



# ARRIVALS

## A) Preparing for guest arrivals at reservation and reception.

### At Reservation Section

- Done one day prior to the arrival of expected guest.
- Checking of records of arrival guest made at the time of booking. (Arrival time, Confirming, Mode of Payment, Travel Desk Arrangement )
- Preparing a correspondence envelop of each and individual guest which contains the set of document pertaining to each reservation request which is later send to the front desk. (The correspondence envelope consists of documents such as request letters from the guest, copy of offer letters of the hotel, confirmation letter from the guest and copy of acknowledgement letter sent to the guest by the hotel.)
- Sending the expected arrival list to all the major departments in one day advance.

### At Reception Desk

- Checks the room position whether it is in plus or minus.
- Checks about the number of expected arrivals and departures and the room availability position and calculates the latest room position.
- Information about the vacant room can be found from room rack and housekeepers reports of available rooms or from computers.
- Check up for instruction about the blocking of rooms and shall book the rooms accordingly for groups, airlines, crews, VIPs, SPATTs etc.
- Check for the registration card is up to date.
- Ensure that all needed arrangement (Such as ATG, Photograph are ready.)
- Bell desk staff is ready and equipped fully to receive the arriving group and crews.
- Lobby manager shall ensure personally that rooms are ready and amenities such as fruits and flower, cookies, etc have been arranged properly.
- Checks for the hold mails for expected arrivals
- Keep the keys ready.

## B) Receiving Of Guest.

It is an activity of greeting and welcoming the guest by the hotel front office staff and begins with the first employee that comes in contact with the arriving guest.

- Doorman opens the door of the car/taxi when it reaches the portico and after that the entrance door of lobby
- Bellboy carries luggage from the car to bell desk and further accompanies the guest from bell desk to front desk.
- The receptionist greets the guest, ATG done, welcome drink offered.
- Filling up of registration card.
- Receptionist would try to access the requirement of the guest.
- Assignment of rooms.
- Handover the keys.

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- Escorting the guest till the room.
- Explain the features of the room.
- Thanks the guest and wish him a pleasant stay.

### **C) PRE-REGISTRATION**

It is an activity of registering a guest even before his arrival, which may be one day before his arrival or on the same day but before his arrival.

Pre-registration process is done for the following types of guest.

- Regular Guest
- VIPs
- Handicapped
- Special Attention Guest(SPATTS)
- Groups & Crew

### **Procedure of Pre-registration**

Guest Registration Card is kept ready i.e. it is filled up with all the available transaction data, such as names, address, billing instruction ,type of rooms and the rate of room etc. and are kept ready for the signatures of the arriving guest.

Purpose of Pre-registration

- It helps in more effective registration
- Speedy checks in
- Time saving
- More time for receptionist to give personal touch in service to the arrival and avoids any confusion at the reception counter on arrival of the guest.

### **REGISTRATION SYSTEM**

**MANUAL SYSTEM:** This system is used by small hotels. In this system all the documents such as 'c' form, arrival notification slips, guest folio etc are prepared and are distributed manually. The accuracy shall depend upon the guest, legible and accurate completion of the card. This is rather a slow and time consuming method and having errors not suitable for large hotels.

- 1) **Bound Book:** It is a big bound register usually used by small hotels only. It is kept on the reception counter and the arriving guest fills up the register and writes information about him in one time. The advantage of this system is that since the book is bulky and cannot be moved, all information about the guest is available at one place only. Also no filing is required in this case. A disadvantage of this method is that since it is bulky and kept on the counter, with frequent usage it becomes loose and it looks dirty. The biggest disadvantage is that the information provided by the guest cannot be kept confidential as it can be seen by the next arriving guest .Another disadvantage is that pre-registration of VIPs and DGs cannot be done. If the book gets misplaced although it is very unlikely, all the records are lost.

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2) **Loose leaf register:**

- Almost similar to bound book
- Each day a separate page is used instead of a consolidated register.
- Advantages are that sheet need not be kept on counter and hence a neat clean look can be given to the counter.
- In the event of the loss of one sheet only one day's information is lost and the other information will be safe.
- Disadvantages is that the sheet can be easily misplaced if the desk clerks are careless .Further the sheet may not be fully filled on days when there are very few arrivals and rest of it may be waste. Only one guest can register at a time and if there are heavy arrivals, other will have to wait. Filling also becomes a problem .It is suitable only for a medium sized hotel.

**SEMI AUTOMATIC SYSTEM:** All those hotels which do not operate on computers and are either medium or large in size use this method. Office machinery such as typewriter and various clerical equipments racks and filling rack etc. are used in this method.

- 1) **Individual Registration:** This is the most prevalent system these days .In this system one separate card is used for each guest. The card may be designed so as to serve various purposes. In some case arrival notification slip can also be made side by side. They may also be used to serve the purposes of guest history card. The advantages of the system are that complete privacy of the guest information can be maintained. Another advantage is that at rush hours many guests can be registered at the same time. Guest can be pre-registered which will give more time to the reception to give more personal attention and concentrate on providing services to the guest at the time of arrival. The card is more mobile and at the time of group arrival a separate group arrival counter can be opened for registration .The cards can be stored more systematically and arranged either alphabetically or in the order of date of arrival.

**AUTOMATIC SYSTEM:** It is very efficient, time saving, accurate and fast system of registration due to the use of computers, etc. Reservation and registration are interfaced i.e. various reports can be generated. It helps in smooth and speedy check in .All documents needed for registration can be computer generated. The guest has to simply sign the document.

- 1) **Express Check In:** In some fully automated hotels the arriving guest can self register himself through self registering machine located in the lobby. To facilitate and speed up the registration process these registration machines of the hotel may also be located at airport, international bus terminals and car rental agencies. This system is generally used for that guest who has reservation record in the hotel reservation office. The guest uses his credit card and inserts it in the machine. The name of the guest and number of his card is automatically transferred to the hotel reservation office where it locates his reservation records. Then the computer, which is interfaced with a room management system, locates a suitable room for him, register the guest and assign room to him. The machine may dispense the key itself. This system lacks the personal touch, which is an important aspect of hotel industry but is very fast method of registration.

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