

# Standard Operating Procedure No: 27

<b>Process :</b>	<b>How to do a Front Office courtesy calling</b>
<b>Objective :</b>	To check if the guest is comfortable and to get feedback
<b>Responsibility :</b>	Front Office Staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Courtesy call is made for the following guests	<ul style="list-style-type: none"> <li>All VIP In-house guest</li> <li>All Long Staying In-house guest depending on the length of their stay</li> <li>All guest a day prior to their departure</li> </ul>
2.	For a VIP guest	<ul style="list-style-type: none"> <li>For VIP guest, Guest Relations will make first courtesy call after the ten minutes of the check in of the guest in the room</li> </ul>
3.	Points to be kept in mind while making courtesy calling to a VIP staying guest	<p>Guest Relations will ask guest following questions related to the experience of their Stay in the hotel</p> <ul style="list-style-type: none"> <li>Is he comfortable in the room?</li> <li>How did he find the room?</li> <li>Does he wish to reserve himself for lunch/dinner in the hotel restaurants?</li> <li>Does he wish to use the health Club and Beauty Parlour services?</li> </ul>
4.	Explain a long staying guest	<ul style="list-style-type: none"> <li>Any assistance he requires, please call guest relations at extn: _____</li> <li>A long staying guest is one who stays in the hotel for a minimum period of 10 nights</li> </ul>
5.	For a long staying guest	<ul style="list-style-type: none"> <li>For a long staying guest, Guest relations will give minimum three courtesy calls to the guest and will have a courtesy meet with the guest. The process will be repeated every ten days for guest staying for more than ten days</li> </ul>
		<ul style="list-style-type: none"> <li>Guest Relations will take the printout of long staying In house guest report.</li> <li>Guest Relations will call the guest in their room post 17:00hrs.</li> </ul>
6.	Points to be kept in mind while making courtesy calling to a long staying guest	<p>Guest Relations will ask guest following questions related to the experience of their Stay in the hotel.</p> <ul style="list-style-type: none"> <li>How is their stay in the hotel?</li> <li>How is the food and the service of the hotel?</li> </ul>

# Hotel Manual Front Office Sop

**Arch G. Woodside,Carol M.  
Megehee,Alfred Ogle**



## **Hotel Manual Front Office Sop:**

*Hotel Front Office Training Manual with 231 SOP* Hotelier Tanji, 2013-08-06 Recommended Download Ebook Version PDF of this book from <http://www.hospitalityschool.com/training-manuals-front-office> Front Office or Front Desk of a hotel is the most important place. It is treated as the nerve center or brain or mirror of the hotel. The first hotel employees who come into contact with most guests when they arrive are members of the front office. These people are mostly visible and assumed mostly knowledgeable about the hotel. *Hotel Front Office Training Manual with 231 SOP* 1st edition comes out as a comprehensive collection of some must-read hotel restaurant and motel front office management Standard Operating Procedures SOP and tutorials written by [hospitalityschool.com](http://www.hospitalityschool.com) writing team. All contents of this manual are the product of Years of Experience. Suggestions and corrections Efforts have been made to make this manual as complete as possible. This manual was made intended for you to serve as guide. Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times. Bonus Training Materials Read 220 Free Hotel Restaurant Management Training Tutorials from Here <http://www.hospitalityschool.com/free-hotel-management-training> [International Encyclopedia of Hospitality Management 2nd edition](#) Abraham Pizam, 2012-06-25 The International Encyclopedia of Hospitality Management is the definitive reference work for any individual studying or working in the hospitality industry. There are 185 Hospitality Management degrees in the UK alone. This new edition updates and significantly revises twenty-five per cent of the entries and has an additional twenty new entries. New online material makes it the most up-to-date and accessible hospitality management encyclopedia on the market. It covers all of the relevant issues in the field of hospitality management from a sectoral level: lodging, restaurants, food service, time share, clubs and events, as well as a functional one: accounting and finance, marketing, strategic management, human resources, information technology and facilities management. Its unique user-friendly structure enables readers to find exactly the information they require at a glance, whether they require broad detail that takes a more cross-sectional view across each subject field or more focused information that looks closely at specific topics and issues within the hospitality industry today. **Accommodation and Front Office Operations - II** Mr. Rohit Manglik, 2003-06-03 In this book we will study about higher-level accommodation and front office procedures. It includes auditing, team supervision and service excellence. **Economy Hotels in China** Songshan Sam Huang, Xuhua Michael Sun, 2014-01-10 While economy or budget hotels have been popular in western countries since the end of the Second World War, they have only emerged as a sector in their own right in China since the mid 1990s. Indeed, as a new service industry sector, economy hotels in China demonstrate important characteristics which can be used to illustrate and help explain China's current economic progress more generally. This book provides a comprehensive overview of the economy hotel sector in China. It covers macro-level social, cultural, economic, environmental, geographic and development issues alongside micro-level consideration of the budget hotel companies' innovative management and marketing procedures, business expansion.

strategies general hotel management and operation issues as well as an analysis of some leading entrepreneurs in the sector and in depth case studies examining the most successful economy hotel companies in China Huang and Sun argue that the rapid development of budget hotels in China demonstrates how under the influence of globalisation Chinese businesses have become more innovative as they apply successful western business models to China In turn they show that the China model is fundamentally different in terms of its driving force which lies purely in its domestic travel market fuelled by China s continued economic growth There is therefore much to explore about both China s market situation and business practices in the economy hotel sector and this book makes an important contribution to our understanding of China s new business environment Based on extensive fieldwork and investigation Economy Hotels in China will be welcomed by students and scholars of tourism hospitality business studies and Chinese studies but it will also appeal to practitioners of business management in these sectors who are interested in China s development and business opportunities in China **PANDUAN**

**PRAKTIK FRONT OFFICE PERHOTELAN: Pembelajaran dengan Pendekatan Pelatihan Berbasis Kompetensi dan Dunia Kerja** Ir. I Wayan Maniasta, 2024-12-25 Pembelajaran pada buku ini menggunakan Pendekatan Pelatihan Berbasis Kompetensi Competency Base Training dan Dunia Kerja Pendekatan Pelatihan Berbasis Kompetensi mengacu pada Kriteria Unjuk Kerja di setiap Elemen Kompetensi pada Unit Kompetensi sesuai Standar Kompetensi Kerja Nasional Indonesia SKKNI sedangkan Pendekatan Pembelajaran sesuai Dunia Kerja mengacu pada Sequence of Service dan Standard Operating Procedure SOP di Dunia Kerja Professional Management of Housekeeping Operations Thomas J. A. Jones, 2007-10-26 Now in its fifth edition Professional Management of Housekeeping Operations is the essential practical introduction to the field a complete course ranging from key principles of management to budgeting from staff scheduling to cleaning With expanded attention to leadership and training budgeting and cost control and the increasingly vital responsibility for environmentally safe cleaning the latest edition of this industry standard also includes new case studies that help readers grasp concepts in a real world setting Instructor s Manual Test Bank in both Word and Respondus formats Photographs from the text and PowerPoint Slides are available for download at [www.wiley.com/college](http://www.wiley.com/college) **Perspectives on Cross-Cultural, Ethnographic, Brand Image, Storytelling, Unconscious Needs, and Hospitality Guest Research** Arch G.

Woodside, Carol M. Megehee, Alfred Ogle, 2009-12-21 Examines how research tools affect theory advances in culture and tourism research This title includes papers that focus on how to gain meaning from data to thus look at how streams of antecedent conditions result in tourism behavior **Department of Justice Manual** Wolters Kluwer, 2012-03-23 The new Department of Justice Manual Third Edition takes you inside all the policies and directives outlined in the latest U S Attorneys Manual used universally by the DOJ in civil and criminal prosecutions Along with comprehensive coverage of all the information relied on by today s DOJ attorneys this guide offers you other valuable DOJ publications in the form of Annotations You ll find the Asset Forfeiture Manual the Freedom of Information Act Case List and Merger Guidelines And it s

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### **Principles of Management for the Hospitality Industry**

Dana V. Tesone, 2010 Principles of Management for the Hospitality Industry is designed specifically for hospitality students who need to be able to use management tools and techniques to become successful hospitality managers Lodging, 1975

**Hospitality Security** Darrell Clifton, 2022-12-23 Hospitality Security Managing Security in Today s Hotel Nightlife Entertainment and Tourism Environment Second Edition provides experience based proven methods for preventing and resolving the challenges faced by today s hospitality security staff and leadership The lodging component of a hospitality environment creates challenges to the security professional by its complex set of assets and amenities especially when combined with gaming environments Whether the reader is establishing or improving a professional proactive proprietary security force or the manager of a boutique hotel the practical methods described herein are applicable to everyone Author Darrell Clifton takes the reader through a logical and methodical process to first evaluate what risks are inherent to hospitality environments how to assess those risks through threat and vulnerability assessments and methods to mitigate eliminate or transfer them The book stresses the importance of prevention and investigation into the root causes of incidents as a tool for avoiding future undesirable events This is especially important in that each registered guest brings with them their own unique set of circumstances family values problems and social issues The security function must operate to protect their individual rights their right to privacy and their desire to enjoy the facilities they are patronizing while contributing to the revenue stream This must be balanced with the obligation or duty to provide reasonable care from foreseeable harm by the hotel to avoid incidents and litigation Clifton an experienced industry veteran clearly establishes and identifies practical

reasonable and cost effective ways to accomplish this balancing of guest enjoyment with guest protection This new edition includes expanded content on premises liability security force behavioral recognition workplace violence active shooter scenarios evacuation planning social media and guest reviews and hotel scams Additional coverage on nightclubs and bars has been added including four entirely new chapters on specialized security for events and venues crime prevention through environmental design CPTED advances in technology and industry trends for the gaming and hospitality sector Ideal for novices and veterans alike Hospitality Security Second Edition is an accessible reader friendly reference that enables security directors to evaluate what risks are inherent to hospitality environments to analyze those risks through threat and vulnerability assessments and to develop methods to mitigate or eliminate them all the while keeping customers and personnel safe and improving the bottom line

*Asian Brand Strategy* M. Roll, 2005-10-17 This book offers insights knowledge and perspectives on Asian brands and branding as a strategic tool and provides a comprehensive framework for understanding Asian branding strategies and Asian brands including success stories and challenges for future growth and strengths The book includes theoretical frameworks and models and up to date case studies on Asian brands

Effective Multi-Unit Leadership Chris Edger, 2016-04-29 There is a growing recognition of the increasing importance of local leadership practice within multi unit service contexts given the threat to costly land based retail infrastructures from smart technologies Multi site organizations are economically significant but currently under researched and poorly understood In Effective Multi Unit Leadership Chris Edger looks at that key managerial cohort in the retail hospitality and service sectors operating between the centre and unit the Multi Unit Leader MUL This district area or regional manager is tasked with maximising revenue and profit from a complex and ambiguous positional space being sandwiched between the centre and unit facing the MUL paradox how do they motivate unit managers and team members to provide great service whilst simultaneously fulfilling the Centre s compliance agenda Based on extensive case study research across a range of multi unit service organisations Edger advances an Integrated Model of MUL that elucidates how key activities sales led service systems and standards 3Ss are driven through behavioural practices commitment control and change 3Cs underpinned by MUL personal characteristics expertise emotional intelligence and energy 3Es Central to this model is the notion of portfolio optimisation through social exchange POSE where MULs apply local leadership leveraging their portfolios through the deft application of exchange based currencies Replete with case studies Effective Multi Unit Leadership will appeal to high potential unit managers existing multi unit leaders who want to improve their performance levels and retail service directors wishing to train and coach their direct reports as well as business educators and those with an academic interest in organisational studies

*AKUNTANSI PERHOTELAN* Dodik Ariyanto, M.M. Ratna Sari, A.A.G.P. Widanaputra, 2018-09-11 Buku yang menjadi pelengkap khasanah literatur akuntansi di Indonesia khususnya di industri perhotelan ini telah mengacu pada aturan industri hotel yang berlaku secara umum yaitu Surat Edaran Ketua Badan Pengawas Pasar Modal No SE 02 PN

2002 tertanggal 27 Desember 2002 dan Uniform System of Account for Lodging Industry USALI serta standar akuntansi keuangan yang berlaku di Indonesia Pemahaman secara utuh mengenai akuntansi keuangan dan akuntansi manajemen di industri perhotelan tentunya akan mampu mengeksplor pengetahuan dan praktik akuntansi perhotelan secara mendalam

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Version of this book from here <http://www.hospitalityschool.com/training-manuals-housekeeping> Housekeeping maybe defined as the provision of clean comfortable and safe environment Housekeeping is an operational department of the hotel It is responsible for cleanliness maintenance aesthetic upkeep of rooms public areas back areas and surroundings Housekeeping Department is the backbone of a hotel It is in fact the biggest department of the hotel organization Hotel Housekeeping Training Manual with 150 SOP 1st edition comes out as a comprehensive collection of some must read hotel restaurant housekeeping management training tutorials written by hospitality school com writing team All contents of this manual are the product of Years of Experience Suggestions and corrections Efforts have been made to make this manual as complete as possible This manual was made intended for you to serve as guide Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times Bonus Training Materials Read 220 Free Hotel Restaurant Management Training Tutorials from Here <http://www.hospitalityschool.com/free-hotel-management-training>

**A Complete Guide to Mastering the Hotel Front Desk** Susan Doan Huyen, 2025-04-15 Unlock the Secrets to Mastering Hotel Front Desk Operations with This Ultimate Guide Now available in paperback this isn't just another hospitality book it's the ultimate training manual for mastering hotel front desk operations Whether you're just starting your hospitality career or looking to enhance your professional expertise this guide provides a clear step by step approach to every key front office procedure Filled with real world scenarios and realistic dialogue between guests and receptionists it's a practical hands on resource designed to equip you for success at any 5 star front desk Why This Book Belongs on Every Hospitality Professional's Desk The Only Guide That Covers Every Hotel Front Desk Procedure English Conversation You'll Need Unlike any other this book covers the full scope of hotel receptionist duties from handling reservations and guest check ins to managing complaints and delivering top tier customer service all while offering practical English dialogue examples for real world use But that's not all as a valued reader of this paperback edition you'll also gain the opportunity to access exclusive training videos that bring the book's content to life These videos will help you visually connect with the concepts and polish your skills even further offering a complete and immersive learning experience What You'll Learn Inside Hotel Reservations Amendments Master the full booking process including cancellations modifications and handling special requests Check In and Check Out Procedures Learn the professional way to manage guest arrivals and departures with confidence Customer Service Complaint Handling Develop communication techniques to manage complaints and turn negative experiences into positive ones Hotel Front Office Operations Understand the core Standard Operating Procedures SOPs that keep the front desk running smoothly English

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**Front Office Operation** Chiranjib Kumar, Ph.d.,2016-07-03 Front Office is one of the major revenue producing department in the hotel Whether hotel is small or big it requires front office to run the business smoothly without any trouble Front office not only sells the rooms of the hotel but also sells other services offered by the hotels It is controlling centre of movement of guest inside the hotel Most of the hospitality and tourism business requires well managed front office to delegate the work in proper way The book is based on extensive research on front office operation in Hospitality and Tourism services It is prepared to meet with requirement of front office personnel in challenging scenario of hotel operation It covers almost all important aspects of Front office operation as per the demand of hotel industry It provides an opportunity to become true Front Office professionals The book contains simplicity in diversity and touches almost all the important points which are required to understand the concept of Front office operation and management that is reservation check in to check out and further leads to the advance stage that is Night Audit Revenue Reports PMS GDS Hotel Statistic Reports Room Forecasting yield management sales promotion resorts and cruise and other aspects It includes various procedures of front office starting from check in to check out and arrival to departure *PC Mag* ,1985-03-05 PCMag com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology

**Hotel Front Office** ,1982 Jacobs' Orchestra Monthly ,1928



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