

HOTELIER TANI

# HOTEL FRONT OFFICE TRAINING MANUAL WITH 251 SOP

PROFESSIONAL FRONT OFFICE MANAGEMENT  
GUIDE FOR HOTELIERS & HOSPITALITY STUDENTS

# **Hotel Front Office Training Manual with 231 SOPs**

**Practical Front Office Management Guide for  
Hotelier & Hospitality Students**

**Hotelier Tanji**

Owner

[www.hospitality-school.com](http://www.hospitality-school.com)

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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 forms.

### Procedures

Front office requires certain basic information while making a new reservation. The following information will be recorded on the reservation form after the room availability has been checked:

- Name of the guest (surname, first name, title)
- Arrival and departure date of the guest
- Arrival time of guest, airport pick up (if charge)
- Number of rooms and room type
- Caller's name, company, telephone, fax number and email address.
- Method of payment
- Status of a guest (e.g. VIP/SP), in order to arrange for VIP treatment or any other special treatment.
- Special requests from the guests (i.e. non-smoking, high floor, calm atmosphere)

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

## SOP-26: Monitoring Hotel's Closed out Dates

### Standard

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

### Procedures

- Review and monitor daily occupancy forecast.
- Always keep eye on the notice board or coordinate with other departments since decision on closed out dates are finalized by FOM, DCM.
- Send out availability adjustment relevant parties concerned informing them of the closed out dates including the regional sales offices, hotel's website and internet booking system to avoid any hassle.
- Transfer the information regarding closed out dates to Reception and Executive floor.
- If there are any additional reservations, then pass it to FOM (Front Office Manager) for immediate handling.
- If closed out dates are amended, inform all respective sections of the amendment as per FOM advice as well as the regional sales offices, web side, internet booking system will be informed.

## SOP-27: Monitoring Room & Bed Status during High Occupancy

### Standard

To ensure maximum revenue production and to minimize chances of overbooking, the room and bed status are monitored and controlled during high occupancy.



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

### Standard

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

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

### Procedures

- Make sure that all rate information includes all corresponding codes are required to make each type of reservation on guests.
- Be acquainted with all published rates available.
- Be familiar with all special promotions and packages available.

## SOP-36: Make Guest Familiar with Room Facilities

### Standard

To satisfy the guest and to show the standards of the hotel, all guests' questions regarding room accommodations are to be answered fully and explicitly.

### Procedures

- Ensure reference sheets for facts on all room types, bed types, attributes, exposures and special room layouts.

- 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 computer

<b>DXK</b>	Deluxe King
<b>DXT</b>	Deluxe Twin
<b>JRK</b>	Junior Suite King
<b>I</b>	Junior Suite
<b>EDK</b>	Executive Deluxe King
<b>EDT</b>	Executive Deluxe Twin
<b>EJR</b>	Executive Junior Suite
<b>ES</b>	Executive Suite

- Know the numbers of smoking and non-smoking floor.
- Become knowledgeable to be able to sell rooms, up-sell rooms and assist guests with questions and special requests.
- Be able to use the room feature codes to satisfy guests' requests.

## SC 37: Knowing Updated Room Status

### Standard

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

## 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 Manual with 150 SOP
- ★ Professional Waiter Training Manual with 101 SOP
- ★ Hospitality Career Opportunities: Learn Secrets to Get Job in Hotel, Restaurant & Cruise Industry
- ★ Professional Spoken English for Hotel & Restaurant Workers
- ★ Secrets of Successful Guest Complaint Handling in Hotel & Restaurant

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**The End --**