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PROFESSIONAL FROM OFFICE MANAGEMENT GUIDE FOR OTELING & HOSPITALITY STUDENTS



Hotel Front Office Training Manual with 231 SC 9

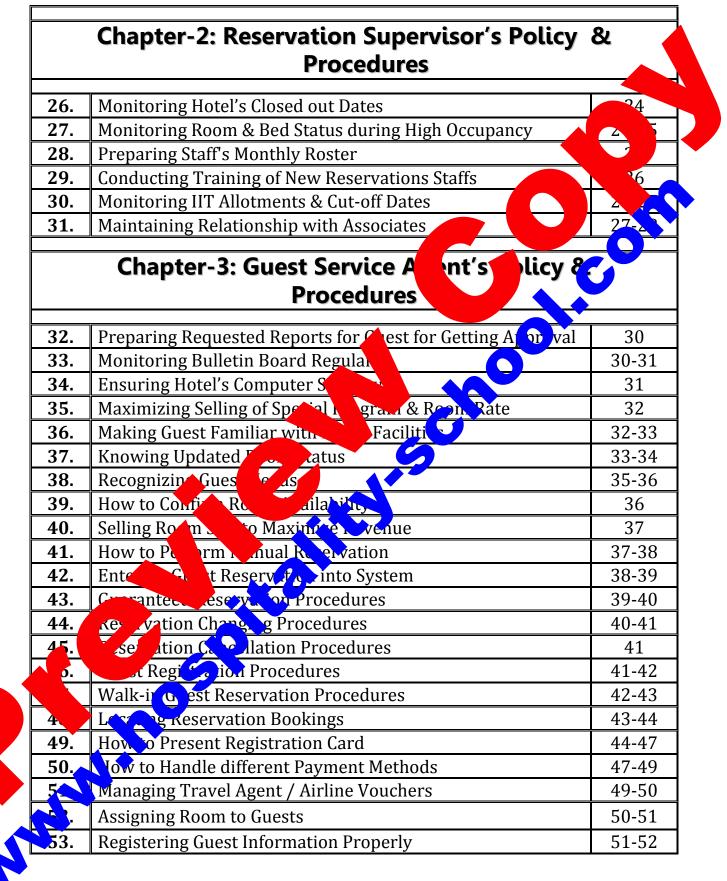
Practical Front Office Management Guide for Hotelier & Hospitality Students

Hotelier Tanji

Owner www.hospitality-school.com

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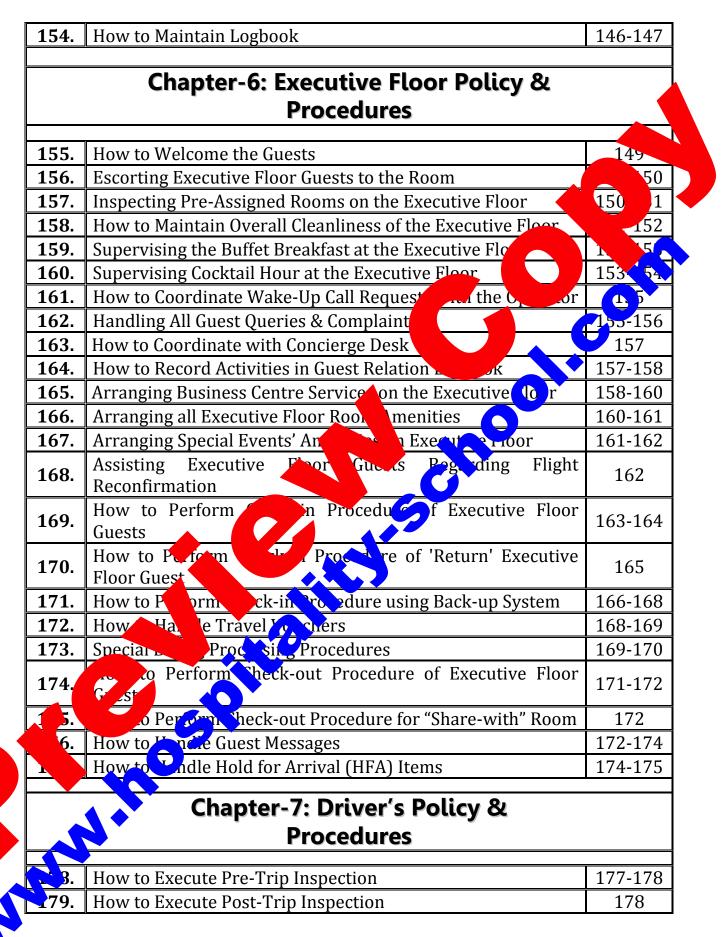
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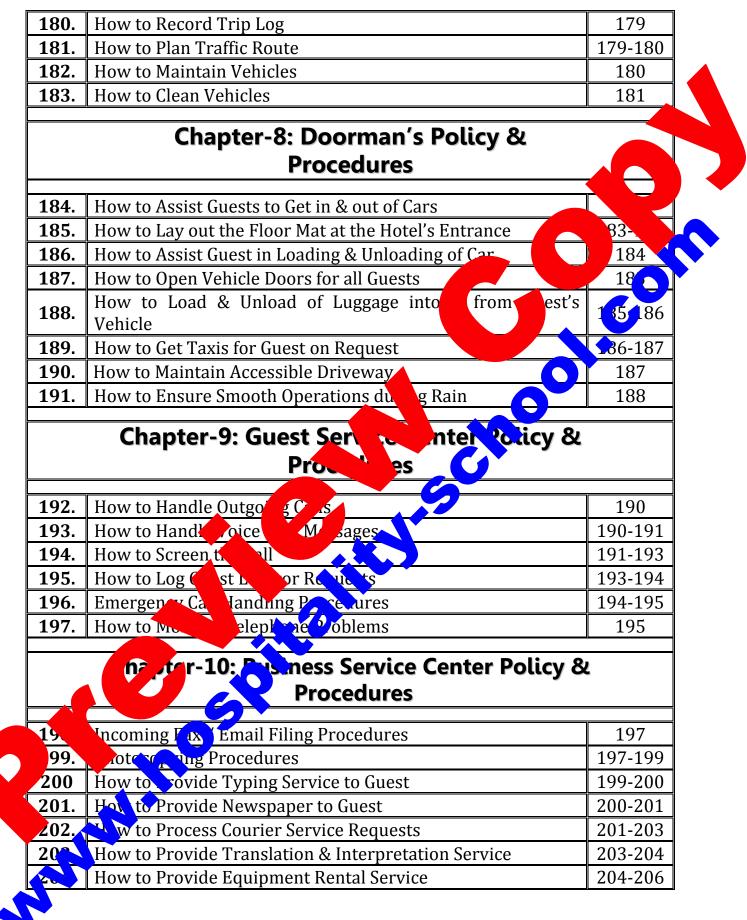
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SOP-1: Inputting Information into Appropriate Reservation Forms

Standard

To ensure an accurate inputting system, all particulars related to the reservation are to be properly documented into appropriate reservation f

Procedures

ang a new reservation Front office requires certain basic information while This following information will be recorded on the vatic room availability has been checked:

- Name of the guest (surname, first name tit
- Arrival and departure date of the gues •
- Arrival time of guest, airport pick up •
- Number of rooms and room •
- Caller's name, comparented er and email address. •
- Method of paymer •
- (IP/SP), iz Status of a gues (e over to arrange for VIP treatment or any ۲ other specific treatments Æ.

arge

from e guests (i.e. non-smoking, high floor, calm Specia re 21 JSD

on staff 🔛 has taken the reservation will record his / her initials ese the date/ time when the reservation was taken and input all details to the tem. A confirmation number is required to note down on the rvation reservation form to complete the whole process perfectly.



orm after the

SOP-26: Monitoring Hotel's Closed out Dates

Standard

To avoid receiving additional bookings on closed out dates, all relevant agents/reservations systems and any other booking sources are informed these dates.

Procedures

- Review and monitor daily occupancy forecast.
- Always keep eye on the notice board or coordinate ith other departments since decision on closed out dates are finalized by FOM, Domain M
- Send out availability adjustment relevant a rities concerned forming them of the closed out dates including the relevant ales offices, botel's website and internet booking system to avoid are have.
- Transfer the information regarding close out dates to Reception and Executive floor.
- If there are any additional vations, then pass it to FOM (Front Office Manager) for immediate has ling.
- If closed out decomposite mended, *r*, *r* m all respective sections of the amendment as per FOT odvice as why the regional sales offices, web side, internet booking, *r* amplil be *r* to med.

P-27: Tunitoring Room & Bed Status during High Occupancy

To ensure aximum revenue production and to minimize chances of overbooking, the

room, and bed status are monitored and controlled during high occupancy.

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SOP-35: Maximizing Selling of Special Program & Room Rate

Standard

To maximize the selling of special programs and room rates, each staff of must know the specifications of the special programs and room rates an accurately explain special promotions and packages. Such as:

- Rate structure.
- Rate restrictions.
- Availability of all packages.
- No misquotes on prices given for programs packages.

Procedures

- Make sure that all rate information in the all corresponding codes are required to make each type of reserve on grests.
- Be acquainted with a poblis
- Be familiar with all ecia pomotions no packages available.

SOP-36: Ma. Guert Cmiliar with Room Facilities

Standard

To sath the guest and to show the standards of the hotel, all guests question regulations are to be answered fully and explicitly.

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• En by reference sheets for facts on all room types, bed types, attributes, exposures and special room layouts.

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- Visit guest rooms to be aware with:
 - **a.** Room/suite amenities.
 - **b.** Bathroom amenities.
 - c. Air conditioning/heating controls.
 - **d.** Bed types.
 - e. Special attributes and exposures.
 - **f.** Suite layouts.
 - g. Furnishings and décor.
 - **h.** Housekeeping standards.
- Know all room feature codes needed for compu

DXK	Deluxe King
DXT	Der ve Twin
JRK	ion lite King
Ι	Le Le
EDK	ve Delu ving
EDT	Executive Day le Twin
EJR	Axecuti e Junior Suite
	xecu ive Suite

- Know the numbers a moking and no -smoking floor.
- Become knowledge to be able to sell rooms, up-sell rooms and assist guests with que 10° and special requests.
- Be a generative the room ature codes to satisfy guests' requests.

-37: Knowing Updated Room Status

ndard

To ensure that the hotel staffs are acutely aware of the room availability and room status so as to avoid any overbooking:

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Other Training Manuals

- ★ Food & Beverage Service Training Manual with 225 SOP
- ★ 200 Hotel & Restaurant Management Training Tutorials
- ★ Hotel Room Service Training Manual
- ★ Hotel Housekeeping Training M Lual with 150 SOP
- ★ Professional Waiter Training Ma. _____th 00 SOP
- ★ Hospitality Career Opportuties: Lear Cecrets to Get Job in Hotel, Restand Cruic Industry
- ★ Professional Spoke by glish or Hotel & Restaurant Work
- ★ Secrets of Success^f a Guest Complaint Handling in Hotel & Kosta

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