

Royal Anthurium

An Internship Report for

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by

ARYA SUDESH NAIK

Seat Number: 2104

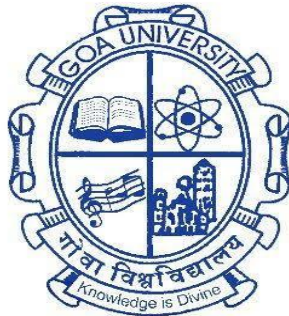
PRN:202100256

Under the Mentorship of

Dr. Kevin D 'Souza

Goa Business School

Integrated Masters in Business Administration



GOA UNIVERSITY

Date: July 2024

Examined By:

DECLARATION BY STUDENT

I hereby declare that the report presented in this Internship Report titled “**Hotel Royal Anthurium**” is based on the results of learnings carried out by me in the Integrated Masters in Business Administration at the Goa Business School, Goa University, under the mentorship of Dr. Kevin D ‘Souza and the same has not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities will not be responsible for the correctness of observations or other findings given in this internship report.

I hereby authorize the University authorities to upload this dissertation on the dissertation repository or anywhere else as the UGC regulations demand and make it available to anyone as needed.

Date:

Arya Sudesh Naik

Place: Goa University

Seat Number:2104

COMPLETION CERTIFICATE

This is to certify that the internship report “**Hotel Royal Anthurium**” is a bonafide work carried out by Mr. Arya Sudesh Naik under my mentorship in partial fulfilment of the requirements for the award of the degree Bachelors in Business Administration, (BBA) in the discipline Integrated Masters in Business Administration at the Goa Business School, Goa University.

Date:

Dr. Kevin D’Souza

Place: Goa University

CHAPTER	PARTICULARS	Page Numbers
	Internship Certificate	i
	Acknowledgments	ii
	Executive Summary	iii
1.	Organization 1.1 Birds-Eye-View 1.2 Products/Services 1.3 Sections within the organisation	1-8
2.	Tasks Handled	9-11
3.	Learning	12-37
4.	Challenges	38-39
	Appendix I: Samples of work done	40
	Appendix II: Photos while at work	41

INTERNSHIP CERTIFICATE



Taj Exotica Road, Mazilwaddo, Near Shop N Save Super Market, Benaulim, Salcete, Goa - 403 716

INTERNSHIP CERTIFICATE

AGH/EXP-002/2023

17 JULY 2023

This is to certify that Mr. Arya Sudesh Naik successfully completed Internship in the "Front Office Department" in the Hotel Royal Anthurium, Benaulim-Goa from 15 May 2023 to 15 July 2023.

During his training tenure, we found him to be sincere, honest, hardworking, energetic and disciplined.

We wish him all the best for his future endeavours.

This certificate is issued to the employee at his own request and has to be used as an experience certificate only. We do not hold any liability on behalf of this letter or part of this letter on our company.

For Anthurium Group of Hotels

SAYYED IMRAN
MANAGING DIRECTOR



ACKNOWLEDGMENT

I, Arya Sudesh Naik acknowledge that I attended a Internship program conducted by Hotel Royal Anthurium.

I'm using the opportunity to express my deep gratitude to the Learning and Development head of the hotel for giving me the opportunity to experience and gain knowledge.

The internship opportunity I had at Hotel Royal Anthurium was a great chance for learning and professional development. I would also like to thank the entire team of Hotel Royal Anthurium for their continuous support and guidance throughout my training.

Last but not the least would like to thank all my Professors for helping me prepare for the same-

Mr Kevin D'Souza: Program Director

Prof. K.G. Shankaranarayanan: Assisant Professor

Dr Albino Thomson:Assistant Professor

Dr Poonam Sadekar: Assistant Professor

Ms Sujal Naik: Assistant Professor

Mr Sadanand Gaonkar: Assistant Professor

Dr Paresh Lingadkar: Assistant Professor

Administrative staff:-

Ms Shilpa Shirodkar

Mr Kishor Nagvekar

Mr Naresh Salgaonkar

Mr Sarvesh Vaigankar

It was a great learning experience and it wouldn't have been possible without the help of my mentor.

EXECUTIVE SUMMARY

During my internship at the prestigious Hotel Royal Anthurium, I had the opportunity to immerse myself in the dynamic environment of the Front Office department. This report encapsulates my comprehensive learning experience, the skills I honed, and the knowledge I gained over the course of my training. The front office serves as the face of the hotel, and my role was pivotal in shaping guest experiences.

Throughout my training period, I mastered various Front Office operations, including guest check-in and check-out procedures, reservation management, and customer service excellence. I also familiarised myself with the hotel's property management systems and contributed to enhancing operational efficiency. My interactions with guests from diverse backgrounds refined my communication skills and cultural sensitivity, enabling me to provide personalised service that adhered to the hotel's standards of excellence. The hands-on experience in handling guest inquiries, complaints, and special requests further developed my problem-solving abilities and adaptability in high-pressure situations. Under the guidance of seasoned professionals, I learned the significance of teamwork and attention to detail in maintaining the

hotel's esteemed reputation. The exposure to cross-departmental collaborations provided me with a holistic understanding of the hotel's operations and the interconnectivity of each department's functions.

This internship was not only a testament to my dedication and potential in the hospitality industry but also a stepping stone towards my professional growth. The skills and insights acquired during this period are invaluable and will undoubtedly influence my future career endeavours in the hospitality sector.

HOTEL ROYAL ANTHURIUM

1.1 Bird eye view

1.1.1 Introduction

Anthurium Group of Hotels was founded in the year 2018 with a mission ‘to create job opportunities to the youths of India and to promote and encourage the youths towards hospitality entrepreneurship.’ and its vision ‘to be the leading and the fastest-growing sharia-compliant hospitality company in the state of Goa. Hotel Royal Anthurium offers a serene and tranquil retreat for travellers seeking a peaceful getaway, With its charming ambiance and warm hospitality, this 3-star hotel promises a memorable stay for guests of all ages. With a total of 8 well-appointed rooms, Hotel Royal Anthurium ensures a personalised and intimate experience for its guests. Whether you are a solo traveller, a couple, or a small group, this hotel offers a cosy and inviting atmosphere that will make you feel right at home. The hotel staff is dedicated to ensuring a seamless and hassle-free check-in and checkout process, so you can make the most of your time in this beautiful destination.

1.2 Products/Services

1.2.1 Rooms

Rooms are spacious air-conditioned with functional and beautiful designs to ensure you receive comfort and relaxation. Enjoy complimentary breakfast (as per meal plan) during your stay.

Deluxe Rooms

Guests staying in our Deluxe Rooms enjoy an elegant and modern design providing a comfortable living throughout your stay whether you are on business or leisure. Rooms are more in size to a modern-day hotel room, offering a full sized bathroom with an elegant cubicle shower area dividing highly sophisticated vanity counter and sanitary area with multi class bath amenities (Aromatherapy).

Bed & Occupancy

1 King bed | Up to 3 adults or 2 adults & 2 children | Smoking room available upon request.

Executive Rooms

The rooms are specially designed to create the perfect setting for the guest. The rooms also provide you with bathroom slippers as well as complimentary mineral water in the rooms. It's spacious, stylish and with an elegant bathroom space with bath amenities.

Bed & Occupancy

1 King bed | Up to 4 adults or 2 adults & 2 children | Smoking room available upon request Room Features

- Breakfast buffet
- Express check-out
- Room service
- Fine dining
- Laundry service chargeable
- Free Wi-Fi
- Luggage storage
- Key Card Lock System

- Electric Kettle
- Complimentary 2 Water Bottles
- Free Parking
- Car/ Bike hire
- 24 hours supply of hot and cold water
- Extra mattress provided on request at an additional charge.
- Wardrobe and Digital Safe Locker
- Iron and Iron board 1.2.1 Services offer
- Breakfast Buffet
- Free WiFi
- Room Service
- Meeting Facilities
- Fine Dining
- Luggage Storage

1.2.2 Amenities offer

- Air Conditioned
- King Bed
- Flat Screen
- Spacious Working
- Dental Kit
- Telephone
- Mini Fridge
- Hair Dryer
- Dresser and Chair
- Bathroom Amenities
- Shampoo
- Body Lotion
- Conditioners
- Face Wash and soap
- Shaving Kit

1.3 SECTION WITH IN THE ORGANISATION

1.3.1 Cafe Majestique

Café Majestique Multi-cuisine offers you a chance to socialize, make networks and connections and have refreshments like coffee, teas, assorted juices and confectioneries. It has got a family dining area, couple dining area that accommodates 45 guests at maximum capacity. With natural light from floor-to-ceiling windows pouring in, the modern and open dining space is very bright and welcoming for breakfast or lunch or dinner. As your food is being brought here you can relax watching movies/shows on the 62-inch LED TV and surf with Wi-Fi access. There's also an area for you to reserve as it can be exclusively used by a small group of people.

1.3.2 Front Office

To quicken the check-in/check-out process, the hotel has express check-in/check-out. This will make sure that guests get into their room quickly or catch up with their flight without any delays. Wi-Fi is available to guests in public areas at Hotel Royal Anthurium so they can easily surf the internet or read emails. Also, guestrooms have free Wi-Fi, so that one does not miss anything from his/her own comfortable rest.

1.3.3 Housekeeping

The hotel provides daily housekeeping services to ensure all rooms are cleaned and maintained properly. Guests do not have to worry about tidying up as they shall be relaxed while enjoying their stay there. To create a smooth experience for all visitors, Hotel Royal Anthurium tries hard by means of such helpful facilities.

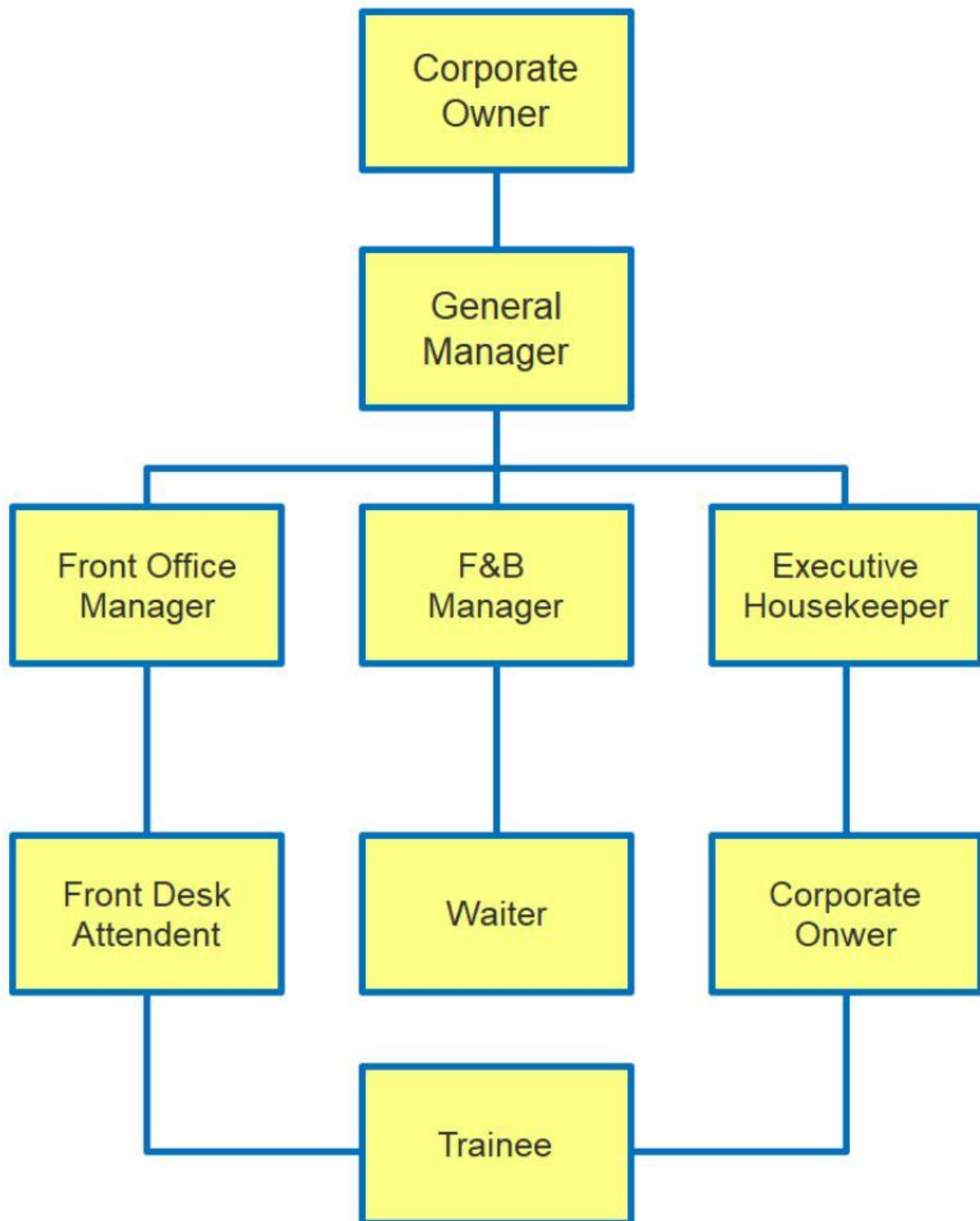
1.3.4 Guest Service

Hotel's safes allow guests to keep their valuables safe during the stay. For those who wish to leave their luggage before or after checking in, luggage storage is available at Hotel Royal Anthurium.

1.3.5 Transport Facilities

For motorist guests, they have a big and safe car park onsite. With the hotel, your vehicle will be safely kept while you are staying there. The parking is free of charge; thus you can save on fees for parking and spend more money in Goa for fun activities. Car hire services are also provided by them if you want to tour Goa at your own pace. Car hire services are available to make it possible for families planning to go for day trips at the beautiful beaches.

The hierarchy of the departments can be seen in image



CHAPTER 2: TASKS HANDLED

2.1 FRONT OFFICE

This report highlights the responsibilities and tasks that I managed during my internship as a trainee in the Front Office department in The Royal Anthurium. As Front Office plays a very vital role in creating first impressions and achieving the aim of satisfying guests, my role was core to achieving these objectives.

Detailed Task Breakdown

Guest Reception and Service

- **Greeting and Welcoming Guests:** Provided warm welcome to Guests by greetings on arrival.
- **Check-in/Check-out Procedures:** Assisted in the entire cycle of guest check-in and check-out to ensure all procedures are carried out correctly and with speed.
- **Guest Information:** Provided guests with details in relation to hotel facilities as well as local attractions and services to make their stay memorable.

Reservation and Booking Management

- **Handling Reservations:** Made booking reservations through telephone, email, and online websites ensuring accuracy of guest details and preferences.
- **Room Allocation:** Coordinated the room allocation with house-keeping, keeping in mind the needs of guests and availability within the hotel.
- **Amendments to Bookings:** Residential changes to bookings, including date changes, cancellations, and special requests.

Communication and Coordination

- **Interdepartmental Liaison:** Acted as liaison between the front office and other departments in the hotel to address the needs of guests and operational requirements.
- **Guest Requests:** Handled guests' requests regarding amenities, room change, and special arrangements. Coordinated with the concerned departments to effectively provide service.

Administrative and Financial Responsibilities

- Financial Transactions: Processed all financial transactions posting the room charges, handling payments, and balancing cash drawers.
- Record Keeping: The records maintained included those of guest interactions, all financial transactions, and reservation details.
- Reporting: Reports on the front office, occupancy rates, and revenue were prepared daily.

Customer Service and Problem Resolution

- Service Excellence: Extending the best service to customers, attending to the requirements of guests whenever needed, and solving their problems in an enterprising manner with courtesy.
- Complaint Handling: Handling of guest complaints done with a lot of patience. Guests were given a hearing, their problems empathized with, and resolved amicably.
- Emergency Response: Worked out emergency procedures and was well-prepared to handle any situation should one arise.

CHAPTER 3: LEARNING

3.1: Front Office

As a learner in this department, I have gained valuable insights into different aspects of guest services, communication, and operational efficiency.

Preparing before the Start of the Shift

1) To be Ready Before the shift starts

2) Punch in your attendance

3) Read the log book:

Any unusual events or incidents.

Guest Complaints.

Guest pending requests.

Other relevant information.

Situations that require follow-up.

Any handovers from the previous shift.

Pending Mail and Couriers to be delivered to the guest.

Read the notice board and update the directions of the day.

Check for Wake-up calls and check DND guests.

Check for lobby music.

Print the VIP- In-house and Arrival list.

Take guest In-House reports by Room number.

Read the F&B activities, outlets opening and closing timings, and Banquet functions for the day.

Check whether all equipment is working properly or not.

Check the Front office stationery.

Check today's Hotel position.

Check for Airport pickups for the day.

Standard Telephone Etiquette

- 1) The phone should be answered within three rings.
- 2) Smile even though you are on the telephone.
- 3) Sit or stand up straight.
- 4) Use a low voice pitch.
- 5) Match your speaking rate to the caller's.
- 6) Avoid extremes in volume.

Standard Phrase:

Wish according to the time of the day (Good Morning, Afternoon or Evening), (Your Hotel Name), How may I help you

OR

Wish according to the time of the day Good Morning, Afternoon, or Evening) Mr./Ms. ____, Guest last name) This is ____, Your first name),
How can I assist you?

While transferring a guest call you should say:

Transferring your call with pleasure.

While putting a guest call on hold you should say:

Allow me to put your call on hold while I check for the information required

OR

Could I put your call on hold, while I check for the information required?

VIP Reservation Processing Standard Procedure

The VIP reservations are processed correctly and marked so that the VIP guests are recognized much importantly by the hotel staff. All the special requests and guest preferences need to be clearly marked and the room has to be pre-blocked. Only the executive staff can give VIP status to any guest.

VIP Reservations Booking Procedure:

- 1) When a VIP reservation reaches the hotel ensure that the VIP authorisation is valid, i.e. that a Hotel executive has approved VIP status.
- 2) Ensure accommodations are pre-blocked in the computer system by inputting a specific room number onto the reservation.
- 3) When blocking the room for VVIP or VIP, please remember to update the guest preference. The room will be on the highest floor with a king bed and set up for turn-down service.
- 4) Assisting room according to preferred features or as per request by the guest. For returning guests, refer to guest history or the guest profile.
- 5) If it is an available option, then the room number needs to be pre-allocated to the booking and the fix room number function turned on. This will guarantee that once the room has been allocated, no other employees can alter the room allocated other than staff who are authorized to do so.
- 6) Be sure to flag all unique requests or guest preferences in the flag fields for follow-up by the Guest Relations Manager.
- 7) On the reservation, enter relevant VIP codes.
- 8) Under traces enter details of amenities or actionable requests against each department regarding the VIP booking.
- 9) Create a VIP Amenities Requisition Form for VIP Amenities Set-up to the Concerned Department.

10) All VIP amenity requests should be raised and approved by GM/RM at least two days prior to arrival.

11) After the VIP amenity request form has been approved, the distribution to respective departments has to be ensured. This has to be followed up promptly.

12) At the commencement of each shift, the Reservation Manager shall go through the VIP reservation pickup report and ensure that all details are updated correctly.

13) At the end of shift, ensure that the daily VIP list has been checked and note any VIP bookings made during the shift.

Handling Reservation Enquiry

1) Pick up the call in 3 rings (current industry standard)

2) Smile on the phone (guest can hear you smile)

3) Good Morning this is (Mention your hotel name) how may I help you?
Wait for the guest's response.

4) Could I request for your name and number, please Wait for guest's response. (And note down all details on the reservation form)

5) Inform the guest about the room categories available in your hotel.

6) While I check on the availability allow me to explain the facilities of the hotel.

7) Yes, we do have rooms available. Mention the categories that are available during this period.

8) Could I have the name of the guest for whom the reservation has to be made.

9) Could I have the arrival and the departure details.

10) Would Mr./Ms. be needing an airport pick up. Inform about the sharing and charges.

11) How would the guest be settling the bill

Card/cash: I would need the CC details for me to confirm the booking

Bill to Company or On Credit: I would need a letter from the company to confirm the booking If the caller states that a visitor is going to pay by cash, nevertheless, insist on CC details or cash advance. The reservation is not confirmed unless guaranteed.

12) Repeat the reservation.

13) Thank you for calling (Mention your hotel name), Have a nice day.

Cancellation of Provisional and Nonguaranteed Bookings

At the time of picking up the booking, the reservation agent should inform the guest about the standard reservation holding time or the release period of reservations as per the hotel's policy.

- 1) Inform the booker or guest that the following apply reservation holding time applies.
- 2) A non-guaranteed reservation with no arrival or flight timing or bookings that are not reconfirmed shall be released by 1600hrs.
- 3) A non-guaranteed booking will not carry the reservation status to the next day; A non-guaranteed booking is cancelled on the same day.
- 4) A non-guaranteed reservation with late-night arrival or late-night flight timing will be released 4 hours after the stated arrival/flight time on the date of arrival.
- 5) On Guaranteed reservations with credit card details, the Room will be pre-blocked and checked in or may be modified to the next day after reconfirming with the guest as per the availability.
- 6) For guaranteed reservations, no show's the room will be checked in to charge retention charges and the same will be charged to the guest's credit card.
- 7) In case the pickup details or flight details are not given by the guest, the Guest should be informed to call back once these details are available.
- 8) For Guaranteed bookings (non-credit card) request the guest to deposit arrival, as per hotel policy you can also cut-off date in case guests fails to deposit on or before the cut-off date tentative reservation will be released.

- 9) Verify with the Booker/guest that there may be no other information or further assistance that may be needed.
- 10) On the reservation form record the agreed reservation status guaranteed, non-guaranteed, credit card confirmed, deposit, etc.
- 11) Information received must be repeated to ensure accuracy.

Handling Booking enquiry for sold-out dates

Many times in hotels, reservation agents receive booking enquiries for dates when either the hotel is sold out or certain room types.

- 1) Record the guest's name, mobile number, Arrival and departure date, and room type requested by the guest on the reservation form.
- 2) Inform the guest that the hotel or the specific room type that they have asked for is fully booked.
- 3) Try to be transparent with the guest and give them the reasons for this.
- 4) Always provide an alternate solution for regular guests, hotel loyalty program members, bookings from top company/travel agent accounts, and guests who were denied reservations earlier.

In case the room type is sold out then:

- 1) Inform about various other types of rooms available for the required period.
- 2) Sell higher category rooms to the guests.
- 3) In case a VIP guest or higher tier loyalty program member, then an upgrade to a higher category can be offered.
- 4) Providing an upgrade may be subject to hotel policy, in some cases, approval from front office manager/Reservation manager is required to approve an upgrade request.

In case the Hotel is sold out then:

- 1) Ask her whether she would like to change the dates of the reservation to an alternative date.
- 2) Offer alternative date "We would have room available from the 10th onwards"

Offer the choice of a sister hotel in the city when possible or similar hotels of the same category.

- 3) Only after the guest is OK with this offer, arrange a reservation in the sister hotel and confirm back to the guest after the reservation is made.

- 4) Make the reservations on a waitlisted basis and assure the guest that we will get back to him as soon as there is any availability due to cancellations or amendments.
- 5) Offer guests details of another hotel alternative, same level of service, and pricing.
- 6) Offer any other assistance and assure the guest of priority next time.
- 7) Make sure that this enquire is recorded as turned down business or turn away after applying appropriate turn away reasons.
- 8) Wish the guest to have a nice day ahead.

Processing Cancellation Requests

Non-Guaranteed Reservations:

- 1) Obtain Guest name or Reservation number.
- 2) Search for reservations in the PMS.
- 3) Re-confirm the reservation details with the guest, No. of rooms, Arrival and departure date.
- 4) Ask the guest whether they would like to make an alternate reservation.
- 5) Request the reason for Cancellation.
- 6) Record the reason for cancellation on PMS.
- 7) Provide the cancellation number to the guest.

If the reservation is a Guaranteed Reservations:

- 1) It should be according to cancellation timings, which are mentioned in the cancellation policy of the hotel.
- 2) If the cancellation is made by a person other than the guest, then reservation agent should update the reservation record with the caller details like :- Name and Mobile number.
- 3) Always mention Retention charges (if it is applicable according to your hotel policy) for any confirmed reservation.
- 4) Should have written mail for the charging retention on credit cards.
- 5) Always send mail for the retention bills and confirmation of cancellation.

Amending or Modifying Reservations

- 1) While updating a reservation upon calling by guest to the hotel, take down the details of the original booking on the reservation form. Guest Last name, Reservation no, Mobile, etc.
- 2) Try to address the guest by name as and when possible.
- 3) Take permission from the guest to keep the call on hold.
- 4) Locate the original reservation record from the Property Management software.
- 5) Reconfirm the booking details.

6) Retrieved the correct reservation record.

Ask the guest what amendments need to be made to the reservation.

7) First, check the availability of both hotel and room types in the hotel software before confirming the amendment to the guest.

8) In case a guest booked the original reservation on the best available rate or special packages, then the reservation agent should check the availability of this special rate and packages on this new date as well.

9) Any changes in rates or packages will have to be communicated to the guest. If the guest is changing the arrival date to a different date, record the new pickup/flight details. In case the guest needs pick-up from the hotel.

10) All details have to be reconfirmed to the Guest.

11) Make the required amendments to the reservation record in the system.

12) A valid payment method has to be taken for the new stay details.

13) Apply the Rate changes if any due to amendment.

14) Generate a new confirmation letter to the guest that clearly shows the amended booking details.

15) Send the revised reservation confirmation letter via email/fax to the guest.

16) Wish the guest to have a nice day ahead.

Guest Registration and Check in Process

When Guest arrives at the reception to check in:

- 1) Great the guest.
- 2) Enquire the Last name / First name of the guest.
- 3) Search for the reservation record and print the registration card (if the same is not pre-printed)
- 4) Present the Registration Card to guests for verifying/reconfirming preprinted details Like:-

First Name, Last Name

Arrival Date. Time

Departure Date, Expected time of departure

Room Rate

Room Number

Room Type

Method of payment

Billing instructions

Meal Plan

Request for ID Proof for local guests and Passport and Visa details for foreigners.

The following details are to be completed:

Salutation

Designation

Company Name

Address Home / Business

City, Country

Postal Code

Telephone / Fax / Mobile numbers

Email address

Emergency Contact Number / Person

Purpose of Visit

Passport details:

Passport Number

Nationality and country of residence

Date of Birth / Anniversary Date

Passport Issue Date and Expiry Date

Place of Issue of Passport

Visa Details:

Visa Number

Visa issue date and Expiry date

Visa Place of issue

Type of Visa

Proposed duration of Stay in the country

Arrived from.

Proceeding to.

4) Explain to the guest regarding late checkout policy if any.

5) Request the guest to sign on the Registration Card.

6) Scan / Photocopy of Passport and Visa copy and attach to the registration card.

7) Front office assistant to also cross-sign the registration card on the provided field.

9) Update the guest details collected about The Profile of the guest.

10) File Registration card.

Making a room key

- 1) Take Key Card
- 2) Position the card as below:

Magnetic Stripe down & Magnetic Stripe facing you.
- 3) Slide the card from right to left to cut the key.
- 4) Key Cutting Radio Frequency (RF) Cards.
- 5) Keep the card on top of the encoder.
- 6) Wait till the start of the beep sound and glow of the green LED light.
- 7) Repeat till the entry of several cards that are cut.
- 8) Check the validity of keys after cutting.
- 9) Ask for the guest's last name.
- 10) Enter the same on the (PMS) and retrieve the details like Room no, Arrival departure date, time of departure, No of PAX.
- 11) Click the Code Cards button on the Reservation screen.
- 12) Cut Cards according to the occupancy of the reservation.
- 13) Check the card.

Cutting Keys for In-House guests:

1) Ask the guest for his Last name.

Input the name on the (PMS) and the details that appear will be the Room number, Arrival departure date, departure time, No of PAX.

2) Ask the guest to confirm his Room Number.

3) Code the card for the remaining night's unit checkout.

4) Check the Card.

5) Place the key card on the Key Card jacket and handover the same to the guest.

Room Move Procedure

A room relocation may be sought for various reasons. The front office staff should change the room with the least amount of delay when a guest is unhappy with their room or discovers deficiencies that cannot be repaired at once.

The key reasons for the room change request from guests are as follows:

- Air-conditioner not working

Incurd rooms is dirty or unkempt

Room Type allocated was not as per the room confirmed.

- Water leakage in the bathroom

Amidst Floor / Noise from an adjacent room.

- The customer wants to move to a higher category room (Upsell)

1) If a similar room type is not available it can be acceptable for the Front Desk Supervisor to upgrade the customer to superior accommodations for no additional fee.

2) Contact the Duty Manager, Bellman, Desk Attendant, etc. and instruct them to expedite to original room with the new room key.

3) The person holding the key to the room should offer to help the guest with their luggage themselves if the Bellman is not around.

4) The last thing the guest wants is to be directed back to the Desk to obtain a new key to his or her room.

5) After executing a room move, Housekeeping must also be informed so that that room will be attended to, either to clean it or just to "tidy" it in a clean case.

6) This room can be informed to the PMS by making the room move.

7) Make certain that the Property management system reflects all the changes in rooms or rates.

8) If the change means an up-sell in the room, rate changes into the correct room category.

9) If there is an upgrade, the room rate should remain the same.

10) It is important to ensure that room move reflects on the Property management system as this will affect the front office operations like incoming mail and telephone calls, voice mails and also to ensure correct billing at check-out.

11) The room change information should also be recorded on Room Change Form.

How to Handle Cash Advance

1) Cross-check the name & room no.

2) Count the cash.

Count each note properly. There is the possibility that two/ three notes are stuck together. Be careful as it is guest money that you are dealing with.

3) Recount the cash again.

Recount the cash to be sure that you have counted it right.

4) Make an entry on the system.

Open the cashiering screen on the PMS and post this cash advance against the correct reservation.

5) Provide the receipt.

Print and Neatly fold the receipt, and place it in an envelope. With the guest as applicable.

How to Handle Wakeup Calls

- 1) Greet the guest as per the time.
- 2) Take down the below details onto the wake-up call log book/wakeup call register:

Guest Name

Room Number

Wake update

Wake up time

Any special request (e.g.: Tea / Coffee with wakeup call)

- 3) Repeat the details written with the guest again for re-confirmation.
- 4) As you leave the counter or at the end of the call, wish the guest a pleasant continuation.
- 5) Call the Room service and inform about the special request if any. Note down the name of the Room service staff to whom the information was passed.
- 6) Update the information in the PMS by opening the record of the reservation on this room. (This step may vary depending on what property management system the hotel uses.)
- 7) Compare the details filled in the PMS against what is written on the wake-up call log book.

Settlement of Guest Account at Check-out

The cashier should prepare the bill for the guest in accordance with the billing instructions given in the reservation correspondence. The billing instructions should also be printed on the guest registration card.

If it is to be settled to the Company/Travel Agent account, then check for the credit letter from the accounts, and also make sure there is a valid AR ID present on the Company/Travel Agent profile.

If there are billing instructions in the reservation, they should be followed in preparing the guest bill.

1) In case only the room and taxes are to be billed to the company / TA then move only those charges to another folio, for example folio B and keep all the extras which the guest needs to make a direct settlement on folio A.

2) Provided auto-routing is allowed by the property management system, then the routing instruction has to be set at the time of reservation itself so as per the billing instruction, charges will be routed to each corresponding folio automatically as and when they are posted.

3) In case the guest is part of any pre-paid packages with certain inclusions, then move the charges that are pre-paid by the guest to a separate folio and then keep the extras on one folio. By doing this cashier can easily explain

to the guest on charges that are already paid and those charges that need to be settled by the guest.

Settlement of Guest Accounts with credit card:

- 1) For Approved credit cards ensure that the credit card voucher filed with the folio is for the correct guest. In addition ensure that the credit card number and name are legible on the voucher.
- 2) In a case where the folio balance is greater than the amount previously authorized, it is necessary to call the card Centre for authorization. The voucher is then compared to the credit card to ensure there is a matching signature.
- 3) In case the guest has given an accepted credit card on check-in, the account must be settled with the same credit card. In case he wants to settle the account with a different credit card, it must first be checked through the credit card authorization Centre before the account is settled.
- 4) The amount must be entered correctly on the EDC machine after the credit card has been swiped.
- 5) Get a signature from the guest.
- 6) Always choose the right credit card type and enter the exact amount shown on the EDC slip at the time of settling the guest bill.

Payment of Guest Account by Personal Cheque:

- 1) Accepting payment by Personal cheque depends upon hotel management's policy.
- 2) Unless the settlement is by personal cheque, and if it is, then the Cheque should be imprinted with the guest's name, address and telephone number, and the cheque number should be at least 200 or higher.
- 3) A cheque drawn on a new account must not be accepted.
- 4) Checks may be accepted for the exact amount of the folio balance, providing proper credit information and approval) was secured at check-in, and is indicated on the folio.
- 5) If this information has not been taken it must be secured by the cashier, with any necessary approvals, and recorded, before the check is accepted.
- 6) In case of no credit information, indicate on the front of the check, room number, address, telephone number, and date of checkout.
- 7) The cashier should also contact the Front Office Manager or the Duty manager regarding the failure to obtain necessary information upon check-in.
- 8) Furthermore, if possible, a credit card authorisation letter should be collected from the guest as a precaution just in case the check did not cash in.

Handling Express Check Out

Express Check-Out is normally only possible if the payment is done by credit card and the required pre auth is taken on the guest's credit card.

Express check-out is also done using a kiosk kept at the front desk or via in-room TV or the hotel's mobile App.

If the guest would like to take advantage of the Express Check-Out service by credit card, the guest will be asked to check the box on the registration form and sign for approval.

- 1) Check that all details on the Registration form are completed and readable

Obtain sufficient authorisations on the guest credit card.

- 2) After the check-in of the guest, update all the details from the registration form into the reservation record maintained for this guest on the PMS/ Hotel Software.

- 3) Once the details are updated put the Registration Form in the appropriate room's bucket.

- 4) Mark Specials, express C/O in the PMS either as a Traces or Internal FO message or special notes or memo on the reservation record.

- 5) On the day of Check-out, after verification by the Bell Desk show the check-out of the bill after 12 pm.

- 6) For Automatic checkout by guest via a kiosk or App send the bell desk team to physically verify the guest room after 12 pm.
- 7) Print a folio on behalf of the guest and write instead of a signature S.O.F. (Signature On File).
- 8) Modify the Express Check-Out letter and Thank You Letter with guest name, date of stay etc.
- 9) Attach the original bill or scanned copy along with the letter along with all the receipts from F&B either to the address mentioned in the form or to the guest's email address.
- 10) Staple together a copy of the registration form, any correspondence letter, copies of the f&b point of sale receipts together with the final guest bill and forward it to the accounting department.
- 11) The details of Express C/O are to be filled out in the Housekeeping list. To housekeeping, highlight that the guest is Express C/O and the room has to be checked.

Guest Requests

As a front office member, I have learned about the local attractions, restaurants, and transportation. Recommending local spots, reserving tours, and giving directions are all part of improving the customer experience. Giving wake up call was a must request from most of the

Emergency Procedures

It is realized that evacuation procedures, fire safety, and security measures are in place for the safety of guests and the staff. The training and awareness in such situations is always made available.

CHAPTER 4: CHALLENGES

4.1 Front Office

As a trainee, I stepped into the front office of one of the very well-known hotels and was thrown right in the middle of an active volcano of hospitality. The daily challenges were as varied as the guests who entered through those revolving doors.

- **Mastering Intercultural Communication**

The very first challenge I faced was one of intercultural communication. Guests hailed from every nook and corner of the globe; it became not just about linguistic skills but also about being culturally sensitive. There was a situation wherein a simple gesture intended to be friendly was misinterpreted due to cultural differences, resulting in an awkward misunderstanding. It was a learning curve to be more attuned and sensitive to non-verbal cues.

- **Handling Overbooking Situations**

Another big challenge has to do with handling overbooking situations. There was one occasion when due to oversight, we had an overbooking. Pressure to resolve the issue amicably by finding alternative

accommodations and apologizing to the guests for that tested my problem-solving skills, and poise.

- **Dealing with Difficult Customers**

Difficult customers were perhaps the most challenging experiences of all. I recall one such incident when a customer was extremely agitated about his room due to some trifling problem. Things got out of hand, and I had to intervene, ease the situation, offer alternatives, and ensure that one bad experience did not mar his stay.

- **Acquiring Knowledge of the Reservation System**

The reservation system of the hotel was a different animal altogether. One situation that remains etched in memory is when I inadvertently booked a guest in a room already occupied.

The embarrassment and hasty correction it entailed taught me the value of being exceedingly meticulous.

- **Time Management During Peak Hours**

Peak hours at the front desk tested my endurance for pressure and multitasking. Handling check-ins, guest enquiries, administrative tasks, and still managing to maintain a welcoming demeanour tested my time management skills to the core.

APPENDIX II: Photos while at work

