment from Guest**  
**Offer: Thanks**

Date

Guest Name

Street Address

City/Province/Postal Code

Dear Title/Guest Last Name:

Thank you for the kind words regarding your stay at our Hotel. We take pride in the work we do and always appreciate it immensely when a guest notices.

It is always a pleasure to hear from our guests, and I have shared your comments with our staff.

We look forward to your next stay at our Hotel.

Sincerely

Name of Person Sending the Letter

Title of Person Sending the Letter



## ROOM FUNCTIONS

### Introduction

Generally as a GSR, you will have the first contact with a guest because the guest's primary concern is getting situated comfortably in a room. At the time the guest is registering, you should take the opportunity to let the guest know about other services offered by the property. A friendly, enthusiastic reminder of the services we provide, will make the guest more aware of the services we offer and increase sales in those areas. Often guests are so intent upon getting to their rooms, they do not notice the other facilities.

The GSR will also usually have the last contact with guests. This final contact, at checkout, must be as congenial as the first. We want the guest to leave remembering Days Inn as a warm, hospitable place to stay while travelling. If you accomplish this, the guests will choose to stay with us on future travels. This section focuses on the provision of rooms to guests.

### Registering the Guest

Whenever an individual approaches the Front Desk, it is essential that you acknowledge that person immediately with a warm smile and a friendly greeting. In this way, even if you cannot serve that guest right away, you have shown that you are aware of the guest's presence and you have assured that guest that he/she is welcome.

As quickly as possible, inquire if you may offer any assistance. Answer any questions the person may have about the property and community, surrounding areas, attractions, etc. If the person wishes to register, proceed by having them complete a registration card. For billing and security purposes, these forms provide the hotel with important information about the guest.

### Priorities in Renting Room Types

In selecting rooms for guests, it may be wise to assign rooms in one section of the property at a time to facilitate the Housekeeping department.

There are certain room types that need to be protected, so we have created a priority list for the rental of room types. The rooms at the top of the list should be rented first. Of course, if a customer prefers another room type than what you first offer, that is what he will receive.

1. Queens.
2. Queens with sofa beds.



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3. Double, doubles.
4. Rooms must be protected on floors where cots or cribs are located. For example, if the second floor has 1 cot and two cribs in storage on that floor, three rooms on that floor should be saved as long as possible for their potential usage. ***Please note: Cots should go into queen singles only.***
5. Adjoining rooms.
6. Handicap rooms.

### **Room Rate Payment**

Your Hotel requires that all rooms be paid in advance unless a credit card imprint is given (the credit card must be cleared in advance through the credit card machine).

1. Determine guest's room requirement.
2. Determine if guest has previously made a reservation.
3. If room is available, present a registration card to guest and request they complete it.
4. Locate a room for guest.
5. Determine the method of payment.
6. If payment is by credit card:
  - a. Verify credit card number and enter it in the computer.
  - b. Imprint Credit Card voucher using the credit card imprinter
  - c. On credit card voucher, underline expiration date and note type of card, room number and folio.
  - d. Call credit card company for approval (use your 20/20 machine).
  - e. Return credit card to guest.
7. If payment is with cash, collect and post room rate amount plus applicable taxes and the incidental deposit. Inform the guest of incidental deposit refund policy and give the guest a temporary guest receipt.
8. Ask to make future reservations for the guest.
9. Present the guest with the key and inform the guest of the room location and parking arrangement and other room services offered by the hotel.



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## 10. See your Property Management System for correct operational posting procedures.

### **Posting Procedures**

As a Sun Paradise Hotels Group's Guest Service Representative, you will be responsible for ensuring that all charges which are incurred by a guest are properly recorded. Charges are made to the guest for such things as room charges, tax, long distance and local telephone calls, restaurant, valet, movies and other items depending on the services provided. Posting procedures are part of our Property Management System instructions.

### **Guest Check-out**

Most guests will come by the Front desk to check-out before leaving the hotel. Each guest should turn in their key to the room and pay for all charges incurred during the stay.

Remember, checking out is the last contact the guest has with the property for this particular visit so greet the guest with warmth and friendliness and continue with that attitude throughout the check-out process. Make the guest remember the pleasant personnel and surroundings so he/she will want to stay at Sun Paradise Hotels Group again when travelling.

After greeting the guest, receive the guest's room key and determine their balance. Verify the name on the folio or registration card. Next, check to see that all charges have been posted.

Explain all miscellaneous charges on the folio to assure correctness.

### **Late Check-out**

If a guest asks for late check-out, please use the following procedures:

1. Up to six rooms can be given a late check-out of 2:00 p.m. on Sunday through Thursday. On Fridays and Saturdays, late check-outs should be discouraged.
2. Housekeeping must immediately be notified of any late check-outs.
3. Housekeeping needs to know if the guest wishes to have their room make up.

### **Settle Guest Account**

If payment is required, inform the guest of the amount due and accept the amount from

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the guest. If a refund is required, the appropriate amount should be made to the guest at that time.

If by credit card, complete the Credit Card Voucher which was partially completed when the guest checked in. Completion requires a hand-written total and the guest's signature. Post the payment to the guest's account.

1. Receive the key from the guest.
2. Verify the guest's name as indicated on your records.
3. Check to see that all charges have been posted.
4. Post additional charges, if necessary.
5. Explain charges on folio to guest to assure correctness.
6. Settle guest account:
  - a. Cash: Settle guest account by accepting payment or extending refund, whichever is indicated on the guest's account.
  - b. Credit Card:
    - i. Write in "total amount" on Credit Card Voucher.
    - ii. Place the GSR initials on the Credit Card Voucher.
    - iii. Have guest sign voucher, give guest copy of credit card voucher.
    - iv. Post payment.
7. Present guest receipt to guest and cardholder copy of Credit Card Voucher, if applicable.
8. Ask to make future reservations for guest, and thank them for their patronage.
9. File guests' accounts which have checked out for auditor to process and file Credit Card Voucher copies.

### **Verifying Room Status**

Verification of the room status by the GSR involves receiving the Housekeeper's Report and checking for any discrepancies between this report and your records at the Front Desk. The Housekeeper's Report provides an overview of room activity at the property. With a quick glance at the computer screen, you can determine the current status of all rooms and can readily identify rooms available to rent.



The Housekeeper's Report is initially filled out by the Night Auditor to reflect the status of every room on the property. The report is given to the housekeeper at the beginning of the next day. Using this report, every housekeeper will check the rooms in their assigned station to ensure the information on the report is correct. If all information is correct, they will initial the report and return it to the Executive Housekeeper at the end of the shift.

If the housekeeper finds any discrepancies in room status between what appears on the report and the condition of the room, they will immediately report the difference to the Executive Housekeeper who will in turn report discrepancies to the Manager. In addition, the housekeeper will notify the Front Desk of the property room status throughout the day.

When the Housekeeper's Report arrives at the Front Desk, The GSR will check the report against the status of rooms indicated by the computer and make adjustments as necessary so that the true status of all rooms are reflected.

1. Receive Housekeeper's Report
2. Match the status of all rooms from the Housekeeper's Report with the computer.
3. List room numbers of all discrepancies.
4. Notify the Manager of all discrepancies and give the Manager the Housekeeper's Report.

### **Early Check-In Procedures**

*In an effort to provide our guests with the best possible service and in an effort to reduce stress levels at our front desk and in housekeeping, the following procedures are to be implemented.*

#### **Day Room**

If a guest arrives looking for a day room, the front desk should be getting in touch with housekeeping as soon as possible to find a room that is clean. Front desk should not be taking reservations for day rooms since their availability depends on how soon guests check-out that morning. For example, if a trucker needs a room to sleep, front desk can check with housekeeping to ask how soon a room may be available. If there are vacant rooms this will probably be between 30 minutes to one hour.

#### **Guest Arriving Early with a Reservation...**

When a guest with a reservation arrives before the regular check-in time, communication between the departments will make it easier to accommodate the guest



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as quickly as possible. Yes, check-in time is still 2:00 p.m.; however, if it is possible to accommodate guests sooner we should be doing so.

Most of the housekeeping staff begins work at 9:00 a.m. During the summer, a housekeeper arrives at 7:00 a.m. and during the winter at 8:00 a.m. If the guest arrives before 9:00 a.m. and there is no room clean and vacant, advise the guest that it will take time until the staff has a chance to clean the room. This is based on the fact that check-out time is 11:00 a.m. and usually people do not begin departing before this time.

#### **A Guest with a Reservation Arriving After 11:00 a.m**

After 11:00 a.m. the following basic procedures will result in better communication, faster service, and happier guests! (That's why we are here!)

When the guest arrives to check in, check if there may be a different room type (perhaps a different floor) which will satisfy the guest that is clean and available at that time. If so, feel free to check them in.

If there are no clean rooms at that time, find out the type room needed. Either call or page housekeeping immediately to let them know what type of room the guest requires. Housekeeping will not know what is needed if front desk does not tell them. (They are not psychic). If possible housekeeping should give front desk an approximate time to advise the guest when to return for keys.

When finished with a needed room, housekeeping should let front desk know as soon as possible.

#### **For A Guest Arriving Without A Reservation**

For a guest arriving without a reservation, the check in time is 2:00 p.m. Early check-in depends on the situation. If there are no guests with reservations waiting and it is possible to have a room ready before check in, front desk should be checking the guest in.

For housekeeping, calling the front desk with clean rooms is only required for rooms which have been requested. For all other rooms housekeeping should be updating the computer every half hour or more if required.

It is a matter of communication and team work. We are here to provide the guest with a comfortable stay as quickly as possible! We can do this together!

Thank you for your assistance!



## Room Types and Amenities

A large portion of your job as a Guest Service Representative is to act as a salesperson for the property. Your position far exceeds taking orders. Dealing with guests and helping them to select the best possible room choice for their needs involves you being knowledgeable with the products you are selling. Before beginning your job behind the Front Desk, the rooms should be inspected carefully so that you will know just what is available, and the best way to sell them to your guests. While doing so, make a point to note the physical location of speciality rooms. For instance, *description, type, location,*

Being prepared to answer questions or offer information about room styles and location will help you to appear more professional, and will be of great importance to your guests.

In addition to room type and location, it is also important to be aware of the amenities which are available in each room. *Coffee makers, in-room movies, toiletry items (shampoo, soap), weekday morning newspaper, etc.* Make sure that you are aware of the things available in all rooms.

Another item of importance which will help you to be better equipped in your role as GSR is to be familiar with the location of ice machines, soft drink machines, restaurant, gift shop, meeting rooms and all other services available to the guest. Remember, the guest will be looking to YOU to provide them with this type of information. You will serve your guests much better and will feel much more confident in your job if you make a point to learn these things before actually working in view of the public.

1. You are a salesperson.
2. Take tour of the property *prior* to working in view of the public to learn available room types & features.
3. Learn the amenities which are available in differing room types.
4. Learn the location of certain room types and the view which is available to them.
5. Be familiar with the location of all services available to your guests.



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## **Sun Paradise Hotels Group Room & Furniture Configuration**

### **Furnishings:**

#### **Sun Paradise Hotels Group, Rates**

See information at the Front Desk.

#### **Sun Paradise Hotels Group Marketing Programs**

See information at the Front Desk.

#### **General Information**

See information at the Front Desk.

#### **Sun Paradise Hotels Group Marketing Programs**

See information at the Front Desk.

#### **Companies Authorized to Direct Bill**

See information at the Front Desk.

#### **Tour Companies Authorized to Direct Bill**

See information at the Front Desk.

#### **Approved Corporate Rates by Company**

See information at the Front Desk.



## Demand Selling

As a Guest Service Representative, one of your goals should be to make every effort to sell every room in the hotel each night. Your job is not to be an order taker, but to take an active role in the selling of rooms.

Occasionally, you will be approached by prospective guests who seem resistant to the rate which they have been quoted. It is your job to respond to guests such as this in a way that enables the hotel to obtain their patronage. After all, a room sold at a slightly less rate is much better than having an empty room. Yield management techniques are important to the future success of the property. Discuss these with the Front Office Manager and the latitude you have in their application.

When applying these techniques, there are some very specific guidelines which should be followed to ensure success. They are discussed as follows:

1. When a guest is resistant to a rate and indicates that they will not be staying at the hotel due to that, then you are in a position where demand selling is appropriate. However, if the hotel is going to sell out, then you are not in a position to offer any discounts.
2. Verify if the guest is eligible for a discount such as AAA. If so, offer the reduced rate. If not, continue to Step 3.
3. Upon determining that the guest is not eligible for a discount, you should then offer the guest a *different* room. Explain that this particular room does not have the preferred location that was originally offered, but that it is convenient to the ice machine and is less than the rate quoted. Of course, this is merely an example. The point to remember is that the alternate room should be described positively. However, it may not have quite as many features or attractions as the higher priced room. By doing this, you are appealing to the guest's sense of value.
4. If the guest still appears resistant, you should use the same type of technique with a different room. This type of technique described is called "Down Selling".

On the other hand, you may encounter guests who are less concerned with the price of the room and more concerned with the amenities it has to offer. Business travellers will fall into this category because they are on expense accounts and do not have to incur the cost of the room personally. In this case, a strategy called "Up Selling" should be employed. Let's take the following example:

"A business executive had a reservation at the hotel for a standard room at a rate of Rp.000.000. Upon check-in, she inquires if the room has a remote control television and lounge chair". This is your cue to explain that the room reserved does not have that



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feature, but for an added \$10.00 in the rate, you can provide her with those accommodations. You can even go a step further and suggest that for only Rp.000.000 more you can provide her with a refrigerator.

When using techniques such as this, you are providing your guests with the level of accommodations that they desire, and are increasing the profitability of the hotel.

1. Learn parameters from your manager when using "Yield Management" techniques.
2. When a guest is resistant to a rate, determine if they are eligible for any discounts from programs to which your property subscribes.
3. If not, offer the guest an alternative room at a slightly lower price. Describe the room in a positive manner.
4. Use up-selling techniques when possible to sell higher priced rooms to guests that do not view rate as a concern.



## Reservations

### Introduction

The reservation function may be the most important marketing and record keeping system in the lodging industry. An efficient reservation system ensures that the property has accurate information for the allocation of rooms, and it ensures that the guest has a place to stay.

An accurate record of rooms reserved assists your property in ensuring maximum occupancy of the Inn. The guest is confident of having a room, and the Inn can determine the number of rooms that will be available for other guests. A good reservation system is an essential factor in maintaining Sun Paradise Hotels Group's reputation.

### Making a Reservation for the Property

Requests for reservations will come to your property in several ways. The future guest may call, e-mail or write directly to your property, On Line Booking or Through Travel Agents

### Guest Contact Property Directly

Whether the contact is made by a telephone call or by letter, the reservation making procedure is basically the same. You will identify the reservation requirements and check the future reservation file and/or the reservations book or computer to determine if the property can accommodate the guest. Upon verifying that rooms are available, take down the information for the reservation or enter it directly into the computer at that time. Upon doing so, place the reservation in the future reservation file according to the date of arrival.

Provide any necessary explanations concerning arrival time and payment procedures. Inform the guest that the room will be charged to their credit card if it is guaranteed, even in the event they do not arrive to stay in the room on the night reserved, unless they phone and cancel the reservation in advance of 4 p.m. of the expected date of arrival.

### Small Group Reservations (5 or Less Rooms)

In an effort to alleviate internal confusion and potential guest dissatisfaction, the Group Reservation Form should be used so that all Front Desk Staff may officially take a small reservation without waiting for the Sales Department.

Small reservation means booking five or less rooms. In all cases, especially when a group requires more than five rooms, every attempt should be made to have the Sales Department handle the request. However, when this procedure is not possible, the



booking may be taken at the front desk by completing the Group Reservation form, **in full**. Please familiarize yourself with the details of this form and ensure that every item is complete. A copy remains at the Front Desk (give to the Front Desk Manager) and a copy must be distributed to the Sales Department. If further follow-up is required by the Sales Department, please note those comments in the "Follow-up Required" section of the report.

### **Reservations Made by Sun Paradise Hotels Group's Reservation**

If a reservation request for the property is made through the Sun Paradise Hotels Group's Reservation, the property will receive a printout indicating so over the Reservation Computer. When received, remove the printout from the printer and enter it into the Property Management System. Then file in the future reservation file according to date of arrival.

### **Type of Reservations**

**4:00 p.m.** Hold the guest's room until 4:00 p.m. If the guest does not arrive by 4:00 p.m., release the room to another guest. There is no obligation on the part of the guest or the property with a 4:00 p.m. reservation if the guest does not arrive.

**Guaranteed.** A guest can guarantee that a room will be held all night with an accepted, valid credit card. If the guest fails to cancel the reservation, the guest's credit card account will be billed for one night's lodging. If a person with a guaranteed reservation arrives and there is no room, the Inn must secure a comparable room at a comparable facility, pay any price differential, pay for one telephone call and provide transportation to the facility.

### **Making Reservations at Other Inns**

Often a guest will wish to make a reservation at an Associated property. In fact, you should ask to provide this service to each guest checking-in or checking-out.

First, determine the person's reservation requirements. In working with a guest who is travelling to a specific location and must make intermediate stops for the night, help the guest plan the properties in which to stay. Locate the property(s) in the Hotel's Directory in order to be able to provide pertinent information about the facility to the guest.

Complete a reservation card for the requested reservation. Next, try to obtain confirmation of the reservation. While waiting for the confirmation, try to make the process as easy on the guest as possible. Suggest that they await a confirmation call in their room if registered at the property, or ask if the guest would like to wait in the restaurant.



## Confirming Reservations

Enter the reservation information directly into the Reservations Computer. Explicit instructions for operating the Reservation Computer are contained in the User's manual.

In the event the destination property does not have rooms available, locate an alternative and try to confirm a reservation at the alternate property.

When completed, present the confirmation of the reservation to the guest. If the confirmation is an alternative location, explain that the guest's first choice was full for the requested night and that the guest does have a confirmed reservation at a nearby facility. Explain the location of the property. In most instances, the guest will be pleased to have the alternative reservation. If the guest does not want to stay at the chosen alternative, cancel the reservation.

You may also ask the guest if they wish to complete their own reservation by using the house phone and dialling 62 361 xxxxxxx

1. Determine the guest's reservation requirements.
2. Help guest select an appropriate location in the Hotel's Directory.
3. Complete the Reservation Card:
  - a. Number of guests (specify adults and children).
  - b. Number of rooms.
  - c. Type of room.
  - d. Number of nights.
  - e. Day and date of arrival
  - f. Time of arrival.
  - g. For the designated type of reservation complete the following:
    - i. 4:00 p.m. - Name of guest, phone number of guest and number in party.
    - ii. Guaranteed - Name, address, credit card type, credit card number, credit card, expiration date
4. Ask if you may notify the guest of confirmation by a telephone call to the guest's room; or invite the guest to wait in the restaurant while you confirm the reservation.



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5. Receive confirmation from Central Reservation.
6. If destination property is closed for additional reservations, locate alternative and receive confirmation.
7. Present guest with written confirmation of the reservation and a Hotel Directory.

## **Posting Reservations**

Reservations for the current date must be posted daily in the Front Desk computer to ensure that rooms are held for arriving guests who have reservations.

If a reservation is guaranteed with a credit card, complete a guest folio or registration card using the information provided on the reservation. Attach to the reservation and file until the guest arrives. This speeds up the check-in process for the guest and you.

If the reservation is guaranteed by a credit card, verify the credit card number to ensure that it is valid and correct. If the card number is not valid, do not continue to hold the room.

1. Remove reservations for the day from the future reservations file.
2. Post reservations in Front Desk computer.
3. Indicate on each reservation card a designated room number.
4. Place the posted reservation cards in today's reservation file alphabetically, by the first letter of the guest's last name.



## Cashiering

### Introduction

The duties in this area cover a wide range of guest services. The function "Preparing Front Desk to Open Shift" is a pre-service function. The function must be performed each day before you begin your shift. The activities you perform will prepare you to process all of the transactions you make on the shift. The final function of the shift, "Closing-out Shift" is related to the first function. Its activities provide a record of all transactions which have taken place during the shift and provide the basis for the next shift opening.

### Handling of Cash

The handling of cash can be a very simple procedure when basic principles and guidelines are followed. The cash drawer should always be counted *before* and *after* every shift in order to ensure a correct beginning balance. The following guideline will help you to ensure accurate accountability of all monetary transactions that occur throughout the day.

### Preparing Front Desk to Open Shift

Before you begin serving the guest, you must prepare for your shift. Allow sufficient time to prepare so that you will present a relaxed appearance to guests.

One of the first things you should do is verify the amount of cash in cash drawer. Check the small money change in cash #3 (Rp. 000.000) to make sure there is enough for your shift. If you feel there is not enough, ask a manager for the monetary denominations you will require for your shift.

The *authorized bank* is the amount of money that should be in the cash drawer at the beginning of the shift. The amount is Rp. 000.000.

Included in your preparation, you should determine room availability in the hotel so that you know exactly what you have to sell for that night. Also, check to see if there are any unusual circumstances or special instructions that the manager may have for you. This is a good time to check the Duty Manager Logbook.

Summary:

Count cash drawers. Cash #1 Rp. 000.000 Cash #2 Rp. 000.000 Cash #3 Rp. 000.000

Report any discrepancies to manager.

Check Hotel Status (Alt-F12)

Check logbook



Review arrivals list for P.M.S. and Central Reservations. i.e.: special requests.

### **Cash Sales**

The cash drawer should be kept neat and organized. All bills should be strait and unfolded, facing the same direction in the appropriate bins. This helps eliminate errors in counting out change, etc. Coin should also be in the proper designated bins and unwrapped coins should be kept to a minimum.

Large bills (over Rp.50,000) should be kept under the cash drawer until cash "drop" is made to the safe. Cash drops should occur when there is Rp.10,000,000 in large bills (Rp.50,000 or higher) in the drawer. Make sure you have enough small bills.

Large amounts of cash should never be handled openly in view of guests. Cash should be handled discreetly at all times.

Inform the guest of the total amount due and received payment from the guest. State the amount of sale and the amount of money tendered by the guest. "That is one dollar and fifty-six cents out of five dollars." Lay the money tendered on the counter until the transaction is complete.

When receiving cash payment for lodging it is imperative that a Drivers License or Ontario Photo Health Card be registered at the time of check-in. All cash customers paying for lodging by cash must leave a deposit. Deposit is no less than Rp.000.000.

Summary:

- (Payment for lodging by cash) Register PHOTO identification and as much information as possible about the guest.
- Determine the total purchase, including tax, and inform guest.
- State the balance due, as well as the amount of money given to you by the guest.
- Lay payment out in sight of you and the guest.
- Give guest correct change.
- Remove bills from ledge and place in cash drawer.

### **Cheques – Personal and For Guest Room or Functions**

The General Manager or the Accountant must authorize all cheques received at the Hotel. As a rule, personal cheques will not be accepted.

### **Cashing Travellers Cheques**

Travellers' cheque transactions are processed essentially the same way that cash transactions are processed. There are a few additional steps related to the travellers' cheque itself.



When a guest presents a travellers cheque to you, ask the guest for some type of identification with his/her signature on it. Then, in your presence, have the guest complete the information on the face of the cheque and countersign the cheque. Compare the three signatures. You should have – the previous completed signature at the top of the cheque, the signature the guest had just made at the bottom of the cheque, and the signature on the guest's identification. If you are satisfied that the three signatures are identical and that the guest is indeed the person whose signature appears on the top of the cheque, disperse the appropriate amount of money to the guest.

Ensure that the cheque is addressed to Days Inn Kingston and stamp "for deposit only" on the back of the cheque. Place the travellers' cheque in the cash drawer.

### **Credit Card Sales**

Many guests will choose to pay for their purchases with a credit card. The cards currently accepted are: Visa, American Express, Master Card, Diners/Enroute, JCB and Discover.

### **Pre-authorization and Completion of the Credit Card Voucher**

#### **One Time Credit Card Purchase or Payment**

1. Inform guest of total amount and receive credit card from guest.
2. Imprint Credit Card Voucher with card and amount of purchase.
3. Complete Credit Card Voucher:
  - i. Underline the expiration date.
  - ii. Note type of credit card.
  - iii. Write in amount of purchase.
4. Have guest sign Credit Card Voucher.
5. Process and return credit card and customer's copy of Credit Card Voucher to the guest.
6. Place Credit Card Voucher copies in a safe designated place.

#### **Credit Card Payment for Lodging**

An imprint of the credit card must always be taken. If it is not possible to make the



imprint, a pre-authorization form must be completed. When accepting a credit card payment for a room, the procedure will have a gap in it. In other words, part of the Credit Card Voucher will be completed when the guest checks-in (pre-authorized with the 20/20 machine) and clipped to the guest folio or registration card. When the guest checks-out the amount of the charge should then be filled inn, and the guest will sign the voucher.

### **Pre-authorization on the Credit Card Machine**

A pre-authorization is our way of ensuring that the guests' credit card is valid for the minimum room tax and deposit.

- i. Press the preauth button
- ii. Select "1" for pre-auth
- iii. Slide card or type in credit card number <enter> and expiry date <enter>
- iv. Key in the pre-auth amount <enter>
- v. Key in the invoice number <enter> (this is the Credit Card Voucher number)
- vi. Attach the pre-authorization slip to the Credit Card Voucher and paper clip both to the registration card.

### **Manual Pre-authorization by Phone**

If the Credit Card Machine is down, the following procedures must be followed:

- i. Using the general information sheet, telephone the credit card company. The phone numbers are also registered on speed dial in all front desk phones.
- ii. Be prepared to give the following information:
  - a. Merchant number (see information sheet, also listed on all Front Desk phones)
  - b. Credit card number
  - c. Expiry date of the card (Credit Card Company may ask for the guest name)
  - d. Dollar amount (must be the minimum of total room, tax and deposit)



The Credit Card Company may tell you not to accept the charges. If this situation occurs, explain to the guest that the purchase is not possible with that particular credit card and another means of payment must be arranged if the purchase is to be made.

When the Credit Card Company tells you a charge is approved for that amount, they will give you an authorization code number. Write the authorization number in the space provided on the Credit Card Voucher and initial the entry.

### **Retained Credit Card**

In the event that a credit card is accidentally retained or left at the front desk, every attempt should be made to inform the guest if he/she is still on the property. If the guest has left the property, do not attempt to return the credit card to the cardholder. Give the credit card to a manager so that it may be returned to the issuing Credit Card Company.

### **Completion of Pre-authorization (when guest checks-out)**

When the guest checks-out, the amount of the charge should then be filled in, and the guest will sign the voucher.

- i. Press the preauth button.
- ii. Select "2" for completion.
- iii. Slide card or type the credit card number <enter> and expiry date <enter>
- iv. Key in the invoice number <enter> (This is the Credit Card Voucher number. Must be the same number as the REF area on the pre-authorization slip)
- v. Key in final amount <enter>

### **Closing-out The Shift**

The cashier for each shift will perform procedures at the end of that shift that will provide an accounting of all the monetary activities that have occurred during the shift, and provide the basis for starting the next shift. Close-out procedures include: the completion of a Cashier's Report, the completion of a deposit envelope for monies received in excess of the authorized bank, the placing of the deposit envelope in the safe, and accounting for vouchers and discounts.

This procedure requires counting the money in the cash drawer at the close of the shift. When counting the money, try to be as inconspicuous as possible. All money must be counted out of public view. Start counting with the smallest denomination and leave as much change and small currency as possible in the cash register for the next shift. After counting up to the amount of the authorized ban, leave that amount in the cash drawer and remove the remaining cash to be counted in the office for completing the Cashier's Report.



1. Take computer report to determine the amount of money that should be accounted for.
2. Count monies away from public view and leave correct bank in cash drawer.
3. Complete Cashier's Report by subtracting the total accounted for in the cash drawer (less authorized bank) from the amount of cash indicated on the report.
4. Complete deposit envelope and enclose monies in sealed deposit envelope. Envelope should reflect:
  - a. Date
  - b. All Cashier names must be noted on deposit
  - c. Shift Time
  - d. Bills
  - e. Silver
  - f. Cheques
  - g. Payouts
  - h. Clerk who counts & makes deposit should sign deposit envelope
  - i. All final totals for each shift, both American and Canadian, must be recorded on the deposit clipboard in the back office.
5. Notify management of any difference in the amount indicated on the report and the actual cash that has been counted.
6. Place envelope in safe.

### **Cash/Over Short Policy**

All shortages in the Rooms Department must be submitted to the Accounting Office from the employee responsible. Employees may be held responsible for their shortage. Continuous shortages can lead to termination.

Submissions of all overages will be monitored by the Accounting Office. Likewise all overages must be deposited at the end of the shift.

### **Credit Policy**

Direct Billing: Credit applications must be approved **in advance** by the Controller. See example of Credit Application for Direct Billing.

### **Bus Tour Billing**

1. The Front Desk Team must ensure that when rooming lists are entered into the



system, the appropriate rates apply (single, double, etc.).

2. Tour Summary Sheets must also be accurately completed. Please check the tour agreement to verify the rates. The Reservationist must double check the accuracy of every summary sheet, in advance. The sheet must be re-checked the day of arrival and balanced.
3. When a tour is being direct billed, accounting must receive the tour file, correct tour summary sheet and voucher if provided, immediately following departure.
4. Any tour information, i.e. room lists, request for dates, etc. that comes via fax *must* be given to the Sales Department *first*. Sales must have a copy of every piece of information on file, should there be any discrepancies or concerns following departure. If you take a room list off the fax you may give it to the Front Desk but only after a copy is left for Sales.
5. The Catering Co-ordinator will ensure that all bus tour arrival sheets show the number of passengers plus comps for the kitchen, i.e. 45+2. The driver and escort always receive comp. meals when eating with their group.

## **Catering Billing Procedures**

Accurate guest billing and therefore excellent guest service depends solely on the accuracy of each department and the level of *communication* between each member of the team. The following points are extremely important:

1. The Front Desk is responsible for the production of bills for payment, in the evenings and on weekends, when the Sales Department is closed.
2. Complete and up to date Function Agreements must be provided by the Sales Department to the Front Desk for their Function Binder. These must be updated each time additions or changes are made.
3. The Function Agreements have been revised to include "Number of Days".
4. The Front Desk Team must familiarize themselves daily, with the functions taking place.
5. All conveners *must* check in with the Front Desk on arrival, to receive their meeting room key. At that time the clerk may verify the number of people attending and the



method of payment with the client. If the convenor is paying on departure with a credit card, the clerk should get an imprint of his/her card. Also, ask the convenor to give the front desk a quick call when they are getting ready to leave so that the clerk may speed up their check out and prepare the final bill. This process will add up to improved guest service.

6. If payment is to be direct billed, then billing will be handled by the Director of Catering and the accounting department. If the Function Agreement says "direct bill pending approval", Accounting or Sales must sign off that approval has been given. If this has not been indicated on the Function Agreement, the convenor must pay upon departure.
7. Source Codes - Any Front Desk Clerk or Night Auditor, who checks a bill into the system, must use the appropriate source codes, i.e. give example
8. Before the Front Desk can produce a bill, they must be armed with an up to date *Function Agreement* and a *Function Summary Sheet* from the Catering Department, for any food and beverage service.
9. The Function Summary Sheet must be completed in full, immediately following the service (not in advance of the function). Both the "*Actual*" and "*Guarantee*" numbers *must* be filled in so that the Front Desk is able to charge accordingly. If the actual number is less than the guarantee, the guaranteed number is charged. If the actual number is greater than the guarantee then the actual number is charged. If a convener has requested additional service (not on the Function Agreement), they must be signed for by the convenor on the Function Summary Sheet, i.e. coffee refresh, additional food items. If the Function Summary Sheet has already been completed and submitted, a second sheet will be completed for the additions and submitted.
10. No matter how difficult the task may be, it is *imperative* that the Catering Team take the time to get an accurate head count for *every* function. These counts *must* be noted on the Function Summary Sheet.
11. Soft Drinks - The convenor must only be charged for the soft drinks consumed, not the number issued. The Function Summary Sheet will list the number issued and it is up to the Catering Department, when on site, to count the number consumed immediately following a function. If Catering is not available, the Front Desk will phone the Maintenance Department and ask them to check the room for a count of what's left over and charge the convenor accordingly. Either way, if a convener is waiting to pay his/her bill, the Front Desk should call catering first and if no answer



then call the Maintenance Department.

For Direct Bill clients, whoever cleans the room following a function, must take a final count on the soft drinks left over and relay that information to the Sales Department by phone or note *immediately*. All unused soft drinks must be returned to the kitchen.

12. Only the Catering Co-ordinator may check out a bill from the system. If you have a question or are uncertain as to why a bill is still in the system, ask. Do not check it out.

If you have a question about a Function Agreement, please contact the Salesperson whose name is at the bottom of the agreement.

## **Deposit & Cancellation Policy**

**Group Tours:** a 1.5 x Room Charge deposit is required to confirm the reservation. To cancel the tour, written notice must be received 90 days prior to arrival. A cancellation less than 90 days to arrival will result in a forfeit of the deposit. If cancellation occurs less than 30 days before the expected arrival, a 50% charge of the total booking fee will apply. If cancellation occurs less than 14 days prior to arrival, rooms are guaranteed, therefore full payment is due.

**Meeting Room & Ballroom:** Please see the "Function Terms & Conditions" relating to the specific event as deposits and fees may vary.

## **Complimentary Room/VIP Policy**

Complimentary rooms can only be authorized by the General Manager, Assistant General Manager or the Director Of Sales in his/her absence. This includes tour group complimentary rooms and staff house use.

## **Reservation**

Weekly VIP forecast is to be prepared by the Front Office on each Friday and distributed to the General Manager as well as all Department Heads. In the event of a no show or late cancellation, the night auditor will have to record it in the Front Desk amenities order copy and advise Housekeeping early next morning to collect the set up from the room.

## **Definition of Guests Entitled to Complimentary Room**



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1. Immediate members of the owner's family
2. Top Executives from Sun Paradise Hotels Group
3. Inspection trips for potential tour groups, travel agencies, corporate firm executives
4. Wedding packages, door prizes, compensation, etc.
5. VIP/VVIP - as defined by the departmental managers
6. Tour group complimentary rooms
7. House use rooms

Before a complimentary room is committed, a standard complimentary room request form is to be filled out with the detailed information of the request such as: Guest name and address; Company name and address; Period of stay; Room type required; Amenities to be given; Reason for offering complimentary room.

The form then has to be forwarded to the General Manager for his approval. The General Manager will review the request and approve it accordingly. After approval, the form will be returned to the oriented department. The departmental manager will distribute a copy to the Reservation department for reserving the room in the computer. All complimentary room guests will be treated as VIP's with the exception of tour group's complimentary rooms and house use rooms.

In order to upgrade our service, special attention has to be given to our VIP'S. The following standard amenities set up for VIP'S and VVIP'S are to be implemented:

VIP'S (A) Package 1 Standard Fruit Basket; 1 "With our Compliments" Card (to be placed on the night table)

VIP'S (B) Package As above but with the addition of two bottles of mineral water.

The amenities order form is to be prepared by front desk staff first thing in the morning on a daily basis. The order form is then to be forwarded to the Front Office Manager for his authorization before sending it to the Director of Catering. According to the information provided in the order form, i.e. guest name, room number and time of delivery, catering will deliver the set up together with the welcome card from the General Manager or as requested to the assigned room prior to the guest arrival.

All VIP'S will be pre-registered to ensure smooth check in.

Front Office Manager or as requested are to be paged to greet VIP's upon their arrival.

## **Housekeeping**

- Deluxe soap bars to be used
- Lights and radio to be turned on in the room
- Turn down service to be provided each evening between 6:00 pm and 7:00 pm.

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Fresh towels to be replenished and good night candy to be placed on pillow at the same time.



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## **Appendix 1. Major Programs in which the Hotel Participates**



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## **Appendix 2. Information Available for all major Operating Systems:**

**The Operation of All Major Systems. Example: Credit Card Machines; Movie System; H.S.I.A.; Door Lock Systems; Etc.**



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### Appendix 3. Room Amenity List



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Our Hotel  
Our Address, Our City, Our Province, Our Postal Code

### **Acknowledgement of Receipt of Employee Manual**

I acknowledge that I have received my personal copy of Sun Paradise Hotels Group Employee Manual. In consideration of my employment with the Hotel, I agree to read, observe, and abide by the conditions of employment, policies and rules contained in this manual. I understand this manual is designed for quick reference and general information and sets forth many but not all of the Hotel's policies and guidelines under which the Hotel operates. I also acknowledge that this manual is not in any way intended as a contract of employment.

I understand that the policies and procedures described in this manual are for the purposes of the information only and may be amended or modified by the Hotel at any time, with or without prior notice.

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Employee Signature

Date

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Manager's Signature

Date