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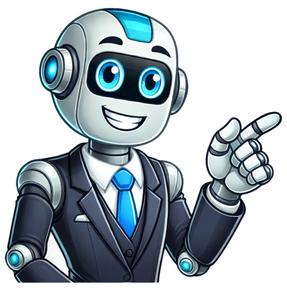

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All Rights Reserved. 100%(6)100% found this document useful (6 votes)5K viewsThe front office personnel greet guests, handle check-ins and check-outs, assign rooms, address guest requests and complaints, process payments, make reservations, provide information to gue...AI-enhanced title and descriptionSaveSave FRONT OFFICE MANAGEMENT INTRODUCTION.ppt For Later100%100% found this document useful, undefined100%(6)100% found this document useful (6 votes)5K viewsThe front office personnel greet guests, handle check-ins and check-outs, assign rooms, address guest requests and complaints, process payments, make reservations, provide information to gue...AI-enhanced title and description If you are looking for Hotel Front Office Training power point presentations then we have good news for you. We have converted our Hotel Front Office Training Manual into power point presentations. Now you can enjoy ever aspects of hotel front office through this amazing power point collection. We have shared 231 SOP here. This collection is highly recommended for anyone working in Front Office department in a hotel, restaurant, resort, motel or cruise ships. Download Free Preview Copy: Click HERE Requirement: Computer & Microsoft Power Point 2007 & Above Price: $20 See The Power point: Here is the list of 231 Hotel Front Office Power Point Presentations: Topic: Reservation Policy & Procedure Inputting Information into Appropriate Reservation Forms Receiving and Answering Email or Fax Reservation Inquiries Confirming FIT Room Reservations via Emails and Faxes Answering / Handling Telephone Calls Confirming FIT Reservations via Telephone How to Up-Sell to Booking Parties Maintaining Liaison with Sales Department for Group Bookings Reviewing the Following Day's VIP Arrival list Distributing Reports to all Concerned Departments before Guest Arrival Replying Guest Queries about Hotel Documenting Reservation Amendments Documenting Reservation Cancellations Reviewing Guest History during Reservations Checking Guest History Records for Avoiding Discrepancy Checking the Arrival List Daily How to Update the Blacklist File How to Fill-in Reservation Correspondences & Miscellaneous Documents Maintaining Personal Appearance In Accordance with Hotel Grooming Standard How to Record Logbook How to Review Associates' Tasks Shift Changing Procedures How to Prepare Requisition List Ensuring Adherence to Reservation Policies Handling Guest Complaints Ensuring Reservation Confirmation Number Topic: Reservation Supervisor's Policy & Procedure Monitoring Hotel's Closed out Dates Monitoring Room & Bed Status during High Occupancy Preparing Staff's Monthly Roster Conducting Training of New Reservations Staffs Monitoring IIT Allotments & Cut-off Dates Maintaining Relationship with Associates Topic: Guest Service Agent's Policy & Procedure Preparing Requested Reports for Guest for Getting Approval Monitoring Bulletin Board Regularly Ensuring Hotel's Computer Security Maximizing Selling of Special Program & Room Rate Making Guest Familiar with Room Facilities Knowing Updated Room Status Recognizing Guest Needs How to Confirm Room Availability Selling Room Suit to Maximize Revenue How to Perform Manual Reservation Entering Guest Reservation into System Guaranteed Reservation Procedures Reservation Changing Procedures Reservation Cancellation Procedures Guest Registration Procedures Walk-in Guest Reservation Procedures Locating Reservation Bookings How to Present Registration Card How to Handle different Payment Methods Managing Travel Agent / Airline Vouchers Assigning Room to Guests Registering Guest Information Properly Informing Guests about Hotel Services & Facilities Providing Guest Rooming Assistance Performing Memorable Farewell to Guests How to Handle Repeat Guests Providing Local Information to Guests Informing Guests about Offered Packages How to Handle Disabled Guests How to Register Share-with Guests Handling Trace File/Flags for Internal Use Informing Guests about Updated Rate Changes Handling Guest's Request for Changing Room Answering Concierge Extension When Concierge is Not Available Handling Guest's Messages How to Perform Wake-up Calls How to Deal with Non-Registered Guests (NRG) Delivering Guest's Mail / Packages Suggesting Guests to Use Safety Deposit Boxes Lost & Found Items Handling Procedure How to Provide Foreign Exchange Service How to Exchange Traveler's Checks How to Handle Miscellaneous Vouchers How to Process Correction Vouchers How Process Adjustment Vouchers How to Process Paid-Outs How to Handle Guest Comment Card How to Deal with Late Check-Outs How to Review Arrival Reports How to Block a Room How to Pre-Register VIP Guests How to Block Guest's Special Requests How to Handle Amenity Requirements How to Take Preparation Before Group Arrival Handling Rooms & Bed Types How to Resolve Due Outs & Discrepancies How to Greet the Guests How to Maintain Telephone Courtesy How to Take a Message How to Maintain Secrecy of Guest Details How to Maintain Hotel Premises Allocating Duties of Hotel Staffs Topic: Cashier's Policy & Procedure How to Issue a Safety Deposit Box How to Allow a Customer to Access to the Safety Deposit Box How to Close a Safety Deposit Box How to Conduct a Manual Posting How to Rebate a Charge How to Issue a Paid-out How to Process Payment through Credit Cards How to Process Payment Made by Voucher Company Payment Handling Procedures How to Accept Payment by Third Person How to Accept Payment by Traveler Cheque How to Check out a Customer How to Check out Shared Room How to Present Guest Folio How to Process Auditing How to Handle Float Ensuring Flexible Cashing Policy How to Register Advance Deposit How to Handle Outlet Checks Daily Checking of Next Day's Departure List Daily Checking of Long Stay Customer's Invoices Preparing the Transfer of Monthly Long Stay Customer's Invoices How to Handle Extended Stay Requests Processing Guest Check out using Back-up How to Update Folio Manually How to Handle Group Check-out How to Settle Guest Account How to Handle Late Charges How to Prepare Shift Audit How to Handle Deposit Envelope How to Close Foreign Exchange Float Topic: Front Office Duty Manager's Policy & Procedure Maintaining Grooming & Uniform Standards How to Review Logbook How to Check Employee Attendance How to Conduct Shift Briefing Things to Do while Attending Meeting How to Maintain Interaction with Guest How to Prepare Staff Schedule How to Conduct Department Orientation How to Fill out Maintenance Request How to Conduct Performance Appraisal How to Discipline Staff How to Handle F & B Related Guest Complaints Inspecting Lobby / Desk Area Standards Supervising Registration How to Arrange V.I.P. Rooms I.P. Guest Check In Procedures How to Welcome VIP Guests Handling Walk-in Guest on Sold out Days How to Handle Room Revenue Rebate How to Handle Disputes Checking Account with High Balance Knowing Updated Room Rates & Promotions How to Handle Guest's Bedding Request How to Process No-show Reservation How to Prepare Skipper's Report Resolving Disputed Charges Promptly How to Handle DND Signed, Double Locked & Refused Rooms How to Block Out of Order Room End of Shift Task Procedures How to Maintain Logbook Topic: Executive Floor Policy & Procedure How to Welcome the Guests Escorting Executive Floor Guests to the Room Inspecting Pre-Assigned Rooms on the Executive Floor How to Maintain Overall Cleanliness of the Executive Floor Supervising the Buffet Breakfast at the Executive Floor Supervising Cocktail Hour at the Executive Floor How to Coordinate Wake-Up Call Requests with the Operator Handling All Guest Queries & Complaints How to Coordinate with Concierge Desk How to Record Activities in Guest Relation Logbook Arranging Business Centre Services on the Executive Floor Arranging all Executive Floor Room Amenities Arranging Special Events' Amenities on Executive Floor Assisting Executive Floor Guests Regarding Flight Reconfirmation How to Perform Check-in Procedure of Executive Floor Guests How to Perform Check-in Procedure of 'Return' Executive Floor Guest How to Perform Check-in Procedure using Back-up System How to Handle Travel Vouchers Special Billing Processing Procedures How to Perform Check-out Procedure of Executive Floor Guests How to Perform Check-out Procedure for "Share-with" Room How to Handle Guest Messages How to Handle Hold for Arrival (HFA) Items Topic: Driver's Policy & Procedure How to Execute Pre-Trip Inspection How to Execute Post-Trip Inspection How to Record Trip Log How to Plan Traffic Route How to Maintain Vehicles How to Clean Vehicles Topic: Doorman's Policy & Procedure How to Assist Guests to Get in & out of Cars How to Lay out the Floor Mat at the Hotel's Entrance How to Assist Guest in Loading & Unloading of Car How to Open Vehicle Doors for all Guests How to Load & Unload of Luggage into & from Guest's Vehicle How to Get Taxis for Guest on Request How to Maintain Accessible Driveway How to Ensure Smooth Operations during Rain Topic: Guest Service Center Policy & Procedure How to Handle Outgoing Calls How to Handle Voice Mail Messages How to Screen the Call How to Log Guest Locator Requests Emergency Call Handling Procedures How to Monitor Telephone Problems Topic: Business Service Center Policy & Procedure Incoming Fax / Email Filing Procedures Photocopying Procedures How to Provide Typing Service to Guest How to Provide Newspaper to Guest How to Process Courier Service Requests How to Provide Translation & Interpretation Service How to Provide Equipment Rental Service How to Arrange Long Distance Call How to Prepare Financial Reports Topic: Bell Desk & Concierge Policy & Procedure How to Welcome Guests at the Airport How to Provide Airport to Hotel Transportation Service How to Provide Hotel to Airport Transportation Service Guest Rooming Procedures How to Deliver & Collect Guest Room Luggage How to Store Guest's Luggage Offering Help to Guests with Hand Carried Luggage How to Deliver & Collect Group Luggage How to Collect Luggage for Group Check-out Handling Guest Letters & Internal Mails Cleaning of Bell Equipment Regularly Raising / Lowering Hotel Flag Daily How to Deliver Parcel to Guests How to Pack Parcels How to Receive Items requested by In House Guest for Outsiders How to Receive/Deliver Items for Registered Guests How to Give & Receive Airline Information & Confirmation How to Arrange Restaurant & Limousine Reservation How to Lift Heavy Objects How to Weigh the Guest Luggage How to Perform Guest Paging Topic: Other Various Policy & Procedure Bucket Checking How to Use Basic Courtesy Expressions in English Most Common Guest Service Codes Stocking Stationary Items for Workstations Are you looking for highly professional hotel, restaurant, motel or resort management power point presentations? 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If you are looking for Hotel Front Office Standard Operating Procedures then this is must for you. This hotel front office power point presentation collections is highly recommended for professional front office staff, Guest service agent, receptionist, Front office manager etc. and hotel management students This is power point presentation version of our Hotel Front Office Training Manual. Price: 20 USD Only How to Buy: Click HERE Hotel Housekeeping Power Point Presentations Features There are 150 Hotel Housekeeping Power Point Presentations collections. All the power points are housekeeping Standard Operating Procedures (SOP). Highly recommended for professional housekeepers and hotel management students Exact power point presentation of our Housekeeping Training Manual. Price: 20 USD Only How to Buy: Click HERE 1 Front Office Intensive Training Program 2 Front Office DepartmentOne of the most important section as a very first hotel representative. When a guest comes into a hotel he/she will be certainly attracted by a friendly smile and willing to provide a useful service. 3 Front Office DepartmentAs one of the guest contact agent, front office staff requires skills and knowledge in order to deliver the high standard service and fulfill the guests' need. Not only understanding in front office operation, but also other department work flows are required ,because we all have to provide information to guess and confront with guest complaints. 4 5 The lobby 6 Role and ResponsibilityRoom Division Manager Front Office Manager Reservation Reception Bellboy/porter Telephone operator Business Centre 7 Guest cycle Departure Pre-arrival Arrival Occupancy 8 Opera system Reservation Reception Night Audit Sales and MarketingCreating guest profiles Reception Check-in, Check-out, Update profiles, room block, cashier Night Audit Posting bills on accounts Sales and Marketing Issuing BEO Collecting marketing data Housekeeping Check and update room status 9 Case study You escort a guest to the room, but the guest is not satisfied. The occupancy is 100%. There's no room available. What would you do? Hospitality School writing team is happy to announce that our highly awaited "Hotel Front Office Training Manual with 231 SOP" is available now. Our front office tutorials get immense praise from our readers in last few years and this time we want to give them something big. This is a super exclusive training guide for anyone working in front of the house of any hospitality establishments. As usual this manual is highly recommended for professional front office staffs working in hotel, motel or restaurant and hospitality students. Key Features: Most unique front office training manual in the market. 231 Professionally written Hotel Front Office Standard Operating Procedures (SOP) collection. Highly recommended for professional front office staffs in hotel or restaurant and hotel management students. No practical experience needed. Anyone interested to pursue a career in front of the house of a hotel or restaurant can read & learn. Covers each and every aspects of hotel front office operation: General Reservation Policies & Procedures Guest Service Agent Policies & Procedures Cashiering Policies & Procedures Front Office Duty Manager Policies & Procedures Guest Service Center Policies & Procedures Business Center Policies & Procedures Executive Floor Policies & Procedures Concierge Policies & Procedures Bell Desk Policies & Procedures Doorman Policies & Procedures Driver Policies & Procedures, etc. 254 page full of content. Comes in big size. It is a 11 x 8.5 industry standard size book. Like our tutorials published in this blog, this manual is also written in easy English. Perfect for all. You can buy EBook or Paperback or Kindle version-anything you want. Very low price comparing to other front office manuals in the market. Download Free Preview Copy: Click Here From where I can Buy? As we wrote before, this training manual is available in all 3 formats. 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Download this presentation Try Before you Buy Download Free Sample Product Save Hours of Time 100% Editable Compatible with Google Slides Product Description This slide covers functions of property management system for hotels. It includes functions such as channel management offering services for booking from online travel agencies, hotel website booking, social media, revenue management, hotel reservation system, front-desk operations, housekeeping, etc Related keywords Hotel Property Management System Functions Presenting Dos and Donts for Hotel Front Office Communication. This PPT presentation is thoroughly researched by the experts, and every slide consists of appropriate content. It is well crafted and designed by our PowerPoint specialists. Suitable for use by managers, employees, and organizations. You can edit the color, text, icon, and font size to suit your requirements. The PPT also supports Google Slides. Even Premium Customer Support is also available. 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Related keywords Front Office Training Housekeeping Training Kitchen Training Presenting pptx hospitality management services ppt sample. This is a hospitality management services ppt sample. This is a four stage process. The stages in this process are food production, housekeeping, front office, food and beverages services, hotel management. Download this presentation Try Before you Buy Download Free Sample Product Save Hours of Time 100% Editable Compatible with Google Slides Product Description Bring back the feel good factor with our Pptx Hospitality Management Services Ppt Sample. Everyone feels bright and cheery again. Related keywords The purpose of this slide is to craft a successful hierarchical framework for the hotel to ensure smooth operations. 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All Rights Reserved. 1 FRONT DESK STAFF TRAINING PRESENTATIONBell Orchid Hotel 14 Glebe Point Road Santa Barbara, CA (805) website: Front Desk Training, Operations Department 4/10/20194/10/2019 2 TABLE OF CONTENTS: The Reservation ExperienceRoutine Front Desk Duties Room Assignment Responsibilities Client Rooming Cycle Additional Front Desk Service Meeting and Convention Services Front Desk Training, Operations Department 4/10/20194/10/2019 3 ROUTINE FRONT DESK DUTIES:Check-in/check-out Valet service and car parking Payment credit cards, cash, check, bill to company Airport transportation Information on local attractions Restaurant reservations Guest messages and mail Knowledge of Hotel amenities and services Front Desk Training, Operations Department 4/10/20194/10/2019 Chapter 6:The Front OfficeFront Office Manager (FOM) Revenue Management Guest Services Night Audit Reservations Desk Staff Bell Staff Concierge Front Office Function Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Revenue manager Establishing room rates Reservation manager Managing the reservation process Front Office Manager Desk staff Guest registration Concierge Guest information Guest assistance Bell staff Managing the Front Office related accounting and data collection process Night auditor Front Office Functions With Other Positions Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Responsibilities of Front Office Revenue & reservation management PMS & its management Functional areas Management of guest Services Accounting for guests Data management Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Front Office: The PMS & Its Management Guest histories Room rates, reservations, and room assignments Accounting information PMS: Computerized system Management information functions Reservations Other selected guest services Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Front Office : Revenue & Reservations Management • To maximize hotel's revenue per available room (RevPar) • Occupancy % & Average Daily Rate • (ADR) Increase Occupancy % x ADR = RevPar To improve RevPar: • Estimate (forecast) guest demand for rooms • Practice yield management • Control occupancy Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Revenue & Reservations Management: Forecasting Guest Demand For Rooms • When demand for rooms is high, drive ADR • (e.g., college football game: sell-out at a high ADR) • When demand for rooms is low, drive occupancy • (e.g., night before Thanksgiving: offer lower rate) • keep accurate historical records to understand past demand • know of special events or circumstances that impact future room demand Knowing demand for rooms is key ! For forecasting demand, Front Office should: Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Revenue & Reservations Management: Practicing Yield Management A strategy using demand forecasts to maximize RevPar. A strategy using demand forecasts to maximize RevPar. Yield Management Demand for rooms > supply, sell at "rack rate" Demand for rooms < supply, offer at discounts Yield Management strategy based on room demand Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Revenue & Reservations Management: Managing Occupancy • "Closed to Arrival" (CTA) : Hotel declines reservation for guests attempting to arrive on this specific date. • "Minimum Length of Stay" (MLOS) : Hotel declines reservations for guests seeking to stay for fewer days than the minimum established by the hotel. Identifying Saturday as day that is CTA & MLOS of two days to maximize total weekend occupancy Room availability strategies Example: Forecasted room demand (Hotel with 300 rooms) Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Managing Guest Reservations: By Types & Delivery Methods Transient sales: rooms and services sold primarily via Front Office & its staff Group sales: rooms and services sold primarily via Sales & Marketing department, and given to the Front Office for recording and servicing. Global distribution system: great use by travel agents worldwide. Franchise 800 numbers: significant source of transient room reservations. Internet: accuracy of current info on web-site is important. Hotel direct: effectiveness of the telephone sales effort is important. Walk in: "curb appeal" is important. By reservation type By delivery method Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458GDS Users GDSes Switches Hotels • Worldspan, Amadeus, Sabre, or Galileo • Pegasus or WizCom • Hotel's Reserv.system • Travel agents, or Third-party sites to to to GDS Users GDSes Hotels Switches • Travel agents, or Third-party sites • Worldspan, Amadeus, Sabre, or Galileo • Pegasus or WizCom • Hotel's Reserv.system to to to Managing Guest Reservations: Delivery Methods (Global Distribution System) To Make Reservations: To Confirm Reservations: Information Flow of the GDS Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Managing Guest Services Airport transportation Parking cars Handling luggage Providing directions to local attractions Making restaurant reservations Taking guest messages Routing mail Newspaper delivery Management of safety deposit boxes Supplying directions for areas within the hotel Setting wake-up calls Providing guest security via careful dissemination of guest-related information Handling guest concerns and disputes Variety Of Guest Services Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Managing Guest Services: Front Desk - Arrival • Printing " reg card" for guests scheduled to arrive next day • Reg card: legal contract existing between hotel and guest • (guest name / guest address / guest telephone number / arrival date / departure date / # of adults in the room / rate to be paid / room type / form of payment) • Assisting guests in getting baggage into hotel and their rooms • Explaining hotel services and guest room features to guests • Bell staff should be friendly, well groomed, properly uniformed, and respectful of guest property Pre-arrival Bell station Valet Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Managing Guest Services: Front Desk - Arrival (continued...) Minimize wait / make guests feel welcome Greeting guests Confirming the info on reg card Reg card serves as the record of guest's stay Securing a form of payment Authorize (validate) the card at time of registration Room assignment Accommodate guest preference for room types (location, view, bed type & amenities) Control issue of guestroom keys for guest safety Issuance of keys Five-step registration process Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Managing Guest Service: Front Desk- Guest Privacy • Without a guest's permission, never confirm or deny that he or she is in fact registered. Without a guest's permission, never release info related to his or her stay. Always be vigilant in informing guests of any third-party info requests regarding their stay. • Without a guest's permission, never reveal his or her room number to any third party. Never perform registration tasks in ways allowing guest room info to be overheard by others'. Never write room numbers directly onto keys. Never issue a duplicate room key to anyone except a registered guests. Guest information Room information Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Managing Guest Service: Front Desk - Stay & Departure • When guests' issues are handled professionally and their legitimate complaints are treated courteously, their experience is enhanced. • Apologize to guest for any inconvenience. Clearly explain hotel's walk policy to guest. Offer any reasonable assistance to minimize guest difficulties. Guest satisfaction issues The walked guests Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Accounting For Guests • Accurately collect and post charges to the guest "folios" • Maintain an accurate list, by room number, of guestroom occupants • Verify accuracy of the room rates charged to guests • Confirm the check-out dates The detailed list of a guest's room charges as well as other charges authorized by the guest or legally imposed by the hotel. Appropriate guest charges incurred are posted to the appropriate guest's folio. All independent supporting documentation should be thoroughly reviewed prior to posting. Front office's accounting related tasks Billing to Folio Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Accounting For Guests: Room Management / Assignment • Guests present themselves to begin registration process Special check-in areas may be available, depending on level of service and priority of guests. • Front Desk Agent confirms status of selected room prior to room assignment • verify and document identification of guest to whom room is rented. • assign guests, whenever possible, to requested room type. • assure that assigned room status is "clean & vacant". • confirm rate guest pays, prior to issuing room keys. • confirm guest's departure date, prior to issuing room keys. • secure acceptable form of payment from guest. At front desk check-in At shelf check-in, system should allow staff to: Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Accounting For Guests: Bucket Check Industry term for location of actual registration cards signed by guests at check-in Physically verifies that info. on a guest's registration card is complete and matches that in the PMS • Guest's actual room assignment / rate to be paid / departure date / form of payment /any other accounting-related information Bucket check helps reduce errors related to billing guest's folio. Bucket Cross referencing method Manual procedure for assuring accuracy of: Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Accounting For Guests: Night Audit Posting appropriate room tax and tax rates to guest folio Verification of accurate room status (in PMS) of all rooms Posting any necessary adjustments or allowances to guest folios Verification that all legitimate, non-room charges have been posted, throughout the day, to proper guest folio Monitoring guest account balances (e.g., guest's credit limit) Balancing and reconciling Front Desk's cash bank Updating and backing up electronic data maintained by Front Office Producing, duplicating and distributing all management mandated reports (e.g., ADR, occupancy %, business source, in-house guest lists) Night audit function: eight keys item Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Accounting For Guests: Check Out Settlement of guest's bill • Confirmation of guest's identity • Checking for late faxes / messages not yet delivered to guest • Inquiring about and returning guest belongings in hotel's safety deposit boxes • Posting any final charges • Producing copy of folio for guest's inspection • Processing guest's payment • Revising room's status in PMS to designate room as vacant Re-booking of guest for a future stay (selling opportunity) Two essential tasks accomplished by desk agent Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Data Management: Credit Cards • Accuracy Processing guest credit cards Commitment to security Confirmation that name on card matches that of individual presenting the card for payment Examination of card for any signs of alteration Confirmation that card has not expired Comparison of signature on card with signature by guest paying with that card Documentation (usually initialing) by employee processing the charge Balancing and reconciling credit card charges at conclusion of each Front Office shift Credit card acceptance & processing guidelines Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Data Management: Locking / Security Systems Increasingly utilized to ensure guest safety Installed cost is about $300 - $500 per guest room Independent & stand-alone (no wiring back to PMS is necessary) Recodable locking system Be trained to issue duplicate keys only to confirmed registered guests Maintain an accurate data system that actually identifies registered guests and their assigned room numbers Managing a recodable lock system Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Data Management: Telephones • Private Branch Exchange (PBX) • Hotel internal system to process incoming, internal, and outgoing telephone calls • Call accounting system • Records time, length, and number called, of each • telephone call made within each guestroom • Posts phone charges directly to guest's folio when • interfaced with PMS Wake-up calls Voicemail Message on hold Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Data Management: Point of Sale (POS) Any sales recording system not located at Front Desk (a location, excluding Front Desk, at which hotel goods & services are purchased) Mostly interfaced with the PMS • restaurants / room service / lounges / laundry / valet / shops / fitness centers / business centers Ensure all legitimate purchases & charged purchases are posted to the correct guest or non-guest folio Point of Sale (POS) Multiple POS systems in large hotel operations Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Games "video"games on television screen in guest room Movies Pay-per-view movie system In-room service Safes In-room safes for guest use In-room mini-bars Interfaced with the PMS(automatically posted to guest's folio) • Internet connections • Pay-to-connect basis in guest room Data Management: In-Room Services Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458Data Management: Back Office System Back office accounting system System used by the controller to prepare hotel's financial documents such as Balance Sheet, Income Statement, etc. • good underlying technology • strong company behind the product, including good leadership • compatibility with popular hardware products • sizable customer base • good customization capabilities • expandability • ease of use by non-technological staff • excellent support via telephone • excellent online support • potential for PMS interface Back office accounting system should offer: Hotel Operations Management, 1/e ©2004 Pearson Education Hayes/Ninemeier Pearson Prentice Hall Upper Saddle River, NJ 07458 Chapter 12: Planning and Evaluating OperationsChapter 12: Planning and Evaluating OperationsNicole Hay-WaltersThe document discusses planning and evaluating front office operations at hotels. It covers topics like establishing room rates, forecasting occupancy, and using formulas and reports to set budgets and evaluate performance. The Hubbart Formula is described as a bottom-up approach used to determine room rates based on desired profits, taxes, fixed costs, variable expenses, and expected room sales. Front office managers must plan, organize, coordinate, lead, control and evaluate all front office functions to achieve the hotel's objectives.Front office managementFront office managementMangalore University, MadikeriThe document outlines the structure and functions of various departments in a hotel front office, including reservation, reception, information desk, cash and bills, travel desk, communication, uniformed services, front office manager, lobby manager, and night auditor. Key responsibilities of each department are described such as receiving guests, completing registrations, handling payments, providing travel arrangements and information to guests, overseeing front office operations, and performing nightly audits. Qualities of effective front office personnel like salesmanship, problem solving, communication, and diplomacy are also summarized.Front Office Department Design By AustinFront Office Department Design By AustinAustin Nway Aye MaungThe document outlines the key functions and operations of a hotel front office, including reservations, registration, room assignments, guest services, billing, and check-out procedures. It describes the roles of front office staff like the manager, reservation agents, and front desk attendants. It also covers important concepts like forecasting room availability, property management systems, and the stages of the guest cycle from pre-arrival to departure.Attributes of a hotel Front Office presonnelAttributes of a hotel Front Office presonnelInstitute of Hotel Management, Hajipur, Patna, Bihar.This document discusses the key attributes required for front office staff. It lists attributes such as pleasant personality, personal hygiene, physical fitness, honesty, salesmanship, diplomacy, good memory, good communication skills, calmness, courtesy, loyalty, punctuality, and a smiling face. For each attribute, it provides further details on what is required and why it is important. For example, it states that personal hygiene includes being clean and fresh looking, brushing teeth twice a day, showering regularly, and shaving every day. Physical fitness is needed because front office staff must stand for 8-10 hours each day.Front Office DepartmentFront Office DepartmentSyed Rana SafiuddinSections & Layout of FO, Organizational chart of FO (Small, Medium & Large Hotels), Duties & Responsibilities, Attributes, Co-ordination with other departments, Equipment's used (Manual & Automated)Front office operations presentation 1.pptFront office operations presentation 1.pptRegency Hospitality Training Institute (RHTi)The document discusses front office operations in hotels. It describes the main functions of the front office including reservations, registration, room assignments, guest services, and maintaining guest accounts. It then explains the guest cycle which involves four stages: pre-arrival when guests choose and book their hotels, arrival when they register and check-in, occup