

CHECK-OUT PROCEDURE

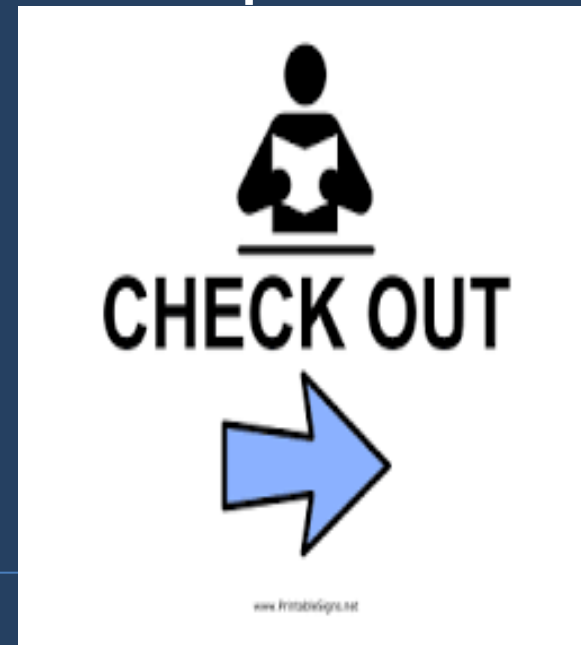
Sunday, August 06, 2017

Gautam Kumar



Scope

- Introduction
- Types
- Process
- Information to concerned Departments
- Methods of Payment



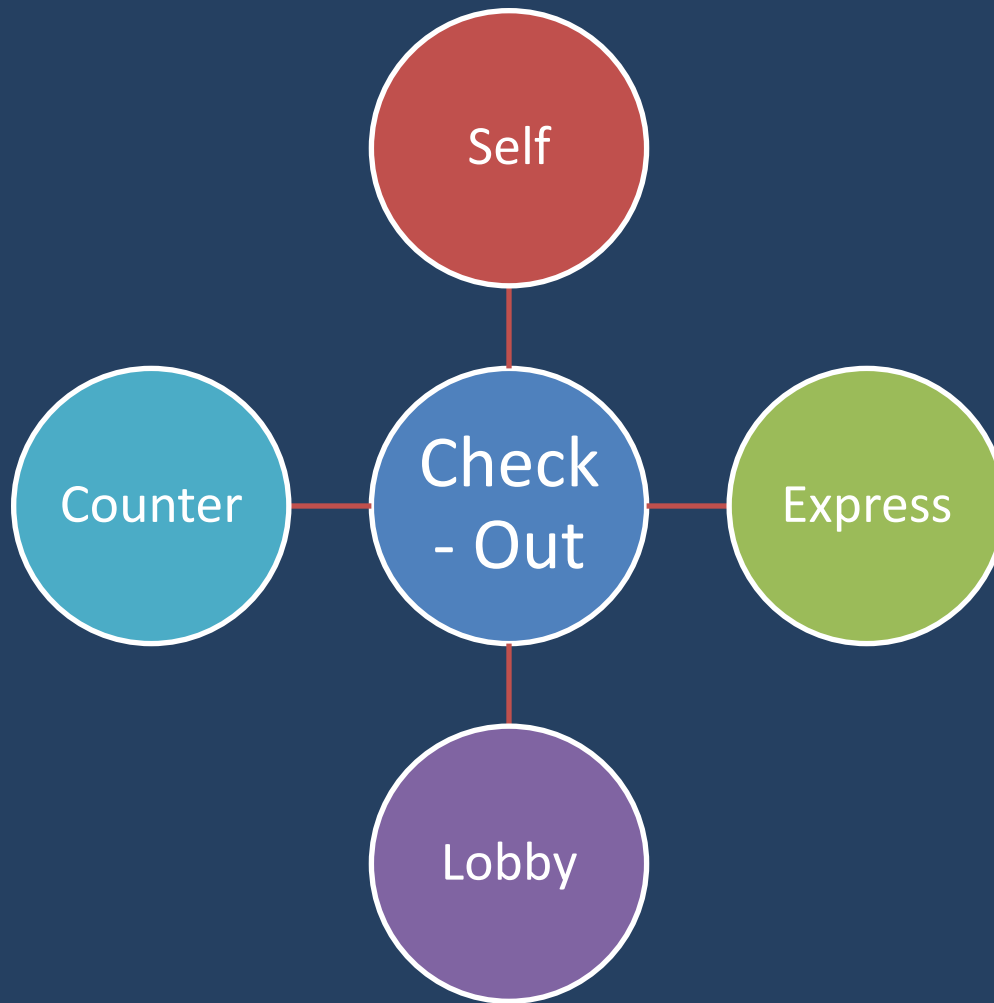


Introduction

- Check out is the process in which,
 - 1. The guest vacates the room,
 - 2. Receives an accurate statement of account for settlement,
 - 3. Returns the room keys and
 - 4. Departs from the hotel.



Types





Process of Check - Out 1/4

**Enquiring about
additional recent charges**

**INFORMED TO ALL
CONCERNED
DEPARTMENTS**

**Posting outstanding
charges**

**Verifying account
information**



www.shutterstock.com - 414201175



Process of Check - Out 2/4

FOREIGN CURRENCY ENGAGEMENT CERTIFICATE					
Guest Name: _____	Date: _____	Reg. No. _____			
Passport No: _____	Nationality: _____	Room No. _____			
T. Cheque No. or Currency Note No.	Amount	Type of money	Exchange Rate		
				Rs.	Pi.
State name of the bank in case of T. Cheque					
Guest Sign: _____		Approved by: _____		Cashier: _____	

Presenting the guest folio

Check for method of Payment

Checking for mail, messages and faxes





Process of Check - Out 3/4



Checking for safe deposit box or in room safe keys

Securing the room key



Updating room status

Available

Booked

In Use





Process of Check - Out 4/4

Inquiring about the guest stay and experience



Requesting the guest to complete a guest satisfaction survey

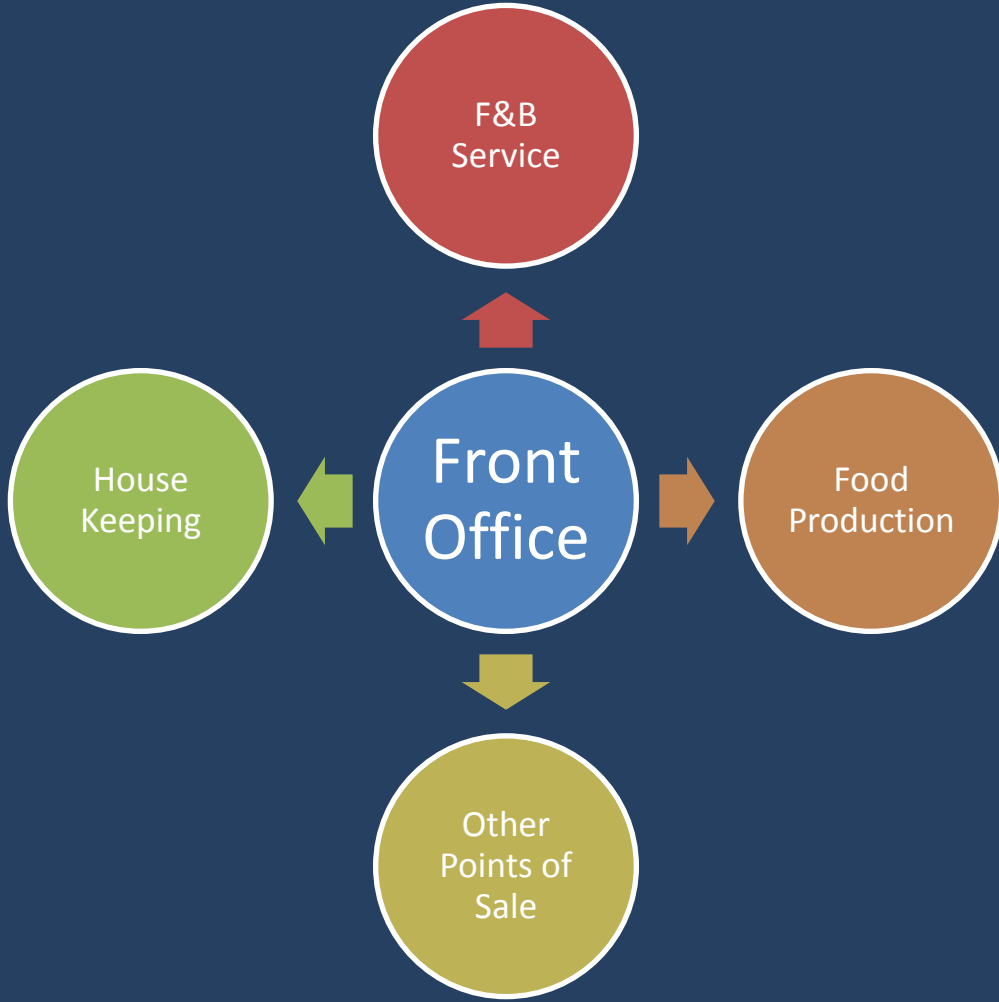
Updating the guest history file



www.shutterstock.com · 521670034



Information to concerned Departments 1/2



Why all Department need to be informed ?





Information to concerned Departments 2/2

F&B Service
For Collection of Bills

Food Production
To close inventory of the stuff for the concerned guest.

Housekeeping
For room inspection

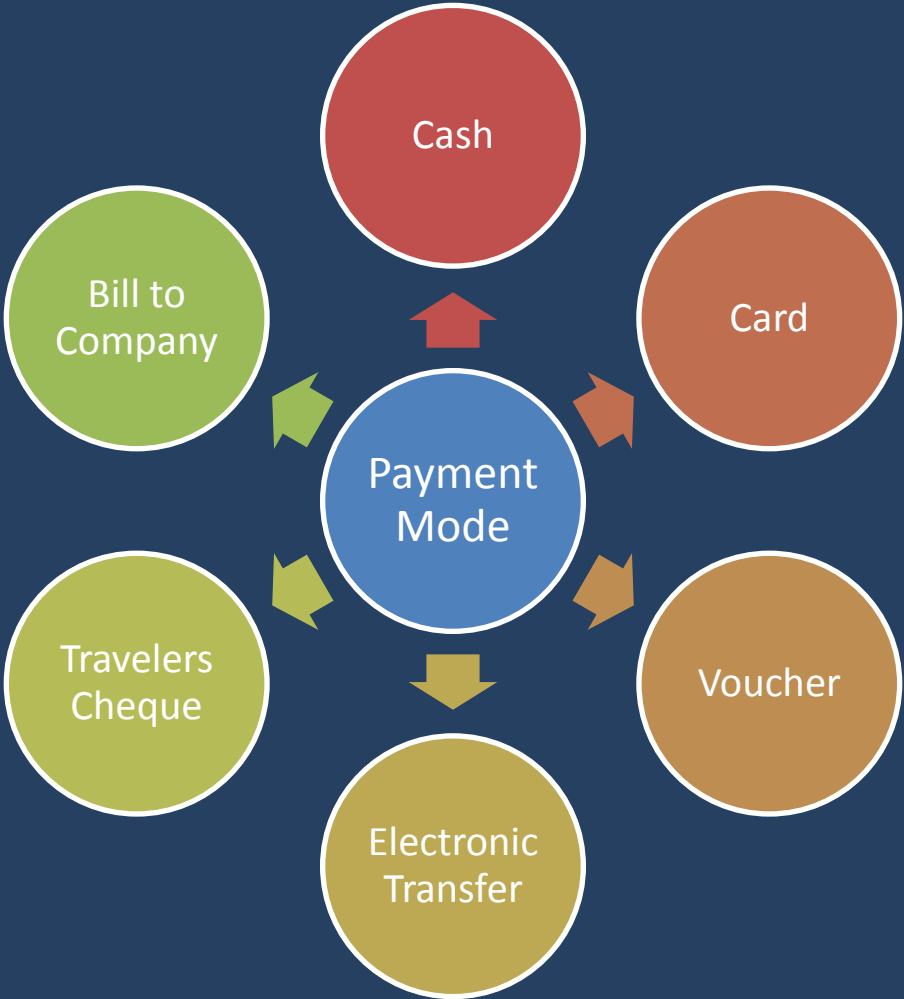
Spa
For Collection of Bills.

Business Centre
For Collection of Bills.





Methods of Payment



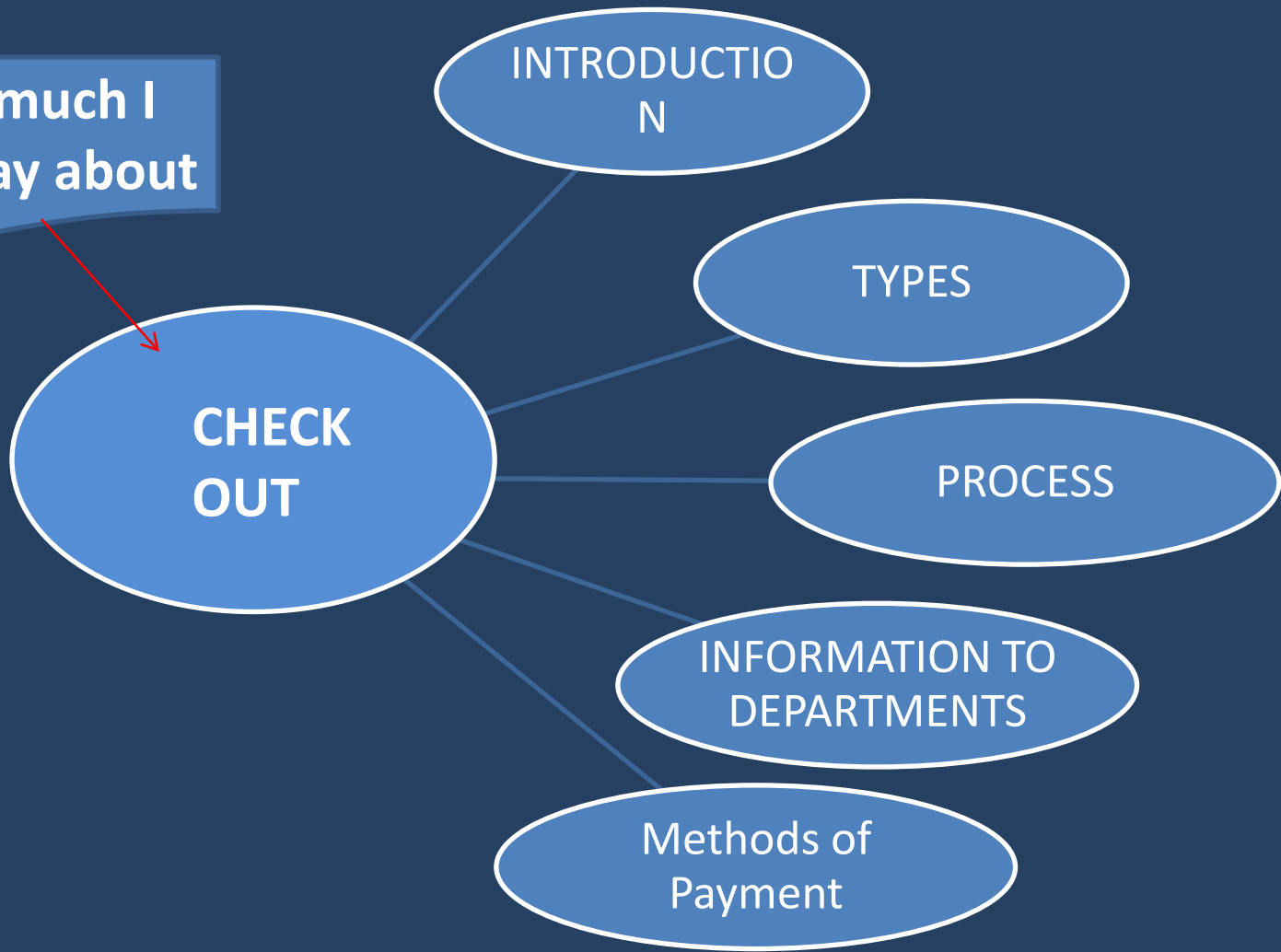
What may be the other option for payment ?





Summary

So, This much I
Learn today about





Home Work

- Make individual report on types of check out in detail ?
- Make individual report on methods of payment in detail ?
- Send the reports on tp@teamhiht.com before next class ?





Next Class

Types of Folios



Yeah, I will
keep myself
prepared for
next topic !



You can put on you questions now



© Can Stock Photo - csp9393203