

Standard Operating Procedure. Hotel Front Office Department		
Date: 00-00-2029	Approved by:	Drafted by:
Pages: 7	General Manager	Front Office Manager

Summary.

Below are the Highlights 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 Standard Operating Procedures Manual

SA Dillow



Hotel Front Office Standard Operating Procedures Manual:

Unveiling the Power of Verbal Art: An Mental Sojourn through **Hotel Front Office Standard Operating Procedures Manual**

In some sort of inundated with monitors and the cacophony of quick communication, the profound power and psychological resonance of verbal artistry frequently fade into obscurity, eclipsed by the constant barrage of noise and distractions. Yet, nestled within the musical pages of **Hotel Front Office Standard Operating Procedures Manual**, a charming function of fictional brilliance that pulses with natural thoughts, lies an wonderful journey waiting to be embarked upon. Written with a virtuoso wordsmith, this interesting opus guides readers on a psychological odyssey, softly exposing the latent potential and profound influence embedded within the elaborate internet of language. Within the heart-wrenching expanse with this evocative examination, we shall embark upon an introspective exploration of the book is central themes, dissect their interesting writing model, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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