

Standard Operating Procedure. Hotel Front Office Department		
Date: 00-00-20 29	Approved by:	Drafted by:
Pages: 7	General Manager	Front Office Manager

Summary.

Below are the High lights of Front office complete SOPs however detailed functions for easy reference are furnished following the summary.

- Skills and qualifications.
- Staffing and training.
- Staff scheduling and appearance.
- Guest call handling procedure.
- Room reservation procedure.
- Reservation cancellation procedure.
- Pre-arrival preparation procedure.
- Booker preferences follow up procedure.
- Room allocation procedure.
- In-room experience preparation procedure.
- Airport counter service procedure.
- Pick and drop transportation procedure.
- Valet parking service procedure.
- Luggage handling service procedure.
- Lobby services procedure.
- Arrival drink and towels service procedure.
- VIP Check-in procedure.
- General check-in procedure.
- Walk in guest handling procedure.
- Guest birthday, anniversary, special events celebration procedure.
- Guest request delivery procedure.
- Guest complaint handling procedure.
- Room move and room change procedure.
- Extra Bed and third occupancy procedure.
- Billing and payment procedure.
- VIP Guest Check out procedure.
- All Guest Check out procedure.
- VIP Guest Departure experience procedure.
- All Guest Departure experience procedure.
- Guest claims handling procedure. (Lost and Found, Theft)
- Medical attention procedure.
- On-call doctor procedure.
- Police case, arrival procedure.

Hotel Front Office Operations Manual

Wenbin Ji



Hotel Front Office Operations Manual:

Unveiling the Power of Verbal Art: An Emotional Sojourn through **Hotel Front Office Operations Manual**

In a world inundated with screens and the cacophony of fast interaction, the profound energy and emotional resonance of verbal beauty usually fade into obscurity, eclipsed by the constant onslaught of sound and distractions. However, located within the lyrical pages of **Hotel Front Office Operations Manual**, a fascinating work of literary beauty that impulses with raw thoughts, lies an wonderful trip waiting to be embarked upon. Composed with a virtuoso wordsmith, that mesmerizing opus courses viewers on an emotional odyssey, delicately revealing the latent possible and profound affect embedded within the complex internet of language. Within the heart-wrenching expanse of this evocative evaluation, we can embark upon an introspective exploration of the book is key subjects, dissect its captivating publishing fashion, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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