

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

**Michael L. Kasavana, Richard M.
Brooks, Charles E. Steadmon**



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Hotel Front Office Training Manual with 231 SOP Hotelier Tanji, 2013-08-06 Recommended Download Ebook
Version PDF of this book from here <http://www.hospitalityschool.com/training-manuals-front-office/> Front Office or Front Desk of a hotel is the most important place. It is treated as the nerve center or brain or mirror of the hotel. The first hotel employees who come into contact with most guests when they arrive are members of the front office. These people are mostly visible and assumed mostly knowledgeable about the hotel. **Hotel Front Office Training Manual with 231 SOP** 1st edition comes out as a comprehensive collection of some must-read hotel restaurant and motel front office management Standard Operating Procedures SOP and tutorials written by hospitalityschool.com writing team. All contents of this manual are the product of Years of Experience Suggestions and corrections. Efforts have been made to make this manual as complete as possible. This manual was made intended for you to serve as guide. Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times. Bonus Training Materials Read 220 Free Hotel Restaurant Management Training Tutorials from Here <http://www.hospitalityschool.com/free-hotel-management-training/> *CTH - Front Office Operations* BPP Learning Media, 2009-07-01 BPP Learning Media is proud to be the official publisher for CTH. Our CTH Study Guides provide the perfect tailor-made learning resource for the CTH examinations and are also a useful source of reference and information for those planning a career in the hospitality and tourism industries. *Front Office Procedures* Michael L. Kasavana, Richard M. Brooks, 1998 This textbook provides students with an in-depth look at management of the front office and how this department interacts with other hotel departments to create a memorable guest experience. The eighth edition has been revised with new material on the potential impact of automated information technologies on a variety of front office functions. This edition also includes new information on revenue managers, how blogging and social networking affect hotels, manual backup procedures for automated system failure, identity theft prevention, payment card security standards, and green hotels. In addition, important discussions of front office operations have been expanded throughout the text, especially with respect to human resources management, business forecasting, revenue management, budget planning, and front office staff interaction with sales, housekeeping, and security personnel. Publisher description [Hotel Insights 101 A Beginner's Manual for Industry KnowHow](#) Gurpreet Singh, 2024-04-04 Hospitality, deeply ingrained in human history, is a multifaceted concept that has evolved over time. At its core, hospitality refers to the friendly reception and treatment of guests or strangers. In the modern context, hospitality extends beyond personal interactions to encompass various industries, with one of the most prominent being the hotel industry. **Historical Perspective** The roots of hospitality can be traced back to ancient civilizations where travelers sought shelter and sustenance in local inns or households. Societies around the world have placed cultural significance on welcoming guests, and this practice has continued to evolve throughout the ages. **Managing Front Office Operations** Michael L. Kasavana, Richard M. Brooks, Charles E. Steadmon, 1991 A textbook for students of hospitality

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delves into the intricacies of running a successful hotel From the role of the general manager to the day to day operations of various departments no stone is left unturned Each chapter is further divided into five topic titles ensuring a thorough understanding of each subject area This book is not just a collection of theories and concepts it is a practical guide filled with real world examples case studies and expert insights Readers will learn from the experiences of seasoned hotel managers and gain valuable insights into the challenges and opportunities that the industry presents With its in depth analysis practical advice and engaging writing style this book is an essential resource for anyone seeking to succeed in the hotel industry Whether you are an aspiring hotel manager a seasoned professional looking to enhance your skills or simply someone interested in the inner workings of the hospitality industry this book is your ultimate guide to achieving success Within these pages you will discover The essential skills and qualities required for effective hotel management In depth analysis of front office operations housekeeping services food and beverage management sales and marketing strategies and more Expert advice on managing human resources finances information technology and sustainability in the hotel industry Real world examples and case studies that illustrate the practical application of hotel management principles Whether you are just starting out in the hotel industry or you are a seasoned professional looking to take your career to the next level this book is an invaluable resource that will equip you with the knowledge and skills you need to succeed If you like this book write a review on google books

Tourism & Hospitality Industry Orientation Mr. Rohit Manglik,2023-12-23 In this book we will study about the structure functions and key components of the tourism and hospitality industries

Development of Tourism and Travel Industry Robin Watts & Zishan Parks,2018-10-11 Nowadays senior government officials visit other countries to promote tourism in their country Because of the fact that the western capitalist world has huge amounts of capital at their disposal they are able to invest more money in the tourism industry for tourism development and as such they get huge dividends from tourism This work is an attempt in the collection of firsthand information from various areas of tourism industry draw from wide range of sources A travel agency is a private retailer or public service that provides travel and tourism related services to the public on behalf of suppliers such as activities airlines car rentals cruise lines hotels railways travel insurance and package tours In addition to dealing with ordinary tourists most travel agencies have a separate department devoted to making travel arrangements for business travelers and some travel agencies specialize in commercial and business travel only There are also travel agencies that serve as general sales agents for foreign travel companies allowing them to have offices in countries other than where their headquarters are located Travel and tourism industry has now become the largest civilian industry in the world according to statistics one out of every ten person worldwide is part of the Travel and tourism industry Travel and tourism is one of the largest and fastest growing global service industries The travel and tourism industry along with the related sectors contributing to it is expected to grow in leaps and bounds in the coming years The book is a unique research account on tourism strategies and marketing It is an

excellent asset for the students scholars and expert of tourism marketing *Asian Brand Strategy (Revised and Updated)* M. Roll,2016-02-11 This second edition of the bestselling Asian Brand Strategy takes a look at how Asian brands continue to gain share of voice and share of market Featuring a user friendly strategic model new research and case studies this book provides a framework for understanding Asian branding strategies and Asian brands *The Hotel Monthly* John Willy,1929

Field Guide to Case Study Research in Tourism, Hospitality and Leisure Kenneth F. Hyde,Chris Ryan,Arch G. Woodside,2012-06-26 This international field guide provides methods and studies on how to do case study research in natural settings This text is ideal for those studying and conducting case study research in tourism hospitality and leisure disciplines It provides a comprehensive and practical account of how to describe explain and predict case behavior **CBSE Class 12 - Front Office Operations Question Bank** Mocktime Publication,101-01-01 CBSE 12 Question Bank Front Office Operations

Human Resources Management in the Hospitality Industry, Study Guide David K. Hayes,Jack D. Ninemeier,2008-03-07 This book approaches hospitality human resource HR management as a decision making practice that affects the performance quality and legal compliance of the hospitality business as a whole Beginning with a foundation in the hospitality industry employment law and HR policies the coverage includes recruitment training compensation performance appraisal environmental and safety concerns ethics and social responsibility and special issues Throughout the book Human Resources Management in the Hospitality Industry focuses on the unique HR dilemmas you face in the hospitality industry *Hotels-- 1948 Operating Ratios* ,1949

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