19. TECHNOLOGY OF RECEPTION AND ACCOMMODATION OF TOURISTS IN ACCOMMODATION FACILITIES

TECHNOLOGY (gr. Techno - art, logos - teaching) is a set of methods, modes, sequence of operations and procedures in conjunction with the use of means, equipment, materials, tools coordinated by management and organization process. The process of reception and guest services in the hotel can be represented as a technological cycle ("arrival – accommodation – departure").

TECHNOLOGICAL CYCLE OF CUSTOMER SERVICE is a unified standard range of services with a particular sequence of the provision, which is intended to use by client and which provides a means of accommodation while the client is at the hotel.
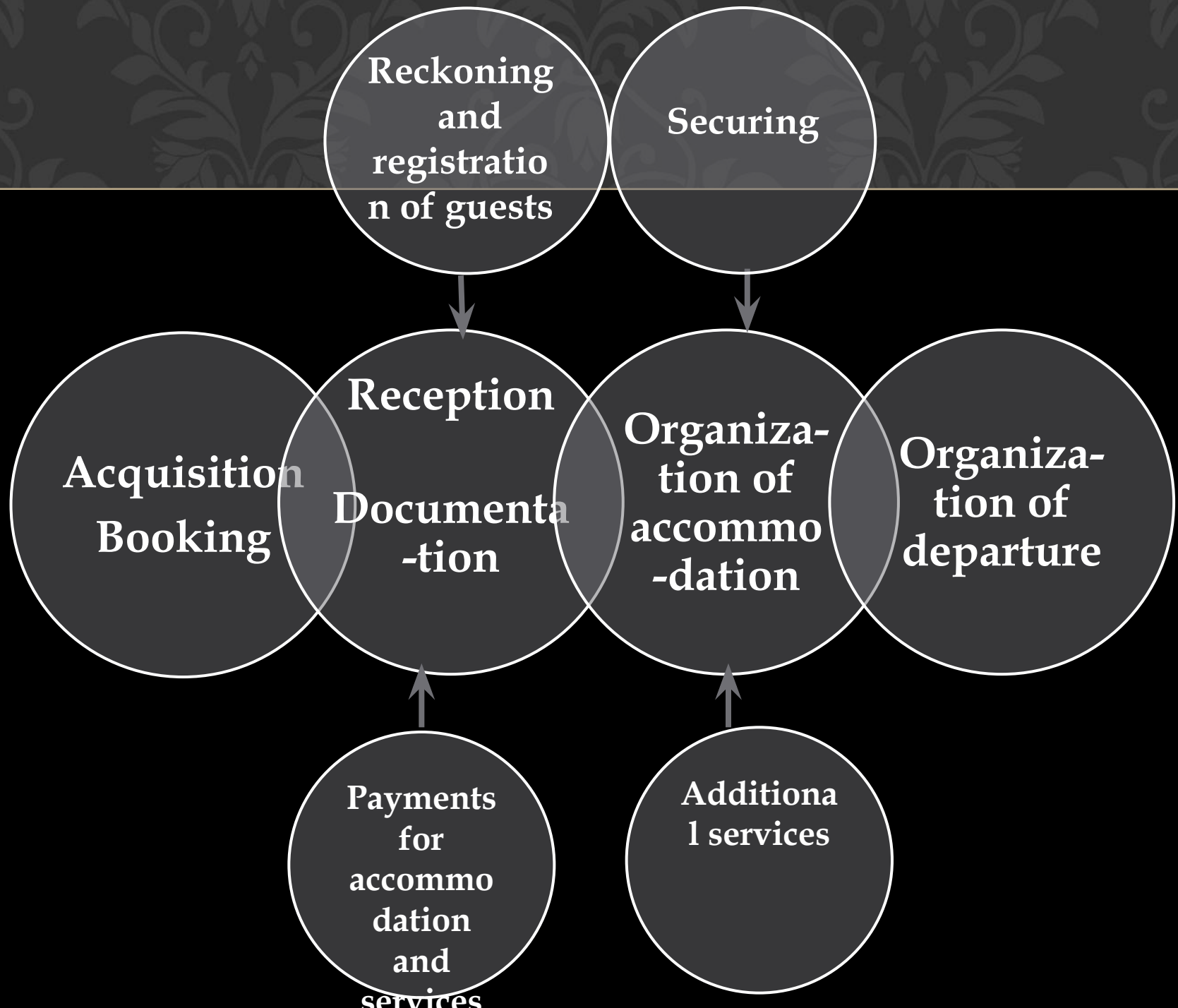
The main points of the technological **cycle :**

  Prior to arrival - booking.

  Arrival, check-in procedure and accommodation;

  In-house guest service;

  Departure.

Reckoning and registration of guests

Securing

Acquisition Booking

Reception

Documenta-tion

Organiza-tion of accommo-dation

Organiza-tion of departure

Payments for accommo dation and services

Additiona l services

1. Acquisition (attraction) of guests

Work with orders to settle, control the passage of orders and their fulfillment or cancellations, provide load of hotel, the amount of the settlement of the visitors for a fixed period (month, quarter) and the current day, doing appropriate documentation (booking specialist, senior manager, head of reception). The final preparations for the reception: confirmation of arrival, probable timing change of arriving, need of transfer, excursion services. Preparation of room.

2. Reception in hotel

Identification of rooms in accordance with orders, meeting guest, clarifying the conditions of accommodation and processing required documents, receiving payment, travel and other documents to transfer them to the appropriate services and further processing, informing the guest (administrator on duty, receptionist), delivery of room key (porter on keys). Administrator on duty coordinates the activities of all departments of the administration and maintenance of their shift and is authorized to decide all matters within the competence of headship in his absence. Other participants of the reception process: porter, driver, lifter, cloakroom attendant.

Accounting and registration

Checking passports and visas, the correctness of accommodation questionnaires (registration sheets), maintaining card index, accounting guests through documents, magazines or computer system.

Payments for accommodation and services

Receiving, storage and transfer of money to the accounting and payment documents received in payment for accommodation and services, control their timely payment, maintaining reporting documentation (cashier, , operator of automated payments, porter of payments - double subordination).

3. Organization of accommodation

Work of staff on residential floors and if necessary other services (maintenance and accommodation in room number clarification features of room usage, cleaning, room service, residential, guest services, additional services).

Ensuring the safety and security of property and residence

Timely and correct reception, delivery in number, moving and sending guests luggage, sanitary control, technical, fire and crime safety for the guest and the hotel's property. Reception for storage of valuables, ensuring compliance with policies, promoting search and return of the lost and forgotten things, proper maintenance of key sector (security, personnel on residential floors, porters, baggage carriers, storekeepers, lockers, and other).

4. Checkout organization

Reception of releasing room, receiving full payment by the customer and extra services payment, control of accuracy of calculations before client signs them, sending luggage and so on. (parking, luggage carrier, staff on floors).

If necessary, transferring guests to the station.

At the end of the current day a variety of checking on various aspects of hotel services are held, which are performed by a night porter or authorized person - a night auditor.

There are various situations on the arrival of guests between a guest, room stock and staff of the hotel. Given that the same situation repeated many times, they are assigned code name that identifies the room.

busy: guest is occupied in this room now

complementary: busy, but guests may not use it

is longer than the specified period: the guest is not discharged today and remains overnight (continued)

on break: guest has left, but the room is not cleaned

do not disturb: guest asked not to disturb him

not slept: guest decorated, but the bed was not used

- **hopper**: visitor left without payment
- **sleepyhead: guest paid bills, but the staff forgot to put the right room status**

free and ready, room cleaned and verified, ready for occupancy

not operational: the room can not pass through technical unreliability, requires repairs

closed: closed room, guests can not enter (service solves situation in accordance with the rules)

not documented departure: guest paid bills but went without warning staff

operations performed: the number is expected to be free after the estimated hours the next day

late check-out: at the request of the guest, he is allowed to leave the hotel after check-hours

ROLE OF DOCUMENT IN HOTEL WORK:

With documentation organizational, administrative, supervisory, accounting and reference functions of various services are implemented, operational link and technology workflow is provided between them.

All documentation is conventionally divided into:

<u>administrative</u> and <u>special</u>.

Administrative records management of the organization provides property. These orders, contracts, reports, statements and reports, memos, and others. Requirements for their design set official record keeping and documentation.

Special documentation is used only on specific business sector or field of activity and meets its specifics. This documentation provides technology services of the company.

Special rates documentation is divided into three main groups: regulatory, operational-technological and tourism.

REGULATORY DOCUMENTATION

includes documents that establish certain rules and requirements for the services of organization, as well as works on reception and service at the hotel in general and on its individual parts. It's different rules, regulations, instructions and other documents that establish the order of execution of various business processes.

They are issued by the governing bodies: government, industry, departmental or directly by management and are binding.

OPERATIONAL AND TECHNICAL DOCUMENTATION

are documents that provide the proper operation of the hotel, make a documentary provision for all processes and transactions with reception and guest services at the hotel.

The main types of operational and technical documentation:

Standard forms.

Logbooks.

STANDARD FORMS

are forms developed on the basis primary documents recommended by state statistics bodies, are usually the same form in all hotels with minor differences. This documentation is used for booking rooms, count of stock room traffic, registration on accommodation, billing in-house guests, departure and luggage work organization. Typical forms meet state standards design. Some have strict reporting forms (e.g., bill).

LOGBOOKS

are documents of appointed or optional form for various accounting.

For example, "Log of the citizens living in the hotel" has prescribed form to be stitched, sewn, numbered, sealed and periodically reviewed by management. But documents such as logs of linen management, change of shifts logs, service requests logs and others are issued to each company according to the specifics of its work.

The list of primary accounting and strict accountability at the hotel consists of these two document types.

In order to arrange and simplify document workflow in the provision of hotel services, forms of primary accounting documents hotels in Ukraine and instruction on the operation workflow while providing hotel services were developed by the State Committee for Construction, Architecture and Housing Policy.

In the hotel there is also other documentation optional form, unique to a particular enterprise.

TOURIST DOCUMENTS

provide reception and service process in hotel for local and foreign tourists.

Consists of:

tourist messages,

vouchers,

exchange and route orders,

tourists list,

assignment from tourist company,

service sheets,

process maps and other travel routes.

A large number of travel documents are forms of strict accountability.

Today the most widely spread in hotel industry are so called "paperless technology", based on the use of computer technology. But the menu options of hotel software is similar details of the documents that serve the operations. Also, some documents require printing from a computer for the issuance of client, reports etc.

HOMEWORK

1. See through the forms of primary accounting documents hotels in Ukraine and explore technology of filling in those forms according to the "Instruction on the order of workflow in the provision of hotel services."

2. Describe the features of automating the process of reception and accommodation of tourists in the hotel. Describe the features of a software you know, used automate the process of receiving and accommodating tourists.

3. Identify the features of the reception and accommodation service workplace with usage technological process in the hotel industry.