

# Standard Operating Procedure



Department:	Front Office		
Task:	Check In – Individual Guests		
Issued By:	Katie Parle & Katie Willison	Date:	June 2016 Updated Feb 2020

## Purpose:

- To ensure a smooth and efficient check in
- All guest information is captured
- Payment details are processed correctly
- All guests are given a warm welcome with correct information

## Responsibility:

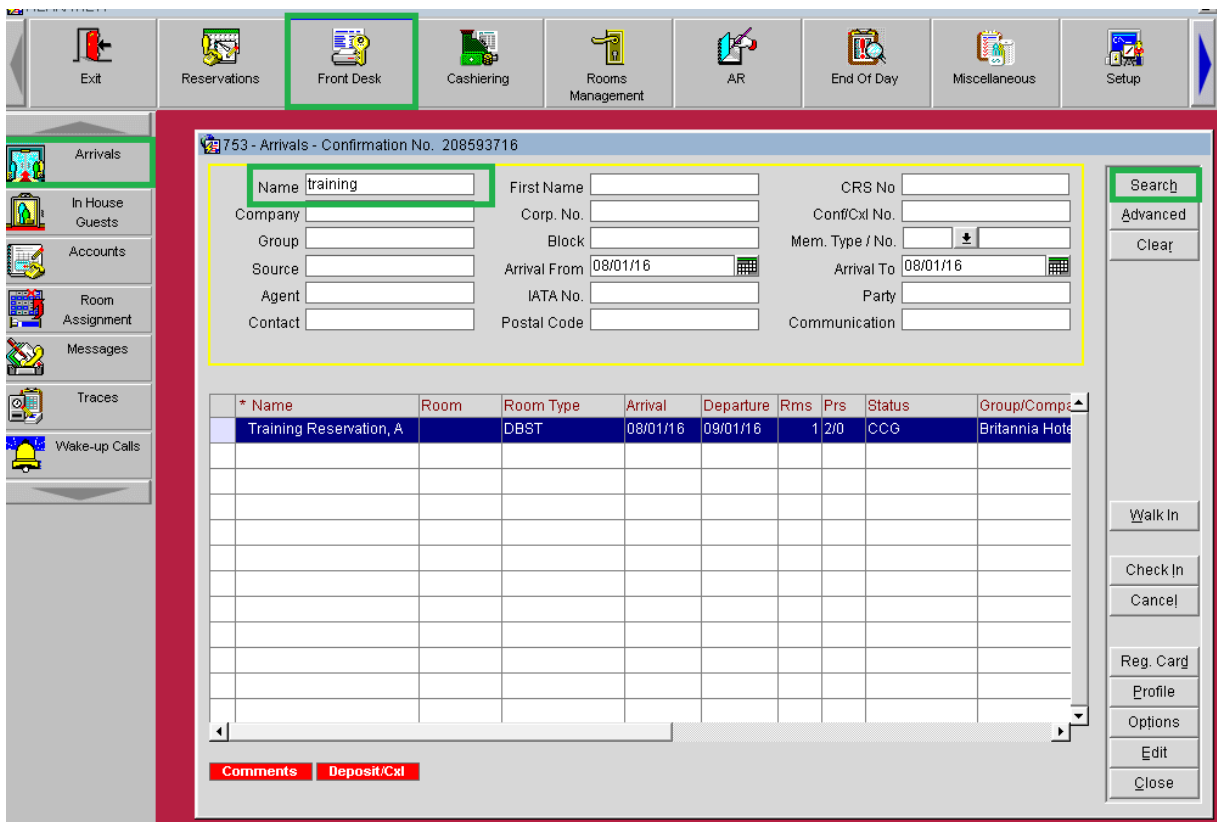
- All Front Office team members

## The Process:

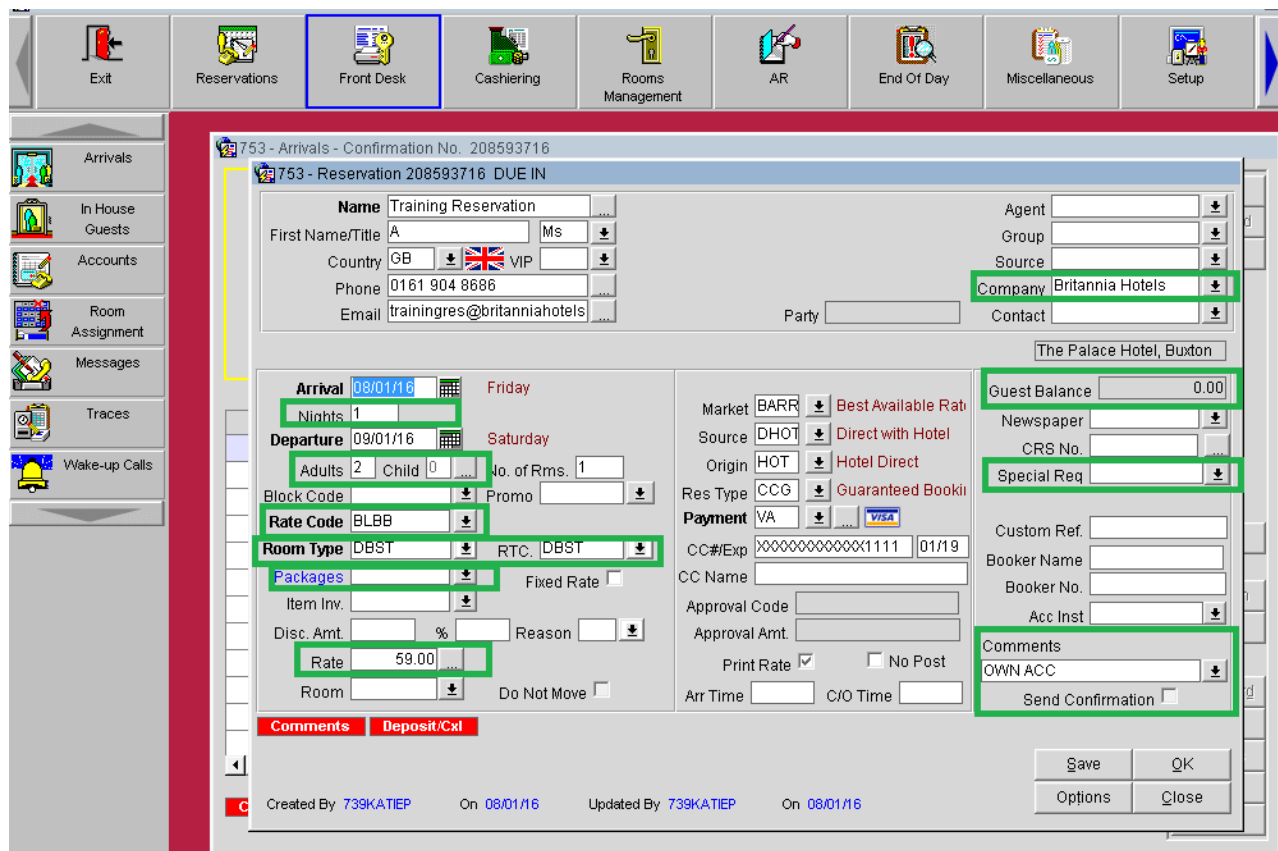
Check in is very important process to get right, it is the first interaction a guest will have with the hotel. It is essential that they are welcomed correctly from a customer service point of view, and it is also important that it is done correctly to ensure that our processes are followed.

- Guests should always be welcomed with a smile and a friendly manner
- The guest should be asked for their name and the registration card presented to them.
- The guest should be asked if they are a Grand / Elite Rewards member, if not ask if they would like to register and provide them with the form. Remind the guest to provide their card and receipts for food and drinks at check out so their points can be awarded.
- Every room should be issued with a registration card and this should be fully completed with their address, telephone number, email, car registration and signature. The registration card should be signed in 2 places, on the registration card and the key card. Please make sure that the writing is legible so you can read what they have put, as you will need to update this in Opera. (See example below) If you are comfortable enough with the check in you can update this information as you go. Please remember all profiles MUST be updated – even just their car registration.

- To find the reservation in Opera click on Front Desk, then Arrivals, you can type the guests name and press search



- Double click on the reservation to open it up, you will be able to see all the details of the booking



- All details of the reservation should be confirmed to the guests i.e. the number of nights, room type and what their rate included (breakfast, dinner etc.) This will allow us to resolve any issues with their booking or link up any reservations for the following night.
- To check what a guest has included in their rate you can see these through the Rate Info box. Click on the ellipsis button (3 dots) next to the rate, click on Rate Info and in the white box on the left hand side it will detail what the package is and what is included.
- Guest should then be asked if they would like to add on any extras if they are not included in their rate such as breakfast, dinner, leisure club access, car parking etc. You should then also book them a table for dinner. (See SOP for adding on packages)
- We then need to take payment for the room or check if this has been pre-paid. There are a number of payment methods so it is important to check how to proceed.
  - **Own Account** If the guest is paying their own account we need to ask them if they would like to open an account or pay in full for their room (Please see the SOP for Pre-auths & Credit Facilities). If the guest pays in full you can check the cost of the stay by clicking the ellipsis (the 3 dots) button next to the rate and then click rate info. (Please see the SOP for Payment Methods) If the guest is paying cash you will need to take their ID – Passport/Driving License/Photo ID and record the number on the reg card.
  - **Pre-Paid** If a guest has pre-paid a deposit this can be checked on the reservation. In the right hand corner of the booking there will be a minus figure, or you can click on the red box at the bottom which will list any deposits taken on the room. It is important to check the rate info box to ensure there is no balance outstanding. You will need to ask the guest for the card the payment was made on to take a pre auth of 1p – this is to verify that this is the guests own card by entering their pin number. (Please see SOP for Deposits) If they do not have the same card, you must take a preauth for the full amount of the reservation on a different card, chip and pin or take alternative payment, the only exception is when there is a note on the booking from central reservations to say card will not be present, then we must take photo I.D and record the number on the reg card.
  - **Vouchers** If the guest has booked through Wowcher, Groupon or Itison this will be ledgered back to the company or places as a deposit on the reservation. You MUST take their voucher from them and check that it has the voucher number on it and also what is included in the package and attach this to your registration card. Please check that the voucher is for the correct hotel!!
  - **3<sup>rd</sup> Party** If a 3<sup>rd</sup> party is paying for the room you must make sure you have the correspondence to back this up. (A 3<sup>rd</sup> party booking can either be a 3<sup>rd</sup> party credit card, or through a 3<sup>rd</sup> party agency i.e. Capita) (Please see SOP for Payment Methods)
  - **Expedia** If a guest has booked through Expedia you will need to read the comments box as this will state if the guest is paying direct at the hotel or if we need to charge the Expedia card on file. (Please see SOP for Payment Methods)

- **Grand Reward Vouchers** If a guest wishes to pay with Grand Reward vouchers this should be treated as cash. You need to take them from the guest and redeem them on the Grand Rewards System. They are then kept in the till drawer and will form part of your banking and should be dropped along with any other cash taken. The guest must also produce their grand rewards card to use their vouchers.

- Then to check the guest in you would need to press the OK button at the bottom of the reservation screen. It will then ask you if you want to check the guest in, click on Yes.

The screenshot displays a hotel reservation system interface. At the top, there is a navigation bar with icons for Exit, Reservations, Front Desk (highlighted), Cashiering, Rooms Management, AR, End Of Day, Miscellaneous, and Setup. On the left side, there is a vertical menu with icons for Arrivals, In House Guests, Accounts, Room Assignment, Messages, Traces, and Wake-up Calls. The main window shows a reservation for 'Training Reservation' with the following details:

- Name:** Training Reservation
- First Name/Title:** A Ms
- Country:** GB (United Kingdom)
- Phone:** 0161 904 8686
- Email:** trainingres@britanniahotels
- Agent:** Britannia Hotels
- Company:** Britannia Hotels
- Location:** The Palace Hotel, Buxton
- Arrival:** 08/01/16
- Departure:** 09/01/16
- Nights:** 1
- Adults:** 2
- Child:** 0
- Rate Code:** BLBB
- Room Type:** DBST
- Room:** 0302
- Rate:** 59.00
- Payment:** VA (Visa)
- CC#Exp:** XXXXXXXXXXXXXXX1111 01/19
- Arr Time:** [ ]
- C/O Time:** [ ]
- Guest Balance:** 0.00
- Booker Name:** [ ]
- Booker No.:** [ ]
- Acc Inst:** [ ]
- Comments:** OWN ACC

A dialog box titled 'OPERA' is open in the center, asking 'Check in guest Training Reservation?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a green box. At the bottom of the main window, there are buttons for 'Save', 'OK' (highlighted with a green box), 'Options', and 'Close'. The status bar at the bottom indicates 'Created By: 739KATIEP On: 08/01/16 Updated By: 739KATIEP On: 08/01/16'.

- You can then issue the guest with any vouchers required for breakfast, dinner or wine. You can clarify what is included in the rate by clicking on arrow next to the packages box. This will show each line of what is included with the quantity.

753 - Arrivals - Confirmation No. 208593716

753 - Reservation 208593716 DUE IN

**Name** Training Reservation  
 First Name/Title A Ms  
 Country GB VIP  
 Phone 0161 904 8686  
 Email trainingres@britanniahotels

Agent  
 Group  
 Source  
 Company Britannia Hotels  
 Contact

The Palace Hotel, Buxton

**Arrival** 08/01/16 Friday  
 Nights 1  
**Departure** 09/01/16 Saturday

Market BARR Best Available Rate  
 Source DHOT Direct with Hotel  
 Origin HOT Hotel Direct  
 Res Type CCG Guaranteed Bookin  
 Payment VA

Guest Balance 0.00  
 Newspaper  
 CRS No.  
 Special Req

Adults 2 Child 0 No. of Rms. 1  
 Block Code Promo  
 Rate Code BLBB  
 Room Type DBST RTC. DBST  
 Packages  
 Item Inv. Fixed Rate  
 Disc. Amt. % Reason  
 Rate 59.00  
 Room 0302 Do Not Move

CC#/Exp XXXXXXXXXXXXXXX1111 01/19  
 CC Name  
 Approval Code  
 Approval Amt.  
 Print Rate  No Post  
 Arr Time C/O Time

Booker Name  
 Booker No.  
 Acc Inst  
 Comments  
 OWN ACC  
 Send Confirmation

Created By 739KATIEP On 08/01/16 Updated By HEAKATIEW On 08/01/16

Save OK  
 Options Close

HEAKATIEW

753 - Arrivals - Confirmation No. 208593716

753 - Reservation 208593716 DUE IN

753 - Packages

Package	Short Description	Rate Code	Qty.	Posting Rhythm	Begin Date	End Date	Excl.	Allow
BKPA	Adult Breakfast Inclusive	BLBB	2	Every Night				N
BKPC	Child Breakfast Inclusive	BLBB	0	Every Night				N

Consumption Date	Price	Unit	Price	Reservation
08/01/16			5.00	

New  
 Edit  
 Delete  
 OK  
 Close

- The registration card and the key card will then need stamping with the correct colour stamp. If the guest has credit they should have a Blue stamp. If the guest has no credit they should have a red stamp.
- Ensure all payments are settled and 2 receipts printed, one for your banking and one for the guest or preauths are updated by the ALT TEAM method. Do not put pdq slips to one side to settle later as the transaction time needs to match cctv and will make discrepancies harder to trace.

- You can then issue the guest a key and the key card section of the registration card.
- You will need to explain to them the location of the room, opening times for breakfast, dinner and leisure club, any specific hotel information and then wish them an enjoyable stay.
- It will also help if you write on the registration card how much the guest has paid and the method they paid as this can be referred to at a later date to help jog your memory in any discrepancies.

**We have produced a quick check in guide which highlights the key points to address at check in. This can be printed and put on the computer screen and can be used as a prompt. This can be found in the templates folder.**