

Front Desk Procedures

of one another. If you find that a guest has multiple reservations and suspect this may be unintentional, the courteous approach is to inquire with the guest whether or not the reservation is needed. In some cases the inquiry will not be necessary because you may know they in fact do/not need/want the additional reservation(s).

If a guest confirms that there is a duplicate/incorrect reservation but it is a third-party booking, the cancellation must be done and/or confirmed by the booking site.

For any reservations requesting to be cancelled after the 6pm arrival date policy, a penalty will incur that is one night's rate + tax.

If it is before 6pm and the reservation is not a third-party and/or advance payment reservation, you may cancel the extra reservation(s) with the consent of the guest.

Shift Checklists:

Shift checklists are to be used by new employees until consistency with routine and few errors is achieved. The checklists may be used whenever reminders are needed or during emergency situations when manual operations are implemented. There is not a set time line for mandatory use of checklists but if errors are occurring regularly they must be utilized regularly to guide you.

Shift Close and Drop:

Though listed as a step on the Shift Checklists, at the end of every shift you must close out your shift especially if you took in cash payments. You will close out your shift in the Choice Advantage system by going to Manage, Cashier Shift, then entering the base \$300 plus the amount you took in during your shift (this includes cash, checks, and/or gift card payments). You and your shift will both count and initial the drop envelope verifying that it is dated and the amount is correct. The shift drop is put in the safe by either party and witnessed.

Manual Operations:

In the event of the Choice Advantage system being inoperable due to system maintenance, storms, or other emergency situations, manual operations will be implemented. Forms to use during manual operations can be found in the binder labeled as such at the front desk. Use your shift checklist as well to assist in staying on task with all duties to be completed during a normal shift and to ensure you have all reports and information possible to perform these tasks.

When available, print all emergency reports at regular intervals and use the system until it is no longer accessible.

Once the system is down and all operations are being done manually, keep all lists, reports, and other information as up to date as possible by matching and verifying all actions taking place such as arrivals, departures, room moves, clean/dirty/maintenance rooms, and payments/authorizations.

Relaying "numbers" to management:

Front Desk Manual Procedures

S. Rao Vallabhaneni



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Blackwell's Five-Minute Veterinary Practice Management Consult Lowell Ackerman, 2006-08-30 Blackwell's Five Minute Veterinary Practice Management Consult is a comprehensive one stop reference text on all things management related from understanding the marketplace in which veterinarians practice to appreciating hospital finances to the nuts and bolts of marketing services for a veterinary practice Topics are covered in a thorough but concise format and provide invaluable information for practice owners administrators associates and staff Key Features follows the popular Five Minute Veterinary Consult structured format consistency of presentation makes for easy information retrieval focus is on practical rather than theoretical solutions for veterinary practice issues Provides examples within relevant topics Sections include The veterinary marketplace Client relationship management Communications Financial management Cash management Human resources Marketing management Operations management Administrative management Practice safety Legal Issues Planning Decision making Facility management design and construction Plus appendices list of abbreviations glossary and more Front Office Procedures Michael L. Kasavana, Richard M. Brooks, 1998 This textbook provides students with an in depth look at management of the front office and how this department interacts with other hotel departments to create a memorable guest experience The eighth edition been revised with new material on the potential impact of automated information technologies on a variety of front office functions This edition also includes new information on revenue managers how blogging and social networking affect hotels manual backup procedures for automated system failure identity theft prevention payment card security standards and green hotels In addition important discussions of front office operations have been expanded throughout the text especially with respect to human resources management business forecasting revenue management budget planning and front office staff interaction with sales housekeeping and security personnel Publisher description

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