

FRONT OFFICE POLICIES & PROCEDURES & STANDARDS

Subject	HANDLING GUEST REQUEST	Department	Front Office / Housekeeping
Applies To	Hotel	Procedures No.	FD/006
Prepared By	Sherif Noaman CRDE.CGT	Effective Date	01/12/2000
Signature		Type Of Policy	Local
		Approved By	General Manager
		Signature	

Purpose of the policy :

To set up a proper system on following up guest requests and assuring the proper delivery of services in order to meet Guest satisfaction.

Policy:

- Both Front Office & Housekeeping departments will keep a guest request logbook to record all guest request by time of receiving the request.
- As soon as the GSA or H.K Order taker will receive a guest request, it must be recorded in the logbook immediately with the time of receiving the request and the guestroom number, as well as type of request.
- The GSA To Complete the Housekeeping/Maintenance request form, and to be delivered to the Department Concerned Immediately.
- All the logbook items should be filled in details as soon as the request is received.
- The GSA / HK Order taker should inform and follow up on the completion of the request by contacting the department concerned to fulfill the request and log the time and the name of the person who received and complete the request.
- A follow up telephone call to the guest should be made after the completion of the request to be sure that the guest is satisfied.
- If the request will take time to be completed, guest should be informed and to be given the estimated time to complete it.
- If the guest request will take more than a reasonable time to be completed, it should be reported to the direct supervisor who should contact the guest personally and offer alternative solution.
- In both F.O & H.K, guest request logbook should be part of the shift hand-over procedures.

N.B attached a sample of the log, which should be printed on A-4 size book.

Issa Hospital Housekeeping Training Manual

WJ Hussar



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