

UNIT 6

DURING THE STAY ACTIVITIES

Rooming of a guest –

Rooming is the process of installation of guest and his luggage in the assigned and allocated room. Usually this process is done by bell boy/ porter for a guest. After a key (card key) and a key card/ welcome card is handed over to the guest/ bell boy, the bell boy escorts the guest with his luggage to his room, trying to up-sell the hotel facilities and services, and providing important information during the way.

After having installed in the room, the guest would seek the help of front office for various other needs. The staff generally will have to answer various questions like –

1. Travel methods and courtesy coach service, times of flight, reservation for flights, sight-seeing tours and other transport facility.
2. Hotel and its facilities.
3. Activities going on in the hotel like functions, receptions, shows, etc.
4. Activities going on around the hotel.
5. Advise on shopping.
6. Information about city.
7. Miscellaneous questions.

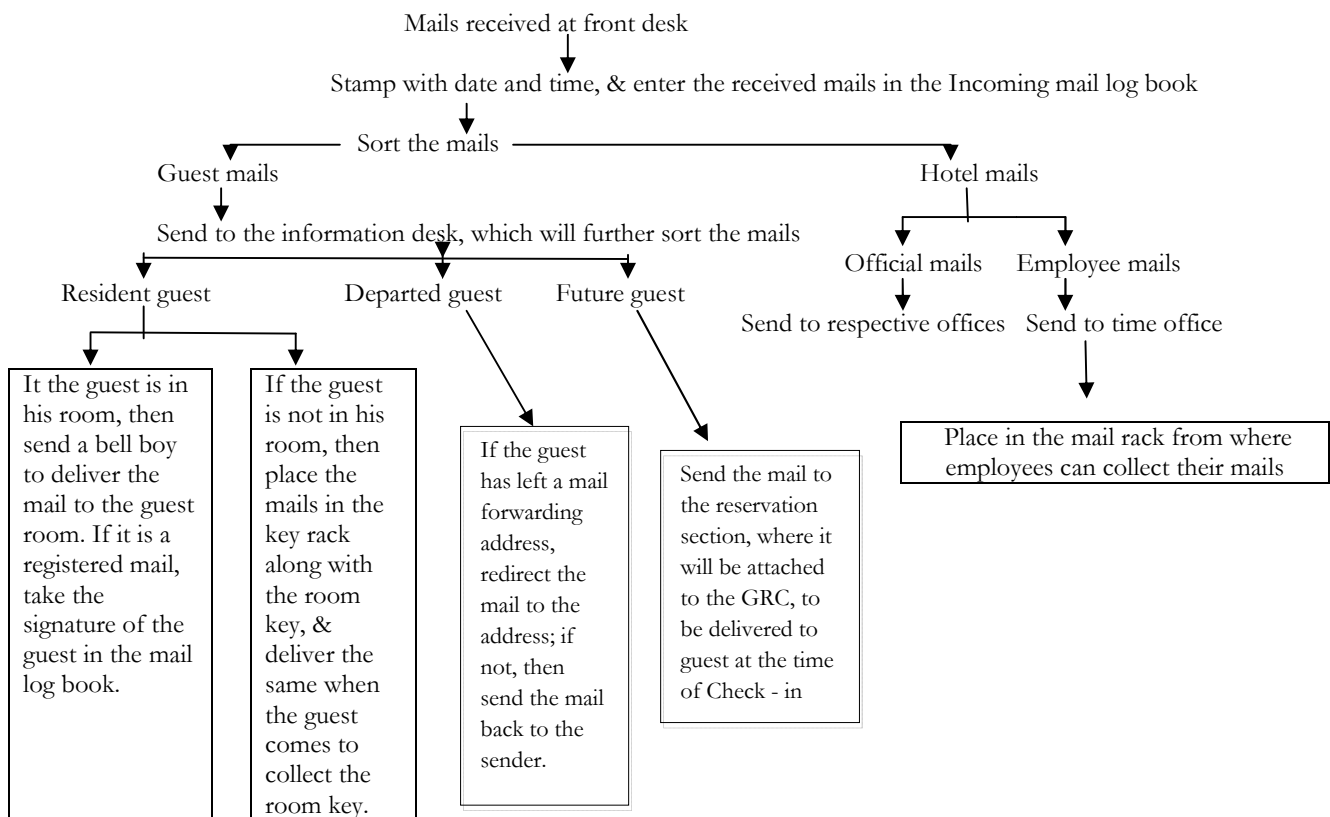
To be able to answer all the queries of the guest, the hotel may keep reference books like telephone directory, 'who's who guide', 'yellow pages' etc.

Some Activities of Front Desk and Bell Desk during stay –

1. Mail handling:

The term 'mail handling' covers up both incoming and outgoing mails.

Incoming mail handling procedure –





Hotel ABC Incoming Mail Log Book						
S.no.	Date & time of receipt	Name of addressee	Type of mail	Delivered to	Signature	Remarks
1.	28/03/2017 12.30 hours	General Manager	Registered	GM office		

Hotel ABC Mail Forwarding Address Slip				
This address will be in file for 10 days, unless otherwise requested. Please fill it & hand over at reception.				
Forwarding instructions:			Forward until: _____	
			Hold until: _____	
Forwarding Address:			Name & signature of guest	
Record of Forwarded mails				
S.no.	Date	Type of mail	Forwarding address	Forwarded by

Outgoing mails –

If a guest wants to send any personal mails, the hotel provides the service of collecting the mails from the guest room and posting them. The charges for the service are added to the guest account through a miscellaneous charge voucher. The miscellaneous charge voucher is authenticated by a competent authority & send to the front office cashier for posting into the guest master folio. A record for the same is maintained in the outgoing mail register.

Hotel ABC Miscellaneous Charge Voucher		
Name of guest:	Room No.	
Date:	Account No.	
Explanation	Charge	
	Rs.	Paisa
Total		
	Signed by	

2. Message handling –

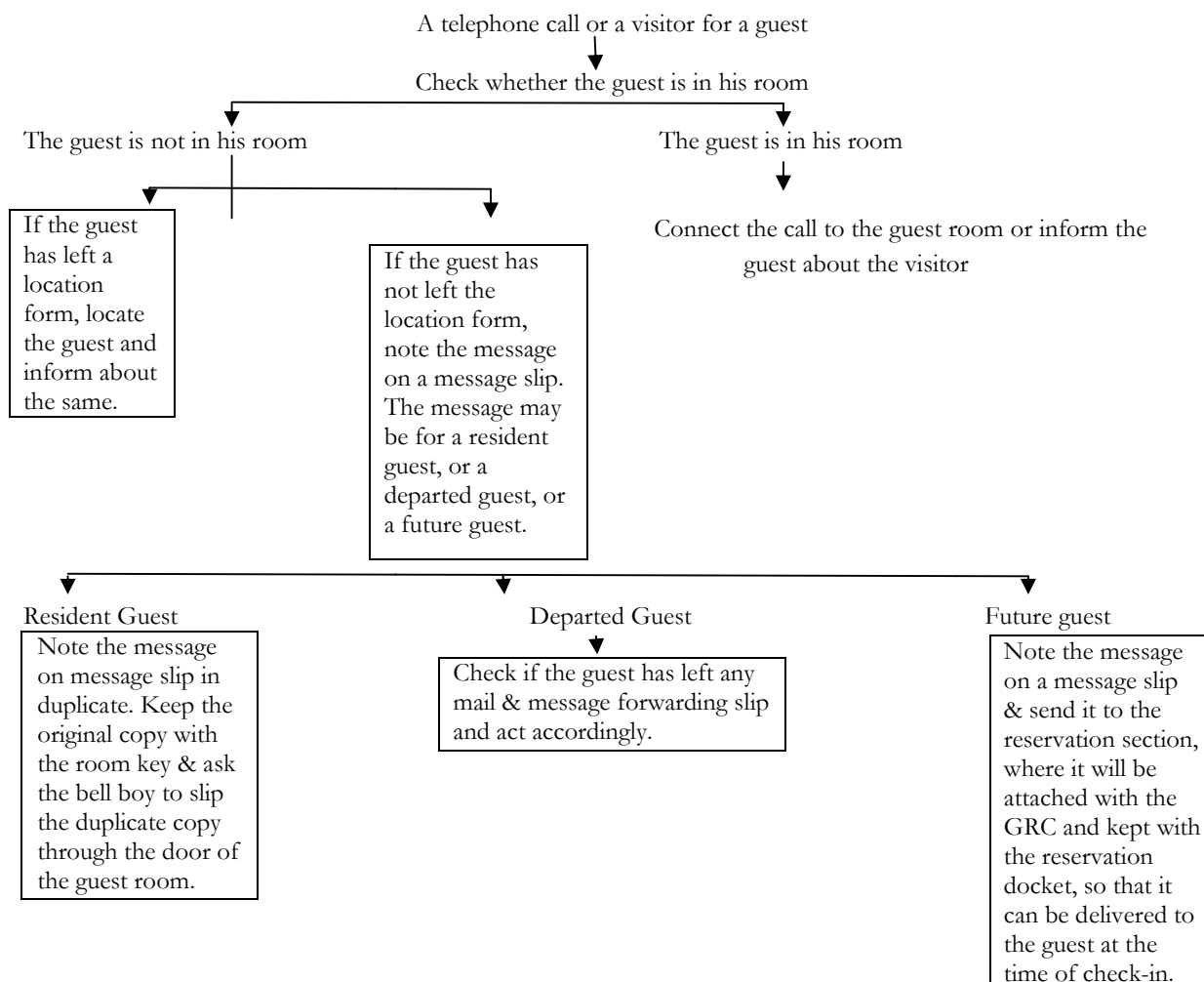
At times, there are telephone calls or visitors for a resident guest when he/she is not present in the hotel. In such situations, the front desk assistant takes the message for the guest & delivers the same as soon as the guest comes back.

If a resident guest is expecting a call or a visitor during her absence, she may leave a location form at the front desk.



Hotel ABC Message Slip	
Date: _____	Time: _____
Name of guest: _____	
Room No.: _____	
In your absence	
Mr./Ms. _____	
From _____	
Came in person	Will call again
Telephoned	Please call back
	Waiting for you
	Please meet him/her
Message: _____ _____	
Signature of Information Assistant	

Hotel ABC Location Form
Name of guest: _____
Room No. _____
While I am out of the hotel, I am expecting:
<ul style="list-style-type: none"> • Mr./Ms. _____ to visit • Telephone Call
In an event if I am not in my room, kindly locate me at:
<ul style="list-style-type: none"> • Coffee shop • Gym • Swimming Pool area • Restaurant • Others _____
Or convey my message to caller/visitor –
Message: _____
Signature of guest



3. Guest paging –

Paging is the process of locating guests in a specified area of the hotel. Many times the in-house guest expects a phone call or a visitor but decides not to wait in his room, and might decide to go to a public area such as bar, restaurant etc., of the hotel or may go out of the hotel. In such cases the hotel requests the guest to tell his whereabouts through a location form, which is kept in the stationery folder in the room as well as at the information section of the counter. The completed location form is kept in the key and mail racks. The information is sent to telephone department also. In case of computer system, the information is recorded in computer instead of location forms.

In hotels different systems of paging are-

- i. Page Board system –
This is the most commonly used and traditional system of paging used in hotels. This is a simple system in which the bellboy/ pageboy is required to carry a small board which has a small handle with bells attached to it. The receptionist/ informationist writes the name of the guest and his room number on the board. The bell boy carries this board to the public area which has been mentioned on the location form by the guest and keeps ringing the attached bells. This attracts the attention of the guest immediately.
- ii. Public Address system –
P.A system is used in some hotels these days. In hotels, piped/ relayed/ channeled music is played from a central room. One switch of the same is with the receptionist/ informationist who on receiving the phone call or a visitor for a guest switches off the channeled music from all public areas and announces the name of guest to be paged. This is transmitted to all public areas at the same time.
- iii. Pager/ beeper system –
Some hill resort or beach resort which is spread in a vast area use pagers or beepers for paging VIP guests who are given pagers where they can be immediately reached if there is a phone call or visitor for them.

4. Change of Guest room –

It is a process when a guest is moved from one room to another, due to some reason or the other.

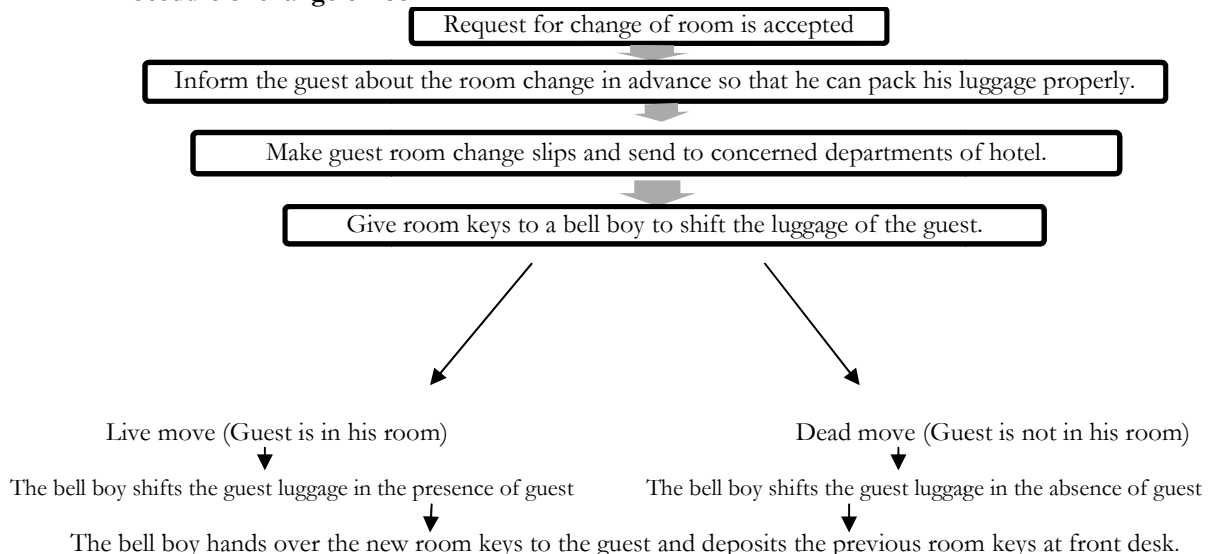
Possible reasons for change of room:

- i. Guest wants the change of room-
 - (a) Initially the room was not assigned to him as per his choice, may be due to non-availability.
 - (b) Someone joins him during the stay and now the guest wants a double room instead of single room.
 - (c) Malfunctioning of equipments, such as TV, Air-conditioning etc.
 - (d) The guest does not like the room (view, colour scheme, location, etc.)
- ii. Hotel wants the change of room –
 - (a) Initially the room was not assigned to the guest as per his choice due to non-availability.
 - (b) Guest has overstayed in a particular room which has been pre-committed to some other arriving guest.

Condition of change of room –

Both guest and hotel agree to change mutually.

Procedure of change of room –





Hotel ABC Room Change Slip	
S.No. _____	
Date: _____	
Time: _____	
From Room No. _____ Rate _____	To Room No. _____ Rate _____
Name of the Guest: _____	
Reason for change: _____	
Authorised by _____	Signature _____
Copy to: Reception, Bell desk, Front office Cashier, Telephone, Housekeeping, and Room Service	

5. Safe Deposit Locker –

A key concern for guests is the safety of their belongings, especially cash, jewellery, and important documents. Hotels provide safe deposit lockers for the same. Lockers are available in the wardrobe of guest rooms as well as at the front desk. Locker at front desk is issued on guest request. These are opened by the simultaneous use of two keys – one which is issued to the guest and the other which is at the front desk. This means that the locker can only be opened when both the keys are used. The hotel may charge a nominal fee or no charge, depending on hotel's policy. Guests who wish to use this facility have to sign in the safe deposit locker register to get the keys of the safe deposit box.

Hotel ABC Safe Deposit Locker Register										
S.No.	Date	Name of the Guest	Room No.	Locker No.	Key Issued	Guest Signature	Time		Guest Sign.	Remarks
							In	Out		

Using Safety Deposit Locker	
Issuing Safety Deposit Locker	Surrendering Safety Deposit Locker
1. Allocate an empty safety deposit locker	1. Ask the guest to withdraw the articles placed in safe deposit box
2. Ask the guest to fill safe deposit box registration card	2. Collect locker key from the guest
3. Assign the locker & issue key to the guest	3. Ask guest to sign an acknowledgement that he has received all the articles kept in the safe deposit box.
4. The guest can keep his articles in the locker & operate it as and when he likes. He is required to make entry in the safe deposit box register at the time of each use	

6. Room key control –

To ensure the safety and security of guests' belongings, the front desk must keep the room keys in safe custody. It is important for the front desk to exercise a strict control on room keys for the following reasons –

- a. It prevents unauthorized access to the guest room.
- b. It can be established who all entered the guest room.
- c. It ensures security of the guest and his belongings.
- d. It prevents intrusion in the guest's privacy.



Key control –

Hotels may use conventional hard key system or computerized door locking system for securing the guest rooms. In case electronic locking system is used in the hotel, guests are issued card keys.

The room keys of unoccupied rooms should be placed in the mail & key rack at the front desk. The keys of occupied rooms should be with the guests while they are in the hotel. When guests go out of the hotel, they should leave the keys with the receptionist, who should place them in the mail & key rack/ pigeon holes. To ensure that room keys are handed over to the right guest, resident guests may be issued a key card at the time of check-in. they are required to show the key card at the time of receiving the keys back from the front desk.

In case of loss of conventional keys, the door lock should be changed immediately. In case of loss of card keys, the lock is recoded to prevent unauthorized access to the room.

Key control sheet is maintained by front desk employees in the night.

Hotel ABC Key Control Sheet					
					Date: _____
					Time: _____
Keys of occupied rooms at front desk					
S.No.	Room No.	Name of Guest	Baggage Position	Bill Amount	Remarks
Vacant rooms whose keys are missing –					
101, 110, 302, 210					
Details of missing keys					
Room No.	Guest's name who stayed last	Check-out time and date	Bell boy at the time of departure	Front desk agent on duty at the time of departure	
Signature of Receptionist					

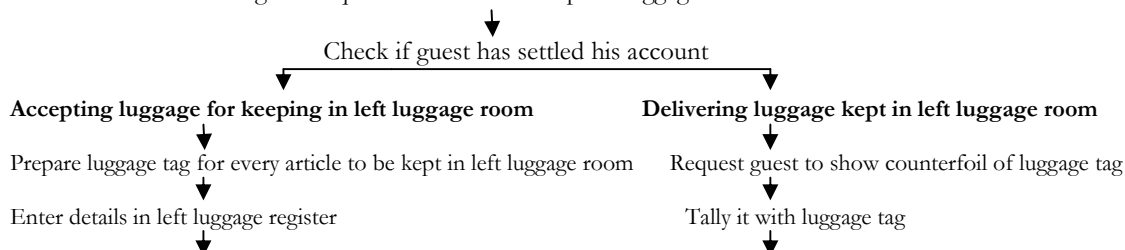
Hotel ABC Key Card	
Name:	_____
Room No.:	_____
Date of Arrival:	_____
Date of Departure:	_____
Note: Please produce the key card to receive your room keys.	
Signature of Receptionist	

7. **Left Luggage Handling –**

A guest may wish to keep his luggage in the hotel at the time of check-out, and intends to collect it after few days. In that case, he may request the front desk for the same. This is called left luggage which is taken care by the Bell desk staff.

Procedure for left luggage –

A guest requests the hotel to keep his luggage after check-out





Detach the counterfoil of luggage tag & hand it over to guest Request the guest to sign in left luggage register to acknowledge Receipt

Keep the luggage in the luggage room

Handover the luggage to the guest

Hotel ABC Luggage Tag			
Luggage Tag No. 1234 Date _____		Room No. _____	
Not responsible for goods left over 30 days			
Suitcase	Brief case	Package	Overcoat
Golf Bag	Others		

No. 1234 Date _____		Room No. _____	
Not responsible for goods left over 30 days			

Hotel ABC Left Luggage Register							
Date	Room No.	Name of Guest	Bell Boy No.	Luggage Tag No.	Description of luggage	Date of delivery	Remarks

8. **Wake-up call-**

Hotels also offer wake-up call services, wherein the hotel staff makes a telephone call at a requested time to awaken a guest. The guest who wishes to be given a wake-up call by hotel personnel may place a request with the front desk, bell desk, information section, or telephone operator. The wake-up call request is noted in the wake-up call register.

Hotel ABC Wake-up Call Register				
Date	Name of Guest	Wake-up call time	Call given by	Remarks

9. **Dealing with guest complaints –**

Complaint is an expression of dissatisfaction made by a person/ guest.

When guests are not satisfied with some services and express their discontent to hotel employees, most often to the front desk staff, their grievances are recorded as guest complaints.

Why customers complaint –

- Quality of the product or service is unacceptable.
- Choice is limited
- Wrong product is offered.
- Timing is wrong.
- Frustration due to the treatment they receive.
- Being ignored.



Types of Guest Complaints-

a) Mechanical or Technical Complaints –

Related to malfunctioning of machineries, systems and equipments installed in guest rooms.

Eg. – Geyser not working

b) Attitudinal Complaints –

When a guest feels insulted by the rude or tactless hotel staff and lodges a complaint.

c) Service-related Complaints-

Problems about services provided by the hotel, like delay in room service of lunch, inappropriate cleaning of guest room .

d) Unusual Complaint –

Unusual complaints are those over which the hotel does not have any control or may be very little control.

For example, lack of swimming pool in the hotel, bad weather etc.

Customer's expectations in lodging a complaint –

- To be treated courteously.
- A satisfactory result.
- To be believed.
- Someone to take personal responsibility and make necessary decisions to rectify the situation.
- To believe that management values them.
- To believe that problem will not be repeated.

“COMPLAINTS ARE SALES OPPORTUNITIES AND NOT THREATS”

Benefits derived from Guests' Complaints –

- i. They highlight guests' views and needs.
- ii. They reveal weakness in standards and systems.
- iii. They provide free quality control.
- iv. They highlight priorities.
- v. They provide free auditing.
- vi. They provide free market research.
- vii. They identify training needs.
- viii. They enable the hotel to prevent re-occurrence of the event.
- ix. They provide information about competitors.
- x. They give an additional opportunity for guest contact.
- xi. They allow retaining a customer.
- xii. They provide feedback on staff/ management attitude.
- xiii. They can be used in staff/management appraisals.
- xiv. They lead to increased profitability.

Guidelines for dealing with guest complaints –

1. If possible, isolate the guest so that other guests may not overhear, make the guest seated and offer him a glass of water.
2. Listen silently without interruption, with empathy.
3. Show concern and take complaint seriously.
4. Never argue.
5. Never guess the problem if the guest is complaining about a lot of things. Ask specifically about the present problem.
6. Take notes, if guest is extremely angry. This will help in referring the complaint to the senior if required. Also the guest will stop shouting and slow down to let the person write every detail of the problem.
7. If unable to resolve the guest problem, consult seniors.
8. Offer choices and never make a false promise.
9. Monitor the corrective measures.
10. Follow up and inform the guest about the solution.

10. Maintaining guest Folios –

The front desk maintains two types of accounts –

1. Guest Accounts
2. Non-guest Accounts

Guest Accounts – A guest account or guest folio is the record of financial transactions between a resident guest and the hotel. This account is either created at the time of registration of the guest or during reservation, if the guest makes advance payment. The F.O. Cashier creates an individual folio for each guest. On the basis of a guest's folio, the final bill is prepared and presented to the guest for collection.

Hotels generally extend credit facility to guests for the use of services and products provided by them. They fix an upper limit to the credit facility, which is known as the House Limit. When the credit balance of the guest exceeds house limit, the front desk cashier may ask the guest to make a part or full payment of the outstanding balance.

Non- guest Account – Also called city ledger or city account, is the record of financial transactions that take place between a non- resident guest and the hotel. The front desk cashier maintains records of financial transactions between the hotel and a local resident to whom the hotel has extended the credit facility for the use of hotel facilities and services. This also includes-

- Skippers' account
- The status of guests, whose accounts are not settled by them (in case of Bill To Company), changes from resident to non-resident guests when they leave the hotel.
- In case of no-show, when the guest has paid advance deposit, the account is recorded in the city ledger.

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