

Name :
Date :
1^{ère} BTn
Hospitality lesson

Procedure sheet

CHECK IN WITH BOOKING

Who: Receptionist

Before

- Check : the reservation list, reservation forms and the cardex
- Have to know the availabilities for tonight
- Always make sure your reception desk is presentable
- Get ready to welcome guest at any time

During

- Welcome guests
- Check the reservation form
- Check or ask for guarantee of payment
- Ask for dinner, breakfast and car park
- Present the hotel and the facilities
- Give registration card to fill in for foreign visitors(compulsory but few do it)
- Give the key card, explain how it works
- Explain the access to the room
- Answer to special requests if needed
- Thank the guest, and wish a good stay

After

- Store or complete the guest file on Loghorest
- Inform other services if necessary
- Sort out the guest file in the “rack of present clients” according to room number order

Length of time Few minutes

Comment Do quicker if the guest is used to the hotel (no guarantee, no presentation of the hotel facilities and no explanation to get to room).