

Standard Operating Procedure. Hotel Front Office Department		
Date: 00-00-2029	Approved by:	Drafted by:
Pages: 7	General Manager	Front Office Manager

Summary.

Below are the Highlights of Front office complete SOPs however detailed functions for easy reference are furnished following the summary.

- Skills and qualifications.
- Staffing and training.
- Staff scheduling and appearance.
- Guest call handling procedure.
- Room reservation procedure.
- Reservation cancellation procedure.
- Pre-arrival preparation procedure.
- Booker preferences follow up procedure.
- Room allocation procedure.
- In-room experience preparation procedure.
- Airport counter service procedure.
- Pick and drop transportation procedure.
- Valet parking service procedure.
- Luggage handling service procedure.
- Lobby services procedure.
- Arrival drink and towels service procedure.
- VIP Check-in procedure.
- General check-in procedure.
- Walk in guest handling procedure.
- Guest birthday, anniversary, special events celebration procedure.
- Guest request delivery procedure.
- Guest complaint handling procedure.
- Room move and room change procedure.
- Extra Bed and third occupancy procedure.
- Billing and payment procedure.
- VIP Guest Check out procedure.
- All Guest Check out procedure.
- VIP Guest Departure experience procedure.
- All Guest Departure experience procedure.
- Guest claims handling procedure. (Lost and Found, Theft)
- Medical attention procedure.
- On-call doctor procedure.
- Police case, arrival procedure.

Hotel Front Office Standard Operating Procedures Manual

**Michael L. Kasavana, Richard M.
Brooks, Charles E. Steadmon**



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Hotel Front Office Training Manual with 231 SOP Hotelier Tanji, 2013-08-06 Recommended Download Ebook Version PDF of this book from here <http://www.hospitalityschool.com/training/manuals/front-office/> Front Office or Front Desk of a hotel is the most important place. It is treated as the nerve center or brain or mirror of the hotel. The first hotel employees who come into contact with most guests when they arrive are members of the front office. These people are mostly visible and assumed mostly knowledgeable about the hotel. Hotel Front Office Training Manual with 231 SOP 1st edition comes out as a comprehensive collection of some must-read hotel restaurant and motel front office management Standard Operating Procedures SOP and tutorials written by hospitalityschool.com writing team. All contents of this manual are the product of Years of Experience. Suggestions and corrections Efforts have been made to make this manual as complete as possible. This manual was made intended for you to serve as guide. Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times. Bonus Training Materials Read 220 Free Hotel Restaurant Management Training Tutorials from Here <http://www.hospitalityschool.com/free/hotel-management-training/> **CTH - Front Office Operations BPP**

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Kasavana, Richard M. Brooks, 1998 This textbook provides students with an in-depth look at management of the front office and how this department interacts with other hotel departments to create a memorable guest experience. The eighth edition has been revised with new material on the potential impact of automated information technologies on a variety of front office functions. This edition also includes new information on revenue managers, how blogging and social networking affect hotels, manual backup procedures for automated system failure, identity theft prevention, payment card security standards, and green hotels. In addition, important discussions of front office operations have been expanded throughout the text, especially with respect to human resources management, business forecasting, revenue management, budget planning, and front office staff interaction with sales, housekeeping, and security personnel. Publisher description [Hotel Insights 101 A Beginner's Manual for Industry KnowHow](#)

Gurpreet Singh, 2024-04-04 Hospitality, deeply ingrained in human history, is a multifaceted concept that has evolved over time. At its core, hospitality refers to the friendly reception and treatment of guests or strangers. In the modern context, hospitality extends beyond personal interactions to encompass various industries, with one of the most prominent being the hotel industry. **Historical Perspective** The roots of hospitality can be traced back to ancient civilizations where travelers sought shelter and sustenance in local inns or households. Societies around the world have placed cultural significance on welcoming guests, and this practice has continued to evolve throughout the ages. [Managing Front Office Operations](#) Michael L. Kasavana, Richard M. Brooks, Charles E. Steadmon, 1991 A textbook for students of hospitality. Explains

such aspects as the nature of the lodging industry hotel organization front office operations and responsibilities reservations registration accounting check out and settlement the night audit planning and evaluating operations and managing revenue and human resources No dates are noted for earlier editions Annotation copyrighted by Book News Inc Portland OR

Front Office P. Abbott, S. Lewry, 2010-02-17 Designed for all students of hospitality and tourism management the second edition of this best selling text gives a modern approach to front office operations and management using realistic scenarios set in the hotel environment Key features of this essential text user friendly style of writing and accessible page layout enables students to use it as a reference book as well as a textbook updated in the light of recent developments such as global distribution systems and the internet greater focus on increasing yield and expansion of vital management aspects such as staffing and equipment additional extended practical exercise material Front Office reflects the importance of different features of the receptionist's work and is divided into four main sections Procedural aspects Dealing with people Increasing yield Management aspects Front Office is ideal for GNVQ BTEC students those taking the professional exams of the HCIMA and for undergraduates and postgraduates studying hospitality and tourism management and all relevant executive courses *Attracting and Retaining Talent* T. Baker, 2014-05-23 Many companies are striving to adopt an employer of choice strategy in an attempt to attract and retain quality staff although few do this well This book offers a practical roadmap for developing a more productive workplace culture one that reflects the changing needs of the modern employee and the progressive organisation **Managing Front Office Operations** Charles E. Steadmon, Michael L. Kasavana, 1988 Handboek Front Office werkzaamheden Professional Management of Housekeeping Operations Thomas J. A. Jones, 2007-10-26 Now in its fifth edition Professional Management of Housekeeping Operations is the essential practical introduction to the field a complete course ranging from key principles of management to budgeting from staff scheduling to cleaning With expanded attention to leadership and training budgeting and cost control and the increasingly vital responsibility for environmentally safe cleaning the latest edition of this industry standard also includes new case studies that help readers grasp concepts in a real world setting Instructor's Manual Test Bank in both Word and Respondus formats Photographs from the text and PowerPoint Slides are available for download at www.wiley.com/college *Organic Hospitality Management* Mr. Rohit Manglik, 2023-08-23 In this book we will study about sustainable and eco friendly practices in hotel and hospitality management *Tourism & Hospitality Industry Orientation* Mr. Rohit Manglik, 2023-12-23 In this book we will study about the structure functions and key components of the tourism and hospitality industries *Development of Tourism and Travel Industry* Robin Watts & Zishan Parks, 2018-10-11 Nowadays senior government officials visit other countries to promote tourism in their country Because of the fact that the western capitalist world has huge amounts of capital at their disposal they are able to invest more money in the tourism industry for tourism development and as such they get huge dividends from tourism This work is an attempt in the collection of firsthand information from

various areas of tourism industry draw from wide range of sources A travel agency is a private retailer or public service that provides travel and tourism related services to the public on behalf of suppliers such as activities airlines car rentals cruise lines hotels railways travel insurance and package tours In addition to dealing with ordinary tourists most travel agencies have a separate department devoted to making travel arrangements for business travelers and some travel agencies specialize in commercial and business travel only There are also travel agencies that serve as general sales agents for foreign travel companies allowing them to have offices in countries other than where their headquarters are located Travel and tourism industry has now become the largest civilian industry in the world according to statistics one out of every ten person worldwide is part of the Travel and tourism industry Travel and tourism is one of the largest and fastest growing global service industries The travel and tourism industry along with the related sectors contributing to it is expected to grow in leaps and bounds in the coming years The book is a unique research account on tourism strategies and marketing It is an excellent asset for the students scholars and expert of tourism marketing

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The Hotel Monthly John Willy, 1929

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Real-resumes for Restaurant, Food Service & Hotel Jobs-- Anne McKinney,2002 Provides advice on looking for jobs in the field of restaurant food service and hotel management and provides hundreds of sample cover letters and resumes

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