

Standard Operating Procedure No: 27

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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<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"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
		<ul style="list-style-type: none"> 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	<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"> How is their stay in the hotel? How is the food and the service of the hotel?

Front Office Sop Manual

Sebastian Brünink



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