

SOP-1: Document Reservation into Appropriate Reservation Forms

Standard

To ensure an accurate inputting system, all particulars related to guest reservation are properly documented into appropriate reservation forms.

Procedures

Front office requires certain basic information while taking a new reservation. The following information will be recorded on the reservation form after the room availability has been checked.

- Name of the guest (surname, first name, title)
- Arrival and departure date of the guest
- Arrival time of guest, airport pick up (no charge)
- Number of rooms and room types
- Caller's name, company, telephone, fax number and email address
- Method of payment
- Status of guest: (ex-VIP/DP) if possible, so as to arrange for VIP treatment or any other special treatment
- Special requests from the guests (i.e. smoking, high floor, dam atmosphere)

The reservation staff who has taken the reservation will record his / her initials and the date/ time when the reservation was taken and input the all details to

SOP-230: Code for Guest Services

Standard

In order to achieve guest satisfaction, all guests must be served and treated in a polite and professional manner by hotel staff under in accordance with the standard. To ensure an enjoyable and pleasant stay for guest, all staff should strive give their best to fulfill guest's needs.

Procedures

Always remember that:

- The guest is the prime person in the hotel.
- The guest is not dependent on us - We are dependent on them.
- The guest is not an interruption of our work; we serve purpose by having them.
- The guest does us a favor by staying in our hotel; we are not doing him a favor by serving him.
- The guest is not an outsider to our work - he is an integral part of it.
- The guest should be treated in a courteous and professional manner whatever be the situation.
- The guest is always "right" - we should not argue with guest whether he is right or wrong.
- As the guest is the most important part of our hotel so it is our job to meet his expectations.
- The guest is the one ensures the livelihood every operational activity.

Opera Front Office Training Manual

Jin-Ying Zhang

Opera Front Office Training Manual:

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