

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	- 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	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	Guest Relations will ask guest following questions related to the experience of their Stay in the hotel - 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	- 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	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
		- 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	Guest Relations will ask guest following questions related to the experience of their Stay in the hotel. - How is their stay in the hotel? - How is the food and the service of the hotel?

Front Office Sop Manual

L Cohen



Front Office Sop Manual:

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Table of Contents Front Office Sop Manual

1. Understanding the eBook Front Office Sop Manual
 - The Rise of Digital Reading Front Office Sop Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Front Office Sop Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Front Office Sop Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Front Office Sop Manual
 - Personalized Recommendations
 - Front Office Sop Manual User Reviews and Ratings
 - Front Office Sop Manual and Bestseller Lists
5. Accessing Front Office Sop Manual Free and Paid eBooks
 - Front Office Sop Manual Public Domain eBooks
 - Front Office Sop Manual eBook Subscription Services
 - Front Office Sop Manual Budget-Friendly Options
6. Navigating Front Office Sop Manual eBook Formats

- ePub, PDF, MOBI, and More
- Front Office Sop Manual Compatibility with Devices
- Front Office Sop Manual Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Front Office Sop Manual
 - Highlighting and Note-Taking Front Office Sop Manual
 - Interactive Elements Front Office Sop Manual
- 8. Staying Engaged with Front Office Sop Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Front Office Sop Manual
- 9. Balancing eBooks and Physical Books Front Office Sop Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Front Office Sop Manual
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Front Office Sop Manual
 - Setting Reading Goals Front Office Sop Manual
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Front Office Sop Manual
 - Fact-Checking eBook Content of Front Office Sop Manual
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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