

C1- Front Desk Reference Guide

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C-1- Front Desk Reference Guide

Point Value 15

A Front Desk Reference Guide should be available to all front desk agents and contain all policies and procedures followed by the Front Desk in their performance of normal daily hotel operations. The guide must include all items listed below:

To evaluate:

Ask to see front Desk Reference Guide. Check for each individual item listed below

- *Check Cashing*
- *Walking a Guest*
- *Credit Card Acceptance*
- *No Party Policy*
- *Cash in Advance (This is for cash paying guests pre-paying their stay)*
- *Pet Policy*
- *Accepting Messages*
- *Accepting and Guaranteeing Reservations*
- *Billing No Shows*
- *Lock Out for Non Payment*
- *Safety Deposit Box Rental*
- *Key Control*
- *Answering The Phone*
- *Task Oriented Training Checklist*
- *Uniforms*
- *Handling Upset Guests*
- *Canceling Reservations*

Please note- a Hampton Inn Front Desk Reference Guide was sent out to all Hampton Inn properties last year. These guides have several areas that need to be completed BY THE PROPERTIES upon receipt such as (but not limited to) Pet Policy, Key Control and Task Oriented Training Checklist.

Mark "NO" for ALL individual items if no Front Desk Reference Guide is present. Mark each individual item "NO" if each is not present or is obviously incomplete. 1 point will be deducted for each missing item up to 15 points.

Front Desk Reference Manual

Minjie Lin



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