

SOP - CHECK- IN PROCESS

- Receptionist:- NAMASTE !! WELCOME TO IHTM MDU HOTEL
- Guest:- I HAVE A RESERVATION
- RECEPTIONIST:- May I have your last name, under which we are holding your reservation?

Guest:- Yes, My last name is Smith

- Receptionist:- Mr. Smith, may I have your passport & visa details please / (If the guest is Indian) may I have any of your valid govt. Id proof (aadhar card, driving licence, voter/election card, Indian Passport.)
- Note: (If other guest are also in a que (acknowledge them saying “I will be with you a moment”) Guest should not wait more than 3 mins .Call Duty Manager for help. If waiting more than 10mins serve tea/ coffee through DM (Duty Manger) approval.)
- Find the proper reservation into opera and verify the name’s spelling with guest before printing the registration card as per the guest ID proof, then print registration card (registration card can be pre printed as well and to be kept ready). And give it to guest for the verification.
- Receptionist:- May I request for your business card to update your profile.

Make a Member If Guest is not a member of (LOYALTY PROGRAMME) ask him:-

- Are you a member of “(LOYALTY PROGRAMME) ” Mr.....
- If guest says no: - Continue like this
- “LP NAME” is loyalty program of (HOTEL NAME)Hotel Group and it is a free. You can earn 20points against every eligible US\$ dollar you spend and later you can redeem the points for complementary nights, transfer to flight miles, late checkout, early check in and upgrade to suite room. I just need your permission and email address or business card to enrol you.
 - If Guest says, “ Yes I would like to go for “LP”
 - Receptionist:- Well, here is your card (hand over the card with LP INFORMATION PAGE)

If guest is member: - say like this:-

- Receptionist:- May I ask for your LP Card for updating into your profile? Thanks for being our LP..... Member. Mr..... You will earn 20points against every eligible US\$ dollar you spend with us.
- Receptionist:- Just to reconfirm with you Mr, that we are holding your reservation from..... Until.....date .i.e.nights, your room rate is..... (Not to be announced verbally pointing out the rate with finger) also brief the package. By what time would you like to keep your bill/Invoice ready?

In case of repeat guest

- Receptionist:- Mr.....may I request you to verify your details and for your signature below. Just to reconfirm with you Mr....., that we are holding your reservation untildate .i.e.nights, your room rate is..... (Not to be announced verbally) also brief the package. By what time would you like to keep your bill/Invoice ready?

(Put departure date & time in system as well in registration card and if it is late checkout inform the guest about the charges and policy.)

Check the comment in the system for the payment for payment: - if direct say

- Receptionist:- How would you like to settle your bill upon departure Mr.....

If guest says by card: - Ask like this

- Receptionist:- May I request for the credit card details for the check-in process.

In case billing is "Bill To Company":- Say him like this

- Receptionist:- Mr.....we are pleased to inform you that you're your room charges+food +soft beverage will be taken care by company / Travel agent, anything extra will be billed to you directly upon departure (As per the billing instruction). How would like to settle your extras charges upon departure Mr.....

Reconfirm the preference & Wake-up call:-

- Receptionist:- Mr.....Would you like to have smoking / non- smoking room? I will update in your profile for future visit.

Would like to have any wake-up call for tomorrow morning?

- Guest:- Yes, I would like to. Can I have at 6'o clock?
- Receptionist:- Certainly Sir, would you be requiring any reminder call as well?
- Guest:- No, thanks.
- Receptionist:- Reconfirm once again the timings of wake-up call with the guest.
- Mr.....this is your room key, here is the room number and the room located onfloor.
- How many piece of baggage to be taken care.
- I will inform luggage assistant / concierge to deliver to your room.
- My colleague (GRE NAME) will escort you to the room.
- Have a pleasant stay with us!! (With smile face....)

