

# Front Office Manual

Maggio 2003

Prepared By: **Sherif Noaman**

## **Front Office Manual**

The Front Office working Manual include the Common and General Front Office Duties, Job Guidelines and Responsibilities which can be applicable to all Front Office Operations and it could be modified and Personalized to Match with each Front Office Operation subject to the Hotel General Policies and Procedure

## **Front Office Working Manual**

### Rooms Division / Front Office

## **Index**

1. Introduction
  2. Get to Know your Hotel ( Hotel Detailed Fact Sheet)
  3. Front Office Department
    - Organization Chart
    - Standard for Front Office Personnel
    - Rules and Regulations for Front Office Department
  4. Front Office Position Guide Lines ( Job Description)
  5. Working Manual
    - Telephone Operator
    - Reservations
    - Front Desk
    - Bell Stand
    - Drivers
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## **Introduction**

### **Role of the Front Office Department**

The Front Office Department is the control center of the hotel, providing 24-hours attention towards the handing and serving of all guests' requirements and needs. Through it flows communications with every other department; from it come instructions and directions for the care and service of the guest; to it comes changes for final billing and settlement.

Simply, the Front Office Department Global Role is Providing All guest Direct Needs like accommodation, Telephone, Cashier ...etc., and also to communicate to the Guests all other services of other Hotel Department.

### **Organization**

Generally, the Front Office Department is directed by the Front Office Manager, who in turn reports to the General Manager in Small Hotels or to the Rooms division Manager in big hotels . The majority of the department consists of Front Office Clerks who in ideal circumstances are interchangeable with all Front Desk functions, i.e. Reception, Information, as well as Reservations, Guest relations, concierge and Telephone Department functions.

## **Principles of Good Service**

Most businesses are selling goods or products, but in the hotel business, we are selling services. Each hotel offers different kind of rooms and outlets. What differentiates a hotel from another is the way they take care of their guests. While there are certain technical skills involved in Front Office work, service is our prime product.

### **The Four Principles of Good Service**

1. Prompt Attention: Even if you are busy, you must recognize when the guest is trying to get your attention. You have to tactfully advise him that you will be attending him as soon as possible.
2. Attitude: You must go out of your way to take care of a guest's needs. This may even involve performing tasks outside your area of responsibility.
3. Streamlined procedures: We can not have a rule or procedure that applies to every guest. Common sense must prevail and every employee should be flexible in his approach. If a guest is standing in front of the desk, the clerk cannot find his reservation and does not expect to be sold-out, go ahead and room him. Research the matter later, but make sure you handle the guest as quickly and efficiently as possible.
4. Extended services : Do not leave the guest unattended after performing your specific function. Make sure you have provided Bell service or have explained to him the hotel services and the location of various facilities. Try to anticipate guest needs.

## Get to Know Your Hotel

### Hotel Fact Sheet ( to be filled with your hotel data )

**Hotel Name**  
**Address**  
**Opening date**  
**Official category**  
**Telephone**  
**Fax**  
**Web site**

**e-mail**

General Manager
Reservations
Sales& Marketing
Guest relations
General info

**Location**

**Struttura**

### Accommodation types:

**Capacity**  
**Rooms**  
**Suites**  
**Residence**  
**Handikaped rooms**  
**Connevted rooms**  
**Bed types**

**Room Facilities:**

all rooms and suited are fitted with :

- \*
- \*
- \*
- \*
- \*
- \*
- \*
- \*

**Hotel Facilities :**

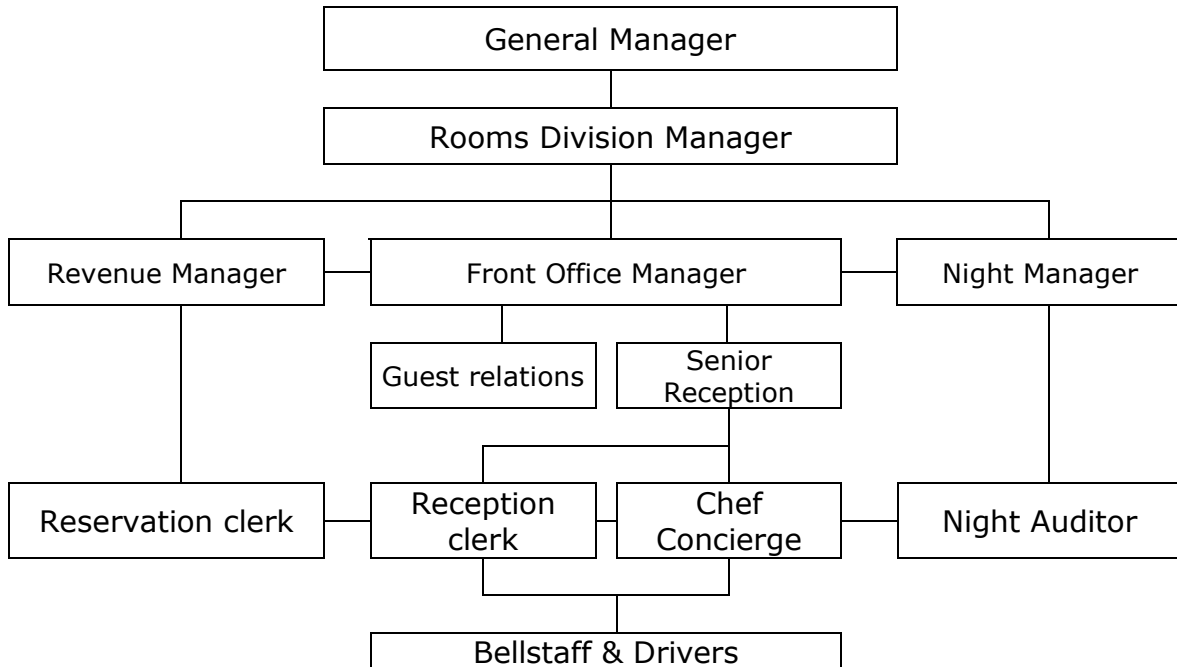
**Hotel Services:**

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## **Get To Know Your Department**

Front Office Organization Chart



**Note:**

The above Organizaion chart can be chaged from a hotel to other subject to the number of rooms, in very big hotels for example , the guest relations Manager position available , also Desk Manager , Assistant Reservations Manager, Reservations supervisors..etc. . in small hotels the Chef concierge position not available for example, and is replaced with the bell-man directly.

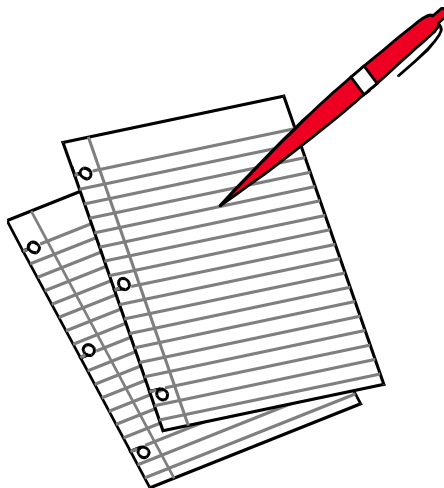
## **Standards of Front Office Personnel**

Because of high degree of contact with guest, Front Officer personnel must have the following standards:



1. Neatness: employees must be well-groomed with clean and pressed uniform, name tag should be worn in a right position at all times.
2. Whenever you talk to fellow employees, use his or her name every time.
3. When on duty, the employee must strictly follow the rules and regulations such as not to smoke, not to chew gum or do anything that might discredit the Front Office Department.
4. Greet the guests with a smile and polite manners. In a conversation address the guest by name (Mr., Mrs. or Miss .....), if possible, however, do not exceed the limits of cordiality.
5. **Do never** insult a guest or loose composure. Whenever a problem occurs and you start to feel that you cannot handle the situation, excuse yourself politely and ask a supervisor to take over.

Remember that you could be the most important factor in the guest's stay and the reason he may never come back.



# Front Office Job Descriptions

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**FRONT OFFICE OPERATION MANUAL**

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<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Front Office Manager		Page 01 of 2
<b>Supervisor</b>	Hotel Manager		
<b>Applies To</b>	Hotel Stella Maris Villasimius – Sardegna – Italia		
Prepared :	Sherif Noaman	Approved :	General Manager

**Purpose:**

Responsible to the Hotel Manager For the Operation of the Front Office, Including Reservations, Front Desk, Uniformed Service and telephone Operation, through his Management and Supervision, the Front Office Manager will strive to achieve optimum Operating results while providing Guests with the Highest possible level of Guest Service and satisfaction.

**Duties & Responsibilities:**

- Guide the Assistant Front Office Manager and the Reservations Manager in their Functions to ensure optimum Occupancy with maximum Average Room Rate.
- Ensure that all guests receive Promptly Cordial attention at all times and encourage personal recognition of all Guests.
- Require the Front Office staff to act positively to all Guest , with a special care to Regular Guests to all ACCOR hotels and VIP's .
- Being responsible for the Completion and timely submission of all required Statistics and performance reports when needed.
- Be especially aware of the Importance of the close cooperation with other Hotel Departments and keep them thoroughly informed of Front Office Matters that concern them.
- Communicate to the General Manager all Necessary information, likely to the of Interest to him, as well as any matters which may effect the interest of the Hotel which should be brought to the attention of the Executive Office.
- Develop and Train Junior Staff to Perform their Functions with Maximum productivity and efficiency so as to prepare them to assume greater responsibilities.
- Coordinate the activities of the Assistant Managers and ensure that the guestrooms are inspected with Schedule on rotating Basis.
- Take personal Pride in the responsibility of ensuring that the Lobby area, Reception desk , Concierge Counter, as well as the Telephone Operator area are kept in a clean state at all the Times.
- Personally inspect V.I.P Rooms Prior to Guest's Arrival time whenever Possible, otherwise delegate this responsibility to a dependable Assistant or Supervisor.
- Supervise the Activities of the Front Office Personnel to be matching with the Company Policies & Procedures.

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**FRONT OFFICE OPERATION MANUAL**

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- Ensure that the Credit Policy of the Hotel is followed in order to minimize the uncollectable city ledger accounts.
- Actively Participation In the Planning and the preparation of the annual Budget with providing historical data on day to day basis which will provide a sound basis for future projection.
- Prepare and implement and conduct all training plan for Front Office Staff whenever needed, and follow up with on the Job Training all the Times.
- Hold Front Office Departmental Communication Meetings to review procedures that need Careful Handling and explanation, minutes of the Meeting will be typed and posted on the Front Office Bulletin Board.
- Ensure that All Turn Away when the Hotel is overbooked are totally handled.
- Ensure that all V.I.P Lists are accurate and distributed to the concerned departments before 09.00 AM every day.
- Welcome and escort V.I.P guests to their rooms , or to delegate this responsibility to a dependable Assistant.
- Handling all the Travel Agents and Tour Operators Familiarization Trips to the Hotel, and coordinate with the Departments Concerned if needed.
- To develop and maintain a high degree of Management Philosophy he will conduct himself in the best possible manner so as to encourage and motivate his subordinates.
- To be fully aware of the Market Situation, as well as the Competitors, to conduct at least twice a year a survey of Market and competitors.
- To be fully aware of the Booking situation Together with the Reservation Manager to avoid any Uncontrollable Situation, with maximizing the Rooms Revenue.
- Preparing and submitting the Front Office Attendance sheets on Monthly Basis , and control the Vacation Balance for the Front Office Staff .
- To Maintain Close working relationship with the Hotel Sales , to ensure that Groups, Conventions are properly Handled and that Sales is Kept informed as to occupancy levels.
- To Maintain a good Relationship with potential Tour Operator / Travel Agents / Corporate Account to increase their Materialization with the Hotel, and to solve any problem could effect the Smoothness of the work with the Hotel.

To supervise the scheduling and discipline in His Department as well the evaluation of performance, set recommendation with to promotion, salary considerations.

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<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Assistant Front Office Manager		Page 01 of 2
<b>Supervisor</b>	Front Office Manager		
<b>Applies To</b>	Hotel Stella Maris Villasimius – Sardegna – Italia		
Prepared	Sherif Noaman	Approved	

**Purpose:**

Responsible to the Front Office Manager for the General Supervision of the Front Desk, And During the Absence of the Front Office Manager for the supervision of the Front Office Department Entire Operation. Through His Supervision, he should transmit the Front Office Manager Plans and Effectively Participate in its implementation.

**Duties & Responsibilities:**

- Be fully aware of the General Booking Situation for the Current and the Future Dates, especially During Heavily Booked periods.
- Be thoroughly Knowledgeable of all Policies and Procedures and systems used in each sector of the Front Office Sectors, to be able to give a decisive supervision to the staff when needed.
- Ensure that the various reports required for the Day to Day Operation are completed accurately, and distributed to the Concerned Departments.
- To supervise the actioning of the two daily Housekeeping Report, and to report to the Front Office Manager in case of any Sleepers or Escapers.
- To Participate in the Requested Monthly Statistics and Reports.
- Select and Block the Rooms For the VIP's and Regular Guests, and coordinating with the Housekeeping Department for the for the proper preparation for these Rooms.
- To Inspect the VIP's Arrival's Rooms Before arrival Time, and to Make sure that every thing is ready , by checking Fruit basket , amenities, Mini bar .....etc.
- Personally Great the VIP guests in the absence of the Front Office Manager , or when he delegate , and escort them to the Rooms.
- Ensure that Credit Extended to Guests is strictly Controlled and that the Mode of Payment is clearly understood within the limits of the Hotel Credit Policy.
- Constantly review the Expected arrivals for the day to identify possible no show in order to maximize room utilization.

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**FRONT OFFICE OPERATION MANUAL**

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- Review all the Night Reports Each Morning before Distribution to ensure it is accurate.
- Review the No Show's from the previous day to ensure that the Billing or the action taken is appropriate.
- Prepare the Weekly Front Office Staff Roster with the Working Hours , as well as preparing in advance the Vacation Plan for the Department and submitting it to the Front Office Manager.
- Extend His Scope of Supervision beyond the Front Desk when there is no Duty Manager available.

To handle all Guest Request and Complains addressed to the Front Desk, to report to the Front Office Manager all guest Complains or comments and the action Taken at the end of the day

<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Reservations Manager		Page 01 of 2
<b>Supervisor</b>	Front Office Manager		
<b>Applies To</b>	Hotel Stella Maris Villasimius		
Prepared :	Sherif Noaman,	Approved :	

**Purpose:**

Responsible to the Front Office Manager for the maintenance of accurate and complete Reservation records.

Through His Management and supervision, a complete control of the Hotel Booking situation, working on maximizing the Rooms revenue.

Supervising the Reservation Supervisor / Clerk for the smooth and accurate reservation operation.

**Duties & Responsibilities:**

- Be Fully Aware of the Booking situations at all times, and supervise the Reservation Clerks / Supervisors in order to maximize the Hotel Sales with the Highest possible Average Room Rate.
- Ensure that All reservations are recorded on standard forms attached with the concerned correspondence, and they are filed by arrival date in easily accessible Files.
- Prepare the 10 Days and 3 Month Forecasts on Timely Basis for Review By the Front Office Manager and Distribution.
- Ensure that Incoming Faxes requiring a reply are answered with minimum delay, and whenever possible the same day of received.
- Bring to the attention of the Front Office Manager dates when the Hotel availability status should be changed , and update the sales office with the hotel availability accordingly.
- Fully responsible of the Tour Operators / Travel Agents correspondence regarding reservation decisions especially in the critical periods, Allotment Increase, stop sales, release period amendment.....etc
- Advise the Front Office Manager of reservations, which are particularly noteworthy, so a decision can be taken in regard of the Room Rate and the V.I.P Status.
- Ensure that the reservations taken by the phone are answered promptly and politely, and according to the Hotel answering script.
- To use and to train the reservation personnel using the up-selling techniques in order to maximize the rooms revenue.

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**FRONT OFFICE OPERATION MANUAL**

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- To ensure that all Rooming lists for the group's reservations are received on time and accurately inserted into the Computer system.
- To ensure that all the Definite reservations are guaranteed, to minimize the last minute non-guaranteed cancellations.
- To sell most of the Hotel Outlets and facilities whenever possible,.
- To be fully aware of the Hotel allotments spread all the times , and to follow up with the Contract conditions , and cut off dates.
- To update the Hotel Data System with the Updated Contracted Travel Agents rates.
- In coordination with the Front Office Manager , set up the over-booking margin for the Normal and peak periods to ensure filling the House without making unnecessary turn away.
- Keep a good relation with all the travel agents and their to ensure the mutual cooperation and the smoothness of the work.
- Be Fully aware of all the Hotel Facilities and services , and to train the reservation staff on using the Hotel Facilities during answering reservations.
- To prepare and submit all statistics and reservations reports requested by the Front Office Manager or the General Manager .
- To be ready for to replace the Assistant Front Office Manager during his vacations or when needed.

Ensure the reservation Office is maintained in a clean and orderly state at all times



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**FRONT OFFICE OPERATION MANUAL**

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<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Night Manager		Page 01 of 2
<b>Supervisor</b>	Front Office Manager		
<b>Applies To</b>	Hotel Stella Maris Villasimius – Sardegna – Italia		
Prepared :	Sherif Noaman	Approved :	

**Purpose:**

Responsible to the Front Office Manager for the Front Office Operation During the Night Hours, and for the General Supervision of the Hotel Entire operation.

Through his supervision , he should maintain and control the Night staff performance with a special attention to the Front Office Operation.

**Duties & Responsibilities:**

- Ensure that the Front Office Staff are on duty , as well as the rest of the Department is running the smooth operation.
- Review the Rooms Availability and to be familiar with the Expected VIP Arrivals or any other Likely Irregular situation to occur.
- Ensure that the Lighting levels through the Hote Hotel are appropriate in view of Power conservation and Management Policy.
- Ensure the Security Staff are on duty as scheduled.
- Ensure that all access to the Hotel Are secured as required in the Hotel Policy.
- Make Regular Random Patrols through the Hotel including Guest Corridors and back of the House, and Hotel Outlets to insure the Good Security and orderliness.
- Completely Involved in any problem occur During the Night Hours, or any Guest Complaint, and to report the Problems and action done to the Front Office Manager to be discussed next Morning.
- Make spot Check on Night Cleaning Staff to ensure their Productivity, and to check the Standard Required.
- Make Frequent Visits to the Restaurants and Bars to ensure service levels and that problems are dealt with promptly.
- Ensure that all Hotel Stores are locked.
- Ensure the Night Staff services are Done efficiently, and up to the Standard of the Hotel Policy.
- Keep Close to the Front Desk for giving any needed advice and supervision during the Night Hours.
- Supervise and Follow up the Night Run and make sure of the accurate bucket Check of all the In House Rooms.

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- Ensure that the Wake up Calls are done efficiently , and as per the Required Standard.
- Be aware of the early arrivals and departures, especially for Groups, and to supervise the Front Desk and Bell Staff preparation, Luggage Down, Air Port Pick Up, Breakfast Box, and Wake up Calls.... etc.
- With the Engineering On Duty, check Hotel Refrigerators, Boiler room and Power station.
- Inspect staff cafeteria cleanliness and that Night Meal is served During the allowed Time in a smooth atmosphere.

To Record any Activities Which may be of interest to the Management in the Night Manager Report , to be Handled to the Front Office Manager next Morning

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<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Senior Receptionist		Page 01 of 2
<b>Supervisor</b>	Front Office Manager		
<b>Applies To</b>	Hotel Stella Maris Villasimius – Sardegna – Italia		
Prepared :	Sherif Noaman	Approved	

**Purpose:**

Responsible to the Front Office Manager or Assistant Front Office Manager for the Supervising of the Front Desk Operation and Coordinate its Activities with other Hotel Departments, provide supervision to the reception staff, and interact and coordinate with the Hotel Guest as appropriate, cooperate with other front office sections and other Hotel Department through the assigned communication methods.

**Duties & Responsibilities:**

- Supervise the Guest Service Agents and Bell Staff , Responsible for their Good Appearance and Conduct.
- Supervise and participate in all activities related to the process of rooming Hotel Guests.
- Ensure that all Guests receive a courteous welcome upon check in.
- Ensure Proper Shift Hand Over , Revising the Shift Duties List completed Efficiently.
- Supervise and Coordinate room assignment with concerned Front Office Sections and other Hotel departments.
- Check all Registration Cards before Filing.
- Ensure that Billing Instructions are accurate and clear.
- Make Necessary arrangements for groups check in – Out.
- Ensure Proper Handling of O.O.O Rooms with Engineering and House keeping Departments.
- Prepare and submit all reports requested by the Front Office Manger.
- Handle Complaints with immediate action and through Proper follow up.
- Ensure Housekeeping reports are accurate and checked with the discrepancy reports.
- Acts as a Salesperson in order to maximize the Rooms revenue.
- Provides Inputs for Departmental Meetings.
- Establish and maintain effective employer relations.
- Supervise Room / Rate change closely.
- Ensure proper Handling of Guest Mail , Messages and Parcels.
- Ensure Proper Key Control.

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**FRONT OFFICE OPERATION MANUAL**

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- To communicate all Management decisions to the Front Desk Staff to ensure proper follow up and implementation.
- To be prepared for replacing the Night Manager whenever needed.
- To Participate in the Evaluation of the Guest Service Agents and the Bell Staff with the Front Office Manager.
- Perform related Duties and special Projects as assigned.
- His Personal appearance and behavior will always represent the Hotel in the Best way.

Fully responsible of all in house Folios , credit Travel Agents Vouchers with close communication with the account receivable and the Income Auditor.

<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Receptionist	Page 01 of 2	
<b>Supervisor</b>	Senior Receptionist		
<b>Applies To</b>	Hotel Stella Maris Villasimius		
Prepared :	Sherif Noaman	Approved	

**Purpose:** Responsible to the Front Office Manager for Checking in and Out the Hotel Guests, assisting Our Guest Efficiently, courteously and professionally in all Front Office Related functions, and to maintain a high standard of service and Hospitality at all times.

**Duties & Responsibilities:**

- Great all Guests at all the time in a friendly and helpful manner, and attempt to learn and use Guest's names at every opportunity.
- Upon Check in, ensure that the Guest completes his registration card completely and legibly, and that the guest is assigned a room of the Type and the rate indicated on the Reservation.
- Accommodate Guest's special requests whenever possible, assist in pre-registration and room blocking whenever necessary.
- Stay up to date on Room Rates, Special Packages, Discounts and how to handle each.
- In the case of Walk in , the Guest should be sold a room with the Highest Possible room rate.
- To use the up-selling techniques in order to maximize the Rooms Revenue.
- Being Knowledgeable of all the Credit cards and cashing Policies , and How to Handle Cash Properly and efficiently.
- Develop Detailed Knowledge of the Rooms Locations, Facilities and Types.
- Develop Detailed Knowledge of the Hotel's Key Personnel, service , outlets, and hours of operation for each.
- Handle the Safe Deposit Boxes according to the Hotel procedures.
- Prepare and report guests with High Balance to the attention of the Front Office Manager.
- Be thoroughly aware of the Hotel Reservation System, and cancellation policy.
- Communicate with all other departments through the proper channels, and through the Communication Forms.

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- Promptly notify the Housekeeping of all check outs , early check in , special requests in the rooms.
- Action the Housekeeping reports immediately upon Receipt, record Discrepancies and report to the Shift Leader.
- Develop a working Knowledge of the Reservation Department, Take same day reservations, and be aware of the cancellation procedures.
- Use proper Telephone manners.
- Understand and use properly the Mail , Parcel, Message Delivery.
- Report any unusual occurrence or request to the Manager on Duty or the Front Office Manager.
- Maintain the Cleanliness and neatness of the Front Desk Area at all the Times.
- Read and initial pass on logbook and Front Office Bulletin Borad to keep updated and current.

Always deport Him/ Herself in keeping with the high standards of behavior and appearance expected of his Hotel in his/her attitude towards Hotel Guest and employees

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<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Chef Operator		Page 01 of 2
<b>Supervisor</b>	Front Office Manager		
<b>Applies To</b>	Hotel Stella Maris Villasimius – Sardegna – Italia		
Prepared :	Sherif Noaman	Approved	

**Purpose:**

Responsible to the Front Office Manager for the Supervision of the Switchboard and its personnel , ensuring that incoming and outgoing calls are handled with the Utmost courtesy and promptness , and that each telephone operator projects a warm and efficient image through voice tone and attitude.

**Duties & Responsibilities:**

- Constantly be aware of the volume of calls being handled by the operators and shall personally handle calls to ensure outside callers , guests, and department heads receive the best possible service.
- Encourage Telephone Operators to call the Guests by their Names at every Opportunity.
- Ensure that the Wake up call service is handled correctly and accurately, reviewing the wake up call sheet each Morning.
- Ensure that the Most frequently used Telephone Numbers, and those numbers used in the emergency situations are clearly posted in view of all Telephone Operators.
- Be Fully aware of the Emergency Procedures , and to train the Telephone Operators what to do in case of emergency, whom to call upon fire alert, what to do in case of Earthquake .... Etc.
- Ensure that the Telephone Operator area is kept in a clean situation at all the Times.
- To be able to deal efficiently with Hotel Guests, Employees and Department Heads.
- To be aware of all Hotel Rules, Policies and adhere to them.
- To have a full knowledge of the Hotel Room Types, Facilities, Outlets, Hours of Operation , shops and function Rooms.
- To Check the Hotel Lines twice a day, and to report any failure immediately.
- Ensure that the Staff calls are served only During the Time Determined by the Hotel Management.
- Full control and Revise on the Telephone Operators logbook, and to make sure that it is maintained for acknowledgement by the Operators.

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**FRONT OFFICE OPERATION MANUAL**

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- To Provide Inputs concern the Telephone Department to be discussed in the Departmental Meetings.
- To participate in preparing the Telephone Operator Roster by providing Suggestions to the Front Office Manager.
- To check frequently the Interface status , and to report to the System Manager in case of failure.

To submit to the Front Office Manager all requested Reports should be Collected over the Phone, ex. Daily Competition



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**FRONT OFFICE OPERATION MANUAL**

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<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Telephone Operator		Page 01 of 2
<b>Supervisor</b>	Chief Operator		
<b>Applies To</b>	Hotel Stella Maris Villasimius		
Prepared :	Sherif Noaman	Approved :	

**Purpose:**

Responsible to the Chief Operator for the Speedy and Courteous answering of Incoming telephone calls both internal and external in a warm and friendly Tone.

**Duties & Responsibilities:**

- Answering the Internal and the External Calls with the Hotel Approved Script , and end all calls with , thank you.
- At all times, sound pleased to handle the call and take care to speak with a pleasant tone of voice.
- When placing calls to other extension in the Hotel which are busy , keep the caller politely informed of the busy status.
- When a call Returns from an unattended extension in the Hotel , the Operator should politely ask the Caller if he wishes to leave a message or not.
- Be acutely aware of the procedures for handling Fire alarm and other emergency procedures.
- Keep alert to the extensions calling into the switch board which have been kept waiting due to the volume of calls.
- Answer the Guest telephoned as a first priority and department extensions as a second , except for the General Manager and the Resident Manager's Offices.
- Record all calls on the Appropriate telephone traffic sheet.
- Record accurately wake up calls on the appropriate form , upon a waking the Guest the telephone operator should act as per the prepared script.
- Telephone calls should be answered within three Ring up to the maximum of five rings.
- Before switching any guest complaint to the department concerned, he should brief them quickly so that the Guest will not repeat over and over.
- In case of any undelivered wake up call , the Telephone operator should refer immediately to the Manager on Duty or His Supervisor.

**FRONT OFFICE OPERATION MANUAL**

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- To have available all important and emergency numbers , and also other numbers that might be requested by any of the Hotel Personnel.
- To be aware of the Hotel Management , Offices, Role and availability.
- To attend Promptly to the Guests inquires with courtesy and politeness.
- To Maintain Confidentiality, and never disclose any secret.
- To be able to deal with cash for the Outsiders calls requested.
- To be familiar with the Foreign Currency exchange rate.
- To check Hotel Lines at the Beginning of his Shift and to report any Down Lines to the Chief Operator Immediately.

Ensure that the staff calls are served during the time determined by the Hotel Management

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**FRONT OFFICE OPERATION MANUAL**

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<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Guest Relation Officer		Page 01 of 1
<b>Supervisor</b>	Front Office Manager		
<b>Applies To</b>	Hotel Stella Maris Villasimius – Sardegna – Italia		
Prepared :	Sherif Noaman EAM	Approved :	Giampaolo Usai GM

**Purpose:** Responsible to the Front Office Manager for the Efficient Follow up on the Hotel Guest's special requirement , Assisting the Hotel Guest through all the Hotel Departments, giving special care to the VIP and Regular Guest.

**Duties & Responsibilities:**

- Guest Relation Officer Time spent at the Lobby Desk should be maximized in order to properly attend to guest's specific requests such as, Assisting in Booking / Reconfirmation of the Flight Ticket, Accepting Reservations for the next destination, providing assistance with specific queries or problems.
- Prepare and distribute the V.I.P Amenities Orders.
- Pre-register the Expected V.I.P Arrivals.
- Prepare Release Forms for Cancelled V.I.P Reservations.
- Inspect V.I.P Rooms Prior to the Arrival Time.
- Meet guest upon arrival , and escort to the Rooms.
- Bid Farewell to Guests, noting their Comments.
- Contact Selected Guests by telephone to obtain information concerning Customer reaction.
- Help and Assist in organizing the Hotel theme Nights with the Coordination of the Food & Beverage and Animation Team.
- Be Fully aware of the Hotel Room Types , Facilities, Outlets to be ready for any Guest inquiry.

To report to the Front Office Manger the statistics required of the Guest Questionnaire, and to assist in responding as per the Prepared script for each case.

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**FRONT OFFICE OPERATION MANUAL**

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<b>Division</b>	Rooms Division	<b>Department</b>	Front Office
<b>Position</b>	Bell Man		Page 01 of 2
<b>Supervisor</b>	Chef Concierge		
<b>Applies To</b>	Hotel Stella Maris Villasimius		
Prepared :	Sherif Noaman	Approved	

**Purpose:** Responsible to the Bell Captain for welcoming and escorting Guests with their Luggage to and from their Rooms during check in and check out, perform various other functions related to the guest needs.

**Duties & Responsibilities:**

- Welcome Guests at the Main entrance, with taking particular note to repeat guests.
- Relieving the Guest From the Luggage from the Hotel Entrance till the Guest Room and From the Room To Outside the Hotel During Check out.
- Being alert to the Reception Clerk for any Information should assist the Guest during Check in.
- To carry to the Reception any comment or Guest request During the Check in , Extra Bed , Baby Cot, Large Bed..... etc.
- Be Familiar of all the Room Facilities, and to be able to make the Room presentation upon Arriving with the Guest to the Room.
- Be prepared to raise and lower the Flags as appropriate.
- Be prepared to action the Room Changes, in this process never pack guest belongings without the Guest being present and under no circumstances ever move any guest belongings without the Knowledge of the Guest.
- Deliver Messages, Packages and undertaken any other activities necessary for the Guest Comfort.
- Always be well Groomed, neatly cut hair, polished shoes and clean pressed uniform.
- Making a quick check on the Room upon Guest Luggage Down for Check out, and inform the Bell Captain or the Front Desk about any damage or lost Items From the Guest Room.
- Be thoroughly aware of all the Hotel Out lets and Facilities , including working Hours.

Be Available to perform any other function assigned by the Management

## **Rules & Regulations for Front Office Department**

1. Always bear in mind your working hours.
2. Be ready to work at your station at least 15 minutes before schedule. Sign in and sign out in the assigned book.
3. You should always be well groomed, uniform must be neat and clean and nametag should be worn at all times.
4. Always greet your fellow workers when you first arrive at your station.
5. No food, no chewing gum, no smoking around working area.
6. Greet guests politely every time you see them. If you know the name, greet them by name, if you do not use Sir or Madam every time.
7. Be polite to guests and fellow workers, however, do not exceed the limits of courtesy and politeness.
8. Never leave your station when nobody else is there.
9. Pick up the telephone at your station within 3 rings.
10. Always Smile
11. Every time you have to leave your station inform your fellow workers where you will be and when you will be back.
12. Check the back office board everyday.
13. Do not leave your shift until you have been replaced.
14. Any staff who is unable to come to work must phone to his supervisor at least 4 hours before the shift starts.
15. Changing shift or days off with other employees will not be permitted unless approved by supervisor.
16. Working area must be kept neat and clean at all times.
17. All equipment should be used carefully with routine maintenance.
18. Personal calls other than emergency are not made or received while on duty.
19. Do not stay around the working area when off duty or have finished the shift.
20. Report all unusual situations promptly to your supervisor.

## Front Office Working Manual



### Telephone Operator

The telephone department is a communication center, operating 24 hours to handle all incoming and outgoing calls from the hotel.

The operator's position is one of the most important and demanding jobs in the hotel. The hotel operator is many times the first person the public has any contact with. It is imperative that every effort is made to be courteous, friendly and helpful, even under pressure and stressful situations.

A guest's initial impression of your hotel will frequently be the manner in which telephone calls are handled. Guest expects their calls to be answered quickly, courteously and to be handled with business-like efficiency. At the same time the call should be answered in a clear and pleasant tone of voice.

**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>ANSWERING INTERNAL PHONE</b>	Department	Front Office
		<b>Procedures No.</b>	<b>TO/001</b>
<b>Applies To</b>	Hotel Stella Maris Villasimius	<b>Effective Date</b>	01/05/2003
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman	<b>Approved By</b>	
<b>Signature</b>		<b>Signature</b>	

- ◆ Pick up the phone within 3 rings
- ◆ Answer " Reception" (or whatever to mention your own station) "Good morning" (afternoon, evening) , (Your Name) Speaking How May I Help You?
- ◆ If you are asked to be Connected to other extension, Connect the Caller Saying : Pleased to connect you.
- ◆ If the Caller asked to be Connected to One of the Management Team or General Manager Office , ask the Manager first if he would like to answer the phone or you should ask the caller to leave a message.
- ◆ To close conversation use "Thank you Sir/Madam - Good bye or Good Night". If you know the guest's name, address them by name every time.

**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>ANSWERING INCOMING CALL FOR A GUEST</b>	<b>Department</b>	Front Office / Housekeeping
		<b>Procedures No.</b>	<b>TO/002</b>
<b>Applies To</b>	Hotel Stella Maris Villasimius	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman	<b>Approved By</b>	
<b>Signature</b>		<b>Signature</b>	

- ◆ Pick up the phone within 3 rings
- ◆ Use the dialogue "Thank you For Calling Hotel Stella Maris , (Your Name) Speaking, How May I Help You? "
- ◆ Listen to the caller and note down the details of his request.
- ◆ Connect the call to the guestroom saying : Pleased to connect you.
- ◆ Release the line after informing the guest that he has an incoming call and the guest agrees to accept it.
- ◆ After 5 rings, if there is not answer, the call will bounce back, inform the caller that there is no answer and ask to take a message.
- If the caller wants to leave a message, connect the line to the reception and give them some details.
- If The caller has an urgent matter, ask him to hold on and check with reception whether the guest is in the hotel or not. If the guest is in the hotel, try to locate him in the hotel outlets. While trying to locate the guest, go back to the caller every now and then telling him that you are trying to locate the guest.



**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>ANSWERING INCOMING CALL FOR A MANAGEMENT</b>	<b>Department</b>	Front Office / Housekeeping
		<b>Procedures No.</b>	<b>TO/003</b>
<b>Applies To</b>	Hotel Stella Maris Villasimius	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman	<b>Approved By</b>	
<b>Signature</b>		<b>Signature</b>	

- ◆ Pick up the phone within 3 rings.
- ◆ Use the dialogue "Thank you For Calling ( Hotel Name ), ( Your Name ) Speaking, How May I Help You"
- ◆ Listen to the caller and note down the details of request
- ◆ Connect the call:
  - If the requested person has his own secretary, connect to secretary.
  - If he has no secretary connect the call to him personally.

If the called person is not available, ask the person who picks up the phone to take the call and message.

**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>HANDLING MESSAGE</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>TO/004</b>
<b>Applies To</b>	Hotel Stella Maris Villasimius	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman	<b>Approved By</b>	
<b>Signature</b>		<b>Signature</b>	

- Message can be received verbally or through the telephone.
- When the caller will ask for a guest in house, check first that the guest is still in house, if the guest has checked out, inform the caller and find if the guest left any message clarifying his next destination.
- If the guest still in house but he is not available at the moment, inform the caller and ask him if he would like to leave message.
- Ask the caller if he prefers to leave a voice mail, if so connect the caller to the empty room and the voice mail will answer the caller. ( If Voice Mail Service is Existing )
- If the caller prefer to leave a written message, ask for the following information :
  - Name of the person who will receive the message.
  - The Caller's name.
  - The Caller's phone number.
  - Time of the call.
  - Text of message.
- Repeat the message back to the caller in order to avoid any confusion, especially when the message contains a flight numbers or time of any numbers or important information.
- Enter the message into the Fidelio System and print it out and log it down in the Message & Parcel Delivery Form.
- Give the message to the bellboy who will sign the Message Delivery form with the time of receiving the message.
- The bellboy should put the message from under the guest room door.
- The bellboy should not knock the door of the guest room for any reason when delivering a message.

Attached Copy of the Message & Parcel delivery form, which should be printed on a4 size, and to be kept at the reception desk all the time full detailed.



**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>WAKE UP CALL</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>TO/005</b>
<b>Applies To</b>	Hotel	<b>Effective Date</b>	01/12/2000
	.....	<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman GRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

- ◆ Record the wake up call details in the wake up call Log when a request is received from the guest. Details are:
  - \* Room Number
  - \* Guest Name
  - \* Wake up time
  - \* Date Required
  
- ◆ Check the room number and guest name with the guest in house list in the computer.
- ◆ Set the wake up call and initial in the Log
- ◆ The night and morning shifts have to check the Wake Up Call Sheet and to Do It Manually according to the requested time of wake up and to make sure that the Guest Answered
- ◆ If the Guest Didn't Answer , Send a Bell-man to Check the Guest Physically By Knocking the Door , so May be the telephone Set is O.O.O
- ◆ If the Guest didn't respond to the Door Knock , Inform Immediately the Manager Available or You Supervisor.

In All Cases the Dialogue for wake up call should be:

“ Good morning Mr. / Mrs. .... this is your morning call, it is now ....o'clock. Have a nice day”.

# Front Office Working Manual

## Reservations

The purpose of the Reservation Department is to provide the means/channel for booking accommodations in the hotel. The hotel receives the indication that a person wishes to become a guest (of the hotel) through a reservation. Reservation staff should be well acquainted with all travel agents, airline offices and business firms, and should be well qualified in keeping accurate reservation records.

Reservations may be made by the guest either in person, telephone, letter or fax. As a guest service representative, you will need to know how to accept reservations for your own location, as well as process reservation requests for the rest of the hotels of the group. In both cases, confirming reservation requests can be accomplished once you have verified that the type of accommodation is available on the dates requested.

In order to satisfy the needs of all guests staying at your hotel, different types of reservations are used. While these reservation types meet specific guest needs, they also enable us to forecast occupancy and to operate profitably.

### **There are four sources of reservations:**

1. Letters
2. Faxes
3. Telephone calls
4. In person

#### **1. Letters:**

Letters addressed to the hotel will be opened in the Executive Office, and those referring to either reservation or inquiries for general accommodation, will be passed to the departments responsible.

#### **2. Facsimile:**

All faxes will be replied to on the same day they are received.

**3. Telephone calls:**

the Reservation staff will always end the conversation by **thanking the guest for making the request**. Do not be afraid of giving your name to the guest as this personalizes the communication enhancing a good feeling on the guest's behalf.

**4. In person:**

In-house or walk-in guests who make reservations inquiries will be handled by either the Reservation staff or Front Desk staff. When a guest makes such an inquiry, it may well indicate that the guest is thinking about returning in the near future. It is therefore essential that all such inquiries be handled with the utmost courtesy.

<b>A</b>	Alpha	<b>N</b>	Nancy
<b>B</b>	Brother	<b>O</b>	Oskar
<b>C</b>	Charlie	<b>P</b>	Peter
<b>D</b>	Daddy	<b>Q</b>	Queen
<b>E</b>	Easy	<b>R</b>	Roger
<b>F</b>	Father	<b>S</b>	Sugar
<b>G</b>	George	<b>T</b>	Tokyo
<b>H</b>	Hony	<b>U</b>	Uncle
<b>I</b>	Item	<b>V</b>	Victor
<b>J</b>	Jimmy	<b>W</b>	William
<b>K</b>	King	<b>X</b>	X-ray
<b>L</b>	Love	<b>Y</b>	Yellow
<b>M</b>	Mike	<b>Z</b>	Zebra

Reservations Codes

**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>HANDLING PHONE RESERVATION</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>RE/001</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

- ◆ Pick up the phone within 3 rings.
- ◆ Use the dialogue " Reservation, Good Morning".....May I Help You
- ◆ Listen to the request and note down.
- ◆ Obtain following information:
  - \* Arrival and departure dates
  - \* Type of rooms (Try to sell the highest room Category)
- ◆ Check the space availability.
  - \* If house is full, try to offer another possible period
  - \* If that type of room is not available, try to sell another type
- ◆ Obtain full reservation details if the request can be confirmed:
  - \* Name of guest
  - \* Arrival and Departure dates
  - \* Flight details
  - \* Number of rooms and type
  - \* Total number of pax
  - \* Method of payment
  - \* Source of booking
  - \* Name of caller, contact person, company name and address and phone number
- ◆ Repeat the reservation back to the caller and before finishing the conversation you thank the caller saying : " Thank you for Choosing Our Hotel Mr. / Mrs. ...., Good bye".
- ◆ Record all details on reservation form with your initial, date and time.
- ◆ Key all information in the computer before filing.

**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>HANDLING FAX / MAIL RESERVATION</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>RE/002</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

- ◆ After receiving the fax or letter stamp it with date and time.
- ◆ Check availability
- ◆ Obtain full reservation details.
- ◆ Record all information in the reservation form (2 copies)
- ◆ Key all information in the computer
- ◆ Print out the confirmation form and fax to the guest after the confirmation has been reviewed and initialed by your supervisor.
- ◆ Filing



**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>AMENDMENT &amp; CANCELLATION</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>RE/003</b>
<b>Applies To</b>	Hotel	<b>Effective Date</b>	01/12/2000
	.....	<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

- ◆ When you receive a call requesting to amend or cancel a reservation, check subject reservation on the computer.
- ◆ When you find the reservation:

**For amendment:**

- Note down on paper all details received, name of the caller, date and time.
- Write down all details in reservation form, stamp "**amendment**" on the form and put in the remark details of amendment.  
Example: amend the arrival date from 15/03/97 to 16/03/97  
or amend the number of rooms from 3 twin to 2 twin
- Then key in the computer.
- Filing following the new information in amendment.

**For Cancellation:**

- Note down the details and ask for the reason of cancellation and the name of the caller.
- Take the requested reservation form and stamp "**Canceled**" with clerk initial, date, time and reason of cancellation and key in the computer.
- Filing in the cancellation file of that month.

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## Front Office Working Manual

### Front Desk

For Hotel Business, the idea of our welcome system is more in a mansion style rather than a hotel.

- ◆ All registration forms will be pre-printed with all information available from reservation and the reception will ask for the guest passport and fill up the rest (such as passport number, address, and the correct spelling of the name). The guest will only have to sign afterwards.
- ◆ The Bell Staff will greet the guest upon arrival at the lobby, will lead him to the Reception Desk, finish registration formalities and lead him once more to his room. He is also to acquaint the guest with room facilities before leaving him.
- ◆ Luggage will be put in the room before the guest gets there.
- ◆ The Receptionist will welcome the guest and will present him the Hotel Facilities upon arrival to lobby.
- ◆ VIP guests will be greeted by Management upon arrival.

**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>CHECKING IN GUEST WITH RESERVATION</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>FD/001</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

**Service Required :**

The Receptionist Must Be A Sales Representative At All Times.  
He/She Must Have A Through Knowledge Of The Product They Sell , Details Of The Hotel , Rates, Services , And Facilities.

**Job Performance Required – Guidelines - :**

- Great your guest warmly with smile.
- Ask If You May Help Him With A Courtesy Way.
- If The Guest Says That He Have A Reservation, Ask Politely for The Guest Name.
- Calls-Up The Information On The Computer Screen.
- Make Your Double Check By Repeating The Guest Full Name.
- Reconfirm Type Of Room Required.
- Ask For The Length Of Stay And Departure Date Expected.
- Reconfirm How Many People In The Party.
- You May Offer Options With Upselling Techniques, And According To Your Rooms Availability Chart.
- A Scan For A Special Notes May Reveal Special Requests Such As V.I.P Treatment.....Etc.
- Reconfirm The Mode Of Payment And Follow Up With Payment Procedures Accordingly.
- Ask To Complete The Registration Card.
- Thank The Guest And Check If There Is Any Messages For Him/Her.
- Match The Right Room For The Guest And Make The Blocking.
- Offer Additional Services Such As Wake Up Calls Or Special Guest Needs To Be Covered.
- Call The Bell Man Who Is Assigned To Carry The Luggage For The Guest.
- Wish Your Guest A Pleasant Stay.

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**FRONT OFFICE OPERATION MANUAL**

**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>CHECKING IN GUEST WITH WITHOUT RESERVATION</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>FD/002</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

- Great The Guest Warmly With Smile & Ask If You May Help .
- If The Guest Has No Reservation , Ask You Guest To State His/Her General Needs .
- Obtain The Specific Details Such As
  - What Type Of Room Is Desired?
  - How Many People In The Party?
  - What Is Their Anticipated Length Of Stay?
  - What Rate Is Acceptable?
  - Methods Of Payment ( Cash Or Credit Cards) ?
- Based On The Above The Room Clerk Should Matches Rooms Available To The Customers Wishes.
- Offer Options By Using Room Location , Such As : Sea View, Pool Side,...Etc.
- After You Cover All The Guest Needs Present The Registration Card And Ask The Guest To Fill.
- If The Credit Card Will Be Used , Obtain Credit Data.
- Locate The Room And Complete Normal Check-In Procedures.

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**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>CHECKING IN GROUP</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>FD/003</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

**First : Before Check In**

- Be Fully Aware Of The Arrival Time
- Prepare The Blocking.
- Check Ready Rooms With Housekeeping
- Prepare The Key Envelopes.
- Check With The Bell Caption Concerning The Readiness Of The Luggage Sticker

**Second : Upon Check In**

- Welcome The Group With The Welcome Drink.
- Check With The Tour Leader The Rooming List.
- Ask The Tour Leader For The Passport List & Voucher.
- Check With The Tour Leader The Meals Arrangements / Wake Up Calls .
- Bell Man Should Have A Copy From The Rooming List To Write Number Of The Luggage.

**Third : After Check-In**

- Open The Group Master Folio.
- Mention The Way Of Payment.
- Check The Rate Twice.
- Check Number Of Rooms And Persons.
- Check Complimentary Rooms
- Create the Group Pay Master and Check Routing.
- Distribute The Group Rooming List To All Concerned With All Signatures.

**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>HANDLING GUEST COMPLAINT</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>FD/004</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

- ◆ Listen with concern to guest complaints and stay calm.
- ◆ Isolate the guest, if possible, so that other guests would not be affected. Remain calm and do not argue with the guest.
- ◆ Recognize and acknowledge the guest's feelings and try to make him feel that we care more about his concerns.
- ◆ Always show personal interest in the guest's problem. Do never underestimate his complaint. And no matter what happens, NEVER INSULT A GUEST.
- ◆ Do not say that the hotel is at fault simply to be understanding.
- ◆ Noting down the key facts will reassure the guest and will certainly calm him down.
- ◆ Tell the guest how and when the problem could be solved.
- ◆ Inform the concerned department to take the necessary action.
- ◆ Follow up
- ◆ Inform your supervisor and record all details and what has been done till the time being in the log book.
- ◆ If you feel that the problem is more than you can handle and that it needs higher level for a solution, take the handle the matter to your supervisor or to the Department Head.
- ◆ When the problem is solved, inform the guest accordingly.

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**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>HANDLIING CHECK – OUT</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>FD/005</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

**Service Required :**

Check Out Process Should Be Smooth , Efficient , Accurate , And Pleasant Experience For Our Guests. It Is The Last Opportunity The Hotel Staff Has To Personally Interact With The Guests.

**Job Performance Required – Guidelines - :**

A – Providing Bell Service :

- Upon Guest’s Request For Checking-Out Bell Service.
- Check Out Card Will Be Given To The Bell Person
- Bell Person Will Go To The Room , Knock On The Door.
- Then, He Ask The Guest Politely For His Luggage.
- With A Glance , Without The Guest Notice , The Bell Person Will Check The Room Supplies Are There With No Damage.
- Luggage To Be Taken Away , Drawers To Be Checked For Any Forgotten Items As Well As Bathroom.
- The Bell Person Will Ask The Guest Politely For The Room Key .
- Close The Door And Make Sure It Is Locked.
- The Bell Person Will Politely Remind The Guest Not To Forgot The Flight Ticket And The Passports.
- The Bell Person Will Obtain The Front Office Cashier’s Approval Before He Carries The Luggage Out Side The Hotel.

B- At The Front Office Cashier :

- Greet The Guest With Magic Words And Smile.
- Ask If They Are Checking Out.

- Ask For Their Room Number, Pull The Folio, And Repeat Their Name To Make Sure There Is No Mistake.
- Check For Any Last-Minute Messages, Mail , Or Any Additional Charges Not Yet Posted.
- Ask If The Guest Has Made Any Additional Charges Within The Last Thirty Minutes.
- Tell The Guest The Amount Owed.
- Follow Up With The Guest Mode Of Payment And Finalize The Account.
- Check By Asking About Guest Satisfaction.
- Pay Attention To Each Single Guest Comment And Write It Down Immediately.
- Ask If There Is Any Thing Else The Hotel Can Do.
- Thank The Guest For Staying With The Hotel , And Invite Them To Come Back Again.
- As They Leave The Desk Area , Wish The Guest A Safe And A Pleasant Trip.

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**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>HANDLING GUEST REQUEST</b>	<b>Department</b>	Front Office / Housekeeping
		<b>Procedures No.</b>	<b>FD/006</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

**Purpose of the policy :**

To set up a proper system on following up guest requests and assuring the proper delivery of services in order to meet Guest satisfaction.

**Policy:**

- Both Front Office & Housekeeping departments will keep a guest request logbook to record all guest request by time of receiving the request.
- As soon as the GSA or H.K Order taker will receive a guest request, it must be recorded in the logbook immediately with the time of receiving the request and the guestroom number, as well as type of request.
- The GSA To Complete the Housekeeping/Maintenance request form, and to be delivered to the Department Concerned Immediately.
- All the logbook items should be filled in details as soon as the request is received.
- The GSA / HK Order taker should inform and follow up on the completion of the request by contacting the department concerned to fulfill the request and log the time and the name of the person who received and complete the request.
- A follow up telephone call to the guest should be made after the completion of the request to be sure that the guest is satisfied.
- If the request will take time to be completed, guest should be informed and to be given the estimated time to complete it.
- If the guest request will take more than a reasonable time to be completed, it should be reported to the direct supervisor who should contact the guest personally and offer alternative solution.
- In both F.O & H.K, guest request logbook should be part of the shift hand-over procedures.

**N.B** attached a sample of the log, which should be printed on A-4 size book.

# Front Office Working Manual

## Bell Stand & Drivers

The primary responsibility of the Bell service is to handle guest luggage in and out of the hotel. The Resort Driver will be the one who greets the guest at the airport and hotel entrance and sometimes lead the guest to his room upon check-in. A Bell Man must always be neat and clean at all times. In our hotel, the Bell Man also has to handle a delivery of guest mail, message or fax, as Well as any Other Matter related to the Operation.

**FRONT OFFICE OPERATION MANUAL**

**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>AIRPORT PICK UP SERVICE</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>BS/001</b>
<b>Applies To</b>	Hotel	<b>Effective Date</b>	01/12/2000
	.....	<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

**Before departure from the hotel :**

- ◆ Concierge checks arrival list with Assistant Front Office Manager every morning, assigns a Vehicle with a driver and prepares and checks all equipment needed such as paging board with guest name, luggage trolley, etc.
- ◆ The Vehicle should be ready and checked for:
  - \* Cleanliness
  - \* Cassette tape (must be in ready position)
  - \* Ice bucket with cold towels
  - \* Bottle of drinking water
  - \* Glasses
- ◆ Depart the hotel after the arrival time has been checked.

**At the Airport:**

- ◆ Bell Man / driver shows the paging board.
- ◆ When the guest comes to contact, repeat the guest name and greet him with a welcoming SMILE", Welcome to ( Name of your city / town ) , my name is ..... from ( your Hotel Name ).
- ◆ Ask for the luggage tag from the guest and take the luggage after the guest checks that all is correct. Bell Man/driver will lead the guest to the car. After being comfortably seated, pour water for guest if requested.
- ◆ Depart from airport to the hotel, Turn on the designated cassette tape.

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**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>ROOMING THE GUEST</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>BS/002</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

**service required :**

Bell-Staff Members Should Be Well Groomed , Have A Pleasant Smile , Friendly Personality, And Should Be Knowledgeable About The Property With All Facilities, And The Community With All Interested Places.

**Job Performance Required – Guidelines - :**

- After Registering The Guest, Front Desk Clerk Introduce The Bell Person To The Guest.
- Bell Person Then Welcome The Guest By Name.
- Bell Person Ask The Guest To Join Him To The Room.
- When They Reach The Guest Room , The Bell Person Open The Door , Turn On The Lights, And Look Around To Make Sure Every Thing Is In Order.
- He Carries The Guest Luggage Into The Room.
- After That, Bell Person Should Explain The Special Features Of The Room Such As The Air Conditioner Television Channels, Guest Directory.....Etc.
- Also, He Should Mention The Hotel Facilities Including The Restaurants Hours Of Operation And The Availability Of Of Any Special Services.
- As The Bell Person Leave the Room, He Should Wish The Guest A Pleasant Stay.

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**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>VEHICLE MAINTENANCE</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>BS/003</b>
<b>Applies To</b>	Hotel	<b>Effective Date</b>	01/12/2000
	.....	<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

THE Hotel Vehicle Must Include:

- \* 1 fire extinguisher
- \* 1 first aid kit
- \* 1 trash can
- \* 1 tissue box holder with tissue paper

If something is missing, report to the Assistant Front Office Manager immediately.

Check the condition of vehicles which should be clean, inside and outside, and in good working condition. Every morning you should check for:

- \* Signal lights both front and rear
- \* Tires Condition
- \* Brake lights
- \* Mirror
- \* Brakes

Check the engine every morning:

- \* Level of engine oil
- \* Level of water in the reservoir tank
- \* Water for the wind shield

Change the engine oil, filters and clean up the engine every 5,000 km and keep record with full details.

If the car needs repair, inform the Assistant Front Office Manager who will ask the Chief Engineer to check first and if he agrees, the car should be sent to the garage. This is to be processed by the Driver and his supervisor.

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**FRONT OFFICE POLICIES & PROCEDURES & STANDARDS**

<b>Subject</b>	<b>ACCIDENT PROCEDURES</b>	<b>Department</b>	Front Office
		<b>Procedures No.</b>	<b>BS/004</b>
<b>Applies To</b>	Hotel .....	<b>Effective Date</b>	01/12/2000
		<b>Type Of Policy</b>	Local
<b>Prepared By</b>	Sherif Noaman CRDE.CGT	<b>Approved By</b>	General Manager .....
<b>Signature</b>		<b>Signature</b>	

In Case Of Road Accident:

Park the car exactly at the accident place and find the nearest phone to call either the Assistant Front Office Manager or the Front Office Manager at the hotel. Report all details and listen to their advise. Stay at the nearest place until someone from the hotel reaches the place.