



New York



London



Kyiv



Tokyo

20. ORGANISATION OF RECEPTION AND ACCOMMODATION SERVICE



20. 1. FEATURES OF THE RECEPTION AND ACCOMMODATION SERVICE IN HOTEL ENTERPRISES

BASIC REQUIREMENTS FOR SERVICE:

service must be located in the vicinity of the hotel entrance;

the reception must be clean, without randomly scattered papers and junk items;

staff should have a perfect look and behave accordingly;

the guests need only talk standing. You should not force guests to wait.

The basic staff of reception and accommodation service include:

head of the service,
administrator,
porter,
cashier;
night auditor.

Head of service organizes and manages its work, solves the main issues and conflicts which arise between the hotel staff and clients, maintains records and controls of the service, monitors compliance with admission and passport and visa regimes.

Administrator meets the client and forms his first impression of the level of service in the enterprise, has wider range of duties and tasks than other service workers.

Main tasks of administrator:

- providing rooms and sites to arrived to the hotel;
checking out of accommodation and services in the absence of a cashier;
supervision of timely payment for hotel accommodation and for services without admission of debt;
ensuring the correct use of rooms and sites, supervising their timely preparation for accommodation and approval of stay;

- maintaining records of persons living in hotels, control the departure from rooms and sites;
compilation of information on load at current day,
registration of the transfers of persons living in a hotel from one room to another on request;
enforcing usage rules and internal regulations of the hotel;
taking measures to resolve conflicts that arise between persons living in hotels and staff;

- receiving an application for booking;
- transferring correspondence coming into the hotel to recipients;

maintaining record of forgotten things of people living in hotels and visitors use protection measures and return;

documentation of damaged or destroyed by persons residing in the hotel property, recovering from those responsible for damage by the procedure established by law;

- supervision after cleanliness in the hotel, timeliness and quality of housekeeping, serviceability of electrical grid, elevators, plumbing and other equipment of the hotel;

informing about phone numbers of other hotels, ambulance, police stations and other institutions in the absence of information desk;

management of work personnel engaged in receiving, placing and servicing all clients, monitoring the implementation of their job descriptions.

The administrator needs to know :

- terms of use and internal regulations of the hotel;
- price list of all rooms and sites;
- rules of reception and public service;
- list of services provided by the hotel;
- etiquette;
- order of registration and payment of persons living in hotels;
- operational documentation;

- location and opening hours domestic service facilities;
 - telephone numbers of other hotels, commercial offices, ambulance, police department, fire department, emergency services;
- rules of occupational safety and fire protection.

BY YOURSELF:

Main tasks, duties and requirements of:
porter; cashier; night auditor.

The process of receiving and accommodating tourists requires close cooperation between staff of reception and accommodation service and other departments, such as service department staff.

Service department is either an independent unit or with reception and accommodation service part of reception and service department. This department staff works with clients in constant contact and provides service functions. The head of the service is manager, his subordinates are subject porters (the pages), luggage carriers, lifters, concierges, couriers, drivers.

20.2. ESSENCE OF MAIN TECHNOLOGICAL OPERATIONS OF RECEPTION AND ACCOMMODATION

Guest registration is one of the main operations assigned to the reception and accommodation. The friendly reception is the first step of the registration. After greeting the guests, reception agent (manager on duty) must verify the registration status of the guest and begin the registration process. The entry in the logbook applications for room reservation (sites) (form number 7 g) can provide the knowledge base of the registration process.

The registration process can be divided into 6 main phases:

1. Preregistration activities;
2. Registration of an account;
3. Determination of the room and rate;
4. Setting the method of payment, advance payment;
5. Issuing room key;
6. Accompanying the guest to room.

1. Preregistration activities. Reception agent may contribute to more efficient registration process, using preregistration activities carried out prior to arrival. The guest is usually only necessary to certify veracity of information already included in the application or registration card by the hotel staff. Usually, the guests sign the application form or registration card for proof of the accuracy and completeness of the information in it. Early choosing of room and tariff, forming accounting documents of guest and other functions are also preregistration activities.

2. Registration of an account. Upon arrival, the reception agent (manager) makes an entry in the register of citizens living in hotels (form №5-D) or the register of foreigners living in hotels (form №6-D).

Hotels with a manual settlement use questionnaires or registration cards, they indicate the full name, surname, date of birth, place of birth, passport number and series, whom and when issued, the address of permanent residence, the purpose of visit, length of stay, as well as information that the visitor aware of fire safety rules and regulations of the accommodation in the hotel.

In the questionnaires and registration cards signatures of guests are provided which are the official establishment of relations with hotel. Even with automated agent working on reception when registration documents can be pre-printed signature of the client is a requirement. With automated accommodation manager of reception and accommodation can enter into the computer data on visitor received from him verbally. Also information on the methods of payment for the room which the customer prefers, and other services is taken into account. In addition, guests are asked to confirm the date of his departure.

3. Determination of the room and rate. Identification is the establishment of a certain room that meets the needs of the client for his accommodation. Room rates with identical capacity may vary depending on the size, quality furniture and equipment, location and other factors. Therefore, every employee of reception and accommodation, especially agents of reception and booking, should be informed about the current state of rooms, their equipment, location, convenience to best meet the needs of guests.

4. Setting method of payment.

Alternative methods of payment for services:

payment of bills in cash (the most advantageous for hotel, which allows to reduce accounts to zero balance and provides an opportunity to mark "paid");

payment with credit card (transfer the loan amount to account of the guest and moving account balance to the books of accounts. The cashier must certify credit card, if it has not been certified upon arrival at registration and record the amount of fees to the credit card before give it to guest for signature);

- delay of payment by direct discharge bill (like pay by credit card, direct invoice puts amount of debt into account of the guest in the books of accounts. To ensure direct discharge invoice clerk must verify the signature on guest logbook to confirm all costs described in it);
combination of these options.

Most hotels of personnel service reception and accommodation required to acquaint guests with the options of payment when registering. This advance notice allows the service to receive confirmation and permission to use your credit card or direct bank transfer.

In domestic hotel payments for services are generally made on the first day, ie when registering resident. However, payment of hotel services on the last day of residence are not a violation because the time and form of payment for accommodation are set by the hotel.

5. Issuing the room key. Issuing the room key almost completes the registration process. Some hotels just give newly arrived guests a map of hotel and key. To ensure proper security keys should be carefully monitored. Theft and loss of keys, making duplicate, illegal use are a threat to the security of the property. Hotel should provide some rules to control keys. It should define who are given the keys and how they are stored in the reception and accommodation.

6. Accompanying the guest to room. If the hotel provides boys (or other employee service free of work), the manager on duty should first ask the guest if he want to get help from his boy. If so, the manager on duty gives boy room key and asks him to accompany the guest to room. On the road and in room boy can explain the specific features of the guest room, and things such as the location of the restaurant, hours of payment transactions, location of vending machines and others. Boys should create guest comfort, to answer all his questions and give room key.

In the case of mass arrivals, group of tourists and even conventions, check-in should be simplified. List of room with the names of all members of the group can be obtained from the coordinator of the group. Rooms can be assigned before groups arrival, keys arranged in envelopes with a welcoming note from the manager, in the lobby a separate post can be established, aside from the reception, where envelopes are issued to arriving guests. Some hotel to ease the discomfort visitors' when departure occurs later provide storage room for luggage of guests while preparing the appropriate room.

Innovative technology in the hotel industry is self-registration. Terminals for self-registration are usually located in the lobbies of hotels and are fully automated. Recent technological advances allow hotels to place terminals for self-registration in airports, railway stations and so on. Using the terminal, the visitor has to come to the hotel where he ordered a room and where his credit card is usable. The procedure begins with self-registration when the visitor enters their credit card in the terminal, placed outside the hotel. The terminal provides access to the record book and encourages guests to enter additional registration date using the keypad.

Since most terminals are connected to the computer control system may further determine the number and price. When the room and price are defined terminal issues a room key and instructions how to get to the hotel.

Since the electronic locks have become more common, they can be connected to self-registration device as a mechanism for issuing keys.

SERVICE DURING ACCOMMODATION

While guest staying at the hotel reception and accommodation service staff work closely with stock room service, food service and other departments to ensure a comfortable stay in a hotel and satisfaction of customer.

FINAL PAYMENT AND CHECK-OUT

On departure guests should notify staff floor for two hours, it is minimal time required for the timely documentation. On the day of departure, guest gets a full bill to pay for the debt and return the room keys before leaving the hotel. If after the payment customer consumes additional services or continued stay in the hotel, in the final payment he pays the value of the services that are not included in prepaid.

Based on formed bills(form №4-D) cashier (porter that performs calculations) makes one copy of cash report (Form №8-D). Field "Payment Type" contains a list of hotel services provided to residents of the reporting period. The form is submitted to the daily accounting along with other instances of accounts, cash control tape from electronic cash register and control tape from credit card terminal (in the case of automated payment). Accounting staff checks roll motion of hotel rooms (form №9-D) with the form №4-D.

Upon notification of departure, the head maid checks the payment for the provision and services, and checks the status of the room, the presence of the customer forgotten things, damaged property. After making sure that the guest has fully paid, the head maid at the request the service department staff to deliver the luggage from room to the vehicle. The hotel can also, if necessary, to transfer guests by their own vehicles to the airport or railway.

In general, the process extracts and calculation aims to fulfill three main functions:

adjusts the balance of the guest account;

timely detection of free rooms;

control and maintain appropriate records of guests stay.

Agent of reception and accommodation service gives after check-out status of a free room and informs maids about departure of client. The maid cleans the room and prepares it for future use.

Another function is to provide service and delivery of postal correspondence to guests regardless of its category. In addition, for guests staying in hotel of category 4 and 5 stars, dispatch and delivery of registered mail is provided, and the 5 star hotel provides delivery of faxes. All correspondence received on the name of the guests staff should immediately stamp. Stamps should provide date and time of receipt. Mail is usually stored in a special box of supports service.

Guest must be immediately informed that on his name was received correspondence. If the correspondence is received on the name of person that has not yet arrived at the hotel, then a mark should be made in the booking applications logbook and presented immediately upon arrival of the client. Mail that is not taken by customers for various reasons should be stamped again and returned to the sender. Guests can also receive registered mail, express parcels or other mail upon receipt of which require a signature. Manager on duty is allowed to sign it simultaneously with logs mark, and then ask guest to sign on getting it.

RECORDS MANAGEMENT OF HOTEL SERVICES

The main task of records management is the fast issuance of data on the number of available rooms, the number of guests in hotels. Records management involves the use of statistical methods, tracking transactions and registration. Records management of hotel services is a form of strict reporting:

logbook of citizens living in hotels (form №5-D)

logbook of foreigners living in hotels (form №6-D)

- roll motion of hotel rooms (Form 9-D)
- log of persons living on the same floor (Form 10-D).

All logs and data should be made carefully, corrections must be clear. Log of the citizens living in the hotel is in a single copy maintained by manager based on applications (form №1-D) and registration card (form №2-D). Log of foreigners living in hotels is also one copy maintained by administrator approved by the Ministry of Interior of Ukraine, but is based on registration cards (Form №2-D), passports and visas.

After the log shall be deposited in the archives of the hotel. Log of foreigners should be numbered, laced, sealed and signed by the head hotel and registered. All logs must be done carefully, corrections must be clear.

For records management of departure and arrival to rooms and repairs in rooms manager on duty fills sheet of room stock (Form №9-D) every day at 9.00.

HOMework

1. Organization of reservation and booking service in hotel.