

<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>

# Front Office Sop Manual

**L Reisser**



## **Front Office Sop Manual:**

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