Front Office

Practice Manuals

FOREWORD

People, who are planning to work in a hotel, should know the operational activities of the hotel completely. Front office is one of the important departments in the hotel as this is the focal point of the hotel where usually guests' activities start and eventually concluded.

Front office subject is a compulsory subject in many hospitality studies. This subject is commonly covered both the theory and practices to show basic knowledge of front desk staff and junior supervisors at the department of front office.

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Munawaroh, MM
Author

Dr. Samuel PD Anantadjaya
Editor

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OBJECTIVES

The objectives of this subject are:

I. Providing the global knowledge on the Department of Front Office

II. Providing the global knowledge on the various sections pertinent to Front Office duties and responsibilities

III. Improving comprehension on the competence in extending the necessary porter services

IV. Improving phone communication competence

V. Improving competence in receiving and processing reservation

VI. Improving competence in extending accommodation reception services

VII. Improving competence in processing financial transactions, and maintaining financial records

VIII. Improving competence in performing clerical systems and procedures

IX. Improving competence in developing reports.

FRONT OFFICE PRACTICE

CHAPTER I (week 1)

a. Introduction to FO Practice
b. Report Writing
c. Rules and Regulation of Practice
d. Form and Equipment
e. Basic SOP at FO Operation
   - Reservation
   - Registration
   - Concierge
   - Cashier

INTRODUCTION TO FO PRACTICE

UNIFORM

WOMAN
White blouse (long sleeves)
Black skirt
Scarf
Black stocking (sheer)
Black shoes (dress shoes)
Name tag
Neat tidy hair
Standard make-up & use of cosmetics

MAN
Black trousers
White shirt (long sleeves)
Tie
Black socks/Dark socks
Black shoes (dress shoes)
Name tag
Short hair-cut

REPORT WRITING

At the end of the semester students have to make a report about situation on five star hotel focusing on the operation of the front office department

Content of the report
Foreword, Objective, Content

Chapter 1: Introduction
         a. Form and Equipment
         b. Basic SOP at FO Operation
            - Reservation, Registration, Concierge, Cashier

Chapter 2: Uniform of Service:
       Doorman, Bellboy, Luggage handling upon check in, Bellboy Errand Card, Baggage Check Tag, Newspaper Delivery list, Parcel Package Hold for Pick-Up, Business Centre

Chapter 3: Communication Services
       Telephone operator, internet business center services

Chapter 4: Reservation Procedure
       Introduction to Reservation Office, Greeting of Reservation Clerk, Reservation Form, Reservation Confirmation, Reservation Chart, Reservation Plan, Individual Reservation, Reservation Confirmation, , group Reservation, Change Reservation

Chapter 5: Registration Procedure
       Registration Individual, Reserved Guest Cash Payment Method, Walk-in Guest Cash payment Method, Registration Corporate, Reserved guest,

RULES AND REGULATIONS

1. Students have to wear a proper uniform
2. One class will be divided into two groups, one practical group consists of 10 - 12 students

3. Every group should have one head of the group
4. About 5 minutes before practical session students have to stand by at practical room wearing complete uniform

5. Every students has to bring the practical book and material
6. In every session, two students are assigned to prepare and check all the form, before and after the session

7. Practical sessions will be held 14 times, and students have to attend all 14 courses completely

8. Students have to read the material at home before the practical session begin

9. Students who come late will be recorded and lateness will influence the performance of the students

10. The attitude during the practical session will also influence the performance

11. During practical mobile phone and all electronic device should be turned-off

12. Students should behave politely during the practical session
13. Students should practice greetings before and after each of the practical sessions

EQUIPMENT AND STATIONARY

Equipment

- Reception desk
- Cupboard
- Chairs
- Other desks
- Filing cabinets
- Telephone system
- Safety deposit facilities
- Appropriate filing systems
- Facsimile machine
- Luggage trolleys
- Baggage tags
- Photocopier

- Fax machine
- Guest phone charge facility
- Wake up call facility
- Typewriter
- EDC (Electronic Data Captured) machine
- Reservation system
- Computer system & appropriate Software
- Credit card imprinter facilities
- printer
- Message taking facilities.

STATIONARY AND DOCUMENTATION MAY INCLUDE:

- Room status records
- Room cards and lists
- Appropriate reports
- Reservation forms
- Various legal tender types
- Charge back vouchers e.g.: cash vouchers, cheques
- Phone directories
- General stationary
- Tour vouchers

- Guest arrival/departure lists
- Registration forms
- Guest accounts
- Travellers cheques
- Supply of double entry and ledger journal entry paper
- Desk diary
- Assorted mail
- Brochures (internal and external services and attractions).

BASIC SOP AT :
A. Reservation

- Wear a proper uniform
- Prepare work area
- Read the log book
- Handling reservation job
- If by phone greets with hotel standard
- Asking 4 W (when, what, who, where)+ 1 H (how)
- Handling reservation (new, change/amended, confirmed, cancelled, guaranteed, non guaranteed, individual, group)
- Put the data on the computer
- Save it on the computer
- Print the reservation as an RC

B. Registration

- Wear proper uniform
- Prepare work area
- Read the log book
- Handling check-in
- Greeting
- Ask the reservation
- Check the reservation or pre-RC
- Ask the payment
- Assign room
- Find a key
- Ask the guest to sign the RC
- Give the guest card, meal coupon, welcome drink card and key card
- Last greeting/farewell the guest
- Follow-up the administration, put the data on computer

C. Concierge

- Wear the proper uniform
- Prepare work area
- Read the log book
- Do the concierge work
- Book a ticket
- Handling letter and package
- Giving information
- Handling newspaper

D. Cashier

- Wear proper uniform
- Prepare work area
- Read the log book
- Handling check-out
- Greet the guest
- Asking whether the guest consume drink from minibar
- Calculate and Print the guest account
- Let the guest sign the account/bill
- Ask the key
- Put the data on computer
- Give the account/ bill to guest
- Last greeting
- Follow-up administration work, put the data on computer

FRONT OFFICE PRACTICE

CHAPTER 2 (week 2,3,4)

RESERVATION (Individual and Group)

- Greeting of Reservation Clerk
- Handling Reservation
- Reservation Confirmation
- Reservation Plan
- Individual and Group Reservation

Competency for Student:
Receive and Process Reservation

Competency standard

RECEIVE AND PROCESS RESERVATIONS

UNIT DESCRIPTOR	This unit deals with the skills and knowledge required to make reservations. The selling focus for reservations staff is found in unit ITHHGCS02AES Promote products and services to customers.

ELEMENTS		PERFORMANCE CRITERIA	
01	**Receive reservation request**	1.1	Availability of requested reservation is correctly determined and politely advised to the customer.
		1.2	Alternatives are offered if the requested booking is not available including wait list options.
		1.3	Information and advice about hotel facilities and services is pro-actively offered.
		1.4	Inquiries regarding costs and other product features are accurately answered.
02	**Record details of reservation**	2.1	Customer profile/history is checked and information used to assist in making the reservation and to enhance customer service.
		2.2	Customer details are accurately recorded in the booking.
		2.3	Special requests are recorded clearly and accurately in accordance with enterprise requirements.
		2.4	Payment details are accurately recorded.
		2.5	Details are confirmed and agreed with the customer.
		2.6	Reservation is completed and filed in a manner which ensures easy access and interpretation by others.
03	**Update reservations**	3.1	Payments received are accurately recorded and processed in accordance with enterprise procedures.
		3.2	Cancellations and alterations to reservations are accurately recorded in accordance with customer request and enterprise procedures.
04	**Advise others on reservations details**	4.1	Appropriate departments and colleagues are advised on general and specific customer requirements and reservation details.
		4.2	Relevant reservation statistics are compiled accurately on request.

RANGE OF VARIABLES

1. This unit applies to all tourism and hospitality sectors where reservations services are received.
2. Reservation systems may be manual or computerized including central reservation systems.
3. Customers may be:
   - 3.1 Industry customers
   - 3.2 End users of the service.
4. Reservations may be made by:
   - 4.1 Phone
   - 4.2 Facsimile
   - 4.3 Mail
   - 4.4 Face to face
   - 4.5 Internet.
5. Reservations may be for:
   - 5.1 Individuals
   - 5.2 Groups
   - 5.3 VIP's
   - 5.4 Conference delegates.
6. General and specific customer requirements/reservation details may include, but are not limited to:
   - 6.1 Special requests
   - 6.2 Timing details
   - 6.3 Special needs
   - 6.4 Payment arrangements
   - 6.5 Information of a style of customer e.g. Special interest group, VIP status etc
   - 6.6 Details of other services being used.

Reservation : One of the section in front office department who deal with guest room booking.

Reservation can be made through :
- Telephone
- Facsimile
- Direct
- Representative office
- Internet/e-mail
- Reservation network

Greeting of Reservation Clerk:

"Reservation Room, Good morning/Afternoon/Evening,
   mumun speaking how may I help you….. "

Reservation Inquiry

Is a process of collecting information on the guest's stay, and should include:
- Guest's name
- Company or travel name
- Date of arrival
- Date of departure
- Type and number of room requested

- Room rate
- Number of person/pox
- Method of payment
- Special request
- (4 W + 1 H)

Reservation Form

When the guest makes reservation, staff should record the reservation on reservation form; the reservation form can be manual or computerized.

Many example of reservation form, the form should provide all the information that stated above.

Example of reservation form

GROUP/AGENT/COMPANY: YES/NO		Name:	
ARRIVAL :		Depart :	

Family name:		First name		Title:		Sex:		VIP :	

Address:		Zip :		City:		Country :	

Tel:		Nationally :		Special request:	

Guest remarks: _____ Language: _____

Payment type: _____ Bill type: _____ Deposit: US$

Guarantee//Confirm: G/C ___ Flight NBR: ___ Blocks rooms: _____

Market segment:: _____ Option date: _____

Reservation remarks: _____

Confirm to: _____ Ref. NBR: _____
C/L NBR: _____
Reserved By: _____ Ref. NBR: _____
Agent commission % _____

Reservation NBR: _____ Cancellation NBR: _____

Taken By: _____ Input By: _____ Verified By: _____

Practical application (Fill in reservation form)

Enter the following information to a reservation form:

Mr. P. Silverman, who works for AT&T will be checking in on August 10 for a five-night stay. His address is 2245 Bay view, San Francisco, CA 90412. His business telephone is (415) 555-

1768, and his residence phone is (415) 555-8766. He will guarantee the reservation to his American Express Card, 6602 1768 0008, expiring 12/2011. The cardholder's name is Paul Silverman. The reservation was requested by his secretary Sandy. Your client plans to arrive at 7 P.M. Mr. Silverman who is traveling alone, request a room with the hotel's highest level of luxury and service.

Reservation scheme

Inquiry is initiated

Check availability and quote rate

Confirm rate and gather reservation data

Request guarantee

Issue confirmation number

Procedure to handle reservation for:

1.   Individual guest

VIP treatment:

- One day prior to the arrival, the guest relations officer issues a complimentary VIP request form to the front office manager, which will be passed on to the general manager for approval.

- When a complimentary VIP request form has been completed, pass it to the departments concerned for action not later than 3 p.m. one day in advance.

- On the day of the arrival, the guest relations officer will issue the VIP arrival list and distribute to all departments concerned before 12 noon.

- The VIP treatment is recorded in the guest history as per complimentary VIP request forms.

- All VIPs are listed on the daily VIP list indicating:

    - The guest's name

    - Type of room

    - Date check-in/out

    - Arrival time/flight

    - Category

    - VIP status approved

    - Company name.

- The daily VIP list shows today's VIP arrivals.

Sample of VIP category:

Category	Set – up	Entitlement
VIP A	• Large flower arrangement • Large fruit basket • Welcome letter • Full bar set-up • 2 newspapers and 3 magazines.	• Chairman suite with full payment • Presidential suite with full payment • Guest recommended by the management.
VIP B	• Medium flower arrangement • Medium fruit basket • Welcome letter • 1 newspaper and 2 magazines.	• Executive suite or business suite with full pay • Executive management • Guest recommended by the management.
VIP C	• Small flower arrangement • Small fruit basket • Welcome letter.	• Repeat guest (e.g. 10th visit) • Guest recommended by a member of the management • Supporting travel agent.
VIP D	• Small fruit basket • Welcome letter.	• Repeat guest (e.g. 2nd visit) • Guest recommended by a member of the management • Supporting travel agent.

2.　　　**For group**

General procedure (Including tour groups, conferences, sporting groups):

- To secure the reservation, the hotel must receive a one-night deposit equivalent to the room charge thirty days prior to the group arrival date. if there is no arrangement, rooms not guaranteed by deposit may be released automatically

- A complete rooming list must be received by the hotel at least seven days prior to the group's arrival, including full details of flight information and meal requirements

- Blocking a number of rooms to accommodate a tour

- Notifying departments of the group reservation to allow staff to prepare

- Pre-registering a group to ease arrival and check-in

- Confirmation of group

- A tour movement sheet may be printed and distributed

- Cancellation of any confirmed group reservation must be informed in writing addressed to the hotel by the agent at least fourteen days prior to the arrival

- All accounts are to be settled upon the departure.

Suggestions for handling

a.　　Convention groups reservations:

- Know the convention group's profile

- Review all relevant hotel reservation policies with the convention planner

- Be sure reservation agents are aware the convention has been scheduled

- Produce regularly schedule reports to update the status of the convention block

- Immediately correct any errors found by the convention planner

- Confirm reservation as soon as possible

- Distribute the final rooming list to the convention planner and all hotel staff involved with the convention.

b.   Tour group reservations:

- Specify the number and types of rooms to be held in a group block, including rooms for drivers and guides

- State a date by which the organizer will provide a rooming list

- Monitor the amount and due date of advance deposits required

- Note on the reservation record any services and amenities that property will provide as part of the group package

- Include the name and telephone number of the tour group's representative or agent.

Reservation phone techniques

Answering the telephone:

- Answer the phone within three rings

- Use establishment's standard greeting

- Always identify the establishment and yourself.

Speaking on the telephone:

- Speak at steady rate

- Speak clearly

- Be helpful and responsive

- Don't use slang

- Never argue or loose your temper

- Take message fully and accurately

- Put expression and smile in your voice.

Role – play 1

Class divided into several groups. Each group consists of two persons, one person as a reservation agent and the other as a guest.

Trainees to practice taking reservation by phone.

Reservation phone techniques

Dialogue in taking reservation by phone

Agent	:	Good morning, SGU Hotel. This is the reservation office, Andi speaking, how may I help you?
Guest	:	Yes, I need a room at your hotel.
Agent	:	What date will you be arriving and how many nights do you plan to stay?
Guest	:	On April 20, for three nights. (The agent now checks the computer file or control book or reservation chart for room available on the dates requested.)
Agent	:	We have a special package starting from April 15 until March 15. You could stay in our suite room for Rp. 1.500.000,- Nett including breakfast for two persons and transfer from the airport to the hotel and hotel to the airport.
Guest	:	Sounds good. All right, I'll take it.
Agent	:	Great. May I know your name, address and phone number, please?
Guest	:	Jack Stanford. My home address is River Park No. 10, Jakarta 12320 and my phone number is 021- 7257675.
Agent	:	How many are in your party Mr. Stanford?
Guest	:	Two, me and my wife. We'll fly with Garuda there. Could you arrange a pick up from the airport for us?
Agent	:	Certainly Sir, may I have your flight number and arrival time?
Guest	:	It's GA 807, will arrive at Ngurah Rai at 11.30 in the morning.
Agent	:	Fine. Your reservation is confirmed for a suite room at special package, arriving on April 20, and departing on April 23. Your reservation confirmation number 108PH19. Do you have any other requests?
Guest	:	No, that's it
Agent	:	Thank you Mr. Stanford. We look forward to welcoming you to our hotel.

Offering alternative

Some alternatives may be offered to the guests when the rooms are fully booked:

- Other room type
- Other date
- Other hotel in the same chain
- Wait list.

Reservation confirmation

A reservation confirmation means that the hotel has acknowledged and verified a guest's room request and personal information by telephoning or mailing a letter of confirmation.

Confirmed reservations may be either guaranteed or non-guaranteed.

A letter of confirmation normally generated on the day the reservation request is receives.

Confirmation letters generally include:

1. Name and address of guest.
2. Date and time of arrival and departure.
3. Room type and rate.
4. Number of person in the party
5. Reservation classification (guaranteed or non-guaranteed).
6. Reservation confirmation number.
7. Special request.

Problem or Case in Reservation

- Change Reservation
- Overbooking
- No Show
- Cancel Reservation

CHAPTER 3 (week 5)

UNIFORM OF SERVICE

- Doorman
- Bellboy
- Luggage handling upon check-in or c/o
- Parcel package hold/ pick –up
- Newspaper delivery

Competency for student:
Provide Porter Service

Competency Standard

PROVIDE PORTER SERVICES

UNIT DESCRIPTOR	This unit deals with the skills and knowledge required to provide services associated with bell desk or concierge in a commercial accommodation establishment. Within small accommodation operations, these tasks may be carried out by reception or other staff.

	ELEMENTS		PERFORMANCE CRITERIA
01	**Handle guest arrivals and departures.**	1.1	Expected daily arrivals are reviewed and special requests or major guest movements are noted and planned for
		1.2	Guests are welcomed promptly on arrival and directed to the appropriate area for registration
		1.3	Guests are assisted with luggage in accordance with enterprise procedures and safety requirements
		1.4	Guests are escorted to rooms where appropriate enterprise/room features are courteously shown and explained
02	**Handle guest luggage.**	2.1	Guest luggage is picked up, safely transported and delivered to the correct location within appropriate timeframes
		2.2	Luggage storage system is correctly operated in accordance with enterprise procedures and security requirements
		2.3	Luggage is accurately marked and stored to allow for easy arrival
		2.4	Luggage is correctly located within the storage system
03	**Respond to request for bell desk service.**	3.1	Bell desk services are provided promptly in accordance with enterprise, security and safety requirements
		3.2	Liaison with colleagues in other departments is undertaken where appropriate to ensure effective response to bell desk requests

RANGE OF VARIABLES
1. This unit applies to most establishments where accommodation is provided.
2. Bell desk services may include but are not limited to:
   - 2.1 Mail
   - 2.2 Wake-up call
   - 2.3 Messages
   - 2.4 Organisation of transport
   - 2.5 Luggage pick up
   - 2.6 Paging of guests
   - 2.7 Preparation of guest information directories.

The role of a porter

The main roles of a porter are:

- To welcome the guest

- Assisting and relieving the guest of their luggage

- Taking security of the guests' belonging

- Directing the guest to the check-in

- Taking the guest to the their room

- Delivering the luggage promptly to the room

- Show the room to the guest and tell them   about hotel facilities.

The role of a porter and service of bell desk

For many guests the porter is the first or second person that they come in contact with on entering a hotel.

Remember the importance of first impressions.

The presentation and actions of the porter could affect the attitude of the guest. Poor porter can lead the guest to develop a negative towards the staff and the hotel; hence the guest will not enjoy their stay.

The porter can set the guest on a journey of satisfaction and enjoyment.

Guests may come in contact with the porter at the car or at the doors or on entry to the foyer

Check list of porter's duties:

- Communicate with airport representative

- Organising guests' luggage and belongings on arrival

- Directing guest to registration area

- Arranging valet parking for guests vehicles

- Handling and delivering guests' luggage

- Orientating guests to the facilities of their room and the services of the hotel

- Handling and delivering guests' mail

- Delivering news papers, messages and inter department documents

- Handling a wake-up call if required

- Providing paging services

- Organising guest transportation

- Providing   information as required

- Delivering guests' orders (guests' purchases e.g. toothpaste, batteries, etc)

- Maintaining the luggage storage area

- Maintaining material supplies and equipment.

Preparing for expected arrivals

The expected arrival list is information about guests who will stay at the property.

When preparing for expected arrivals:

- Check the room list

- Prepare luggage trolley

- Check the bell desk log book for special requests

- Follow up the special instructions

- Coordinate with other departments

- Prepare materials and supplies.

Hotel Swiss German
Expected Arrival List

Date 21 March 2011

No	Name	Arrival time	Departure date	Remarks
1	Mr Gerard Laracy	0600	23/03/13	+ Wife
2	Ms Raquel Smith	0730	26/03/13	+2 Children
3	Mr Ian Morris	0810	23/03/13	Alone
4	Mr Kenzi Yanagizawa	0915	22/03/13	Wife + 3 Children
5	Ms Rachel Manuputu	1230	25/03/13	Alone
6	Mr Irwan Kurniawan	1330	22/03/13	+ Wife
7	Ms Kathy Mcleod	1545	26/03/13	Alone
8	Mr Hadu Hardi	1800	30/03/13	+ Baby
9	Mr Allan Crosbie	1930	31/03/13	Alone
10	Ms Kelly Minouge	2030	23/03/13	Needs Wheelchair

Welcoming guest

- Welcome and respond to the guests immediately
- Greet guests by name where possible
- Make eye contact and use positive body language, smile and greet courteously
- Treat all guests as individuals
- Attend to the guests promptly
- Show guests that they are specials
- Offer services
- Take care of their luggage
- Direct them to the registration area.

Marking guest luggage

Marking:

- Identify the guest's name and room number on the expected arrival list and rooming list
- Fill in the luggage tag by guest name and room number
- Put the luggage tag on guest luggage properly
- Put a hotel sticker on the guest luggage if required.

HOTEL'S NAME

LUGGAGE TAG

Guest Name : …………

Room No.   : …………

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Luggage Taq

Escorting the guest

- Greet the guest

- Offer services

- Ensure that the guest documents and key are correct

- Direct guest to the lifts and advise that you will deliver the belonging immediately or go with the guest to the room

- Give directions as how to find the guests room

- Enter the room

- Deliver the guest luggage

- Explain the rooms facilities and services provided by the hotel

- Offer to accommodate guests special requests

- Wish the guest a pleasant stay.

Practical application

Ms Annik is a first time guest of the SGU Hotel. You help her with the luggage and take him to the room. Explain the room and the hotel facilities.

Delivering guest luggage and rooming the guest

1. **Delivering guest luggage:**

   a. Procedure of delivering:

      - Accompanying the guest

      - Not accompanying the guest

   b. Placing luggage

2. **Rooming the guest:**

   a. Explain the room facilities to the guest

   b. Explain the hotel services

   c. Leave the room

      d.   Follow up special requests.

Delivering guest luggage and rooming the guest

1. **Delivering guest luggage**

    a.   Procedure of delivering

        Accompanying the guest:

- Entering the room
- Open the door and show the guest how to use the key
- Let the guest enter the room first.

        If not accompanying the guest:

- Knock the door and announce "bell boy" (3 times)
- If there is no answer, enter the room
- If the guest is in the room, wait until the guest opens the door and lets you in.

    b.   Placing luggage:

- Check where the guest would like their luggage placed
- Position the luggage to allow for easy opening for the guest
- Make sure that the luggage will not fall.

Delivering guest luggage and rooming the guest

2. **Rooming the guest**

    a.   Explain the room facilities to the guest:
- Lights
- Air conditioner
- T.V.
- Bath room
- Other facilities.

    b.   Explaining the hotel services:
- Hotel directory
- Hotel telephone extensions
- Hotel brochures or promotional materials.

    c.   Leaving the room:
- Confirm that the guest is satisfied with the room
- Thank the guest
- Wish the guest a pleasant day.

    d.   Following up special requests:

- Contact the appropriate department
- Give full instruction and details.

Handling guest luggage

The procedure to handle guest luggage during the time of:

1. Arrival.

2. Departure.

3. Room charge.

The procedure to handle guest luggage during the time of:

1. **Arrival:**

- Collect guest luggage from the guest transport

- Confirm number of pieces luggage with the guest

- Label the luggage and secure on a trolley

- Deliver to the guest room and place on the

- Luggage rack.

2. **Departure:**

- Collect guest luggage from the room

- Confirm the number of pieces with the guest

- Secure the collected luggage at the bell desk for the guest's departure

- Record the number of pieces luggage on the bellboy errand card

- Load guest luggage in guest transport with prior to the guest departing.

3. **Room change:**

- Collect guest luggage from the room

- Confirm the number of pieces with the guest

- Transport the luggage to the new room

- Reconfirm number of pieces with the guest and place on luggage rack

- Record the number of pieces on the bellboy

- Errand card.

These procedures can be different according to the standard operating procedures of each company or enterprise.

Sample of bellboy errand card

BELLBOY ERRAND CARD

Date :	Arrival

Boy Code:	Departure:

Room No.	Room Charge:

Guest Name

Total Pieces of Luggage: --------------------

Description:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Front Office Cashier: Bellboy Signature:

--------------------------   ---------------------------

Bell Boy Errand Card

Storing luggage

The procedure of storing luggage for:

1.   Short term storage:

- Tag the luggage and enter the details in the log

- Luggage may be kept in the porter's area on a trolley until the guest collects it

- Give guest the baggage claim that identifies the type and number of pieces luggage.

- When the guest wants their luggage back, they will show the baggage claim check to the porter

- The porter checks the number shown on the baggage claim and return the luggage to the guest.

2.   Long term storage:

- Tag the luggage and enter details in the log

- Luggage is stored in the luggage room or in a long term storage area

- Give guest the baggage claim that identifies the type and number of pieces luggage

- When the guest wants their luggage back, they will show the baggage claim check to the porter

- the porter identifies the number on the claim checks and checks the number in the log book (luggage room book) to see where the luggage has been stored (the log book indicates the location)

- the porter then collects the luggage from the identified area and returns it to the guest.

Sample of baggage claim check

BAGGAGE CLAIM CHECK	BAGGAGE CLAIM CHECK
No: 02121	No: 02121
Date :	Date : ....
Name :	Delivered by : ....
Room No. :	
- Not responsible for goods	
left over 30 days	
- Not responsible for breakage	
caused by keeping process	

No : 002121

- Golf Bag
- Briefcase
- Suitcase
- Handbag
- Val pack
- Hat Box
- Shoulder Pack

....

....

Date : ....
Room No. : ....

Front side

No : 002121

CONDITION OF STORAGE

1. The owner of the luggage indicated
   in this receipt assumes all risks of
   damage by fire, water theft or other
   causes
2. The management of hotel takes
   care of the luggage in hotel area
3. The above articles will be delivered
   upon the presentation of this
   receipt only

Reverse side

SAMPLE OF LUGGAGE ROOM BOOK

Name	Rm	Pieces	Serial Num	Description	Received		Delivered			Sign
					Date	By	Date	By		

Luggage storage room

The luggage storage room must be:

- Located in areas that enable the porter to observe everything happening in the lobby, including the entrance door

- An easy and efficient space to work in - a suitable area for storing luggage or belongings in different sizes, weights and shapes

- Close to the front desk

- Secure and safe

- Designed for easy access, to prevent confusion or delay in finding guests luggage and belongings.

Responding to request to the bell desk

Standard:
- Listen to what the guest requires
- Respond immediately to the request for bell desk services
- Offer an efficient and prompt service
- Suggest alternative services if necessary
- Reconfirm all guest requests
- Act immediately and accurately
- Organise with other department if required
- Record services that need follow up.

Security:
- Maintain control of all guest belongings
- Record all actions related to the control of guests
- Belongings
- Be aware of non-hotel guests' movement in guest only areas.

Safety:

- Ensure that the guest are not at risk of injuring

- Report potential hazardous situations that may cause injuring to the guest or staff

- Use safe procedures in handling heavy items.

Inter – department liaison

As the porter has considerable contact with the guest on arrival, it is appropriate that they communicate with other departments as to the actions and needs of the guest.

The following are examples:

- Coordination with housekeeping department:
    - Informing guest arrival (room inspection)
    - Informing guest change room (laundry, mini bar)
    - Informing guest departure (check for hotel belonging)
    - Informing special requests for housekeeping (extra bed, extra amenities, etc.)
    - Delivering follow up documents to the department concerned if required.

- Coordination with food and beverage department:
    - Informing of guest arrivals (welcome drink)
    - Informing of guest change room (room service)
    - Informing of guest departure (mini bar)
    - Informing of special request for food & beverage dept.
    - Delivering follow up documents to the department concerned if required.

- Coordination with other departments:
    - Informing guest arrivals
    - Informing change of room
    - Informing of guest departure
    - Informing of special request.

Uniform of Service: Is a section under FO department which has the main job giving a service in front area. (Airport representative, doorman, entrance door girl/boy, page boy, bellboy)

- **Airport Representative:**
  A person who has a main job pick-up the guest at the airport

- **Doorman :**
  A person who has a main job opening and closing the guest car door. Their main area is in front of the hotel lobby

- **Entrance door boy/girl :**
  A person who has a main job opening the lobby door

Page Boy
A person who has a main job delivering letter to the guest and paging the guests

Bellboy
A person who has a main job handling the luggage of the guest upon check-in and
Check- out and while the guest move to the other room

FILL THE FORM

- Bellboy Errand Card
- Bellman Control Sheet
- Baggage Check Tag
- Parcel Package Hold Pick-Up Form
- Newspaper Delivery List

ASSIGNMENT for NEXT WEEK
Make a conversation through telephone on a paper

FRONT OFFICE PRACTICE

COMMUNICATION SERVICES

- Communicate on the telephone

Competency for Student:
Communicate on the Telephone

Competency standard

COMMUNICATE ON THE TELEPHONE

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UNIT DESCRIPTOR	This unit deals with the skills and knowledge required to effectively communicate on the phone. It is an essential skill for large numbers of people working in all sectors of the tourism and hospitality industry. This unit equates to general skills unit ITHHBFOC07AES Communicate on the telephone.

ELEMENTS		PERFORMANCE CRITERIA	
01	RESPOND TO INCOMING TELEPHONE CALLS	1.1	Calls are answered promptly, clearly and politely in accordance with enterprise standards
		1.2	Friendly assistance is offered to the caller and the purpose of the call is accurately established
		1.3	Details are repeated to caller to confirm understanding
		1.4	Callers inquiries are answered or transferred to the appropriate location / person
		1.5	Requests are accurately recorded and passed to the appropriate department/person for follow up
		1.6	Where appropriate, opportunities are taken to promote enterprise products and services
		1.7	Messages are accurately relayed to the nominated person within designated timelines
		1.8	Threatening or suspicious phone calls are promptly reported to the appropriate person in accordance with enterprise procedures.
02	**Make telephone calls**	2.1	Telephone numbers are correctly obtained
		2.2	Purpose of the call is clearly established prior to calling
		2.3	Equipment is used correctly to establish contact
		2.4	Names company and reason for calling is clearly communicated
		2.5	Telephone manner is polite and courteous at all times.

RANGE OF VARIABLES
1. This unit applies to all tourism and hospitality sectors
2. Telephone communication may take place in a range of different contexts including but not limited to:
2.1 Office, reception areas, on tour , on site, on mobile phone with customers, with colleagues.

Areas that need telephone courtesy include:

Office, reception area, on tour, on site, on mobile phone, with customer, with colleagues.

Telephone courtesy

1.   Answer the calls promptly (maximum 3 times ringing).

2.   Identify your firm, department, or yourself clearly.

3.   Greet the caller pleasantly.

4.   Find out the caller's name.

5.   Be attentive.

6.   If you need some time to find any information, ask the callers whether they would like to wait, or to call back/be called back.

7.   If errors or delays occur, apologise, explain and offer a solution where possible.

8.   The person who initiated the call should be the first to hang up the call.

What is telephone courtesy?

It is a way to communicate on the telephone in an appropriate manner

Why do enterprises need telephone courtesy?

To give a positive image about the enterprise

Promptly   : Answer on the first ring whenever possible

Clearly   : Well-modulated voice

Politely   : Considerate other people

Basic telephone technique should be considered when answering the telephone:

- Place the telephone transmitter directly in line with your lips about the width of two fingers from the mouthpiece

- Speak in a clear, well modulated voice, do not yell

- Be polite and considerate other people

- Terminate the call when the reason for the call has been accomplished.

Offering assistance

1. **Standard**

   "Good morning, Excellent Hotel, York speaking, how may I help you?"

   "Good morning, Sales & Marketing, Jimmy speaking, how may I help you?"

2. **Phone on the line**

   "I'm sorry sir; Mr Brown is on the line at the moment. May I take your message? /May I have him/her call you back?"

3. **No answer (the person whom the caller to talk to is out of the office)**

   "I'm sorry sir, Mr. Brown is unavailable at the moment, and may I take a message? /May I have him call you back? /who may be able to help you?"

Role – play

1. You are a reservation clerk in a five-star hotel. There is a call from outside enquiring about the hotel.

2. You are a telephone operator in a hotel, the caller from outside the hotel wants to speak to Mr. Brown (one of your hotel guests), he is out or still on the line so you offer the caller your assistance after you find out the purpose of the call.

Obtain the details

To avoid misunderstanding, you should respect the details to caller for confirmation.

Details to be obtained such as:

- Name of the caller

- Telephone number

- To whom the caller wish to speak to

- Purpose of calling

- Address

- Dates

- Times.

Role – play

You are a telephone operator in a hotel, and you receive a call asking for the Front Office Manager.

The Front Office Manager is in a meeting. What details should you obtained from the caller?

Be knowledgeable about your hotel

Kinds of information:

- Rates

- Promotions

- Facilities

- Local attractions

- Responsible people in department

- Directions.

Selling technique on the telephone

Types of selling technique on the telephone:

- Suggestive selling
- Descriptive selling
- Explanations
- Up-selling
- Cross-selling.

Technique for selling in – house and other services

1. **Suggestive selling**:

   Product knowledge is used to suggest a choice for the guest:' if you like a garden view, "we have a wonderful room available overlooking the garden".

2. **Descriptive selling:**

   Describe the benefits of the product (hotel/room) to sell it to the guest: "our two-bedroom suites are beautifully appointed. They all have spectacular views and complimentary butler service"

3. **Explanations:**

   Give more information about room, package or facility to make it more attractive: "the weekend package is more expensive per night, but it includes two full buffet breakfast, dinner in our restaurant on Saturday night, free valet parking during your stay and a round of golf"

4. **Up-selling:**

   This form of suggestive selling uses the three methods above to upgrade the product sold in size, quality or price. A guest may be sold on taking a better room with a view. A guest asking about accommodation may be sold a suite instead of a room. Tourists may be persuaded to extend their stay if the hotel facilities or attractions of the area are well sold. Note: always let the guest decide. Never presume to know or tell guests what they want.

5. **Cross-selling:**

   This is selling something extra to guests when they are buying something for example; a guest calls to reserve accommodation and is persuaded to make a booking to dine in the hotel restaurant as well.

Handling bomb threats

How to handle a bomb threats:

- Keep calm, do not hang up

- Question the caller

- Record the wording of the threat

- Record call for the management, and police

- Record details of the call and caller. (Voice, language, expression, background noises, date, time duration of call).

Outgoing calls

How to make an outgoing calls:

- Prepare before the call

- Hear the dial tone

- Identify your self

- Identify your purpose of call

- Consider other peoples time. (When your business is complete, end the call).

Assignment for Next Week
Make a Reservation through Internet

FRONT OFFICE PRACTICE

CHAPTER 5 (week 6,7)

REGISTRATION: Individual

- Reserved Guest Cash Payment Method
- Morning Preparation
- Arrival Details Preparation
- Welcoming Guest
- Confirming Reservation
- Check-In Process

Competency for Student:
Providing Accommodation Reception Services

Competency standard
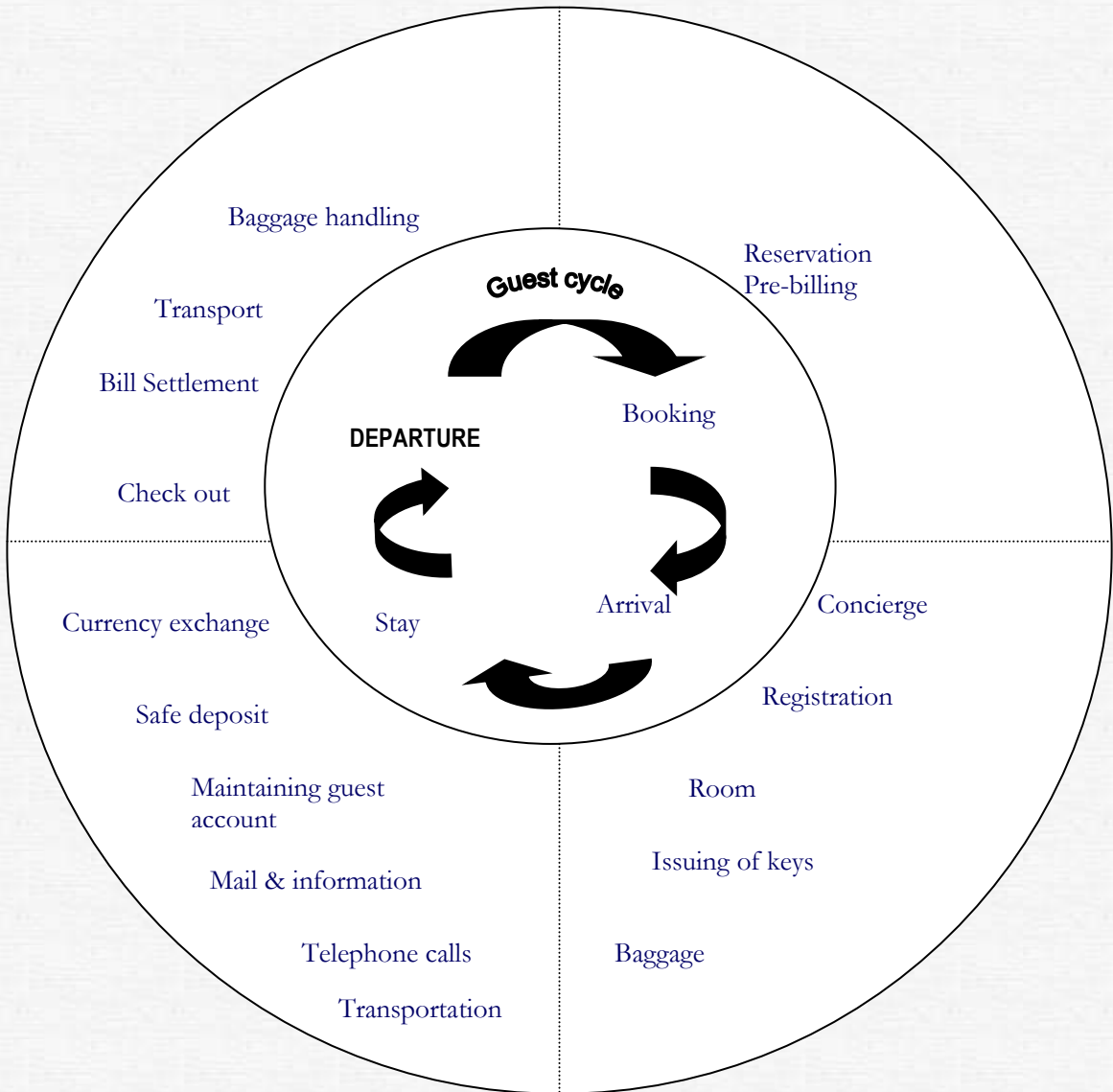
PROVIDE ACCOMMODATION RECEPTION SERVICES

UNIT DESCRIPTOR	This Unit deals with the skills and knowledge required to provide arrival and departure services to guests in commercial accommodation establishment.

	ELEMENTS		PERFORMANCE CRITERIA
01	**Prepare for guests arrival**	1.1	Reception area is prepared for service and all necessary equipment is checked prior to use.
		1.2	Daily arrival details are checked and reviewed prior to guest arrival.
		1.3	Rooms are allocated in accordance with guests' requirements and enterprise policy.
		1.4	Uncertain arrivals or reservations are followed up in accordance with enterprise procedures.
		1.5	Arrival lists are accurately compiled and distributed to relevant departments.
		1.6	Colleagues and other departments are informed about special situations or requests in a timely manner.
02	**Welcome and register guests**	2.1	Guests are welcomed warmly and courteously.
		2.2	Details of reservation are confirmed with guests.
		2.3	Information and advise about hotel facilities and services is pro-actively offered.
		2.4	Registration procedures for guests with and without reservations are correctly followed and completed within acceptable timeframes and in accordance with enterprise security requirements.
		2.5	Accounting procedures are correctly followed.
		2.6	Details relating to room key, guest mail, messages and safety deposit facilities are clearly explained to guests.
		2.7	Where rooms are not immediately available or overbooking has occurred enterprises procedures are correctly followed and inconveniences to guests id minimized.
		2.8	Arrivals are monitored and checked against expected arrivals with deviations reported in accordance with enterprise procedures.
03	**Organise guest departure**	3.1	Departure lists are reviewed and checked for accuracy.
		3.2	Information on departing guests is sought from other departments to facilitate preparation of account.
		3.3	Guest accounts are generated and checked for accuracy.
		3.4	Guest accounts are clearly and courteously explained to guests, and accurately processed.
		3.5	Keys are recovered from guests and correctly processed.

		3.6	Guest requests for assistance with departure are courteously actioned and referred to the appropriate department for follow up.
		3.7	Where appropriate, express checkouts are processed in accordance with enterprise procedures.
		3.8	Where appropriate, procedures for group checkout are correctly followed and accounts processed in accordance with enterprise procedures.
04	**Prepare front office records and reports**	4.1	Front office records are accurately updated and prepared within designated timelines.
		4.2	Enterprise policies for room changes, no shows, extension and early departures are correctly followed.
		4.3	Reports and records are distributed to appropriate departments within designated timelines.

RANGE OF VARIABLES
1.	This unit applies to all establishments where accommodation is provided.
2.	Front Office systems may be manual or computerised.
3.	Arrivals and departure may be for:
	3.1	Individuals
	3.2	Groups.
4.	Front office records and reports may include but are not limited to :
	4.1	Occupancy reports
	4.2	Arrival and departure lists
	4.3	Lost and found information

Guest Cycle

Guest cycle

DEPARTURE

Booking

Arrival

Stay

Baggage handling

Reservation
Pre-billing

Transport

Bill Settlement

Check out

Concierge

Currency exchange

Registration

Safe deposit

Room

Maintaining guest account

Issuing of keys

Mail & information

Telephone calls

Baggage

Transportation

Morning preparation

- Log book
- Equipment
- Reception area
- Check list
- Expected arrival list.

Arrivals details preparation

- Individual

- Group

- VIP.

Details that should be rechecked:

- Condition of room reserved

- Arrival time

- Payment arrangement

- Special requests.

Distribution of arrival list

Arrival list must be distributed to:

- House keeping
- Laundry
- Food & beverage department:
  - Restaurants
  - Room service
  - Bar
  - Kitchens.

- Front office

- Telephone operator
- Concierge
- Front office cashier

- Security
- Other related sectors.

Procedure for blocking and assigning rooms

- Check expected arrivals list

- Block rooms according to the reservation

- Identify the blocked rooms in the room rack

- Prepare the room keys according to the blocked rooms

- Prepare the registration cards (pre registered)

- Check special requests.

These procedures can be different according to the standard operating procedures of each company enterprise.

Welcoming guests

How to welcome guests in polite manner:

- Greetings

- Offering assistance

- Ask the guests if they have made a reservation

- Ask the guest name and check if it is on the expected arrivals list.

Confirming reservations

Kinds of information that should be obtained when confirming reservations:

- Contact person

- Kind of room

- Length of stay

- Payment and special requests.

Up selling techniques

- Having knowledge of the hotels products

- Offering the hotel facilities

- Informing guest of the additional facilities available

- Showing the rooms and facilities.

Check – In a *walk – In guest*

1. Greet the guest.

2. Offer assistance.

3. Check if they have a reservation.

4. Apply up-selling techniques.

5. Assign the room.

6. Complete the registration card.

7. Issue the guest key.

8. Arrange for a bell boy to escort the guest.

9. Offer a greeting e.g. "enjoy your stay".

10. Open the bill.

These procedures can be different according to the standard operating procedures of each company enterprise.

Check – in *with a reservation*

1. Greet the guest.
2. Offer assistance.
3. Check if they have a reservation.
4. Check expected arrivals list.
5. Reconfirm :
    - type of rooms, number of rooms, length of stay, payment.
6. Assign the room.
7. Complete the registration card.
8. Issue the guest key.
9. Arrange for a bell boy to escort the guest.

10.   Offer a greeting e.g. "enjoy your stay".

11.   Open the bill.

These procedures can be different according to the standard operating procedures of each company enterprise.

Role – play

You are on duty at the reception; it is your responsibility to check-in the following guests:

Guest 1. Check-in with a reservation

Guest 2. Change room or rate

Demonstrate the procedure and interpersonal skills required performing this task.

Explanation of additional facilities

Additional facilities include:

- Room key

- Guest mail

- Messages

- Safety deposit box.

FRONT OFFICE PRACTICE

CHAPTER 6 (week 8)

REGISTRATION : Individual Walk-In

- Walk in Guest Cash Payment Method
- Morning Preparation
- Arrival Details Preparation
- Welcoming Guest
- Asking Reservation
- Check-in Process

Competency for Student:
Providing Accommodation Reception Services

Competency standard

PROVIDE ACCOMMODATION RECEPTION SERVICES

UNIT DESCRIPTOR	This Unit deals with the skills and knowledge required to provide arrival and departure services to guests in commercial accommodation establishment.

	ELEMENTS	PERFORMANCE CRITERIA
01	**Prepare for guests arrival**	1.1 Reception area is prepared for service and all necessary equipment is checked prior to use. 1.2 Daily arrival details are checked and reviewed prior to guest arrival. 1.3 Rooms are allocated in accordance with guests' requirements and enterprise policy. 1.4 Uncertain arrivals or reservations are followed up in accordance with enterprise procedures. 1.5 Arrival lists are accurately compiled and distributed to relevant departments. 1.6 Colleagues and other departments are informed about special situations or requests in a timely manner.
02	**Welcome and register guests**	2.1 Guests are welcomed warmly and courteously. 2.2 Details of reservation are confirmed with guests. 2.3 Information and advise about hotel facilities and services is pro-actively offered. 2.4 Registration procedures for guests with and without reservations are correctly followed and completed within acceptable timeframes and in accordance with enterprise security requirements. 2.5 Accounting procedures are correctly followed. 2.6 Details relating to room key, guest mail, messages and safety deposit facilities are clearly explained to guests. 2.7 Where rooms are not immediately available or overbooking has occurred enterprises procedures are correctly followed and inconveniences to guests id minimized. 2.8 Arrivals are monitored and checked against expected arrivals with deviations reported in accordance with enterprise procedures.

FRONT OFFICE PRACTICE

CHAPTER 7 (week 9)

REGISTRATION: Corporate Individual and FIT

- Reserved Guest Guarantee Letter Payment Method
- Morning Preparation
- Arrival Details Preparation
- Welcoming Guest
- Confirming Reservation
- Check-in Process

Competency for Student:
Providing Accommodation Reception Services

FRONT OFFICE PRACTICE

CHAPTER 8 (week 10)

REGISTRATION : FIT,GIT

- Reserved Guest Traveler's Cheque Payment Method ,(FIT)
- Reserved Guest Travel Agent Voucher Payment Method
- Reserved Guest GL Payment Method
- Morning Preparation
- Arrival Details Preparation
- Welcoming Guest
- Confirming Reservation

Competency for Student:
Providing Accommodation Reception Services

FRONT OFFICE PRACTICE

CHAPTER 9 (week 11)

REGISTRATION CLUB : FIT

- Reserved Guest Traveler's Cheque Payment Method ,(FIT)
- Reserved Guest Travel Agent Voucher Payment Method
- Reserved Guest GL Payment Method
- Morning Preparation
- Arrival Details Preparation
- Welcoming Guest
- Confirming Reservation

Competency for Student:
Providing Accommodation Reception Services

FRONT OFFICE PRACTICE

CHAPTER 10 (week 12)

CHECK-OUT PROCEDURE: Individual and Group

- Reserved Group GL Payment Method (Convention)
- Morning Preparation
- Arrival Details Preparation
- Welcoming Guest
- Confirming Reservation

Competency for Student:
Providing Accommodation Reception Services

Competency standard

PROCESS FINANCIAL TRANSACTIONS

UNIT DESCRIPTOR	This unit deals with the skills and knowledge required to process and balance financial transactions in a range of tourism and hospitality contexts. This unit equates to unit ITHHBFOC05AES Process financial transactions

ELEMENTS		PERFORMANCE CRITERIA	
01	**Process receipts and payments**	1.1	Cash float is received and accurately checked using correct documentation.
		1.2	Cash received is accurately checked and correct change is given.
		1.3	Receipts are accurately prepared and issued when required.
		1.4	Non-cash transactions are processed in accordance with enterprise and financial institution procedures.
		1.5	Transactions are correctly and promptly recorded.
		1.6	When payments are required, documents are checked and cash is issued according to enterprise procedures.
		1.7	All transactions are conducted in a manner which meets enterprise speed and customer service standards.
03	**Reconcile takings**	2.1	Balancing procedures are performed at the designated times in accordance with enterprise policy.
		2.2	Cash float is separated from takings prior to balancing procedures and secured in accordance with enterprise procedures.
		2.3	Register/terminal reading or print out is accurately determined.
		2.4	Cash and non-cash documents are removed and transported in accordance with enterprise security procedures.
		2.5	Cash is accurately counted.
		2.6	Non-cash documents are accurately calculated.
		2.7	Balance between register/terminal reading and sum of non-cash transactions is accurately determined.
		2.8	Takings are recorded in accordance with enterprise procedures

RANGE OF VARIABLES
1.   This unit applies to all tourism and hospitality sectors
2.   Transaction may include but are not limited to:
        2.1   Credit cards
        2.2   Cheques
        2.3   EDC (Electronic Data Captured)
        2.4   Deposits
        2.5   Advanced payments
        2.6   Vouchers

Methods of Payments

The following are ways in which payment may be made for goods or services received:

- Credit card

- Cheques

- Vouchers, travel agent

- Company account/company charges

- Travellers cheque

- Foreign currency

- Local currency.

The above methods of payment are divided into categories.

Cash

- Local currency

- Travellers' cheque

- Cheque

- Foreign currency.

Credit

- Credit card

- Voucher, travel agent

- Company charges.

Types of credit cards:

- Master card

- Visa card

- AMEX (American Express)

- DC (Dinners Club)

- BCA card

- J C B (Japan Credit Bank).

Preparation of the House Bank (Float)

1. Consider policy on amount and break-up.

2. Balance the takings for that day.

3. Float from the day before plus takings (cash, C/C, traveller cheque and cheque) are equal to cash register minus float.

4. Ensure you have break up of float as per company policy per outlet.

Processing Cash Transactions

Cash transactions are payments made by:

- Local or foreign currency

- Travellers' cheque

- Cheque.

Procedure for processing a cash transaction:

a. Payment with local currency

- Guest receives bill

- Guest pays bill by cash

- Cash money is checked using the checking machine (to identify the authenticity of the money)

- Cashier checks the amount of cash given

- Cashier posts the bill to the register machine

- The print-out /register reading will show the amount being paid and change to be given

- Give the change to the guest (if the is any)

- Place currency given by guest in the cash drawer

- Close cash drawer.

b.   Payment with traveller's cheque or foreign currency.

- If the guest pays the bill by travellers cheque or foreign currency the cashier must first calculate the exchange rate from the daily rate provided by the enterprise

- Give the foreign currency exchange voucher/receipt to the guest for signing

- Attach the top copy of the currency exchange voucher /receipt to the signed travellers' cheque.

- If the total exchange is paid to the customer, then the transaction is the same as a cash transaction

- The same procedure will apply for foreign currency

- Always check for possible forgery as directed by the house standard.

Processing cash transactions

Exchange rate 1$ = Rp.5000,-

Total bill   Rp.32.000,-

Guest pay $ 10

Calculation:

$10   x   Rp. 9000 = Rp. 90.000,-

Total bill   = Rp.32.000,-

Refund   Rp.58.000,-

Traveller's cheque is required to be signed in front of the cashier or waiter. Traveller's cheques should have 2 signatures; the cashier must compare the first signature with second.

c.   Payment by cheque

The Hotel usually will not accept payment by any cheque unless prior arrangement has been made or the General Manager or Front Office Manager has given their approval.

Personal cheques are not usually accepted as payment within the Hotel.

If a cheque is to be accepted:

1. The date must be current - do not accept post-dated cheque.

2. The cheque must be legibly written with the numerical and written amounts in agreement.

3. Note the name and location of the bank - additional charges are incurred when sending foreign cheques for presentation.

4. Check that the bank account against which the cheque has been drawn is maintained in local currency.

5. The signature must be complete and legibly.

6. All cheques must be payable to the hotel.

7. If applicable the personal cheque bank guarantee card details should be noted on the back of the cheque:

   - Expired date

   - Card number.

8. Cheque should not exceed the total amount due on the account: if the guest asks to pay a round sum, any charge due must not be paid in cash. The Accounting Department will forward a cheque for any credit balance in due course.

Issuing receipt

Receipts must be issued as the transaction occurs.

Transactions may include:

- Payment for a deposit

- Payment of guest bills (restaurant, laundry, bar, etc.).

Note:

When issuing a cash receipt for the guest bill, the bills must be attached with the receipt.

Procedure in issuing a receipt:

- Settle guest's account

- Issue a cash receipt

- Give a copy to the guest

- File the original with the guest folio.

Sample of cash receipt

Sample of cash receipt for deposit

CASH RECEIPT   Number :3456

RECEIVED FROM : <u>MR. GRAHAM BROWN</u>	
AMOUNT : TWO MILLION RUPIAHS	
RP.2.000.000,-	
PAYMENT FOR : ROOM #116	
PAID STAMP	
FRONT OFFICE CASHIER Date: 28/06/13	

Sample of cash receipt

Sample of cash receipt for guest bill

CASH RECEIPT   Number: 3456

RECEIVED FROM: **Mr.Graham Brown**

AMOUNT OF   : **SEVENTY EIGHT THOUSANDS SIX HUNDREDS AND FIFTY RUPIAHS**

RP.78.650-

PAYMENT FOR   : **DINNER ON 23/06/13 AT RESTAURANT**

PAID STAMP

FRONT OFFICE CASHIER   Date : **28/06/13**

Processing Non Cash Transactions

Types of non-cash transaction:

- Credit card

- Travel agent vouchers

- Company account/company charge.

Payment with credit card:

1. If a guest pays by credit card at check out time, print out the folio, present to the guest and obtain the guest's credit card.

2. While the guest examines the bill, check credit card for expiry date, name, and approval code.

3. If the credit card is invalid, do not return it immediately. Instead, request for another credit card or cash and notify Assistant Manager.

4. Imprint a credit card on the EDP (Electric Data Processing) machine according to the type of card.

5. Enter the amount to be settled by the guest.

6. Present the print out slip of the credit card to the guest and ask for the signature.

7. After the guest signs the voucher, verify the signature against the one on the credit card.

8. If there is any doubt about the authenticity of the signature, additional identification should be requested.

9. Return the credit card to the guest.

10. Attach the guest's copy of the charge voucher to the folio, and both are folded neatly into the departure folder, and handled to the guest.

The cashier must attach the merchant's copy of the credit card voucher to the hard copy of the guest folio and retain both in the cash drawer for balancing at the end of the shift.

Processing non Cash Transactions (cont'd)

The payment guaranteed by the travel agent may include:

- Room only

- Room and breakfast

- Room, breakfast, and lunch

- Room, breakfast, lunch, and dinner.

Any others expenses that might occur during the guest's stay (which is excluded in the voucher) will be charged directly to the guest.

Payment by company charge:

- Hotels may open an account for corporate businesses which have a contract agreement with the hotel and a credit term policy.

- The account should be approved by the credit manager.

- The account receivable must ensure all charges are transferred properly to the city ledger for further collection.

- The corrected folio should then be printed and it must be signed by the guest.

Procedure:

- Check that a letter of authorisation has been received from the company.

- Verify the guest's name, room number and account plus city ledger charge authorisation.

- Present the folio to the guest for review of the charges.

- Be sure to obtain the guest's signature on the guest folio.

- Attach all supporting bills to the guest folio.

Recording transactions

Recording transactions:

Record all cash and non-cash transactions into the Summary of sales.

Transactions can be recorded manually or recorded into the computer terminal.

The Summary of Sales docket is divided into 5 columns:

- Check number
- Cash
- Charge
- Room number
- Remarks.

Cash transactions are recorded in the cash column.

Non-cash transactions are recorded in the charge column.

Recording transaction

Sample recording transaction (Summary of sales)

Outlet
Summary of sales

Check No	Cash	Charge	Room No	Remark
03990		33.880	816	
91		50.820	425	
92		57.475	232	
93		48.400	409	

94		36.300	207	
95	36.300			
96	8.470			
97		24.200	829	
98		148.830	410	
99		39.930	804	
400		60.500	815	
TOTAL	44.770	500.335		545.105

Paid – Out Procedures

Paid out amounts should be avoided, but if there is no other way then paid outs are made only to house guest and account holders.

There are 2 types of paid out transactions:

1. Cash paid-out:

   a.   Each paid-out voucher must be completed and must indicate the name of the guest, room number, date and description of the paid-out and the amount.

   b.   Receipts must be attached.

   c.   Each paid-out voucher must be signed

   d.   The data from the voucher is posted into the system and the voucher with the time and date is stamped and filled out accordingly.

2. Credit card paid-out:

a. The procedure is similar to cash paid-out, but this transaction requires an approval from the assistant manager or front office manager.

b. The validity of credit card must be checked.

c. All paid-outs issued against credit cards are subject to 5% handling fee, and posted to the miscellaneous charge voucher.

d. The guest must sign both the credit card and paid-out voucher.

Sample of paid – out

Sample of cash paid-out

Paid-out

Unit : **BD** Date : **28/06/13** Number : **2345**

Cashier ID : **VIP**   Reference:

Room No : 116   Name: **Mr.Graham Brown**

Amount : **(RP.200.000,-)**   **(Two Hundreds Thousand Rupiahs)**
        In figures   **in words**

Reason **:**   **Taxi Fee**

Approved by   Received by

Duty manager   Guest signature

Sample of paid – out (cont'd)

Sample of credit card paid – out

Paid-out

Unit : BD   Date : 28/06/13   Number : 2345

Cashier ID : VIP   Reference :

Room no : 116   Name : **Mr.Graham Brown**

Amount : **(Rp.200.000,-)**   **(Two Hundred Thousand Rupiahs)**

              in figures   **in words**

Reason **: cashing card, paid by master card**

          5441 780000897 8390   expired 02/10/15

Approved by   Received by

Duty Manager   Guest Signature

Sample of paid – out (cont'd)

Miscellaneous charge	Date 28/05/13
Name of guest : Mr.Graham Brown	Room No. **116**
Details	**Amount**
Commission charge 5% for cashing card	
5% X Rp.200.000,-	10.000
Guest's signature	Prepared Cashier

Interpersonal skill

At all times effective interpersonal skills must be at a high standard.

Whilst concentrating on the technical aspects of the job it is also essential that the guest and their feeling are being considered.

As payment is often at the end of a service it is good to remember that the last impressions – like the first are remembered more, by the guest.

Key considerations in interpersonal skills:

- Friendliness

- Courteousness and helpfulness

- Effective oral and written, communication skills

- Body language

- Efficiency

- Self presentation

- Empathy for the guest and their needs.

Balancing procedures

Procedure:

- Add up all cash and charge transactions on the summary of sales report.

- The total amount of cash and charge transactions must balance with cash and charge takings recorded at the register machine.

Securing the house bank (Float)

The amount of cash and cheques in the cashier's drawer minus the amount of house bank should balance with the net cash receipts taken by the cashier during their shift.

That total amount of the house bank is normally made up with small bills and coins prior to the cashier's next working shift to bring the house bank total to its full and correct amount.

There must be a witness when calculating the money in the house bank before dropping it into the safe box.

Note:

In some hotels, each cashier has access only to one house bank.

Sample of register/terminal reading or print out

❋ *Swiss German Hotel*
Serpong

```
To:                                          March 24, 2013
Ms. Eri
Indonesia Australia Partnership for Skills Development
Hotel and Restaurant Project
Wisma Metropolitan II, Level 8
Jl. Jend Sudirman Kav.31
Jakarta 12920
Att: Ms. Eri

Dear Madame,

Please find attached the invoice for the service supplied by the Melia Purosani to
your customers.

  Inv          Arr          Dep          Vch          Amount (Rp)

  134111       08/03/2013   13/03/2013                2.250.000
  134112       08/03/2013   13/03/2013                1.391.267
               09/03/2013   24/03/2013                4.401.225

               Deposit on 23/03/2013            -     4.000.000

                                              Rp    4.042.552
```

We hope and trust that this will meet your approval and that the payment will be
made within <u>30 days</u> after guest departure date. Kindly advise invoice number, when
making payment.
Thanking you in advance for your attention to this matter,

```
Yours faithfully,




FRANCISCA. T.A                    I WAYAN MUSTIKA
Credit manager                    Acting Financial Controller
```

SOL MELIA, we are bigger than you think
250 hotels in 25 countries
http://www.meliapurosani.co.id
E-Mail: meliafin@indosat.net.id

Jalan Suryotomo No.31, PO.BOX 1246, Yogyakarta 55122. INDONESIA
Telephone: (62-274) 589521/23, Facsimile: (62-274) 588070/71/73
http://www.meliapurosani.co.id; E-Mail: meliafin@indosat.net.id

Transporting cash and non – cash documents

Transporting cash document:

- Check and count all cash payments

- The amount of cash must balance with the record from the register machine and summary of sales

- Put the cash payments in a 'remittance of funds' bag and seal it for security

- Record the payments in a log book, witnessed by another employee

- Drop the sealed bag into the safety deposit box

- Maintain security procedures at all times when transporting cash, as per enterprise standards.

Transporting non-cash document:

- Put non cash documents into the remittance of credit bag

- Drop the bag into the safe deposit box.

Sample of transporting envelope

Cash transaction

(Remittance of fund)

<u>Remittance of fund</u>

DATE : 28/09/13

UNIT   : BD   SECTION: FRONT OFFICE CASHIER

CASHIER : SP.APVIP

                         AM   AM

SHIFT FROM: 06:00   PM TO: 14:00   PM

RECEIVED	1.641.958
PAID OUT	
NET	1.641.958
OVERAGE OR (SHORTAGE) IN CASH	42
AMOUNT TO REMIT	1.642.000

CONTENTS OF THIS ENVELOPE

Bills				
Bills		100.000		
		50 000		
31	X	20.000	620.00	
102	X	10.000	1.020.00	
		5.000		
		1.000		
4	X	500	2.000	
		100		
		50		
		25		
		10		
		5		
CHEQUES				
Sub total			1.642.000	
Foreign currency				
TOTAL ENCLOSED			1.642.000	
EXCHANGE PENDING REIMBURSEMENT				

Sample of transporting envelope (cont'd)

Non – Cash transaction

Remittance of credit

UNIT: BD   NAME: SP.APVIP   IDENTITY: VIP   DATE:28/09/13

Contents of envelope	
City ledger	4.367.600
AMERICAN EXPRESS (AX) #336	740.325
VISA CARD (VIS) #712,#727,#811,#340,#427	4.062.835
TOTAL ENCLOSED	**8.081.760**

Signature cashier

Recording documents

Financial transaction include:

- Cash   (remittance of fund)

- Credit   (remittance of credit).

The remittance of fund takings is recorded by the General Cashier.

The remittance of credit takings are recorded by the account receivable clerk approved by the Credit Manager.

<u>Note:</u>

Refer to enterprise standard operating procedures.

FRONT OFFICE PRACTICE

CHAPTER 11 (week 13)

FRONT OFFICE
ADMINISTRATION AND STATISTIC

Competency for Student :
Perform Clerical Procedure

UNIT ITHHBFOC06AES PERFORM CLERICAL PROCEDURES

UNIT DESCRIPTOR	This unit deals with the skills and knowledge required to complete a range of routine office procedures. This unit equates to general skills unit ITHHGGA02AES Perform Clerical Procedures.

ELEMENTS	PERFORMANCE CRITERIA
01 **Process office documents**	1.1 Documents are processed in accordance with enterprise procedures within designated timelines. 1.2 Office equipment is correctly used to process documents. 1.3 Malfunctions of office equipment are promptly identified and rectified or reported in accordance with enterprise procedures.
02 **Draft simple correspondence**	2.1 Text is written using clear and concise language. 2.2 Spelling, punctuation and grammar correct. 2.3 Meaning of correspondence is understood by the recipient. 2.4 Information is checked for accuracy prior to sending.
03 **Maintain document systems**	3.1 Documents are filed/stored in accordance with accordance with enterprise security procedures. 3.2 Reference and index systems are modified and updated in accordance with enterprise procedures.

RANGE OF VARIABLES
1. This unit applies to all tourism and hospitality sectors.
2. Processing of documents may include but not limited to:
   - 2.1 recording receipt or sending documents
   - 2.2 mailing (including bulk mailing)
   - 2.3 photocopying
   - 2.4 faxing
   - 2.5 e-mailing
   - 2.6 collating
   - 2.7 binding
   - 2.8 banking.
3. Office documents may include but limited to:
   - 3.1 guest mail
   - 3.2 customer records

3.3   incoming and outgoing correspondence
3.4   letters
3.5   facsimiles
3.6   memos
3.7   reports
3.8   menus
3.9   banquet orders
3.10   financial records
3.11   invoices
3.12   receipts.

4.   Office equipment may include but not limited to:
4.1   photocopier
4.2   facsimile
4.3   paging equipment
4.4   calculator
4.5   audio-transcribing machine
4.6   telephone answering machines.

EVIDENCE GUIDE

1. Underpinning skills and knowledge
   1.1 To demonstrate competence, evidence of skills and knowledge in the following areas is required:
       a. range and capability of office equipment
       b. written communication
       c. layout and features of business documents
       d. typical office procedures as appropriate to front office.
2. Context of assessment
   2.1 This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.
3. Critical aspects of assessment
   3.1 Evidence should include a demonstrated ability to process a range of front office documentation accurately and within enterprise acceptable timeframes. Written texts should be error free and easily understood.
4. Linkages to other units
   4.1 This unit has a strong link to other front office units and their general skills equivalents especially:
       a. ITHHBFO03AES Provide Accommodation Reception Services
       b. ITHHBFOC04AES/ITHHGFA02AES Maintain Financial Records
       c. ITHHBFOC08AES Conduct Night Audit
       d. ITHHGFA03AES Audit Financial Procedures.
   4.2 Combined training is recommended.

KEY COMPETENCIES IN THIS UNIT	LEVEL	KEY COMPETENCIES IN THIS UNIT	LEVEL
Collecting, organising and analysing information	1	Using mathematical ideas and techniques	1
Communicating ideas and information	1	Solving problems	1
Planning and organising activities	1	Using technology	1
Working with others and in teams	1		

FRONT OFFICE PRACTICE

CHAPTER 11 (week 14)

HANDLING INFORMATION AND COMPLAINT

Competency for Student:
- Deal with Colleague and Customer
- Working in Diverse Environment
- Source and present information

WORK WITH COLLEAGUES AND CUSTOMERS

UNIT DESCRIPTOR	This unit deals with the interpersonal, communication and customer service skills required by all people working in the tourism and hospitality industry.

ELEMENTS		PERFORMANCE CRITERIA	
01	**Communicate in the workplace**	1.1	Communications with customers and colleagues are conducted in an open, professional, friendly and courteous manner.
		1.2	Appropriate language and tone is used.
		1.3	Effect of personal body language is considered.
		1.4	Sensitivity to cultural and social differences is shown.
		1.5	Active listening and questioning are used to ensure effective two ways communication.
		1.6	Potential and existing conflicts are identified and solutions sought with assistance from colleagues where required.
02	**Provide assistance to internal and external customers**	2.1	Customer need and expectations, including those with specific needs, are correctly identified and appropriate products and services are provided.
		2.2	All communications with customers are friendly and courteous.
		2.3	All reasonable needs and requests of customers are met within acceptable enterprise timeframes.
		2.4	Opportunities to enhance the quality of service are identified and taken whenever possible.
		2.5	Customer dissatisfaction is promptly recognised and action taken to resolve the situation according to individual level of responsibility and enterprise procedures.
		2.6	Customer complaints are handled positively, sensitively and politely.
		2.7	Complaints are referred to the appropriate person for follow up in accordance with individual level of responsibility.
03	**Maintain personal presentation standards**	3.1	High standards of personal presentation are practised with consideration of: • work location • hygiene, health and safety issues • impact on different types of customers • specific presentation requirements for particular work functions.
04	**Work in a team**	4.1	Trust, support and respect is shown to team members in day to day work activities.
		4.2	Cultural differences within the team are accommodated.
		4.3	Work team goals are jointly identified.
		4.4	Individual responsibilities and tasks are identified, prioritised and completed within designated timeframes.
		4.5	Assistance is sought from other team members when required.
		4.6	Assistance is offered to colleagues to ensure designated work goals are met.
		4.7	Feedback and information from other team members is acknowledged.
		4.8	Changes to individual responsibilities are re-negotiated to meet reviewed work goals.

RANGE OF VARIABLES
1.   This unit applies to all tourism and hospitality sectors.

2.   Depending upon the organisation and the specific situation, customers may include but are not limited to:

      2.1   members of other tourism and hospitality sectors
      2.2   internal individuals or groups
      2.3   local residents
      2.4   visitors
      2.5   media
      2.6   workmates/colleagues.

3.   Customers with specific needs may include:

      3.1   disabled or handicapped individuals
      3.2   special cultural needs
      3.3   unaccompanied children
      3.4   parents with young children
      3.5   single women.

EVIDENCE GUIDE

1.   Underpinning skills and knowledge

    1.1   To demonstrate competence, evidence of skills and knowledge in the following areas is required:

      a.   needs and expectations of different customers as appropriate to the industry sector

      b.   knowledge of effective communication in relation to:

- listening
- questioning
- non verbal communication
- understanding of teamwork principles.

2.   Context of assessment

    2.1   This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through simulation. This should be supported by a range of methods to assess underpinning knowledge.

3.   Critical aspects of assessment

    3.1   Evidence should include a demonstrated ability to communicate effectively with customers and colleagues (including those with special needs) within the range of situations required for the relevant job role. Evidence of competency should relate to different communication and customer service contexts and may need to be collected over a period of time.

    3.2   The focus of this unit will vary depending upon the cultural context of the workplace. Assessment should take account of the cultural variances and special requirements that apply in particular situations.

4.   Linkages to other units

    4.1   This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed / trained in conjunction with other operational and service unit.

WORK IN A SOCIALLY DIVERSE ENVIRONMENT

	UNIT DESCRIPTOR	This unit deals with the cultural awareness that is required by all people working in the tourism and hospitality industry. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds.

	ELEMENTS		PERFORMANCE CRITERIA
01	**Communicate with customers and colleagues from diverse backgrounds**	1.1	Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity.
		1.2	Verbal and non-verbal communication takes account of cultural differences.
		1.3	Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language.
		1.4	Assistance from colleagues, reference books or outside organisations is obtained when required.
02	**Deal with cross cultural misunderstandings**	2.1	Issues which may cause conflict or misunderstanding in the workplace are identified.
		2.2	Difficulties are addressed with the appropriate people and assistance is sought from team leaders.
		2.3	When difficulties or misunderstandings occur, possible cultural differences are considered.
		2.4	Efforts are made to resolve the misunderstanding, taking account of cultural considerations.
		2.5	Issues and problems are referred to the appropriate team leader/supervisor for follow up.

RANGE OF VARIABLES
1. This unit applies to all tourism and hospitality sectors.
2. Cultural differences may include but are not limited to those of the following nature (example only):
    2.1 race
    2.2 language
    2.3 disabilities
    2.4 family structure
    2.5 gender
    2.6 age
    2.7 sexual preferences.
3. Possible cultural differences may include but are not limited to:
    3.1 language spoken
    3.2 forms of address
    3.3 levels of formality/informality
    3.4 non-verbal behaviour
    3.5 work ethics
    3.6 personal grooming
    3.7 family obligations
    3.8 recognised holiday
    3.9 customs
    3.10 special needs

3.11   product preferences.
4.   Attempts to overcome language barriers may be made to:
    4.1   meet and greet/farewell customers
    4.2   give simple directions
    4.3   give simple instructions
    4.4   answer simple enquiries
    4.5   prepare for, serve and assist customers
    4.6   describe goods and services.

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5.   Outside organisations may include but are not limited to:
    5.1   interpretative services
    5.2   diplomatic services
    5.3   local cultural organisations
    5.4   appropriate government agencies.

EVIDENCE GUIDE

1. Underpinning skills and knowledge
   1.1   To demonstrate competence, evidence of skills and knowledge in the following areas is required:
     a.   principles that underpin cultural awareness
     b.   recognition of the different cultural groups in the Indonesian/ international society
     c.   basic knowledge of the culture of Indonesia's indigenous and non-indigenous peoples
     d.   recognition of various international tourist groups (as appropriate to the sector and individual workplace)
     e.   principles of equal employment opportunity and anti-discrimination policy as they apply to individual employees.

2. Context of assessment
   2.1   This unit must be assessed on or off-the-job. Assessment should include practical demonstrations either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

3. Critical aspects of assessment
   3.1   Evidence should include a demonstrated knowledge of what it means to be 'culturally aware' and a demonstrated ability to communicate effectively with customers and colleagues from a broad range of backgrounds as required for the relevant job role. Evidence of competency should relate to different communication and customer service contexts and may need to be collected over a period of time.
   3.2   The focus of this unit will vary depending upon the cultural context of the workplace and the cultural background of the individual. Assessment should take account of the cultural variances and requirements that apply in particular situations.

4. Linkages to other units
   4.1   This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units. This unit also has a strong link with ITHHCOR01AES Work with Colleagues and Customers and repetition in training should be avoided.