

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

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Courtesy call is made for the following guests	- All VIP In-house guest - All Long Staying In-house guest depending on the length of their stay - All guest a day prior to their departure
2.	For a VIP guest	For VIP guest, Guest Relations will make first courtesy call after the ten minutes of the check In of the guest in the room
3.	Points to be kept in mind while making courtesy calling to a VIP staying guest	Guest Relations will ask guest following questions related to the experience of their Stay in the hotel - Is he comfortable in the room? - How did he find the room? - Does he wish to reserve himself for lunch/dinner in the hotel restaurants? - Does he wish to use the health Club and Beauty Parlour services?
4.	Explain a long staying guest	- Any assistance he requires, please call guest relations at extn: _____ - A long staying guest is one who stays in the hotel for a minimum period of 10 nights
5.	For a long staying guest	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
		- Guest Relations will take the printout of long staying In house guest report. - Guest Relations will call the guest in their room post 17:00hrs.
6.	Points to be kept in mind while making courtesy calling to a long staying guest	Guest Relations will ask guest following questions related to the experience of their Stay in the hotel. - How is their stay in the hotel? - How is the food and the service of the hotel?

Front Office Sop Manual

JG Myers



Front Office Sop Manual:

The book delves into Front Office Sop Manual. Front Office Sop Manual is a crucial topic that needs to be grasped by everyone, from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into Front Office Sop Manual, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:

- Chapter 1: Introduction to Front Office Sop Manual
- Chapter 2: Essential Elements of Front Office Sop Manual
- Chapter 3: Front Office Sop Manual in Everyday Life
- Chapter 4: Front Office Sop Manual in Specific Contexts
- Chapter 5: Conclusion

2. In chapter 1, the author will provide an overview of Front Office Sop Manual. This chapter will explore what Front Office Sop Manual is, why Front Office Sop Manual is vital, and how to effectively learn about Front Office Sop Manual.
3. In chapter 2, the author will delve into the foundational concepts of Front Office Sop Manual. The second chapter will elucidate the essential principles that must be understood to grasp Front Office Sop Manual in its entirety.
4. In chapter 3, the author will examine the practical applications of Front Office Sop Manual in daily life. This chapter will showcase real-world examples of how Front Office Sop Manual can be effectively utilized in everyday scenarios.
5. In chapter 4, the author will scrutinize the relevance of Front Office Sop Manual in specific contexts. The fourth chapter will explore how Front Office Sop Manual is applied in specialized fields, such as education, business, and technology.
6. In chapter 5, the author will draw a conclusion about Front Office Sop Manual. The final chapter will summarize the key points that have been discussed throughout the book.

The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Front Office Sop Manual.

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FAQs About Front Office Sop Manual Books

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