

Guest Service Agent

Orientation & Training



Job Description



Ocean Partners Hospitality Job Description

Job Title: Guest Service Agent
Department: Front Desk
Reports To: Front Office Manager
FLSA Status: Non-Exempt
Prepared By: Human Resources
Prepared Date: June 15, 2013

SUMMARY

Accommodates guests of hotel by performing sales and customer service functions related to guest registration, departures and revenue collection, in a manner that will ensure our guests receive a secure place to stay with friendly, attentive service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Recognizes and greets the guest upon entry into the lobby or on the telephone. Responds appropriately to information requests and complaints.
- Uses suggestive selling techniques to sell rooms, make advance reservations and solicit franchise programs and memberships.
- Operates the front desk equipment such as switchboard (PBX), Property Management System (PMS), fire panel, Central Reservation System, copier, calculator, fax and printers.
- Check in guests and give courtesy call backs in a timely manner. (10- 15 minutes).
- Collects revenue from room rentals.
- Provides security for guests and the property by controlling room keys, verifying cash banks, making safe drops, preparing cash reports, following credit card guidelines and reporting suspicious activity by guests or others.
- Completes paperwork necessary for Front Desk operations (editing check-ins, credit card vouchers, cashier reports, room reports, etc.).
- Logs all reservation requests on the appropriate forms (stroke sheets, signature tracking, etc.).
- Maintains consistent communication with the housekeeping and engineering departments to advise of any room changes and/or conditions.
- Performs all other duties as assigned by management.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,

skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); prior guest service or sales experience in the hospitality industry.

COMMUNICATION SKILLS

Individual must possess excellent interpersonal skills and good oral and written command of English. Spanish is a plus. Ability to effectively present and respond to guests.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts. Individual must be detail oriented. Accuracy is a must.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. This position at times due to the volume of business may become high stressed.

RECEIPT OF ACKNOWLEDGEMENT

I have read the above job description and am capable of performing in a reasonable manner the activities involved in the job or occupation for which I have been employed. I understand this job description does not constitute a contract or employment agreement.

Signature and Date Signed

Employee Printed Name

New Hire Orientation



New Hire Orientation

Part One –Orientation and completion of New Hire Paperwork

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Completion on all New Hire Paperwork <ul style="list-style-type: none"> • Application • Background Check Authorization Form • I-9 • W-4 • Employee Handbook Receipt of Acknowledgment • Uniform Contract <i>*Uniform Issued</i> • Direct Deposit
			Review of Job Description-Signed and Dated
			Review of the Employee Handbook
			Explanation of Employee Benefits: <ul style="list-style-type: none"> • Health Insurance • Life Insurance • Paid Holidays (review of qualifying holidays) • Paid Vacation Guidelines
			Review of upcoming training-what to expect
			Satisfying your Customers <ol style="list-style-type: none"> 1. The Hotel Guest 2. Your Fellow Employees 3. Your Management Staff

			Recap and Review-Question and Answer session
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Part 2: Management Staff & Orientation to Property

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Meet Management Staff <ul style="list-style-type: none"> • General Manager • Assistant General Manager • Department Heads • Supervisors
			Tour of Property: <ul style="list-style-type: none"> • Front of House • Back of House • Laundry/Housekeeping • Meeting Space and Restaurant/Lounge (if applicable) • Fitness Center/Pool/Recreational Facilities • Tour of Guestrooms • Employee Break Room

			<p>Time Clock and Payroll</p> <ul style="list-style-type: none">• Location of Time Clock• Review punch in/out procedures• Review meal break options• Employee Lunches (if applicable)• Pay Periods and Pay Dates• Overtime Policy• Policy for Calling Off
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Training



Guest Service Agent Training Schedule

Day One: Department Orientation

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			New Employee Orientation (BWI – Internal) I Care Training (BWI) Bed Bug – (must be done within 90 days of hire) Front Office 101 (BWI) Front Office 102 (BWI) Service for Guests with disabilities (BWI) Service Pro (Internet) Guest Service Agent Training Schedule Review: <ul style="list-style-type: none"> ○ Provide GSA with Training Packet or Manual ○ Provide GSA with Skill Breakdowns ○ Introduction ○ What is a Front Office Employee? ○ Quality Guest Services ○ Front Office Philosophies & Concepts ○ Discuss Department SOP's on website
			Department Overview & Communication Tools: <ul style="list-style-type: none"> ○ Front Desk Area ○ Equipment Review: PMS Terminals, phones, printers, key machines, credit card swipes, CC imprinters, safety deposit boxes, safe. ○ Bulletin Boards ○ Strategy / daily information boards ○ Employee Mail box ○ Scheduling – Request off Procedures ○ Time Clock ○ Log Book
			Receive User Login & Password information for all systems *Visual Matrix *Opera
			Review Uniform & Appearance Standards

Guest Service Agent Training Schedule

Day Two: PBX Operator– 1 shift

<i>Trainee Initials</i>	<i>Trainee Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Review immediate work station and equipment used
			Property Information / Stat Sheet & Extension List
			Radio Codes & Radio Usage
			Phone & Radio Etiquette SOP
			Standard Greeting & Closing Script for answering calls
			Guest Privacy SOP
			Perform the following switchboard tasks: <ul style="list-style-type: none"> ○ Answer Calls ○ Place calls on hold ○ Transfer calls ○ Message lights in guest rooms ○ Switch phones from Night 1 – Night2 ○ Emergency procedures – 911 calls
			Emergency Procedures
			Guest Requests
			Courtesy Call Back logs
			Complaint Logs
			Maintenance & Housekeeping dispatches

Notes:

Guest Service Agent Training Schedule

Day 3: Reservations

<i>Trainee Initials</i>	<i>Trainee Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Review reservations work area and equipment
			Review in detail the Standard Reservation Script including these basic steps: <ul style="list-style-type: none"> ○ Appropriate Greeting ○ Ask Key Question ○ Ask Qualifying Question ○ Present 3 benefit statements ○ Quote Rate ○ Attempt Primary Close ○ Attempt Secondary Close ○ Recap Reservation ○ Closing
			Review Room Types and Room Codes
			Review Rate Structure for the hotel
			Review Upgrading and Selling from Top Down
			Review PMS procedures – Visual Matrix and Opera
			Reservations main screens on PMS
			Observe reservations being made and entered into the PMS system
			Make actual reservations and input into PMS
			Group Reservations
			Review Guest Special Requests and modules within the PMS to accommodate special requests during the rez process.
			Providing Directions to your property
			Review Hotel Website(s)

Notes:

Guest Service Agent Training Schedule

Day 4: Evening Shift - Guest Check-In

<i>Trainee Initials</i>	<i>Trainee Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Guest Check – In: Service Component
			Guest Check – In: PMS Function Component
			Different Guest Check-Ins: <ul style="list-style-type: none"> ○ Guest with a reservation ○ Walk-in Guest ○ Group Check-In Early Check-In
			Credit Card Authorization Procedures
			Methods of Payment <ul style="list-style-type: none"> ○ Check In Credit Card ○ Check In Direct Bill ○ Check In Gift Certificate ○ Check In Check / Travelers Checks ○ Check-In Tax Exempt
			Brand Loyalty Program
			How we Handle VIP's at Check-In
			Using the Key Machine: <ul style="list-style-type: none"> ○ Login to the machine ○ Create Guest Room keys for arrival ○ Copy Guest Room Keys ○ Read Guest room Keys ○ Lock out a Guest
			Issuing Guest Keys at Check-In
			Block Guest Room numbers
			Pre-Registration packets
			Using Effective Sales Techniques

			Helping Guests with Special Requests
			Relocating Guests in Sold out situations
			How to process Room Changes / Room Move
			How to process Guaranteed No Shows
			Marketing Alert System – Binder Overview
			Review 3/11 Shift Checklist and specific tasks: <ul style="list-style-type: none"> ○ Bucket Check ○ Credit Limit Reports ○ Downtime Reports

Guest Service Agent Training Schedule

Day 5: Morning Shift - Guest Check-Out, Posting Charges, Adjustments, End of Shift Balancing

<i>Trainee Initials</i>	<i>Trainee Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Guest Check Out – Service Component
			Guest Check Out – PMS Function Component
			Different Types of Checkout: <ul style="list-style-type: none"> ○ Express Check Out ○ Late Check Out ○ Early Check Out ○ Group Check Out ○ Unexpected Stay overs
			Posting Payments
			Posting Charges and Adjustments
			Split Guest Charges
			Transfer Guest Charges
			Refunds
			Incidental Charges
			Routing Charges to Group Master or Master Folio Account
			Handling Guest Complaints
			Reconcile Room Status with Housekeeping for Late Check-outs
			Cash Handling Procedures
			Shift balancing
			Deposit Procedures
			Review 7AM – 3PM Shift Checklist

Notes:

Guest Service Agent Training Schedule

Day 6: Front Office Standard Operating Procedures

<i>Trainee Initials</i>	<i>Trainee Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Process Safe- Deposit Box Transactions for Guests
			Guest Mail / Packages and Faxes
			Shuttles offered through the hotel
			Vouchers offered through the hotel
			Did you Forget Program? (Toothbrush, toothpaste, shaver, etc.)
			Processing Wake-Up Calls
			Lost & Found Procedures
			Processing Guest Room Maintenance Items on Service Pro
			MOD Program
			Emergency Procedures
			Update the Function Reader Board
			Inventory and Requisition Front Desk Supplies
			How to Use Fax & Copy Machine

Notes:

Establishing Identity of Guests

The front desk staff is responsible for determining that the hotel has full documentation as to the identity of the person checking in and staying at the hotel. It is the hotel's legal responsibility to know who is in the hotel to the extent possible. This is done in two ways, depending upon whether the person is paying cash, paying through direct bill, or paying with a credit card.

If the guest is paying cash or paying through direct bill, the GSA must ask for a picture ID, most preferably a driver's license. The following **three** comparisons must be made:

1. The name on the driver's license as compared with the registration,
2. The photo on the driver's license as compared with the person checking in
3. The signature on the driver's license as compared with the signature on the registration. The driver's license number should be recorded on the registration in the PMS.

If the guest is paying with a credit card, the following **two** comparisons must be made:

1. The name on the credit card with the name on the registration
2. The signature on the credit card with the signature on the registration.

A photo ID is not required and, in fact, is not allowed as per our agreements with the credit card companies. One point about credit cards and identification must be stressed: Just taking the credit card and pre-authorizing it is not enough, that is done to establish credit but it does not establish identity. The GSA must look and compare critical information on the card as well as use it to authorize charges.

If the name on the credit card is not the name on the registration, that is OK, but the credit card holder should also sign the registration. In addition, if the hotel has express check-out authorization on its registration form, it must be the credit card holder who must sign this authorization. If not, you will never win the chargeback if they were to dispute the charges.

Guest Room Keys & Guest Security

Control of guestroom keys is one of the cornerstones of what hotels should do in order to provide the safety our guests have a right to expect. We, as innkeepers, have an obligation to take reasonable care that our guests will be safe in their rooms from intrusions by people who may have room keys.

- The following list of policies forms the basis of a good key and lock control system:
- Room keys should not have any form of key tag which identifies the hotel or is unique to the hotel among the surrounding area's hotels. No key tag at all would probably be best.
- Room keys should not have the room number on them. Metal keys (as opposed to key cards) should be engraved with a four character numeric code. That code cannot, in any way, directly correspond to the building or room numbers
- When keys are given to guests at registration the guest's name and room number should not be said aloud if there are others in hearing range. Room numbers should be shown to the guest in writing with a reminder that they should note it if a guest check-in packet is not used. Explain to the guest that the coding system is for their protection. Verify with guest if duplicate key to the room is needed.
- Guests should be asked for their room keys at checkout by the Guest Service Agents (GSAs). Hotel employees, particularly Housekeeping and Bell Staff or even Maintenance, who see guests who are obviously in the process of leaving the hotel for the final time (taking their luggage out), should ask guests courteously if they have returned their room key. This is also a good time to thank them for staying and other pleasantries, such as inviting them to return.
- Room attendants and others who find keys in guest rooms or elsewhere should place them in their pockets, not on their carts where they are accessible to others, and subsequently give them to their supervisor to be returned to the front desk.
- All section masters, room masters, grand masters and emergency masters, (normally kept in a safety box) should be signed out each time they are taken and their return noted. All of the above keys should be stamped "DO NOT DUPLICATE" if they are metal keys. Persons who carry these keys permanently should be spot checked to insure they have them on their person and that the inspection is logged in the front office log.
- In any case of a lost metal key, the maintenance staff should exchange room locks around within a housekeeping section in order to save the expense of re-keying the

lock or to re-key the lock if it has been moved numerous times. A log should be kept of all lock swaps and re-keyings.

- If they are using metal keys, Maintenance should keep a record of how many keys it makes for each room and when they are made. This record should be reviewed on at least a weekly basis by the General Manager. The General Manager should initial and date the key making record each time s/he reviews it.
- Numbers on metal keys should be adjusted accordingly and over stamped or ground until the old number is illegible and the new number stamped nearby if locks are swapped in a section. As a standard practice, it is recommended that all locks in a section be moved at least quarterly.
- If a section master is lost under circumstances which may result in guests being at risk the section should be re-keyed. If a section must be re-keyed, consider also re-keying to a new grandmaster and emergency master so that you are in effect beginning a phased re-keying of the entire hotel.
- If a master key or emergency key is lost under any circumstances it should be reported to the Support Office immediately by the General Manager. After the circumstances are discussed, a decision should be made as to whether the hotel should be re-keyed.
- As an additional step, the General Manager, or somebody s/he delegates the responsibility to, should cross index all incidents of theft, missing property, damage, etc. as follows:
 - Room Number or Location. (Watch out for locks that have been moved.)
 - Names of potentially implicated employees (usually more than one). You may discover that room thefts never occur when so and so is off or regardless of the room number so and so was on as Maintenance or Room Attendant.
- Remember, whenever key and security issues are being considered, you must take "reasonable and prudent care", which is not usually the least expensive option.

Life Safety



Bed Bugs

Overview

The resurgence of bed bugs is a growing problem for the hotel industry. Over the past decade, bed bugs have begun to make a comeback across the United States. They are most frequently found in dwellings with a high rate of occupant turnover; such as hotels, dormitories, apartments, prisons and health care facilities. Bed bug activity can result in customer dissatisfaction, lost business and lawsuits.

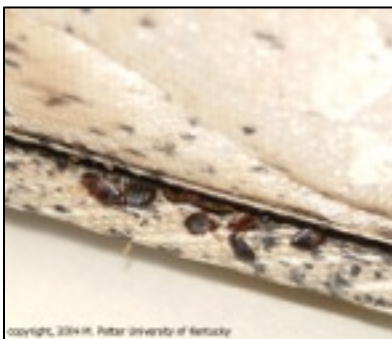
In this section you will learn about the following:

- Bed Bug Basics
- Bed Bug Life Cycle
- What to do if you think you found bed bugs?
- Inspecting the room for Bed Bugs
- Clean Up Tips
- Inspection Forms



Bed Bug Basics:

- Bed bugs are wingless insects that live in cracks of furniture, folds of mattresses and box springs, and behind walls. Adult bed bugs can live up to a year and a half, frequently feeding on your guests.
- Their bodies are broad and flat. Adults are 4-5 millimeters in length, 3 millimeters wide and reddish brown in color. Their eggs are white, oval and about 1mm in length.
- They feed mainly on the blood of humans, but will seek a blood meal from other animals as well. Bed bugs do not attach themselves to pets. They will only feed on pets if they are starved. They prefer to feed at night and are able to live several months without a meal.
- The adult female requires a blood meal prior to laying eggs. There is no specific pattern to where the eggs are laid, but most often they are found near the bed bug's harborage site. Female bugs can lay up to 500 eggs in their lifespan. Fertile eggs hatch approximately 10 days after being laid but can be viable for up to 28 days.
- Under consistently moderate room temperatures and an adequate food supply, bed bugs will live over 300 days. Low temperatures and inconsistent food supply can actually extend the life span of stressed bed bugs. In these conditions, bed bugs enter a semi-hibernation period that may extend their lifespan up to a year and a half.
- Temperatures held at 111 -113° F for 15 minutes will kills bed bugs. Sixty minutes is required to kill eggs at this temp.
- Bed bugs are spread through travel, as they hitchhike with luggage, clothing, bedding and furniture. They prefer to live in walls, mattresses and furniture. Signs of a bed bug infestation include rusty spots of blood stains on bed linens, mattresses and headboards. They do not occur naturally away from man and typically will be found only in structures occupied by man (home & businesses)



Life Cycle of the Bed Bug

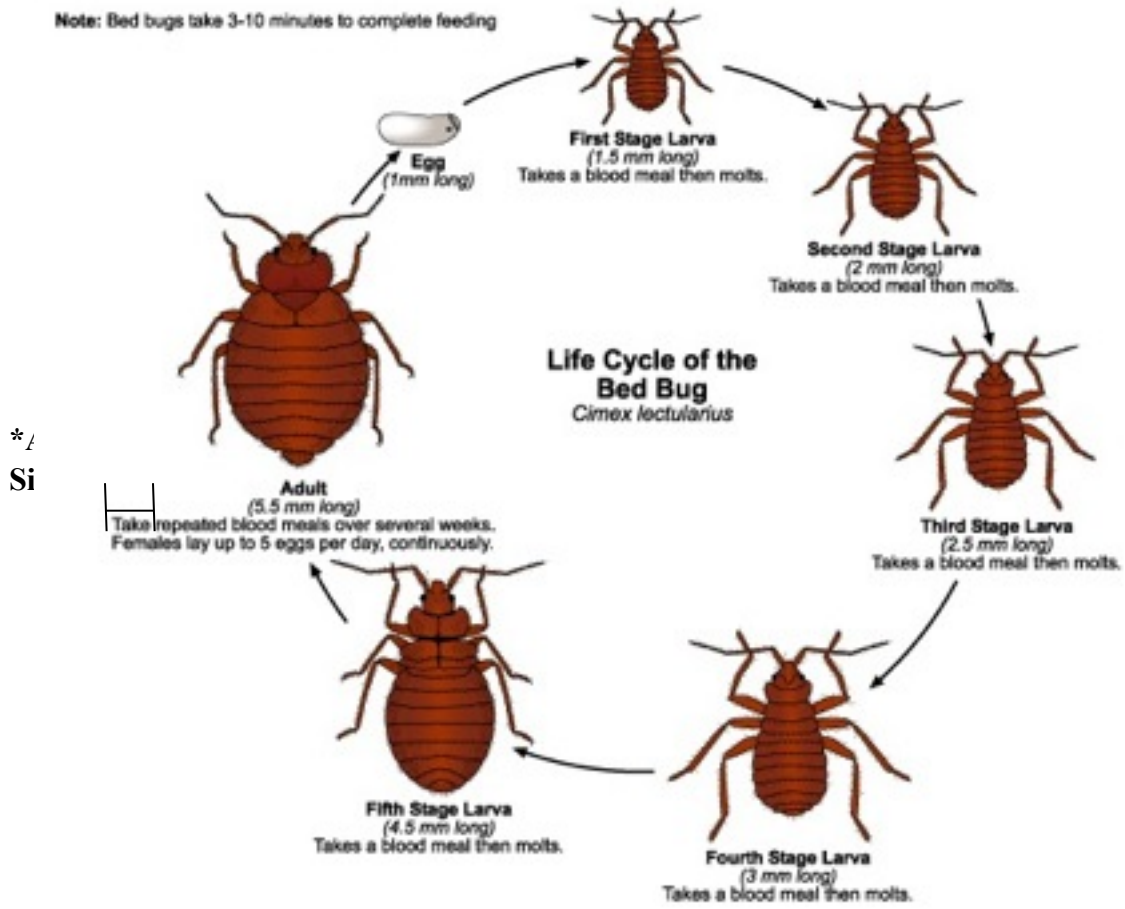


Image from www.entm.purdue.edu/publichealth/resources.html

What to do if you think you found bed bugs?

Notify your supervisor immediately. These pests are very hard to identify as there are other species that resemble bed bugs.

Inspecting the room for bed bugs:

- Inspect furniture, mattresses, box springs, closets and bed lines for possible infestations Use the attached inspection charts to sweep every inch of the room. Remember bed bugs are millimeters and they are flat so they can fit almost anywhere.
- If a suspected infestation occurs, contact your pest control provider immediately for further planning and guidance.

Clean Up Tips:

Remember that your pest control provider will have detailed instructions for you to follow. These are additional tips to remember. These tips are not to be followed as a full extermination or treatment of bed bugs:

- Once the room is deemed as clear the cleaning process may begin starting with brushing all furniture and bedding with a strong bristly brush, focusing on cracks and crevices in all furniture, corners, base boards, carpet joints, bed rails, fixtures and so on.
- Vacuum room utilizing a wand attachment focusing on all mattress tufts, folds, cracks and crevices
- Vacuum all carpets completely three times.
- Vacuum all picture frames, head boards, door frames, outlets, light fixtures, and fire suppression systems.
- All items that can be laundered need to be removed this would include: mattress pads, sheets, blankets, comforters, drapes, sheers, towels, rugs, furniture covers, bed skirts etc. Some items may be needed to be thrown away or you can choose to throw them away. If these items are not thrown away then they need to be washed in dried in a hot cycle.
- Discard old pillows in sealed plastic bags.
- Remove old bedding, furniture, fixtures, and so on when suggested by pest control provider (usually in severe infestations)
- Steam cleaning mattresses may be in order depending on the severity of the problem. (blood stains may be observed on the mattress)

Mattress and box spring may have to be discarded if so these items should be encased in plastic bags and sealed. The mattress and box spring should be encased in the plastic bags inside of the room and then discarded. If you move the mattresses before you encase them you are opening up many areas of your hotel for infestation. Your pest control provider should be able to offer you information on mattress and box spring bags.

Code Red Procedures



Our Business operates twenty-four hours a day, seven days a week. The Code Red procedures include the very basic general information necessary in the event of most emergencies at your hotel. The hotels Emergency Handbook has more complete and detailed instructions for you to follow in the case of an emergency. It is important that these procedures be thoroughly understood to ensure competent performance regardless of the nature of the emergency with which you and/or other employees are responsible for.

There is a Code Red stand in each department at the hotel. The stand contains ten different emergencies cards that can happen and the steps that you need to take. Please review each of the cards with your department head so you understand the steps completely.

Safety Deposit Box Procedures:

You may have safe deposit boxes at your hotel. These are small secure boxes that are usually in blocks of 8, 12, or 16 individual lockable units. Some hotels provide this amenity to allow guests the opportunity to secure very valuable items. The hotel may also use these to establish individual or shift banks for use by the hotel's front desk or other outlet. The following rules and procedures will help you provide friendly and efficient service to our guest and also insure the most important goal is met, security.

1. All Safe deposit boxes come quipped with a key and box card. The card is a signature card used to verify identity of the person requesting access to the box.
2. There is a second key that must be used to open all boxes and that is our master key.
3. All keys are to be kept in the register drawer NOT in the keyholes.
4. When a guest requests the use of a box, select an unused box and retrieve the corresponding key from the register and the master key.
5. Open the door to the box and remove the pull out box. Inside the box should be a blank signature card.
6. Provide the guest with a private space to load their items into the box. Instruct them to fill out the card and present it when they return the filled box.
7. Return the box to its location and close the door locking the door using both keys.
8. Give the guest their key and instruct them what steps they should take to gain access to their box
9. Review the completed signature card and make sure it is complete. Thank the guest.
10. Attach the card to the guest folio. This is to make sure we are "flagged" when the guest is checking out that they have item they don't want to leave behind.
11. Anytime a guest request access to a box you MUST:
 - a. Ask for proper photo ID
 - b. Compare to name and signature on box card on file
 - c. Provide a private area for them to access the box
 - d. Return the box to its place and the key back to the guest

12. Remember security is crucial! If anything seems suspicious or out of order inform your supervisor immediately.

13. If a guest has lost their key, we will have to charge them to have a locksmith come out to drill through the box. Significant delay in getting their items from the box will also be the case because you don't know when the locksmith can come to the hotel. All guests should be notified of this charge when they are given the key. The charge varies depending on the rate in your hotel's local area. Only initiate this process after you have determined without any doubt that this person was, in fact, the box's renter.

General Managers are responsible for insuring there is no conflict between the local state's Innkeepers Law relative to safe deposit boxes, also known as the hotel's safe, and the instructions listed above. The Innkeepers law must be adhered to in order to insure the hotel's liability is limited as described in a particular state's law. Otherwise the hotel is likely to be liable for the guests' losses from their room and the hotel's safe deposit boxes or hotel safe.

Safety Deposit Box Suggestions:

To insure that the use of safety deposit boxes is adequately controlled, we are giving you a few ideas to consider.

1. File box record (signature cards) with guest folios or registration cards rather than in separate file. This will cut down on guests checking out and forgetting they have a box. It also insures that only guests and employees have boxes.

2. File employee's box records with their personnel records. The controller should keep a current list of what boxes are assigned to employees.

3. Keys for unused boxes should be kept in the Front Office Cash drawer or some other locked place, not in the key holes.

4. Two or three employees' safe boxes should be pulled and counted each month on a surprise basis to insure the boxes are correct and that no unauthorized items are in the box.

5. Guests should be given privacy or a discreet distance when they are placing or removing articles from their box

Quality



Quality Guest Services:

Delivering quality service means creating a memorable experience for every guest by:

- Understanding and anticipating each guest's wants and needs
- Meeting and exceeding each guest's wants and needs
- Helping co-workers meet and exceed each guest's wants and needs

Delivering quality guest service is not part of your job – IT IS YOUR JOB!!!! If it weren't for guests, you would not have a job in the hospitality industry.

In this section we will review:

- **The Benefits of Quality Guest Service**
- **Skills for Meeting and Exceeding Service Expectations**
- **What Is a Guest?**
- **Moments of Truth**
- **15 Guest Service Points to Remember when Interacting with Guests.**

Benefits of Quality Guest Service:

When you deliver quality service to our guests everyone wins. Who benefits from quality service?

- **The Guest** – each guest arrives with certain concerns, emotions, and expectations. By providing quality guest service, you have a chance to make the guest's day and visit with us more enjoyable.
- **The Property** - If you exceed guest's needs, they'll be more likely to return to the property. You have a direct impact on the properties success.
- **Your Co-Workers** – When you do your job well, you make it easier for your co-workers to do their jobs well.
- **You** – When you do your job well, you show co-workers and managers that you are a professional. Good work is often rewarded with compliments and good job reviews.

Skills for Meeting and Exceeding Service Expectations:

Guests come to your property for many reasons. Some may have seen an ad describing the property or they may have heard about it from friends. Others may have come before, enjoyed their stay, and decided to return. Whatever the reason, guests expect certain things from you. The Guests expectations and the skills you need to meet them include the following:

- Professional Appearance Expectation:
 - Maintain a neat, well-groomed appearance.

- Wear the proper uniform that is clean and ironed
- Wear your nametag
- Friendliness Expectation:
 - Smile
 - Greet Guests and co-workers promptly and happily
 - Look guests and co-workers in the eye
- Courtesy Expectation:
 - Give guests and co-workers your full attention
 - Treat guests and co-workers with respect
 - Call guests and co-workers by name
- Concern Expectation:
 - Imagine how guests and co-workers see a situation
 - Listen with empathy
 - Show sensitivity to guests and co-workers feelings
- Flexibility Expectation:
 - Treat each guest and co-worker as an individual
 - Welcome each guest as a new opportunity to provide great service to
 - Offer creative solutions to meet guest sand co-workers needs.

What is a Guest?

Guests are vital to our industry, without them we would not have jobs. Guests like all other customers have expectations when paying for a service or product. When they stay at our hotel one of the items they are paying for is high quality guest service. The definition of hospitality is the act or service of welcoming, receiving, hosting, or entertaining guests. That definition is your highest priority as a guest service agent. You are responsible for delivering excellent service consistently to each guest.

Moment of Truth

A moment of truth is a brief action or instant connection with a guest that has a lasting impact on their perception of the hotel. Within the front office we have many chances to make these moments of truth positive experiences for our guests.

For Example:

Mr. Smith walks into the lobby about 6:45 AM. He finds the front desk unattended and he waits patiently for a few seconds thinking that perhaps someone had to retrieve something form the back office. After about 20 seconds the guest finally yells, asking for assistance. An agent walks out to the desk and says “How may I help you?” without apologizing for the wait. Mr. Smith has just been given a negative first impression of the front desk and the hotel as a whole. We have just shown by our actions that whatever is going on in the back office is more important than Mr. Smith. We gave this impression without saying a word to the guest.

Moments of truth can also be described as an opportunity to connect with the guest professionally and personally. Below are two specific instances where you will have the opportunity to create a moment of truth for a guest and how to execute that moment of truth.

- **Conversing with the Guest:**
- **Handling Guest Requests**

Conversing with the Guest:

At all times, we wish to convey a friendly and professional attitude towards all persons at our hotels whether it is guests, visitors or, employees. Please remember:

1. Address the guest by name. If you don't know their name, find out.
2. Refer to the hotel as "us" or "we" NOT "them" or "they"
3. Remain cheerful, positive, and understanding at all times
4. Be attentive to what the person is saying
5. Attempt to accurately answer all questions. If you don't know the answer state that you don't know, but you'll find out for them. Make sure you follow up with them immediately
6. Avoid hotel terminology
7. Never discuss resort or personal challenges with a guest. They're here for fun, not to hear about challenges.
8. Thank the guest for staying with us

Handling Guest Requests:

Taking care of guest requests is the foundation of hospitality. It is a top priority of all hotel employees. Especially guest service agents. Guests will most likely be bringing their requests to you first!

1. Receive the request by listening attentively
2. Acknowledge/ confirm the request
3. Complete the request – Make it Happen!!!
4. Follow up with the guest to ensure satisfaction
5. If a challenge, follow up with the appropriate department manager
6. All guest requests for service or items must be completed within 15 minutes. If a guest request takes longer than 15 minutes notify a manager or supervisor.

15 Guest Service Points to Remember When Interacting with Guests:

1. Phone service should be highly efficient, including; answering calls before the third ring; no hold longer than 15 seconds; or, in the case of longer holds, call-backs offered, and provided in less than three minutes
2. Staff on telephone will sound calm and organized, giving the guest an unhurried impression and Smile!
3. Staff will actively greet guests, smile, make eye contact and speak clearly in a friendly manner
4. No guest will wait longer than sixty seconds in line without acknowledgement
5. Staff will not interrupt guests to answer phones, or talk with others, except momentarily; they will always excuse themselves when doing so, and will never do so more than once during a conversation
6. Staff will listen carefully and patiently to all guest requests, and ask questions as needed in order to determine the guest's full and complete needs
7. If a follow-up call or task is required, then an accurate estimate of completion time will be given, and met
9. Confirmations or re-confirmations for appointments or activities made while guests are in-house may be left on the Guest's in-room voicemail in a clear and detailed manner. Informative notes or directions will be presented on a logo pad or paper and always neatly lettered
10. All guest contact with staff will be able to answer basic questions about the property, will take ownership of simple requests, and not simply refer guests elsewhere.
11. All staff, even in passing will engage guests with a smile, eye contact and acknowledgment
12. Staff will create a sense of recognition by using the guest's name, when known, in a natural and discreet manner
13. Staff will speak to guests in an attentive, natural and courteous manner, avoiding pretension
14. Staff will always appear clean, crisp, polished, and well fitted
15. Guests are graciously escorted to areas when directions are requested

Staff Appearance:

All of the employees that work at this hotel are representatives of the management staff, franchise and owners. The business needs to be represented well physically inside and out. The property and you should always be clean and look fresh. One reason you were chosen to work at this property was because we knew you would represent it well. You can show guests you care about yourself and the property by keeping a clean professional appearance. The first thing your manager will review each day when you come to work is your appearance from top to bottom. If you do not comply with the items on the list below you will not be allowed to work until the issue is resolved. This may result in you being sent home for the day. Your manager will be checking for the following:

- All employees are wearing the approved uniform with a nametag and closed toe shoes. Their uniform needs to be clean, neat & ironed; No modifications added.
- Hair is groomed and neat, unnaturally colored hair and extreme hairstyles are not appropriate or professional. Mustaches and beards (if permitted) must be clean and well trimmed.
- Excessive makeup is not permitted. Perfume, cologne and aftershave is used in moderation or avoided altogether.
- Offensive body odor and poor personal hygiene are not permitted
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial Jewelry such as, eyebrow rings, nose rings, lip rings and tongue studs are not allowed. Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.

Also remember that cleanliness comes from:

- Bathing or showering every day before work
- Using deodorant / antiperspirant every day before work
- Brushing your teeth every day before work
- Shampooing your hair often
- Keeping nails and hands clean by washing after bathroom breaks, cigarette breaks and sneezing or coughing.

Front Office Phone Etiquette

The kind of service that our guests receive over the phone is as important as the service they get in person at your hotel. It is important that every phone interaction reflect high standards of friendliness and efficiency and be a positive impact on the guest perception of the quality of service at your hotel. Not only does it make a positive impression, it helps business because guests who feel positive about your service will select your hotel to stay at.

Techniques

- All phones are to be answered within three rings.
- When the phone is answered, you should speak clearly and slowly, and have a welcoming upbeat tone to your voice. Remember you want them to feel like they are getting service. Smile when you talk. A smile helps you sound more relaxed and pleasant
- Always Speak Clearly into the receiver
- Always tell the caller your name and try to get theirs, then use it throughout the call
- Answer using the appropriate greeting appointed by your hotel management. It may be something like “It’s a beautiful day at the (Name + Location of your hotel), how may I assist you?”
- If you have to transfer the call to a room, or to an in-house extension, you should always confirm where you are transferring them and use the following line: “ I am transferring you to Room 425, it is my pleasure to connect you”
- If you are answering an in-house line from a guest in the room, use the guest name if your system shows the room number and name along with the following greeting: “Good evening/morning Mr. Smith, this is Angie at the Front Office How may I assist you?”
- If you have to place a call on hold, make sure you inform them and ask them if it is OK. When you take them off of hold, you must thank them. The exchange should go like this: “Mr. Smith I will need to put you on hold just for a minute, will that be OK with you?” Then when coming back “Mr. Smith thank you very much for holding, here is the information you asked for....”
- Always take the time to give proper phone service, even if you are really busy. The guests on the phone expect it, and the actual physical time it takes to do it right is only the matter of a few seconds. Do it right every time. Talk to only the person on the phone, not to anyone else around you. If you absolutely have to speak to someone else in the room ask permission to place the caller on hold.
- Do not use slang or lazy vocabulary like, “Huh? Yeah,” etc.
- Do not use technical terms or hospitality words that callers may not understand
- Do not argue with guest. Transfer them to the MOD using the same protocol defined above.
- If you are on a call and another call comes in, you must “stack” the calls. This is done by placing the caller you are with on hold, and answering the incoming call. You must immediately transfer the call (remember the script above!) or get their callback information and offer to call them back. You then go back to your original call and complete that call. It is never OK to not answer every call within three rings.
- Someone must man the phone at all times. During breaks, and busy times, no matter what. If you feel can not give great service on the phone then ask your manager for assistance.

- Closing a call is just as important as the opening and greeting of the call. Always say thank you or you are welcome. Try to use the callers name whenever possible and say “good bye” not “bye-bye” or “buh-bye”

Radio Etiquette

Each property and department is staffed with a radio. This allows each department throughout the properties to communicate with each other. Using radios at a hotel should be done in a professional and discreet manner. Please remember the following:

- Each hotel should create and use their own form of radio terminology
- Each radio should be equipped with an earpiece for the employee to wear in order to keep hotel communications silenced from guests and other clients that are visiting. If ear pieces are not available then all radios should be kept at medium volume.
- Radio's should be numbered and signed out, just like any other piece of hotel equipment
- Don't forget to charge your radio at the end of your shift.
- If there is something that you don't think should be said over radio communication then ask the appropriate manager to call you back on a land line.

Radio Terminology

Radio Codes:

- * CODE 0 – ARMED ROBBERY
- * CODE 1 – TOILET OVERFLOW
- * CODE 2 – INTOXICATED PERSON
- * CODE 3 – ELEVATOR
- * CODE 5 – BUGS
- * CODE 6 – BED BUGS
- * CODE 9 – EMPLOYEE HURT
- * CODE 11 – TRESPASSING ISSUE
- * CODE WHITE – MEDICAL EMERGENCY
- * CODE RED – CALL FIRE DEPARTMENT
- * CODE BLUE – CALL POLICE DEPARTMENT
- * CODE YELLOW – AMBULANCE
- * CODE GREEN – EMERGENCY ACCIDENT AT POOL
- * CODE ADAM – MISSING CHILD
- * CODE FOX TROT – CHILD WITH NO PARENT

Department names:

- Maintenance for Days Inn – 103
- Maintenance for Best Western – 203
- Front Desk for Days Inn – 101
- Front Desk for Best Western – 201
- Housekeeping for Days Inn – 102
- Housekeeping for Best Western – 202
- Managers – Unit #'s

Words not to be said over the radio: (When ever there is a situation that is sensitive to guest's ears, please ask the department to give you a land line)

- Toilet
- Toilet Paper – instead say TP
- Bad Language
- Bugs, Insects, Roaches, etc
- Elevator not working jammed, etc.

-

Courtesy Call Backs

The courtesy call program is derived from a program tested by Holiday Inns and implemented by them in all properties they manage. The test results revealed five important things in the hotels where the program was used:

1. The guest perceived their room to be better.
2. They liked the hotel better.
3. It increased their intention to return.
4. The guests' attitude towards the staff improved.
5. Many guests felt their stay was worth more thus improving the price/value relationship as perceived by the guest.

Courtesy calls are a required task that the staff must perform for all guests. A Courtesy Call Log should be used in order to track guest issues. See exhibit A for a copy of the courtesy call back log form.

Who to Call: All guests checking in before 9 P.M. and all wake up call requests, which are received over the phone.

When to Call: Call the guest approximately 10 to 15 minutes after check-in. The manager or someone working the front desk should make the call.

What to Say:

Welcome Call

"Good (morning/afternoon/evening), (Mr./Ms.)_____. This is,_____, (name & job title). I am calling to make sure everything is satisfactory with your room. (Wait for response. If everything is okay :) "Would you like us to deliver any extra towels or pillows for your stay?" (Note response.) "Thank you very much (Mr./Ms.) and I do want to remind you that our manager's reception is available until 7:00pm (or) I want to remind you that we offer our deluxe breakfast bar starting at 6:00am" "Do you need a wake-up call?" Thank you and good night (Mr./Ms.)_____.

Second Night Courtesy Call

"Good (morning/afternoon/evening), (Mr./Ms.)_____. This is,_____, (name & job title). Your satisfaction is our first concern so I am calling to ask if during your stay so far everything has met your expectations. Did all fixtures and furnishings work properly? Is there anything we can do to make your experience better?" Goodnight (Mr./Ms.) and thank you for choosing the (hotel name)

Guest Challenges

There will be times when a guest will approach you in person or by phone regarding a challenge or complaint that they have with the hotel or personnel. We empower you to make decisions to resolve guest challenges. Our hotel tracks these challenges to minimize the chance that they will happen again. In this section you will learn about:

- **8 Steps to Resolve Guest Challenges**
- **Service Recovery**
- **Creative Compensation**
- **The Cursing Guest**
- **Using the word “No”**

8 Steps to Resolve Guest Challenges:

Whenever you encounter a guest challenge remember to follow these steps:

1. Say “THANK YOU”
2. Explain why you appreciate the complaint.
3. Apologize for the mistake.
4. Promise to do something about the problem IMMEDIATELY.
5. Ask for necessary information.
6. Correct the mistake PROMPTLY.
7. Log the issue and check back for customer satisfaction.
8. PREVENT future mistakes.

At this point you need to make the MOD aware of the problem.

Always try to help the guest before approaching a supervisor or manager. If you feel uncomfortable then don't hesitate to approach your supervisor or manager. We are here to make sure that all guests have enjoyable experiences at our hotel. In time you will learn how to handle certain challenges. Be creative; don't be afraid to step out of the box to fix a challenge.

Service Recovery

Whenever a guest feels that the hotel has fallen short in providing quality service, it is time for service recovery. This means that you, as a service provider, take the initiative to recover the situation and satisfy the guest. The best hotels in the world have problems and guests that complain but, how the staff responds and recovers the issue is what separates the best hotels from the worst hotels. When you have the opportunity to provide service recovery you must go above and beyond the guests expectations in order to win them back. This is not always an easy task but, if done correctly will result in extremely loyal guests. Service recovery tips:

- Take control of the situation
- Take complete ownership and responsibility for the guest's concerns

- Resolve the issue by exceeding the guest's expectations. This is the perfect opportunity to go above and beyond for guests and they won't forget it.
- Follow up, follow up, and follow up!

Creative Compensation

Little things matter to our guests. In many cases a sincere apology and minor correcting of a challenge is all it takes. Monetary compensations rarely fix the problem. While they're certainly happy to get back some money they would rather know that somebody cares enough to listen to, acknowledge and, solve their issue. Money is an easy way out and guests know it! Below are creative compensation tips.

- Arrange a late check-out
- Arrange transportation
- Offer a free movie or drink ticket
- Deliver requested items to the room
- Suggest a local restaurant or attraction and even make reservations
- Send an amenity and note card to their room, thanking them for bringing their concern to our attention.
- Give them your name and create a relationship so they feel comfortable if they have any other concerns.

The Cursing Guest

Once in a while you will have a guest on the phone or in person who is so angry that they use foul language and can become verbally abusive. There are three steps to remember when dealing with cursing guests:

1. Give the guest the benefit of the doubt and politely say, "I really want to help you, however, I am having trouble with the language you are using.", "Could you please refrain from using that language?"
2. Give a second warning if they do not stop. Politely restate what you said in #1
3. Let the guest know in a calm and polite manner that you are no longer able to help them and you will have a supervisor or manager assist them.

Using the word "No"

The guest isn't always right but they are always the guest! Sometimes there are circumstances where we can't say yes to what a guest is requesting or needing but, you should never say No to the guest. You should offer alternative solutions and tell them that you are not sure but you will check and see what you can do. Use your supervisor or manager to assist you in accomplishing any request that you as an agent can't accommodate.

Front Office Log Book

Each of the hotels must have and use a Front Office Log. The Log must be a bound (sewn, not loose leaf or spiral bound) ledger or diary with stamp or machine numbered consecutive pages. The reason the book should be sewn is so that removing pages is not as simple as a loose leaf or spiral book.

The Front Office Log has several uses:

- Record unusual incidents and significant guest comments.
- Note the witnessing of deposit drops.
- Note discrepancies in House Bank and Petty Cash counts at shift changes.
- Note problems or issues which occur during the shift which the General Manager or subsequent shifts should be aware of.

Entries must include the date, time and GSA's initials.

Each GSA must read and initial the log of the prior shifts to be brought up-to-date on recent events. It is essential that all GSAs make entries into this log during their shift and read it religiously.

The General Manager and/or the Front Office Manager must review the Front Office Log periodically (at least daily) and initial each entry they review.

The Front Office Binder

To insure that all Front Office staff has one simple reference tool, each hotel must maintain a three ring binder at the front desk in which to insert up-to-date information and procedures. This binder should be easily and quickly accessible to all GSAs. At a minimum, the following sections are required:

Rates: All the rates in effect for the coming twelve month period.

Your Package Plans: A description page of prices and features of each package plan your hotel is promoting or is participating in. A copy of any advertising should be included.

Details of Other Programs: Copies of advertisements, coupons and instructions for their use on any special promotions not explained in the previous sections.

Credit and Check Cashing Information: Details on how to handle all credit cards. This should include floor limits, our preference as to which cards to accept and so forth. This section would also contain check cashing instructions, bad check list and instructions on what to do if someone returns who has an outstanding bad check.

Direct Bill info: Procedures for handling travel vouchers and direct billing instructions for pre-authorized direct bill guests.

Safety and Emergency Instructions: Specific instructions on what to do in fire, medical and other emergencies at your hotel. Other emergencies include floods, power outages, robberies, etc. The instructions for your hotel must be reviewed by the support office.

Guest Information: Answers to questions frequently asked by guests. Include directions to area locations, attractions, hours of operation of the hotel's various outlets, menus for outside restaurants, etc.

Staff contacts: List of all hotel employee addresses, cell phone numbers, and beeper numbers. For hotels with more than 50 employees, the list should be limited to Management, Department Heads, Supervisors, Maintenance and Security staff.

Emergency contacts: List of key maintenance staff, maintenance contractors and emergency repair suppliers.

SOPs: All Front Office SOP's

Marketing Information: Marketing Alert System notices (see separate SOP) which are all current advertisements and coupons that are distributed.

Copy of the Guest Directory: Not only will this let the staff see what the guest is seeing in the room but it has lots of information for them to use such as churches, area destinations, phone numbers, etc.

Contact Information for Computer Support Services: This should include all telephone numbers for contacting the hotel's service providers of telephone systems, credit card equipment, PCS, call accounting, etc.

Maps or Detailed Explanations of Where These Shut-Offs Are: water, electric, and gas

“Did you forget?” Program

Each hotel must participate in the “Did you Forget?” Program. This program requires the hotels keep an inventory of items at the front desk that are to be given out to the guest in the event that they should forget to bring that item with them. These items are to include at a minimum:

- Toothbrush
- Toothpaste
- Disposable Razor
- Shaving cream
- Comb
- Men’s and women’s deodorant

These items are to be maintained in a cabinet in the front office area and are given out to guest upon request or delivered to the guest room if they prefer and, the items are complimentary.

It is the Front Office Manager’s responsibility to make sure that these items are kept fully stocked and in an organized professional manner.

Marketing Alert System

The Marketing Alert System will assist the hotel staff members to be up-to-date on the marketing that is occurring for their hotel.

Below are the guidelines for the system:

- On each occasion that there is a new type of advertisement, discount coupon, etc., a marketing alert will be sent to the Front office of the applicable hotel. Each alert will:
 1. Include a copy of the ad
 2. List the publication
 3. Dates the ads will run and expiration dates
 4. Other pertinent information
 5. Provide a space for staff member signatures.
- The Front Office Manager or Director of Sales will then be responsible for adding the new piece of information to the Hotel's Front Office Binder in the section labeled "Marketing Alert System". The Front Office Manager should also note the addition in the Hotel's Front Office Log so GSAs will know to refer to the Hotel's Front Office Binder. As information is added, each front staff member must initial the new ad.
- Each day, all staff members will check the Front Office Log, as they should at the beginning of every shift for other information, to see if any additions have been noted for the "Marketing Alert System". The staff members must initial each marketing alert in the space provided after it is reviewed.
- The Front Office Manager will be responsible for checking for initials and review the new marketing alerts at regular Department Meetings.
- The Front Office Manager must collect all coupons redeemed at the hotel and give them to the Director of Sales weekly or monthly. If your PMS system has been set up to track each specific marketing piece then a report from the PMS should also be submitted with the coupons to show the accuracy of the data.
- It is the Front Office Manager's responsibility to go over this system with each new-hire.

End of Shift Procedures – Best Western

At the end of your shift, there will be a list of things to do in order to close out on your shift correctly. Closing-out a shift is divided into 3 sections:

- 1) Credit cards
- 2) Cash
- 3) Bucket check

It is important to have a Supervisor verify and sign off on your paperwork before you end your shift.

Reports:

You will need to print your OPERATOR CASH OUT reports for your credit cards and cash.

- Under REPORTS menu, select OPERATOR CASH OUT.
- Then view the SYSTEM TOTALS for credit cards and cash. (Checks are not used in this system.)
- Enter the REPORTED TOTALS that you have calculated and confirmed for credit cards and cash.
- Then select PRINT. Make sure to print two copies.

Credit Cards:

Gather all your credit card charges that you have collected during your shift and be sure that each credit card receipt has a signature. If there is no signature on the receipt then you must photo copy the SIGNED REG CARD and staple it to the back of the credit card slip.

Cash:

After counting your drawers (bank), pull the amount that is needed to be dropped.

You will need a DROP ENVELOPE and your second copy of your OPERATOR CASH OUT report.

1. Verify that your cash total matches the total that is reported in Visual Matrix.
2. Fill out the denominations for the monies being dropped on the DROP ENVELOPE.
3. Fill the appropriate information: Name, Department, Date, and Shift.
4. Before sealing, you must have a supervisor or manager verify and sign off on your drop.
5. Insert report and cash and seal. Next drop your envelope in the drop vault.
6. Next report what you drop and at what time the drops occurred and have a supervisor or manager sign.

Downtime Reports:

After completing your drop and credit cards, next you will want to print your downtime reports in order to have a current back up of all records for the shift. These reports include In-House Guest, Rack or Tree, Arrivals, and Departures.

Bucket Check:

The last step to closing out your shift is a BUCKET CHECK. This is a good activity to do because it helps decrease the amount of mistakes and errors past on to another shift.

1. Have a supervisor or manager print a report of all the people that you check in during your shift.
2. Next you will go to the bucket, and start one by one and examine the Reg Card. There are certain things you will look for in order to have a complete Reg Card.
 - Signature
 - Cash Payment posted and noted on Reg Card.
 - Verify that there is a complete Reg Card.
 - Signature matches name on folio
 - Copy of license for cash folios
3. If you encounter one of the items above is not completed, please complete the process. If you are unable to because of time of bucket check, or guest not available, please leave a note on Reg card and past on to the next shift.
4. After completing the bucket check, turn in your paperwork to the supervisor on duty.

End of Shift Procedures – Days Inn

At the end of your shift, there will be a list of things to do in order to close out on your shift correctly. Closing-out a shift is divided into 3 sections:

- 1) Credit cards
- 2) Cash
- 3) Bucket check.

It is important to have a Supervisor verify and sign off on your paperwork before you end your shift.

Reports:

You will need to print your SHIFT BALANCE REPORT for your credit cards and cash.

- Under REPORTS menu, select SHIFT BALANCE REPORT – “7”.
- Enter the REPORTED TOTALS that you have calculated and confirmed for cash on the B-Shift.
- Then select PRINT. Make sure to print two copies.

Credit Cards:

Gather all your credit card charges that you have collected during your shift and be sure that each credit card receipt has a signature. If there is no signature on the receipt then you must photo copy the SIGNED REG CARD and staple it to the back of the credit card slip.

Cash:

After counting your drawers (bank), pull the amount that is needed to be dropped.

You will need a DROP ENVELOPE, “W” (What should my drawer have?) and your second copy of your SHIFT BALANCE REPORT.

1. Verify that your cash total matches the total that is reported in HSS and report is under the “W” which is located in the Front Desk Menu, and then print a copy.
2. Fill out the denominations for the monies being dropped on the DROP ENVELOPE.
3. Fill the appropriate information: Name, Department, Date, and Shift.
4. Before sealing, you must have a supervisor or manager verify and sign off on your drop.
5. Insert report and cash and seal. Next drop your envelope in the drop vault.
6. Next report what you drop and at what time the drops occurred and have a supervisor or manager sign.

Downtime Reports:

After completing your drop and credit cards, next you will want to print your downtime reports in order to have a current back up of all records for the shift. These reports include In-House Guest, Rack or Tree, Arrivals, and Departures.

1. Go to REPORTS MENU.
2. Select “5” – Front Desk Telephone Listing. Enter “P” to print and page down.

3. Next, select “4” – Rack or Tree Report. Enter “P” to print and page down.
4. Then you will print your arrivals report and/or departures report. “1” for arrivals and “2” for departures.
5. Now go to Front Desk Menu, select

Bucket Check:

The last step to closing out your shift is a BUCKET CHECK. This is a good activity to do because it helps decrease the amount of mistakes and errors to be past on to another shift.

1. The Rack or Tree report will help with your bucket check. Review the Rack or Tree for market code errors, rates, balances, and initials.
2. Next you will go to the bucket, and start one by one and examine the reg. Card. There are certain things you will look for in order to have a complete reg. Card.
 - Signature
 - Imprint of Credit Card or Cash Payment posted and noted on reg. Card.
 - Verify that there is a complete reg. Card.
 - Signature matches name on folio
 - Copy of license for cash folios
3. If you encounter one of the items above is not completed, please complete the process. If you are unable to because of time of bucket check, or guest not available, please leave a note on reg. card and past on to the next shift.
4. After completing the bucket check, turn in your paperwork to the supervisor on duty.

Best Western Guest Loyalty Program

Best Western Rewards

When guests join the Best Western Rewards program they are eligible to redeem a variety of benefits. This program is worldwide at any Best Western hotel.

How does it work?

As a member, guests receive 10 points for every US dollar spent or airline/partners rewards with each qualified stay. Points never expire and guests can book hotel stays with no blackout dates. If guests are a member of another hotel loyalty program, Best Western will match their elite status free of charge. Additional information on the *Status Match...No Catch Program* can be found on the following website, <https://www.bestwestern.com/rewards/offers/status-match.asp>.

What are the benefits?

There are a variety of ways members can use their points that they have earned. Points can be used for gift cards for shopping, entertainment, travel, dining, merchandise, and car rentals. Another great benefit for members is free night stays at Best Western hotels.

Special Promotions:

As a Best Western Rewards member, individuals are entitled to exclusive worldwide program offers. These offers allow members to earn awards quickly and easily. In order to qualify for these promotions, members must sign up through the website at <https://www.bestwestern.com/rewards/offers/>. Examples of promotions: Stay two nights at a Best Western hotel and pay with a MasterCard and receive a free night or pay with a Visa and receive double points.

What are the Levels?

There are four distinct membership levels. All levels are determined by the number of nights or rewards points earned per calendar year by the member. The first level is Best Western rewards, the next level is Gold Elite, the third level is Platinum Elite, and the four level is Diamond Elite. At Gold, Platinum, and Diamond levels, members are eligible to enjoy more benefits such as point bonuses and upgrades.

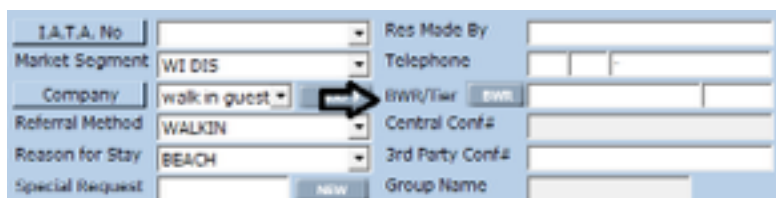
Benefits of signing them up:

Not only are the endless benefits for our guests to join the Best Western Rewards Program but there are benefits for you as well. When you sign a guest up, you receive 250 points. With these points, you are able to enjoy the same benefits as our guests. Remember to enter your 3 digit front desk id to receive credit, which can be provided by the Front Office Manager.

How to sign a guest up:

You can sign up a guest for the Best Western Rewards program at any point during their stay. After completing the check-in process introduce the membership by asking them if they are familiar with the club.

1. *“Are you familiar with our Best Western Rewards?”*
2. Hand the guest the brochure. *“Let me tell you about this great opportunity that is available to all of our Best Western guests. While staying at a Best Western, you will receive 10 points per dollar that you spend during your stay. With these points you have an opportunity to use them for free night stays at any Best Western hotel, gift cards for shopping, dining, and even great discounts. As you grow your account, Platinum and Diamond Elite becomes eligible for upgrades and bonuses. The best part of it all, it’s free!”*
3. Guests can be enrolled through the property management system, visual matrix. Begin by clicking on the BWR button that can be found on the guest registration card in visual matrix.



The image shows a screenshot of a guest registration form. The form is divided into two columns. The left column contains fields for I.A.T.A. No., Market Segment (WI DIS), Company (walk in guest), Referral Method (WALKIN), Reason for Stay (BEACH), and Special Request. The right column contains fields for Res Made By, Telephone, BWR/Tier (with a 'BWR' button next to it), Central Conf#, 3rd Party Conf#, and Group Name. A black arrow points to the 'BWR' button in the BWR/Tier field.

- Click on the enroll button located on the top right hand corner of the screen. Then proceed to fill out the fields listed below. Upon completion, click the enroll and print button, which will provide the guest with a welcome letter along with other pertinent information regarding their membership.

*How to
night stay:*

redeem points for a free

- To

redeem points for a reward's reservation (Rate

Code: FX), you will go to www.mybestwestern.com and log on with your user id and password.

- Once you have logged in, you will click on MEMBERWEB.
- Then click on FREQUENT GUEST.
- Next, you will select REDEEM POINTS. Then enter the guest's membership number located on their Rewards Card.
- After selecting DISPLAY, a new screen will appear displaying how many points the member has. You can the retrieve the number of points needed in order to entitle the guest to a free night stay. A guest must have 24,000 points to redeem one free night stay.

Days Inn Wyndham Rewards

When guests join the Wyndham Rewards program they are eligible to redeem variety of benefits. This program is worldwide at any Cendant hotels: Days Inn, Baymont Inn & Suites, Howard Johnson, Knights Inn, Ramada, Super 8, and Travelodge.

How does it work?

When a guest is a member of the Trip Rewards, each time they stay at Cendant hotels, they redeem 10 points for every U.S. dollar spent on qualified room rates. Another great feature to this program is that the guests can transfer their points to any Trip Rewards partner for sky mile points. (Continental & Delta Air Lines) These points can also be used for Rail Points with Amtrak Guest Rewards.

What are the benefits?

There are a variety of ways members can use their points that they have earned. Points can be used for gift cards for shopping, entertainment, travel, dining, merchandise, and car rentals. Another great benefit for members is free night stays at any Cendant hotel.

Special promotions

Trip Rewards runs special promotions for all of their members. In order for members to qualify for the promotion, the members must sign up for it through the website at www.triprewards.com. Examples of promotions: Stay two nights at a Cendant hotel and pay with a MasterCard and receive a free night or pay with a Visa and receive double points.

Other opportunities to earn points

There are other opportunities for Trip Rewards members to earn points. Shopping online with their program partners earns members points. They can register 3 major credit cards, rent a car, and have their taxes done all from partners of Trip Rewards which will help earned those points to their memberships.

Benefits of signing them up

Not only are the endless benefits for our guests to join the Trip Rewards but there are benefits for you as well. When you sign a guest up for Trip Rewards, you receive Trip Reward points per # of people you sign up. Time from time, Trip Rewards will have promotions for agents.

How to sign a guest up

You have two options of when to sign a guest up for the Trip Rewards. The first option is during the check in process. After completing the check-in steps you can introduce the membership by asking them if they are familiar with the club.

1. *“Are you familiar with our Trip Rewards?”*
2. *Hand the guest the brochure. “Let me tell you about this great opportunity that is available to all of our Days Inn guests. While staying at a Cendant hotel, you will receive 10 points per dollar that you spend during your stay. With these points you have an opportunity to use them for free night stays at any*

Cendant hotel, gift cards for shopping, dining, and even great discounts. You also are able to earn points from other sources, not just from a hotel. The best part of it all, it's free!"

3. If the guest would like to enroll, you will need their email address.
4. To sign the guest up for the membership, you will select Y under ENROLL MBR under the guest's folio "5." A box will appear asking for their email address.
5. Enter the email address and then click save.

How to give guests points

When a guest is a member of Trip Rewards, it is important to get their Trip Rewards membership number.

1. Under "5" Edit Folio, a few lines down from the guest's telephone number, there is a MBR# that allows you to enter the membership number. By the entering their number, this allows to guest to earn their points for their stay at the Days Inn.

How to redeem points for a free night stay

Agents are not able to retrieve Trip Rewards points for guests. They will need to reserve their room through Central Days Inn in order to obtain their free night at a participating hotel.

Best Western Check In & Check Out Procedures

All of the procedures and steps listed in this section pertain to checking guests in and out of the Best Western hotel. These two specific areas of guest interaction are crucial to the guests first, last and overall impression of the hotel. All of the critical steps you need to take to successfully check a guest in and out are outlined in this section. There is also additional information and scenarios that may arise during your check-in or check-out transaction. When reading the scenarios in this section always remember that you need to deliver quality guest service to every customer no matter what you are doing at the hotel. Make sure you make eye contact and smile at every guest.

Table of Contents:

- **Check In Procedure with Credit Card Payment**
- **Tax Exempt Guest**
- **Check In Procedure with Cash or Travelers Checks**
- **Check In Procedure for a Walk-in**
- **Check In Procedure for Direct Bill**
- **Check In Procedure for VIP**
- **Check In Procedure with Gift Certificate**
- **Group Check In**
- **Early Check In**
- **Early Check Out**
- **Late Check Out**
- **Half Day Special**
- **Stay Overs**
- **Accompanying a Guest**
- **Late Arrivals**
- **Incidentals**
- **Checkout Process**
- **Group Check Out**
- **Refunds**
- **Adjustments & Corrections**
- **Split Charges**
- **Transfer Charges**

Check-In Procedure with Credit Card Payment

1. Greet guest with a smile and friendly hello!
2. Ask guest for last name to locate their reservation.
3. To locate reservation, first log on to Virtual Matrix by your username and password. Then press LOGIN.
4. Once you click LOGIN, your password will disappear. Now click FRONT OFFICE.
5. Next, click on SEARCH which is at the left top part of your screen. This button will bring you to another screen which will allow you to view all of your arrivals for today.
6. From this screen you can scroll down the arrivals list and look for the guest's reservation. Once you have found the reservation, double click on the name with your mouse. When you have double clicked on their name, their reservation will be brought to the screen.
7. When a guest is paying for their room with a credit card, it is important to ask for a photo id. Example: driver's licenses, government badge, etc. In order to complete your check in successfully, please ask the guest for his or her credit card and photo id. The conversation could start by you saying: *"Welcome to the Best Western Mr. Smith, My name is (blank). I have your reservation for two nights. May I see your photo id and credit card? Thank you."*
8. Once you have received the credit card and photo id, you will check to make sure the name on the reservation matches the name of the credit card and photo id.
9. Before selecting a room, be sure to review the reservation with the guest to make sure it is correct. Next you will select a room. If there are several rooms to choose from, ask the guest if they have a preference of what floor to be on. Always make sure that you only select a room that is vacant and clean. Example: (Clean Room = **V/I**) (Dirty Room = **V/D**) (Occupied Room = **O/I**)
10. Now that you have selected the room and reviewed the reservation with the guest, it is time to authorize the credit card. Under METHOD OF PAYMENT on the right part of the screen, select CREDIT CARD. A credit card box will appear. Now SWIPE CREDIT CARD. Wait for the credit card information to appear. Then click authorize. Once the credit card has authorized it will state SUCCESSFUL AUTHORIZATION.
11. Then click CHECK IN. Once guest has been checked in a folio will print with the rates and area for signature.
12. Before getting guest to sign folio, imprint credit card on the back of the folio.

13. Then have guest sign, initial rate, and fill in automobile information.
14. The guests key packets parking pass and any other information should be made in advance to ensure a quick and smooth transaction:

Tax Exempt Guest

Certain guests will qualify for tax exemption. In order for them to qualify, the guests must have the following items: Government Credit Card, Tax Exempt Form, and must be on business.

1. Make a copy of the guest's tax exemption form. Attach it to the Reg card.
2. Under the folio, click on EXEMPT located next to Tax Status. Then check the boxes located in the screen.

Check-In Procedure with Cash or Traveler's Checks

1. Greet Guest with a smile and friendly hello!
2. Ask guest for last name to locate their reservation.
3. To locate reservation, first log on to Visual Matrix by your username and password. Then press LOGIN.
4. Once you click LOGIN, your password will disappear. Now click FRONT OFFICE.
5. Next, click on SEARCH which is at the left top part of your screen. This button will bring you to another screen which will allow you to view all of your arrivals for today.
6. From this screen you can scroll down the arrivals list and look for the guest's reservation. Once you have found the reservation, DOUBLE CLICK on the name with your mouse. When you have double clicked on their name, their reservation will be brought to the screen.
7. When a guest is paying for their room with **cash**, it is important to ask for a photo id. Ex: drivers licenses, government badge, etc. In order to complete your check in successfully, please ask the guests for their photo id.

“Welcome to the Best Western Mr. Smith, I have your reservation for two nights. May I see your photo id and form of payment? Thank you.”

8. Once you have received the photo id, you will check to make sure the name on the reservation matches the name of the id.

9. Before selecting a room, be sure to review the reservation with the guest to make sure it is correct. Next you will select a room. If there are several rooms to choose from, ask the guest if they have a preference of what floor to be on. Always make sure that you only select a room that is vacant and clean. Example: (Clean Room = **V/I**) (Dirty Room = **V/D**) (Occupied Room = **O/I**)
10. Now that you have selected the room and reviewed the reservation with the guest, it is time to take the payment. Under METHOD OF PAYMENT on the right part of the screen, select CASH.
11. Then click CHECK IN. You will see a screen asking for payment verification, select CASH. Enter the amount received from guest, including any deposits. Be sure to ask the guest if they want to use any incidentals, if so then you will collect a deposit in the amount of \$50. Once guest has been checked in a Reg card will print with the rates and area for signature. **IT IS VERY IMPORTANT THAT YOU GET A PHOTO COPY OF THE GUEST'S PHOTO ID.**

Please note that when taking Traveler's Checks, the check in process is the same. You must make sure they are filled out completely and stamped with proper deposit stamp on the back. Please write the room number on the bottom right corner of the check.
12. Then have guest sign, initial rate, and fill in automobile information.
13. Next go to the cashiering screen, click on the appropriate room number and print a folio. Make sure you keep a copy for your records and give the guest a receipt for their payment.
14. After the check in process is complete, write the total amount paid by guest on the upper portion of the folio and highlight. This makes it easier for night audit verification during a bucket check.

Check-In a Walk – In

A walk-in guest is just as important as a reservation. The two are also very much alike during the check in process. There are a few additional steps you will need to do before checking a walk-in guest in.

1. On the main screen under Front Office, you will need to check availability for the guest. Click on AVAILABILITY which is located on the left side of the screen.
2. Now select the appropriate room type and amount of nights the guest wishes to stay.
3. The next screen that appears is the rate screen. In order to select the best rate for the guest you will need to ask if he/she has any discounts, such as AAA, AARP, GOV, Gold Crown, etc. Once you have identified the correct discount rate or rack rate, select the number of nights and release the click of the mouse.
4. When a guest is paying for their room with a credit card, it is important to ask for a photo id. Ex: drivers licenses, government badge, etc. In order to complete your check in successfully, please ask the guests for their credit card and photo id.

“Welcome to the Best Western Mr. Smith, I have your reservation for your photo id and credit card? Thank you.”

two nights. May I see

5. Now it is time to enter the guest’s information into the reservation folio. First you will enter the guest’s LAST NAME, then FIRST NAME. Once you click on the next box, a large customer box will appear asking you to select previous guest or to add new guest. When the person is a past guest at our hotel, their address, telephone, credit card, and discounts are stored in the GUEST PROFILE LIST. If they are a PAST GUEST, double click on their name and review the information with the guest. If it is a NEW GUEST, click on ADD NEW and the box will disappear.
6. Now select the RATE TYPE. Rate type has three choices: Daily, Weekly, and Monthly. Select DAILY only.
7. The next step is to select the MARKET SEGMENT. The market segment is **WD**.
8. REFERRAL METHOD is the next selection. Referral method is a description of how the reservation was made. The referral method will be **WI**.
9. The line directly below is for REASON FOR STAY. This tells us why are guests are staying at our hotel. There are several choices to choose from; BUS, CRUISE, EVENT, LEIS, and SPORTS. By asking the guest why they are coming to the area can provide a great opportunity to share helpful information that may help make their stay even better.
10. The next step is filling in the additional information that is needed to complete the walk-in, such as ADDRESS, and TELEPHONE.
11. The last important step is METHOD OF PAYMENT. This is where you will select the form of payment; credit card or cash.
 - CREDIT CARD
 - Select Credit Card
 - Enter credit card number
 - Enter Expiration MM/YY
 - CASH
 - Select Cash
 - After clicking CHECK IN, a METHOD OF PAYMENT will appear. Select CASH, and then enter the amount of cash that you have received in the appropriate box.
12. Now that you have selected the room and reviewed the reservation with the guest, it is time to authorize the credit card. Under METHOD OF PAYMENT on the right part of the screen, select CREDIT CARD. A credit card box will appear. Now SWIPE CREDIT CARD. Wait for the credit card information to

appear. Then click authorize. Once the credit card has authorized it will state SUCCESSFUL AUTHORIZATION.

13. Then click CHECK IN. Once guest has been checked in, a folio will print with the rates and area for signature.
14. Before getting guest to sign folio, imprint credit card on the back of the folio or circle the cash amount posted on the folio.
15. Then have guest sign, initial rate, and fill in automobile information.

Check-In Procedure by Direct Bill

Generally, Guests that are checking in with Direct Bill as a payment option do not and should not know how much the room is costing per night. Someone else is paying for the room. Either the guest has used a third party and is paying them for the service in which the third party is paying the hotel bill or a company account is paying for the costs incurred for the stay. In order to prevent the guest from knowing the rate being charged, the rate should not print on the Registration Card or any receipts. This can be set in the reservation screen, Make sure that the rate is set as PRIVATE. However, if a Direct Billing guest questions the rate or requests a receipt, we must courteously tell them the room is being paid for by a third party and we cannot disclose the rate and they may contact the third party for the receipt.

Use the Check in process below to check a Direct Bill guest in.

1. Greet Guest with a smile and friendly hello!
2. Ask guest for last name to locate their reservation.
3. To locate reservation, first log on to Virtual Matrix by your username and password. Then press LOGIN.
4. Once you click LOGIN, your password will disappear. Now click FRONT OFFICE.
5. Next, click on SEARCH which is at the left top part of your screen. This button will bring you to another screen which will allow you to view all of your arrivals for today.
6. From this screen you can scroll down the arrivals list and look for the guest's reservation. Once you have found the reservation, double click on the name with your mouse. When you have double clicked on their name, their reservation will be brought to the screen.
7. When a guest's account is being paid by **Direct Bills** it is important to ask for a photo id. Ex: drivers licenses, government badge, etc. In order to complete your check in successfully, please ask the guests for their photo id.

“Welcome to the Best Western Mr. Smith, I have your reservation for your photo id and a Credit Card for Incidentals? Thank you.”

two nights. May I see

8. Once you have received the photo id and Credit Card, you will check to make sure the name on the reservation matches the name of the id. Please add the Guests address to the address section, as the only address on file is for the Billing party.
9. Before selecting a room, be sure to review the reservation with the guest to make sure it is correct. Next you will select a room. If there are several rooms to choose from, ask the guest if they have a preference of what floor to be on. Always make sure that you only select a room that is vacant and clean. Example: (Clean Room = **V/I**) (Dirty Room = **V/D**) (Occupied Room = **O/I**)
10. PLEASE make sure that the rate is selected as **PRIVATE**, in the lower right hand corner of the screen.
11. Now that you have selected the room and reviewed the reservation with the guest, it is time to check the guest in.
12. Click the CHECK IN button on the left hand side. You will see a screen asking for payment verification, select **CITY LEDGER**. A list of accounts will pop up and you must choose which account to use. And the reservation will now be checked into the system. Once the guest has been checked in a Reg card will print with an area for signature. Please make sure you make a photo copy of the Driver’s License or other ID.
13. Imprint the Credit Card onto the Reverse side of the Registration Card. This is important for the Incidental folio.
14. Then have the guest sign, and fill in automobile information.
15. After checking in the reservation you must create an Incidental folio. Select the Cashiering screen. Then select the in house guest option and choose the appropriate room number. You will then select a blank cashiering folio and use the same room number using a B or C code. This should display a pop up screen “Folio not found, would you like to create it?” Select YES. Choose an option for incidentals. This is the Folio that will incur all the Incidental charges in which are separate from the Direct Bill. Other Cashiering folio’s can be made: Incidentals, Name Only, Room /Tax only.

Please note that CSR (Computer Science Raytheon) is one of the **ONLY** Direct Bill accounts that may have a copy of the receipt at Check Out.

Direct Bill and Censoring:

Direct Bill/City Ledgers require some additional information during check-in procedure. Normally a direct bill/city ledger will be set up with some instructions on the folio for the front office agent to follow.

A few things to remember when checking in a direct bill/city ledger reservation:

1. Always check for back-up or notes on the folio to verify payment.
 - A. Back-ups come in different forms, credit card authorization faxes, and notes made by a supervisor or manager on the folio, and reservation back-ups.
 - B. If there is no back-up and no notes noted on the folio, don't hesitate to have a supervisor verify the reservation before checking the guest in.
2. Normally the room and tax is paid for by the direct bill/city ledger. Any incidentals will be the guest's responsibility. Ask the guest if they would like to put a credit card or cash on file for the access to use the phone, veranda bar charges, etc.
 - A. If the guest would like to have incidentals and wants to pay with a credit card, simply authorize credit card for \$50.00 and staple authorization to registration card.
 - B. If the guest would to have incidentals and wants to put a cash deposit on file, simply take \$50.00 and post it to their folio as cash payment for deposit.
3. If the guest does not want access to the phones and/or incidentals, it is very important to CENSOR their room. Follow these steps when censoring a guest's room:
 - A. Phone Censoring:
 - Push "FUNCTION" on the main phone.
 - The select GUEST ROOM
 - Enter the ROOM NUMBER
 - Select STATUS
 - Select F8 – Local/Long Distance – Make sure it is set on LOCAL.
 - B. Movie Censoring:
 - Select "6" Censorship Function on the Movie System. Then hit ENTER
 - Now select "4" Turn on/off Services, and then hit ENTER.
 - Press Y for on, N for off on the services, then arrow down.
 - Press ESC when done.
 - Now enter room number, when done press RETURN.
 - C. Label REG CARD with CENSORED

Check-In Procedure with VIP's

1. Greet Guest with a smile and friendly hello!
2. Ask guest for last name to locate their reservation.
3. To locate reservation, first log on to Virtual Matrix by your username and password. Then press LOGIN.
4. Once you click LOGIN, your password will disappear. Now click FRONT OFFICE.
5. Next, click on SEARCH which is at the left top part of your screen. This button will bring you to another screen which will allow you to view all of your arrivals for today.

6. From this screen you can scroll down the arrivals list and look for the guest's reservation. Once you have found the reservation, **DOUBLE CLICK** on the name with your mouse. When you have double clicked on their name, their reservation will be brought to the screen.
7. Depending on the VIP reservation, some VIP's will have a COMP room, and others will pay a special rate for their room, either case it is important to ask for a photo id. Ex: drivers licenses, government badge, etc. In order to complete your check in successfully, please ask the guests for their photo id. If the VIP is paying a special rate, please be sure to ask for form of payment.

"Welcome to the Best Western Mr. Smith, I have your reservation for two nights. May I see your photo id? Thank you."

8. Once you have received the photo id, you will check to make sure the name on the reservation matches the name of the id.
9. Before selecting a room, be sure to review the reservation with the guest to make sure it is correct. Next you will select a room. Most of the time VIP's will already have a pre assigned room. If there is no room assigned to the VIP's reservation please select the best fitting room available. If there are several rooms to choose from, ask the guest if they have a preference of what floor to be on. Always make sure that you only select a room that is vacant and clean. Example: (Clean Room = **V/I**) (Dirty Room = **V/D**) (Occupied Room = **O/I**)
10. Now that you have selected the room and reviewed the reservation with the guest, it is time to take a payment if the VIP is paying a special rate. Under **METHOD OF PAYMENT** on the right part of the screen, select **CASH** or **CREDIT CARD**. If there is **NO PAYMENT**, then select **CASH** and proceed.
11. Then click **CHECK IN**. You will see a screen asking for payment verification, select **CASH** if the room is **COMP** or select appropriate payment if there is a special rate. Enter the amount received from guest, including any deposits. Be sure to ask the guest if they want to use any incidentals, if so then you will collect a deposit in the amount of \$25 or \$50. Once guest has been checked in a Reg card will print with the rates and area for signature.

Please note that when checking in a VIP; please locate a guest service manager so they can greet them while you are checking them in.

12. Then have guest sign, initial rate if any, and fill in automobile information.
13. Be sure to call them shortly after checking them in to make sure their room is satisfactory.

Check-In Procedure with Gift Certificate

1. Greet Guest with a smile and friendly hello!

2. Ask guest for last name to locate their reservation.
3. To locate reservation, first log on to Virtual Matrix by your username and password. Then press LOGIN.
4. Once you click LOGIN, your password will disappear. Now click FRONT OFFICE.
5. Next, click on SEARCH which is at the left top part of your screen. This button will bring you to another screen which will allow you to view all of your arrivals for today.
6. From this screen you can scroll down the arrivals list and look for the guest's reservation. Once you have found the reservation, DOUBLE CLICK on the name with your mouse. When you have double clicked on their name, their reservation will be brought to the screen.
7. When a guest has a gift certificate, it is still important to ask for a photo id. Ex: drivers licenses, government badge, etc. In order to complete your check in successfully, please ask the guests for their photo id.

“Welcome to the Best Western Mr. Smith, I have your reservation for two nights. May I see your photo id and gift certificate? Thank you.”

8. Once you have received the photo id, you will check to make sure the name on the reservation matches the name of the id.
9. Before selecting a room, be sure to review the reservation with the guest to make sure it is correct. Next you will select a room. If there are several rooms to choose from, ask the guest if they have a preference of what floor to be on. Always make sure that you only select a room that is vacant and clean. Example: (Clean Room = **V/I**) (Dirty Room = **V/D**) (Occupied Room = **O/I**)
10. Now that you have selected the room and reviewed the reservation with the guest, it is time to take the payment. Under METHOD OF PAYMENT on the right part of the screen, select CASH.
11. Then click CHECK IN. You will see a screen asking for payment verification, select CASH. Be sure to ask the guest if they want to use any incidentals, if so then you will collect a deposit in the amount of \$25 or \$50 and post it under payment verification. Once guest has been checked in a Reg card will print with the rates and area for signature. Please make sure you make a photo copy of the Driver's License or other ID.

Please note when a guest has a gift certificate, be sure to take the certificate and photo copy the certificate for guest records and also for any additional services that are included in the gift certificate.

12. Then have guest sign, initial that there is no rate, and fill in automobile information.

13. Next go to the cashiering screen, click on the appropriate room number and print a folio. Make sure you keep a copy for your records and give the guest a receipt for their deposit payment.
14. After the check in process is complete, write the total amount paid by guest on the upper portion of the folio and highlight and staple the original gift certificate to the folio. This makes it easier for night audit verification during a bucket check.

Group Check-In

Groups are large number of reservations that are grouped together for their stay at the hotel. Groups receive special rates and privileges that are set up through our group sales department. A few days before the group's arrival date, one of the sales reps from group sales will deliver the Group Sheet that has all the important information that we will need in order to successfully check them in and out of our hotel.

Things to look for with Groups:

Q: How are the rooms going to be paid?

A. On the Group sheet, it will be stated how these rooms will be paid for. Some groups will be transfer to a master folio and other groups will be paid individually on arrival.

Q: How many rooms?

A. It is important to check to see how many rooms are reserved in the group to get an idea of what kind of support at the front desk you will need when they arrive.

Q: Are there any additional charges that they will pay for?

A. Sometimes groups will have luggage charges. This is a service that we will provide for the group to have their entire luggage delivered to their room. This will be specified on the group sheet.

Q: When are they expected to arrive?

A: There will be groups that will have arrival times specified on the sheet. Check to see if there is one so you can have all the necessary things prepared for them when they arrive.

Q: What do we need to do in order to prepare for their arrival?

A. Some groups will have requests for all rooms to be close to each other. Some requests will be for all room keys to be prepared before arrival. There are some requests for early check-ins. Research the special requests for the arriving group and organize with the other departments to make sure everyone is aware of their arrival and of the special requests.

Making Keys ahead of time will help quicken the check-in process for the group. You may give a copy of the list to the group leader on request.

Early Check In

If a guest arrives at the hotel and wishes to check in prior to our 4:00pm check in time, you should check to see if the guest's room is ready and if not look for any empty, clean room. If there is a room available we will check the guest in at no additional charge. This is an option only if a room is ready for the guest when they arrive and is not an option that we can guarantee before the day of arrival. If there are no rooms ready, please call housekeeping and put a room on priority. Set the guests up with pool keys, parking permit and some additional information about the hotel and local area while they wait for their room.

Early Check Out

Sometimes guests have to end their stay early. When this occurs we want to make sure that the guests are not leaving early due to something negative with the hotel. When you are checking a guest out, the computer will pop up a box asking why the guest is checking out early. Inquire as to why they are leaving and if they had a challenge, please request a supervisor or manager to attend to the guest immediately in order to try to fix the challenge if there is one.

Late Check Out

Late check outs are based on hotel availability and room availability. There are certain instances in which you may give late check outs to guests who have had an inconvenience or error. However these are never guaranteed prior to the guests check out date. Usually the standard check out time can be extended for one hour at no charge. If you are able to give the guest a late check-out, please notify housekeeping about the rooms that are going to be late check-outs.

Half Day Special

A half day rate can be applied to any guest room (if available) at a minimal fee. Courtyard rooms have a \$45 plus tax base fee, and Tower and Suites rooms have a \$55 plus tax base fee. This extended check out period is extended until 5:00 pm. At that time if the guests does not come to check out, they will be billed a full night's room and tax. Please have a member of staff check the room prior to extending a full night.

This is a great opportunity to allow guests to enjoy their vacation a little bit more before they have to leave. Once the guest has decided on a half day special you will need to follow these few extra steps:

1. Check folio to make sure there is a credit card on file in order to extend half day special. If they do not have cc on file, then please advise the guest that they will need to pay for the additional charge in order to stay half day.
2. Once you have completed payment verification, changed the departure date to the following day.
3. Then change the rate for the last night to the discounted rate. Click SAVE.
4. Please inform guests that they will need to have their keys re-swipe.

5. Advise housekeeping and the next shift that the guest is going to be half day.

Stay Overs

Many times, especially during the weekends guests will want to extend their stay. We call them stay overs. Normally on the day that the guest is due to check out, the guest will call or stop by the lobby and ask to extend their stay. There are a few things you must check in order to extend them correctly.

1. Check the availability of the room type that the guest is in to see if it is available.
2. If the room is available, simply extend the departure date to the correct day and then re-auth the guest's credit card. If they are paying with cash, then collect the payment before extending their keys.
3. Then re-swipe the keys for the guests and inform housekeeping about the stay over.

Accompanying Guests

All adult guests in all rooms should be listed in case of emergencies and so that they can receive phone calls, packages, faxes, etc. Please follow these steps to add a guest into the room they are accompanying.

- Please go to the Cashiering screen and select the appropriate room number in which you would like to add guests to.
- The folio will then appear in the first box, select the second box, enter the room number and "B", this will then bring up a screen "Folio not found, would you like to create it ?" Press Yes. Then select Name Only. You will then be given the option to enter the remaining names into the folio.
- You may double check your work by looking at the In house Guest report. This will show all names assigned to that room.

Late Arrivals

There will be reservations that are going to be late arrivals. Sometimes it is noted on the folio, or sometimes the guest will call ahead of time to inform the hotel that they will be a late arrival. During the evenings that we are sold out, we must authorize all the credit cards for the reservations that are due in after 6pm to guarantee the reservation. The important thing to remember is when you authorize the credit cards; make sure you only authorize the credit card for one night. In order to process one night for a reservation, you must carefully change the departure date to one night, authorize the credit card, and then change the departure date back to original departure. Please ask a supervisor or manager to work with you on authorizing the credit cards during your first few times.

Incidentals

Incidentals are additional charges that the guest adds to their stay. These charges can be from: the Veranda Bar, Movies, Games, Bike Rentals, Kennedy Space Center Tickets, and Shuttle Tickets. This is why it is important to have a form of payment from all of our guests.

Veranda bar Charges:

Guests have an added service while staying at our hotel which is, the sunny Veranda Bar located by the pool. This allows our guests to purchase drinks, food, and other items poolside. They also have the option to have this charged to their room. A member from the Veranda Bar will call to verify that there is a form of payment on the guest's folio.

At one point a member from the Veranda bar will come to the lobby and give you all the receipts to be posted on individual guest room folios. In order to do this you will need to go to CASHIERING.

1. Under the CASHIERING, enter the room number that is printed on the top right part of the receipt. Then select "A" to bring the folio up on the screen.
2. Double click the large white box to bring the screen up where you will be able to post the charges.
3. Locate the appropriate charge code "RT" for VERANDA BAR.
4. Enter the correct dollar amount including tip. Then select SAVE.
5. Be sure to staple the hard copy of the receipt to the guest's folio in the bucket.

Shuffle Board:

Located in the courtyard area, there are shuffle board courts. Guests can retrieve the shuffle board pieces at the front desk. In order to play shuffle board, the guest will need to leave a \$5 deposit. This deposit is clip on to the guest's folio in the bucket. After they are finished playing shuffle board, they will return the items and collect their deposit. There is no charge to play shuffle board.

Kennedy Space Center Tickets:

Kennedy Space Center has provided us the opportunity to sell discounted tickets to our guests. A bonus to the discount tickets is they are good for two consecutive days. The tickets include IMAX theaters, bus tours, Hall of Fame, and the Visitor complex center. There is so much to see and with two days to explore, this will be a great way for our guests to spend their vacation.

- Kennedy Tickets are \$37 per adult and \$27 per child.
- \$34.90 per adult & \$2.10 tax
- \$25.47 per child & \$1.53 tax
- For each ticket sold, the agent will receive 50 cents. This incentive pay will be tracked by both the sales record and the postings in the J code.
- You will need to fill out all the paperwork properly in order to receive your incentives.

Ticket Accounting Procedures:

1. Kennedy Space Center Tickets and Activity Vouchers will be kept in a safety deposit box.
2. One person per shift will hold the key and distribute tickets as they are sold.
3. Each GSA will log the tickets they have sold on the "Ticket and Voucher Sales Record" log sheet.
4. At the end of each shift, the Key Holder will fill out the "KSC Ticket Record" sheet, logging the ticket numbers still in possession and the number of tickets sold on the shift.
5. They will then hand the key over to a person on the next shift. The new key holders will VERFIY THE TICKETS BEFORE THE FIRST SHIFT LEAVES.
6. THIS MUST BE DONE BEFORE THE PREVIOUS KEYHOLDER LEAVES.
7. Ideally, the key holder should be the Shift Supervisor, however sometimes this will not be possible.

Ticket Sales Procedures:

1. Under cashiering, pull the guest's folio up to the screen. The double click on the large white box which holds all the charges for the room.
2. Then locate the posting code for Kennedy Space Center Tickets "AKSC".
3. After selecting "AKSC", enter the total dollar amount NOT INCLUDING TAX for the tickets. Example: 2 Adult tickets would be \$69.80
4. Under the description line, please enter the ticket numbers and how many adults or children.
5. Now select SAVE.
6. Posting the taxes for the tickets will be posted under a different code. This code is "92" which Misc. Sales Tax is. Then enter the correct amount of tax. Example: 2 Adults tickets sales tax would be \$4.10
7. Under the description line, type in KSC Sales Tax.
8. Click SAVE.

Meal Vouchers

Meal Vouchers are available to certain direct bill/city ledger companies. When a guest is staying at our hotel and the room is being paid for by the direct bill or city ledger, the guest will receive meal vouchers per agreement made with the company. Though there are many companies that participate in the meal voucher program, all the companies use the same meal vouchers.

The Meal Vouchers and Log Book are located at the front desk. The meal vouchers are divided by type of meal (ex: breakfast, lunch, dinner) and by restaurant type. We have vouchers for two restaurants; The Omelet Station and Durango's Steak House.

Meal Voucher Procedure:

1. Locate the meal vouchers and log book at the front desk.
2. Select the appropriate meal voucher for the guest.
3. Fill out the meal voucher in the appropriate areas.
 - a) Company Name
 - b) Guest Name
 - c) Room Number on the bottom of voucher.
4. Next you will have the guest sign the meal voucher. Once they have signed the voucher, you will initial the voucher. Then separate the white copy from the yellow and pink for our records. Give the guest the yellow and pink copy.
5. Now it is time to log the information in the log book.
 - a) Locate the correct company. The company is the employer of the guest or the City Ledger. You can find this information by looking at their folio.
 - b) Next you will log in the voucher number, guest's name, and room number.
 - c) After completing those steps, you will initial and store the log book and meal voucher away.
6. The last step will be posting the meal voucher to the guest's folio.
 - a) First click on CASHERING.
 - b) Enter the room number and then select "A" folio.
 - c) Now click on the large white box which displays the charges for the folio.
 - d) At the bottom of the screen, select "MS" for Misc. Charges.
 - e) Under the DESCRIPTION line, enter the voucher number: Example: PB0103
7. Then click "SAVE"

Messages:

Guests can access their voicemails by dialing 6 on their guest room phone. If a guest receives a message, fax, or delivery at the front desk, we can notify them by turning on their message light.

1. On the main phone at the front desk, select FUNCTIONS.
2. Then press ROOM NUMBER.
3. Now select SEND MESSAGE.

This will notify the guest that there is a message waiting for them.

Safety Deposit Boxes:

Safety Deposit Boxes are located at the front desk. This is a free service that we offer to all of our guests.

Procedure for issuing safety deposit boxes:

1. Have guests fill out the safety deposit box form which is located on top of the deposit boxes.
2. Tear off the guest section and attach to guest's safety deposit key.
3. Pull Safety deposit box out and give to guest. Allow guest to take their time with the safety box.
4. Once they have placed their items in the box, slide box back into appropriate slot and lock box with master key and guest key.
5. Give guest their key.

Check Out Process

As guests are leaving the hotel we want to wish them a fond farewell. This is also a good opportunity to make sure our guest's had a pleasant stay. Remember, check-out is the last impression that we as a hotel have on the guest and their memory of us.

- As always, greet every guest with a smile and help them with any concerns such as directions, future reservations, and shuttle transfers. Next, ask them which room they were in and confirm their last name.
- While you are using the Visual Matrix system, choose the Front Desk menu and select **Cashiering**. Then select the option for In House Guests. This will give you "sort by" options, as well as "List by" options. Choose which ways you would like to sort and pick the appropriate room number.
- The guest's account will then be displayed, along with any other folios such as Incidental or Name only folios. Click on the appropriate box. This will then display the guest's full bill with payment and charge options.
- Please confirm the total charges with the guest and ask if they would like to keep the same billing method. Now you may choose a billing code, select the appropriate code and enter the payment amount, then press the Save button. This will post the payment to the account and will allow you to continue to the next step.
- Please make sure you Press "Folio Preview", Have them sign this copy if paying with Credit Card. When pressing the check-out, the screen will then go back to the small folio boxes, and will print another copy of the receipt. Then give the guest a copy.

- Just like checking out a guest with a credit card, if a guest wishes to pay cash, choose the “cash payment” option and the card will then not be charged. This will show as cash posting in your records.
- When checking guests out with direct bill as their method of payment. Remember that they **DO NOT** get a copy of the receipt. Make sure that any incidental and or Name only folios are checked out first and let them know that their bill has been taken care of.

During the check out process, please **ask** the guest if they enjoyed their stay here at the Best Western Oceanfront in Cocoa Beach. Make sure that all their questions and concerns have been taken care of. You can end their stay with a short phrase such as,
 “Hope you have a wonderful day, come back and stay with us again!”

Group Check-Out

It is the same process when preparing for a group to depart. Review the group sheet and acknowledge any special requests for checking out.

Quick Tip

If the group is set up to be transferred to a master folio, located the master folio and review each room under that group to verify that the charges have been transfer to the correct room. Keep a close eye the restrictions for incidentals and verify that those charges are posted to the correct room.

Quick Tip

Verify any upgrade charges that are to be paid by the guest. Create incidental folios when reviewing through the charges before the group check's out. If you notice any charges that you are not sure who pays for, then locate a supervisor or manager. If there is not a supervisor or manager available, don't hesitate to contact the group leader during normal hours.

Prepare! Prepare! Prepare!

Refunds

During check-in process, guests may give a deposit by credit card or cash. There are times when a guest decided to not to use any incidentals and will have a refund due back to him.

Credit Card Refund:

1. Select the correct REFUND CREDIT CODE under the guest's cashiering folio.
2. Verify the last four digits of the credit card to make sure you are refunding to the correct credit card.
3. Then enter the amount refunded.
4. Type in Refund Deposit in the DESCRIPTION line.
5. Have guest sign copy on receipt and place copy in your folder.

Cash Refund:

1. Select the CASH REFUND CODE “CR.”
2. Enter the amount to refund to guest.
3. Type Refund Deposit in DESCRIPTION line.
4. Have guest sign copy of receipt and the place copy in your folder.

It is very important to always get a signature from the guest when refunding a deposit to any guest.

Adjustments and Corrections

There will be times when a guest’s folio is not correct. When this occurs we must adjust the transaction. Before adjusting the transaction, have a supervisor or manager verify the transaction.

Adjustment Procedure for incorrect amount charged:

1. Highlight the charge that is incorrect.
2. Scroll down and enter the correct amount in the OVERRIDE box.
3. Select SAVE.

Be sure to print the guest a new copy of the statement and keep one for your records

Void procedure:

If there is a charge on a guest’s folio that is not post to be there, you will need to void that charge.

1. Highlight the charge.
2. Then select VOID, which is located on the top left part of your screen.
3. Enter reason for VOID.
4. Then select OK.

Print a new statement showing the guest that the charge has been removed

Room and Tax Adjustment:

Sometimes there will be a wrong posting for room and tax. Other times, you will need to adjust the room and tax for guest inconveniences.

Adjustment for wrong rate:

1. Highlight the room rent.
2. Scroll down and enter the correct amount in the OVERRIDE box.

Split Charges

At times, guests may want to split their charges for a variety of reasons. The Visual Matrix's System will allow you to split each charge that is posted to the guest's folio.

1. Under cashiering, pull the guest's folio to the folio box by inserting the room number and folio letter.
2. Double click on the large white box that displays all charges and credits for the guest.
3. Once the check out screen appears, click on the appropriate charge that the guest would like to split.
4. Now click on the SPLIT button which is located on the top left side of the screen. The system will split the charge evenly.

Remember that you can not split the entire bill by the SPLIT action. If the guest would like to split the entire bill, simply split the total by two on the calculator provide at the front desk.

Transfer Charges

You may need to transfer charges to another room or folio because the charges were posted to the wrong folio. This can occur when a guest wants to pay for another guest's room, or incidental charges need to be transfer to a "B" folio.

1. First you will need to pull up the folio that you will be transferring charges from. Then pull the second folio that you will be transferring the charges to.
2. Once you have displayed both folios to your screen, simply click the charge or payment that you want to transfer and drag the charge with your mouse and release over the second folio.
3. Double check the second folio to make sure that the correct charges or payments where successfully transfer to the new folio.

If you are checking in a guest that will be paying for more than one room, please have guest sign all reg. cards. Then under cashiering, click transfer and type the room number for all folios to be transfer to one folio.

Days Inn Check In & Check Out Procedures

All of the procedures and steps listed in this section pertain to checking guests in and out of the Days Inn hotel. These two specific areas of guest interaction are crucial to the guests first, last and overall impression of the hotel. All of the critical steps you need to take to successfully check a guest in and out are outlined in this section. There is also additional information and scenarios that may arise during your check-in or check-out transaction. When reading the scenarios in this section always remember that you need to deliver quality guest service to every customer no matter what you are doing at the hotel. Make sure you make eye contact and smile at every guest.

Table of Contents:

- **Check In Procedure with Credit Card Payment**
- **Check In Procedure with Cash**
- **Check In Procedure for Direct Bill**
- **Check In Procedure for Debit Card**
- **Check In Procedure for Walk In**
- **Check In Procedure for VIP**
- **Tax Exempt**
- **Group Check In**
- **Early Check In**
- **Early Check Out**
- **Late Check Out**
- **Half Day Special**
- **Stay Overs**
- **Accompanying a Guest**
- **Late Arrivals**
- **Incidentals**
- **How to Post Payments**
- **Checkout Process**
- **Group Check Out**
- **Using the Credit Card Terminal**

Check-In Procedure with Credit Card Payment

1. In order to check in a reservation, you need to be in the correct menu, FRONT DESK MENU.
2. After greeting the guest that has come to check-in, in order to retrieve the reservation, ask the guest for their last name. Then select “4” CHECK IN/EDIT A RESERVATION.
3. A new screen will appear giving you a variety of options to locate a reservation. There are two ways to conveniently retrieve the guest’s reservation:
 - A. Select “8” LIST TODAY’S CHECK IN’S. This option will display all the arrivals that are due in for today. Scroll down the page until you locate the reservation then select ENTER.
 - B. The second option if selecting “1” LAST NAME OF GUEST. This option allows you to enter the last name of the guest. Then the system will display all the reservations that have that last name. Scroll thru the list until you see the correct reservation then press ENTER.
4. Once you have selected your reservation, please asked the guest for their photo id and form of payment. Photo id can be a driver’s license, government badge, etc.

“Welcome to the Days Inn Mr. Smith, May I please see a photo id and form of payment.”

5. On the folio screen, first enter you initials on the REGCARD#.
6. Review reservation with guest; room type, number of nights, and the rate.
7. Next select a room number. Enter “L” and a list will appear with the rooms that are available for that room type. Be careful to only chose a vacant and clean room. Example: Y for vacant and clean, N for not vacant ready.
8. Then verify address, phone, and name.
9. Enter the DRVR LIC ST #
10. Ask Guest for vehicle information: make of car and license plate.
11. Next you will fill out METHOD OF PAYMENT.
12. Enter the correct code for the credit card. VS = Visa/MC AX = American Express DS = Discover DN = Diners
13. Then enter the credit card number and expiration date. Next enter the amount of authorization for the entire stay. Add \$10 per day to the authorization. This leaves room for incidentals to be charged.
14. Swipe credit card at the credit card terminal. Follow steps 1 – 5 under Credit Card Authorization.

15. A box will appear asking if you would like to view or change the rates? Select “Y” for YES. Review the rates with the guest then press F10 to clear the rate box.
16. After reviewing the rates, enter through until it asks if you would like to check guest in? Click Y.
17. Please have guest sign reg. card.
18. Next, you will imprint credit card on reg. card.
19. After imprinting reg. card with credit card, authorize credit card for total amount. Remember to add \$10 per day. Once the authorization has printed, staple slip to reg. card and file in bucket.

Check-In Procedure for Cash

1. In order to check in a reservation, you need to be in the correct menu, FRONT DESK MENU.
2. After greeting the guest that has come to check-in, in order to retrieve the reservation, ask the guest for their last name. Then select “4” CHECK IN/EDIT A RESERVATION.
3. A new screen will appear giving you a variety of options to locate a reservation. There are two ways to conveniently retrieve the guest’s reservation:
 - A. Select “8” LIST TODAY’S CHECK IN’S. This option will display all the arrivals that are due in for today. Scroll down the page until you locate the reservation then select ENTER.
 - B. The second option if selecting “1” LAST NAME OF GUEST. This option allows you to enter the last name of the guest. Then the system will display all the reservations that have that last name. Scroll thru the list until you see the correct reservation then press ENTER.
4. Once you have selected your reservation, please asked the guest for their photo id and form of payment. Photo id can be a driver’s license, government badge, etc.

“Welcome to the Days Inn Mr. Smith, May I please see a photo id and form of payment.”

5. On the folio screen, first enter you initials on the REGCARD#.
6. Review reservation with guest; room type, number of nights, and the rate.
7. Next select a room number. Enter “L” and a list will appear with the rooms that are available for that room type. Be careful to only chose a vacant and clean room. Example: Y for vacant and clean, N for not vacant ready.
8. Then verify address, phone, and name.
9. Enter the DRVR LIC ST #

10. Ask Guest for vehicle information: make of car and license plate.
11. Next you will fill out METHOD OF PAYMENT. Type the appropriate code for payment. The code for cash is "L." Once you have entered the cash code, PAGE DOWN.
12. A box will appear asking if you would like to view or change the rates? Select "Y" for YES. Review the rates with the guest then press F10 to clear the rate box.
13. Enter through until it asks if you would like to check guest in? Click Y
14. Enter through non-active credit card authorization system.
15. Guest will need to sign reg. card.
16. Collect the total amount of cash needed and write on the reg. card how much the guest paid. You need to collect a \$50 deposit when paying in cash.
17. Now post payments to folio.
18. Print receipt for guest and a copy for your records.

Check-In Procedure for Direct Bill

1. In order to check in a reservation, you need to be in the correct menu, FRONT DESK MENU.
2. After greeting the guest that has come to check-in, in order to retrieve the reservation, ask the guest for their last name. Then select "4" CHECK IN/EDIT A RESERVATION.
3. A new screen will appear giving you a variety of options to locate a reservation. There are two ways to conveniently retrieve the guest's reservation:
 - A. Select "8" LIST TODAY'S CHECK IN'S. This option will display all the arrivals that are due in for today. Scroll down the page until you locate the reservation then select ENTER.
 - B. The second option if selecting "1" LAST NAME OF GUEST. This option allows you to enter the last name of the guest. Then the system will display all the reservations that have that last name. Scroll thru the list until you see the correct reservation then press ENTER.
4. Once you have selected your reservation, please asked the guest for their photo id and form of payment. Photo id can be a driver's license, government badge, etc.

“Welcome to the Days Inn Mr. Smith, May I please see a photo id and credit card for incidentals.”

5. On the folio screen, first enter you initials on the REGCARD#.
6. Review reservation with guest; room type, number of nights, and the rate.
7. Next select a room number. Enter “L” and a list will appear with the rooms that are available for that room type. Be careful to only chose a vacant and clean room. Example: Y for vacant and clean, N for not vacant ready.
8. Then verify address, phone, and name.
9. Enter the DRVR LIC ST #
10. Ask Guest for vehicle information: make of car and license plate.
11. Next you will fill out METHOD OF PAYMENT. Direct Bills will already be filled out with the appropriate code and AR#.
12. A box will appear asking if you would like to view or change the rates? Select “N.”
13. Enter through until it asks if you would like to check guest in? Click Y
14. A guest can put a credit card or cash deposit on file for incidentals.
 - Credit Card: Authorize credit card for \$50.00, imprint cc, and staple to reg. card.
 - Cash: Collect \$25.00 or \$50.00 and post cash deposit to folio. Then write cash deposit on reg. card.
15. The guest will need to sign the reg. card.

If a reservation has a gift certificate, please collect a deposit for incidentals.

Direct Bill & Censoring:

Direct Bill/City Ledgers require some additional information during the check-in procedure. Normally a direct bill/city ledger will be set up with some instructions on the folio for the front office agent to follow.

A few things to remember when checking in a direct bill/city ledger reservation:

1. Always check for back-up or notes on the folio to verify payment.
 - A. Back-ups come in different forms, credit card authorization faxes, and notes made by a supervisor or manager on the folio, and reservation back-ups.

- B. If there is no back-up and no notes noted on the folio, don't hesitate to have a supervisor verify the reservation before checking the guest in.
- 2. Normally the room and tax is paid for by the direct bill/city ledger. Any incidentals will be the guest's responsibility. Ask the guest if they would like to put a credit card or cash on file for the access to use the phone, veranda bar charges, etc.
 - D. If the guest would like to have incidentals and wants to pay with a credit card, simply authorize credit card for \$50.00 and staple authorization to registration card.
 - E. If the guest would like to have incidentals and wants to put a cash deposit on file, simply take \$25.00 to \$50.00 and post it to their folio as cash payment for deposit.
- 3. If the guest does not want access to the phones and/or incidentals, it is very important to CENSOR their room. Follow these steps when censoring a guest's room:
 - F. Phone Censoring:
 - Push "FUNCTION" on the main phone.
 - The select GUEST ROOM
 - Enter the ROOM NUMBER
 - Select STATUS
 - Select F8 – Local/Long Distance – Make sure it is set on LOCAL.
 - G. Label REG CARD with CENSORED

Check-In Procedure for Debit Cards

1. In order to check in a reservation, you need to be in the correct menu, FRONT DESK MENU.
2. After greeting the guest that has come to check-in, in order to retrieve the reservation, ask the guest for their last name. Then select "4" CHECK IN/EDIT A RESERVATION.
3. A new screen will appear giving you a variety of options to locate a reservation. There are two ways to conveniently retrieve the guest's reservation:
 - A. Select "8" LIST TODAY'S CHECK IN'S. This option will display all the arrivals that are due in for today. Scroll down the page until you locate the reservation then select ENTER.
 - B. The second option if selecting "1" LAST NAME OF GUEST. This option allows you to enter the last name of the guest. Then the system will display all the reservations that have that last name. Scroll thru the list until you see the correct reservation then press ENTER.
4. Once you have selected your reservation, please asked the guest for their photo id and form of payment. Photo id can be a driver's license, government badge, etc.

"Welcome to the Days Inn Mr. Smith, May I please see a photo id and form of payment."

5. On the folio screen, first enter you initials on the REG CARD#.
6. Review reservation with guest; room type, number of nights, and the rate.
7. Next select a room number. Enter “L” and a list will appear with the rooms that are available for that room type. Be careful to only chose a vacant and clean room. Example: Y for vacant and clean, N for not vacant ready.
8. Then verify address, phone, and name.
9. Enter the driver’s license number
10. Ask Guest for vehicle information: make of car and license plate.
11. Next you will fill out METHOD OF PAYMENT. Type the appropriate code for payment. The code for Visa/Mc is “N.” Once you have entered the visa/mc code, PAGE DOWN.
12. A box will appear asking if you would like to view or change the rates? Select “Y” for YES. Review the rates with the guest then press F10 to clear the rate box.
13. Enter through until it asks if you would like to check guest in? Click Y
14. Enter through non-active credit card authorization system.
15. Have guest sign reg. card and review total.
16. Charge the total amount of payment needed to the debit card as a sale and write on the reg. card how much the guest paid. (Refer to Sale Transaction on Credit Card Terminal).
17. Now post payments to folio. (Refer to How to Post Payments and Charges).
18. Print receipt for guest and a copy for your records.

Check-In Procedure for Walk In

A walk-in guest is just as important as a reservation. The two are also very much alike during the check in process. There are a few additional steps you will need to do before checking a walk-in guest in.

1. On the main screen under RESERVATIONS MENU “8.”
2. Now you will need to check availability and rates for the guest. Click “F” for RATES AND AVAILABILITY.

3. The next screen that appears is the rate screen. Enter today's date and the number of nights the guest is requesting to stay.
 - A. In order to select the best rate for the guest you will need to ask if he/she has any discounts, such as AAA, AARP, GOV, Trip Rewards, etc. You can enter the discount rate code or type "L" for list, and that action will show you all the discount codes. Select the appropriate code the click enter.
4. The next entry will be room type. If the guest is not sure what type of room they are requesting, simply leave the box blank; this will display all the rooms with the rates on the next screen.
5. Enter the number of adults and children then page down.
6. Review with the guest the variety of rooms to choose from. Be sure not announce the rate out loud. Being discreetly will help prevent any confusion of rates with other guests checking in.
7. Once the guest has determined the best room, exit out of the rates and availability screen. Select ADD RESERVATION "1".
8. When a guest is paying for their room with a credit card or cash, it is important to ask for a photo id. Ex: drivers licenses, government badge, etc. In order to complete your check in successfully, please ask the guests for their form of payment and photo id.
9. Now it is time to enter the guest's information into the reservation folio. First you will enter the guest's LAST NAME. Once you click on the next box, a large customer box will appear asking you to select previous guest or to add new guest. When the person is a past guest at our hotel, their address, telephone, credit card, and discounts are stored in the GUEST PROFILE LIST. If they are a PAST GUEST, click yes to view history. If it is a NEW GUEST, click on NO and the box will disappear.
10. Now you will be brought to the top of the screen to enter the information for arrival date, departure date, and room type, and discount code (SRP), #of adults, children and room number.
11. The source code will be "W" for walk-in.
12. Select room number.
13. Next you will enter first name, address, and telephone.
14. After completing the above information, you will enter MKT CODE. Market code will be WD, which is walk-in discount.
15. Ask guest for vehicle information; license plate, state, and make of vehicle.

16. The last important step is METHOD OF PAYMENT. This is where you will select the form of payment; credit card or cash.
 - CREDIT CARD
 - Type credit card code: N-v/mc, P- discover, O-diners, or M-amex
 - Enter credit card number
 - Enter Expiration MM/YY
 - CASH
 - Select L – cash
 - After clicking CHECK IN.
 - Post cash under “3” Add Payment or Charges
17. Enter through till it asked you to check in guest. Once guest has been checked in, you will need to print a reg. card. Click “5” Edit Folio. Page down and select “R” for REG. CARD. This action will print a reg. card for guest to sign and review total.
18. Before getting guest to sign reg. card, imprint credit card on the back of the reg. card or write the cash amount posted on the folio.
19. File reg. card behind room number in the bucket.

Check-In VIP

1. In order to check in a reservation, you need to be in the correct menu, FRONT DESK MENU.
2. After greeting the guest that has come to check-in, in order to retrieve the reservation, ask the guest for their last name. Then select “4” CHECK IN/EDIT A RESERVATION.
3. A new screen will appear giving you a variety of options to locate a reservation. There are two ways to conveniently retrieve the guest’s reservation:
 - A. Select “8” LIST TODAY’S CHECK IN’S. This option will display all the arrivals that are due in for today. Scroll down the page until you locate the reservation then select ENTER.
 - B. The second option if selecting “1” LAST NAME OF GUEST. This option allows you to enter the last name of the guest. Then the system will display all the reservations that have that last name. Scroll thru the list until you see the correct reservation then press ENTER.
4. Once you have selected your reservation, please asked the guest for their photo id and form of payment. Photo id can be a driver’s license, government badge, etc.

“Welcome to the Days Inn Mr. Smith, May I please see a photo id.”
5. On the folio screen, first enter you initials on the REGCARD#.
6. Review reservation with guest; room type, number of nights, and the rate.

Next select a room number. Enter “L” and a list will appear with the rooms that are available for that room type. Be careful to only chose a vacant and clean room. Example: Y for vacant and clean, N for not vacant ready.

7. Then verify address, phone, and name.
8. Enter the DRVR LIC ST #
9. Ask Guest for vehicle information: make of car and license plate.
10. Next you will ask the VIP guest if they would like to place a credit card on file for incidentals.
11. Enter through until it asks if you would like to check guest in? Click Y
12. Enter through non-active credit card authorization system.
13. Guest will need to sign reg. card.
14. Inform a manager that the VIP guest has arrived so they can be greeted.

Tax Exempt Guest

Certain guests will qualify for tax exemption. In order for them to qualify, the guests must have the following items: Government Credit Card, Tax Exempt Form, and must be on business.

- Make a copy of the guest’s tax exemption form. Attach it to the reg. card.
- Under the folio, select on Y located next to TAXEXEMPT.

Group Check-In

Groups are large number of reservations that are grouped together for their stayed at the hotel. Groups receive special rates and privileges that are set up through our group sales department. A few stays before the group’s arrival date, one of the sales reps from group sales will deliver the Group Sheet that has all the important information that we will need in order to successfully check them in and out of our hotel.

Things to look for with Groups:

Q: How are the rooms going to be paid?

B. On the Group sheet, it will be stated how these rooms will be paid for. Some groups will be transfer to a master folio and other groups will be paid individually on arrival.

Q: How many rooms?

- A. It is important to check to see how many rooms are reserved in the group to get an idea of what kind of support at the front desk you will need when they arrive.

Q: Are there any additional charges that they will pay for?

- B. Sometimes groups will have luggage charges. This is a service that we will provide for the group to have their entire luggage delivered to their room. This will be specified on the group sheet.

Q: When are they expected to arrive?

- A: There will be groups that will have arrival times specified on the sheet. Check to see if there is one so you can have all the necessary things prepared for them when they arrive.

Q: What do we need to do in order to prepare for their arrival?

- B. Some groups will have requests for all rooms to be close to each other. Some requests will be for all room keys to be prepared before arrival. There are some requests for early check-ins. Research the special requests for the arriving group and organize with the other departments to make sure everyone is aware of their arrival and of the special requests.

Making Keys ahead of time will help quicken the check-in process for the group. You may give a copy of the list to the group leader on request.

Early Check-In

If a guest arrives at the hotel and wishes to check in prior to our 4:00pm check in time, you should check to see if the guest's room is ready and if not look for any empty, clean room. If there is a room available we will check the guest in at no additional charge. This is an option only if a room is ready for the guest when they arrive and is not an option that we can guarantee before the day of arrival. If there are no rooms ready, please call housekeeping and put a room on priority. Set the guests up with pool keys, parking permit and some additional information about the hotel and local area while they wait for their room.

Early Check Out

Sometimes guests have to end their stay early. When this occurs we want to make sure that the guests are not leaving early due to something negative with the hotel. When you are checking a guest out, the computer will pop up a box asking why the guest is checking out early. Inquire as to why they are leaving and if they had a challenge, please request a supervisor or manager to attend to the guest immediately in order to try to fix the challenge if there is one.

Late Check Out

Late check outs are based on hotel availability and room availability. There are certain instances in which you may give late check outs to guests who have had an inconvenience or error. However these are never guaranteed prior to the guests check out date. Usually the standard check out time can be extended for one hour at no charge. If you are able to give the guest a late check-out, please notify housekeeping about the rooms that are going to be late check-outs.

Half Day Special

A half day rate can be applied to any guest room (if available) at a minimal fee. Courtyard rooms have a \$45 plus tax base fee, and Tower and Suites rooms have a \$55 plus tax base fee. This extended check out period is extended until 5:00 pm. At that time if the guests does not come to check out, they will be billed a full night's room and tax. Please have a member of staff check the room prior to extending a full night. This is a great opportunity to allow guests to enjoy their vacation a little bit more before they have to leave. Once the guest has decided on a half day special you will need to follow these few extra steps:

1. Check folio to make sure there is a credit card on file in order to extend half day special. If they do not have cc on file, then please advise the guest that they will need to pay for the additional charge in order to stay half day.
2. Once you have completed payment verification, changed the departure date to the following day.
3. Then change the rate for the last night to the discounted rate.
4. Please inform guests that they will need to have their keys re-swipe.
5. Advise housekeeping and the next shift that the guest is going to be half day.

Stay Overs

Many times, especially during the weekends guests will want to extend their stay. We call them stay overs. Normally on the day that the guest is due to check out, the guest will call or stop by the lobby and ask to extend their stay. There are a few things you must check in order to extend them correctly.

1. Check the availability of the room type that the guest is in to see if it is available.
2. If the room is available, simply extend the departure date to the correct day and then manually re-auth the guest's credit card. If they are paying with cash, then collect the payment before extending their keys.
3. Then re-swipe the keys for the guests and inform housekeeping about the stay over.

Accompanying Guests

All adult guests in all rooms should be listed in case of emergencies and so that they can receive phone calls, packages, faxes, etc. Please follow these steps to add a guest into the room they are accompanying.

- Please go to the "5" Edit Folio screen and select "F2" Add Guests. Enter their first and last name. Any register guests will appear on the phone list.

Late Arrivals

There will be reservations that are going to be late arrivals. Sometimes it is noted on the folio, or sometimes the guest will call ahead of time to inform the hotel that they will be a late arrival. During the evenings that we are sold out, we must authorize all the credit cards for the reservations that are due in after 6pm to guarantee the reservation. The important thing to remember is when you authorize the credit cards; make sure you only authorize the credit card for one night. In order to process one night for a reservation, you must carefully change the departure date to one night, authorize the credit card, and then change the departure date back to original departure. Please ask a supervisor or manager to work with you on authorizing the credit cards during your first few times.

Incidentals

Incidentals are additional charges that the guest adds to their stay. These charges can be from: the Veranda Bar, Movies, Games, Bike Rentals, Kennedy Space Center Tickets, and Shuttle Tickets. This is why it is important to have a form of payment from all of our guests.

Veranda bar Charges:

Guests have an added service while staying at our hotel which is, the sunny Veranda Bar located by the pool. This allows our guests to purchase drinks, food, and other items poolside. They also have the option to have this charged to their room. A member from the Veranda Bar will call to verify that there is a form of payment on the guest's folio.

At one point a member from the Veranda bar will come to the lobby and give you all the receipts to be posted on individual guest room folios. In order to do this you will need to go to CASHIERING.

1. Under the CASHIERING, enter the room number that is printed on the top right part of the receipt. Then select "A" to bring the folio up on the screen.
2. Double click the large white box to bring the screen up where you will be able to post the charges.
3. Locate the appropriate charge code "RT" for VERANDA BAR.
4. Enter the correct dollar amount including tip. Then select SAVE.
5. Be sure to staple the hard copy of the receipt to the guest's folio in the bucket.

Shuffle Board:

Located in the courtyard area, there are shuffle board courts. Guests can retrieve the shuffle board pieces at the front desk. In order to play shuffle board, the guest will need to leave a \$5 deposit. This deposit is clip on to the guest's folio in the bucket. After they are finished playing shuffle board, they will return the items and collect their deposit. There is no charge to play shuffle board.

Shuttle Vouchers:

A large amount of guests that stay at our hotel are cruisers. We are just 3 miles south of the port and our location makes it convenient to stay at our hotel the night before they cruise. Many will travel with out a car and will need transportation to the port. We provide an economical and convenient way to travel to the port. Cocoa Beach Shuttle routinely picks up at our lobby every day at 11:15am. There is a voucher per way, per person. If there are two people needing roundtrip shuttle vouchers to and from the cruise, the cost will be \$16.00 and there will 2 vouchers per guest. Shuttle vouchers are \$4 per person and per way.

Guests can purchase these vouchers at the front desk and have it charged to their room.

1. Gather the correct number of vouchers for the guests.
2. Enter their name, folio number, date of pick-up, and circle the correct property.
3. Separate the voucher and give the guest the bottom part of the voucher.
4. You will need to post the voucher(s) to their folio by action "3" Add payments or Charges.
5. Select "J" for shuttle.
6. Under description enter the voucher number(s).

Example: CBS 338056-338057 (for two one way vouchers)
CBS 338056/559356 (for one round trip voucher)

7. Enter transportation for the reason of charge.

Kennedy Space Center Tickets:

Kennedy Space Center has provided us the opportunity to sell discounted tickets to our guests. A bonus to the discount tickets is they are good for two consecutive days. The tickets include IMAX theaters, bus tours, Hall of Fame, and the Visitor complex center. There is so much to see and with two days to explore, this will be a great way for our guests to spend their vacation.

- Kennedy Tickets are \$45 per adult and \$35 per child.
- For each ticket sold, the agent will receive 50 cents. This incentive pay will be tracked by both the sales record and the postings in the J code.
- You will need to fill out all the paperwork properly in order to receive your incentives.

Ticket Accounting Procedures:

1. Kennedy Space Center Tickets and Activity Vouchers will be kept in a safety deposit box.
2. One person per shift will hold the key and distribute tickets as they are sold.
3. Each GSA will log the tickets they have sold on the "Ticket and Voucher Sales Record" log sheet.
4. At the end of each shift, the Key Holder will fill out the "KSC Ticket Record" sheet, logging the ticket numbers still in possession and the number of tickets sold on the shift.
5. They will then hand the key over to a person on the next shift. The new key holders will verify the tickets before the first shift leaves.
6. This must be done before the previous key holder leaves.
7. Ideally, the key holder should be the Shift Supervisor, however sometimes this will not be possible.

Ticket Sales Procedures:

1. Under "3", enter the guest's room number. Then select the posting code for Kennedy Space Center Tickets "J".
2. Enter the total dollar amount NOT INCLUDING TAX for the tickets.
3. Under the description line, please enter the ticket numbers and how many adults or children.
4. Now page down.
5. Posting the taxes for the tickets will be posted under a different code. This code is "F" which is Sales Tax. Then enter the correct amount of tax.
6. Under the description line, type in KSC Sales Tax.
7. Page Down.

Meal Vouchers – Days Inn

Meal Vouchers are available to certain direct bill companies. When a guest is staying at our hotel and the room is being paid for by the direct bill, the guest will receive meal vouchers per agreement made with the company. Though there are many companies that participate in the meal voucher program, all the companies use the same meal vouchers.

The Meal Vouchers and Log Book are located at the front desk. The meal vouchers are divided by type of meal (ex: breakfast, lunch, dinner) and by restaurant type. We have vouchers for two restaurants;

Meal Voucher Procedure:

1. Locate the meal vouchers and log book at the front desk.
2. Select the appropriate meal voucher for the guest.
3. Fill out the meal voucher in the appropriate areas.
 - a) Company Name
 - b) Guest Name
 - c) Room Number on the bottom of voucher.
4. Next you will have the guest sign the meal voucher. Once they have signed the voucher, you will initial the voucher. Then separate the white copy from the yellow and pink for our records. Give the guest the yellow and pink copy.
5. Now it is time to log the information in the log book.
 - a) Locate the correct company. The company is the employer of the guest or the City Ledger. You can find this information by looking at their folio.
 - b) Next you will log in the voucher number, guest's name, and room number.
 - c) After completing those steps, you will initial and store the log book and meal voucher away.
6. The last step will be posting the meal voucher to the guest's folio.
 - a) First click "3" Add Payment or Charges.
 - b) Enter the room number and then select "H" for Perkins (H is the code for both restaurants)
 - c) Now enter the amount of the voucher.
 - d) Under the DESCRIPTION line, enter the voucher number: Example: PB0103

Messages:

Guests can access their voicemails by dialing 6 on their guest room phone. If a guest receives a message, fax, or delivery at the front desk, we can notify them by turning on their message light.

1. On the main phone at the front desk, select FUNCTIONS.
2. Then press ROOM NUMBER.
3. Now select SEND MESSAGE.

This will notify the guest that there is a message waiting for them.

Safety Deposit Boxes:

Safety Deposit Boxes are located at the front desk. This is a free service that we offer to all of our guests.

Procedure for issuing safety deposit boxes:

1. Have guests fill out the safety deposit box form which is located on top of the deposit boxes.
2. Tear off the guest section and attach to guest's safety deposit key.
3. Pull Safety deposit box out and give to guest. Allow guest to take their time with the safety box.
4. Once they have placed their items in the box, slide box back into appropriate slot and lock box with master key and guest key.
5. Give guest their key.

How to Post Payments & Charges at Days Inn

Under the Front Desk Menu, there is an option that allows you to post charges and payments to a folio. This option will be commonly used throughout your shift. All payments and charges are posted through this option.

How to post a charge or payment:

1. Select Front Desk Menu "1." Then select Add Charges & Payments "3".
2. Next, enter the room number and then select enter. The next step will be entering the code for the payment or charge. There are several codes:

Payment Codes:	Charge Codes:
P – Discover	E - Room Rent
O- Diners	F - Tax
N- Visa/MC	G - Telephone
M- Amex	H - Perkins (Vouchers)
L- Cash	J - Misc. Charge
Q- Direct Bill	I - Movies/Games
R- Other	

3. Once you have selected the appropriate code, enter the amount in dollars you wish to charge or credit to the folio.
4. Under comment line, type the necessary comment for the transaction. For example, if you post a J code, the comment may be Bike Rental or Rollaway.
5. Then enter your initials, then enter through until you select Y verifying that the charge or payment is correct.
6. If you make a mistake, you can select N and it will not post the transaction.

How to make an adjustment to a folio:

1. Select "3" Add Charges or Payment; enter the guest's room number that you wish to make an adjustment to their folio.
2. Next select the appropriate code for the adjustment. Such codes that are used for adjustments can be room rent, movies, and telephone.

3. Enter the total amount that you will like to adjust, remembering to enter a negative dash before the number.
4. Fill in the comments line with the important information. Be careful of what you type in the comments line because guests will be able to view it.
5. Then enter you initials and enter through until the system asks for your initials for the second time.
6. Select Y to complete the adjustment.

How to credit a folio:

1. Select “3” Add Charges or Payment; enter the guest’s room number that you wish to make a credit to their folio.
2. Next select the appropriate code for the credit. For example, when issuing a credit on cash, select “L”.
3. When entering the amount be sure that you enter a negative dash before the numbers. If you do not enter the negative dash, the adjustment will count as a charge or payment.
4. Whenever a credit is issued, there must be a comment in the comment line.
5. Then enter you initials and enter through until the system asks for your initials for the second time.
6. Select Y to complete the credit.

Check-Outs

As guests are leaving the hotel we want to wish them a fond farewell. This is also a good opportunity to make sure our guest’s had a pleasant stay. Remember, check-out is the last impression that we as a hotel have on the guest and their memory of us. This is the time to make the guest a frequent stay’er; you can do that by following these steps:

- Pull the guest's registration card from the bucket located between computers motel2 and motel12.
- Press the **enter** key until the front desk menu is shown on the screen.
- Next press the number **2** which is your check out process.
- Enter the guest’s room number and press **enter**.

Cash and Debit Guests

- The guest’s folio should now be showing on the screen. Verify that there are no incidental charges that have not been paid.
- If there are still charges unpaid, please collect payment for those charges. This can be done by pressing **enter**.
- The computer will ask to add charges. Press the **Y** key to add a charge.
- Enter the method of payment (L-cash, N-visa/MasterCard, M-American express, P-discover).
- Then enter the payment amount. Next under comments, write short description of the payment. (For example, the payment is for a phone charge. Enter **Phone Payment** in the comments section.
- Next put initials at the clerks initials segment.
- Verify that all the information is correct and enter into the next screen.
- If the guest requests a receipt, enter the **Y** key to affirm you would like to print a folio. When the next screen appears on the computer press the **page down** to print. This will print out the guest’s folio.

- This should prompt you to the next screen. Next press the **Y** key to affirm you want to check out the guest.
- Place the registration card next to the arrival trays above computer motel 2.

Credit Card Guests

- Pull the credit card authorization from the guest's registration card.
- The guest's folio should be showing on the computer screen. Write the amount the guest owes on the bottom of each credit card slip.
- Have guest sign the bottom of the credit card slip that states Merchant Copy on the top.
- Next press the **enter** key to get to the next screen. On the next screen press the **Y** key to add charges.
- Enter the guest's room number. Then enter the method of payment (N-visa/MasterCard, M-American express, P-discover).
- Next put initials at the clerks initials segment.
- Verify that all the information is correct and enter into the next screen.
- Press the **Y** key to run billing. When the next screen appears on the computer press the **page down** to print. This will print out the guest's folio.
- The next screen on the computer will ask if you want to check out this guest. Press the **Y** key to check out the guest.
- Staple one copy of the folio to the customer copy credit card receipt and give to guest. Staple the merchant copy credit card receipt and registration card to the other folio.
- Next check the credit card charge out of the credit card terminal. (Please see the credit card terminal section for instructions.)
- Then place the folio with credit card slip into the appropriate box.

Direct Bill

- Verify that any incidental charges have been paid by the guests by their own payment.
- If there are incidental charges please follow the steps above according to method of payment.
- Next press the **enter** key to the next screen. Enter the **Y** key to add charges.
- Enter the guest's room number. Then enter the **Q** key for direct billing.
- Enter initials at the clerk's initials segment. Verify all information is correct.
- Press the enter key to the next screen. This will verify the company that is going to be direct billed. Press the **enter** key until you come the screen that asks to check out the guest. Press the **Y** key to check out the guest.
- Staple the folio to the registration card including any meal vouchers and place folio on top of the credit card boxes.
- Never give a guest a copy of the folio if the payment is direct bill. The companies paying for the charges are the only ones allowed to view the folio.

Group Check-Out

It is the same process when preparing for a group to depart. Review the group sheet and acknowledge any special requests for checking out.

Quick Tip

If the group is set up to be transferred to a master folio, located the master folio and review each room under that group to verify that the charges have been transfer to the correct room. Keep a close eye the restrictions for incidentals and verify that those charges are posted to the correct room.

Quick Tip

Verify any upgrade charges that are to be paid by the guest. If you notice any charges that you are not sure who pays for, then locate a supervisor or manager. If there is not a supervisor or manager available, don't hesitate to contact the group leader during normal hours.

Prepare! Prepare! Prepare!

Using the Credit Card Terminal:

When taking a credit or debit card payment, always verify the name on the credit card with the name on the driver's license of the guest checking in. If the guest is using another person's credit card that person must be present with a valid picture id. If the person is not present, the credit card holder must fax over a copy of their drivers license and a copy of the credit card front and back. They must also fill out a credit card authorization form. These forms are located in a file labeled credit card authorization beneath the night audit window. To view this form see exhibit B under Front Forms

Credit Card Authorization

- Swipe the credit card with the strip facing out and on the bottom.
- Enter the amount being authorized followed by the **enter** key
- Next enter the guest's room number.
- Then enter the guest's folio number.
- Continue to press enter until the computer asks how many nights. Enter the correct number of nights the guest is staying.
- The credit card slip should print out with a merchant and customer copy.

Debit or Sales Charge

- Press the **sale** key which is located on the left side of the terminal.
- Enter the amount being authorized followed by the **enter** key
- Next enter the guest's room number
- Then enter the guest's folio number.
- Continue to press enter until the computer asks how many nights. Enter the correct number of nights the guest is staying.
- The credit card slip should print out with a merchant and customer copy.
- Have the guest sign the merchant copy.
- Add the charges to the HSS system. See Add Charges section.
- Staple the signed merchant copy to the guest's folio and file with other credit card charges.

Refund

- Press the **refund** key located on the right side of the terminal.
- Swipe the credit card with strip facing out and down.
- Enter the amount to be refunded.
- The terminal will print a customer and merchant receipt. Have the customer sign the merchant copy.
- Add the refund to the HSS system. See add charges section.
- Print the guest's folio and staple the merchant copy to it. Place in the appropriate box.

Check-Out

- Press the **check out/adjust** key located near the top right of the terminal.
- Enter the ticket number. The ticket number is the folio number located on the credit card authorization slip that usually starts with 4 zeros.
- Verify that the amount is correct. If not press the **no** key. Then enter the correct amount to be charged.
- Continue to press the **enter** key until the screen says print receipt. Press the **no** key.
- Initial the credit card authorization slips and staple to guest's folio. Place in appropriate box.

Re-Authorization

- Press the **re-auth** key located on the left side of the terminal.
- Enter the ticket number on the credit card slip.
- Enter the amount that needs to be authorized.
- If the re-authorization is for extra nights, press the **yes** key and enter the amount of extra nights the guest is staying.
- If the re-authorization is for an incidental, press the **no** key.
- When the terminal is done processing, an authorization code will be given on the screen.
- Write the authorization code and the amount re-authorized on both credit card slips.

Delete

- Press the **DELETE** key located on the right side of the terminal.
- Enter the password.
- Enter the ticket number listed on the credit card slip.
- Verify that the ticket number on the credit card terminal is the correct number.
- Press the **Yes** the key to verify. Write void on both credit card slips.

Batch Report

- Press the **reports** key located on the bottom left of the credit card terminal.
- Then press the **3** key for Batch.
- Press the **enter** key. Batch report will print.

Front Office Forms & Checklists





Front Desk Check List Shift A

Date: _____ / Name(s): _____

Occupancy %: _____ Available Rooms: _____ Departures: _____ O/O/O _____

Initial beside each one that you do:

___ Communicate with outgoing night auditor concerning any special situations, requests, events, and/or problems.

___ Check status of any Guaranteed No Shows. Verify with HSKP when they arrive, status of the room(s).

___ Check log book for pass on information; initial that you've read the daily log and memo book.

___ Verify that the cruise logs have been completed and faxed for the correct date by 8am(M/TH/F/S/S)

___ Print Downtime Reports

___ Count the banks (Initial Time and Date of Count on calculator tape)

- Left Drawer: \$ _____
- Right Drawer: \$ _____

___ Complete Hotel-Area Call Around Sheet

___ Assign rooms (Do Not Check-In) with special requests and needs. Pre-assign and Upgrade Diamond Members.

___ Check all arrivals for direct bills, groups, special needs, etc.

___ Check the status of Due Outs at noon and follow up with housekeeping.

___ Perform Courtesy Call Backs within 45 minutes of Check-Ins

___ Bucket Check (Print an in house report and verify reg card for signature, payment method, day and date)

___ Check and replenish as needed all F/D supplies including but not limited to:

- Keys
- Key Jackets
- Parking Passes
- Maps
- Operating Supplies (Pens, Markers, Tape, Staplers, Correction fluid etc.)
- Prepare Shift Packets
- Notify FOM or FOS if supplies are needed.

- Clean up lobby area and restock coffee supplies as needed
- Perform Cash Out



Front Desk Check List Shift B

Date: _____ / Name(s): _____

Occupancy %: _____ Available Rooms: _____ Arrivals: _____ O/O/O _____

Initial beside each one that you do:

- Communicate with outgoing shift concerning any special situations, requests, events, and/or problems.
- Check log book for pass on information; initial that you've read the daily log and memo book.
- Print Downtime Reports
- Count the banks (Initial Time and Date of Count on calculator tape)
 - Left Drawer: \$ _____
 - Right Drawer: \$ _____
- Complete Hotel-Area Call Around Sheet
- Check all remaining arrivals for direct bills, groups, special needs, etc.
- Perform Courtesy Call Backs within 45 minutes of Check-In.
- Authorize CC for remaining arrivals for one night on anticipated sold out evenings by 6pm.
- Bucket Check (Print an in house report and verify reg card for signature, payment method, day and date)
- Check and replenish as needed all F/D supplies including but not limited to:
 - Keys
 - Key Jackets
 - Parking Passes
 - Maps
 - Operating Supplies (Pens, Markers, Tape, Staplers, Correction fluid etc.)
 - Prepare Shift Packets
 - Notify FOM or FOS if supplies are needed.

- Clean up lobby area and restock coffee supplies as needed
- Perform Cash Out



Ocean Partners Hospitality, representing
Best Western Ocean Beach Hotel & Suites
 Cocoa Beach, Florida

CREDIT CARD Authorization

Please fax or email completed authorization to jteijeiro@oceanpartnerscb.com
Fax: 321-799-4576 Attn: Reina & Jaime

Please complete the requested information below to authorize charges to your credit card.

The signature on this form must match the signature on the credit card.

A copy of both front and back of your credit card and driver's license must accompany this request.

Card Holder's Name _____
 As it appears on card

Credit Card Number _____

Expiration _____ **3 or 4 Digit Code** _____

Billing Address _____

City _____ **State** _____ **Zip** _____

By providing this information and signing below I am authorizing the hotel(s) to charge my credit card for the following charges:

Room charge \$ _____ **Tax** 11% **Credit Card will be charged** _____

Confirmation #(s) _____ **Guest Name(s)** _____

Arrival Date _____ **Departure Date** _____

If this authorization is to support a Direct Billing Account be advised it will remain in force until signed notification to close account is received from Cardholder. Circle: YES NO

Cardholder's Signature _____

Date Signed _____

Cardholder's Phone _____

5600 N. Atlantic Avenue Cocoa Beach, Florida 32931



Ocean Partners Hospitality, representing
Days Inn – Port Canaveral
Cocoa Beach, Florida

CREDIT CARD Authorization

Please fax or email completed authorization to jteijeiro@oceanpartnerscb.com

Fax: 321-784-2647 Attn: Reina & Jaime

Please complete the requested information below to authorize charges to your credit card.

The signature on this form must match the signature on the credit card.

A copy of both front and back of your credit card and driver's license must accompany this request.

Card Holder's Name _____

As it appears on card

Credit Card Number _____

Expiration _____ 3 or 4 Digit Code _____

Billing Address _____

City _____ State _____ Zip _____

By providing this information and signing below I am authorizing the hotel(s) to charge my credit card for the following charges:

Room charge \$ _____ Tax 11% Credit Card will be charged _____

Confirmation #(s) _____ Guest Name(s) _____

Arrival Date _____ Departure Date _____

If this authorization is to support a Direct Billing Account be advised it will remain in force until signed notification to close account is received from Cardholder. Circle: YES NO

Cardholder's Signature_____

Date Signed_____

Cardholder's Phone_____

5600 N. Atlantic Avenue Cocoa Beach, Florida 32931

Exhibit C:

KEY SIGN OUT SHEET				
Date:		Day:		
KEY	TIME OUT:	SIGNATURE	TIME IN:	SIGNATURE:

