



**REPUBLIC OF TURKEY**  
**MINISTRY OF CULTURE AND TOURISM**  
**Directorate General of Research and Training**



**FRONT OFFICE**





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## **PREFACE**

This book is written in order to improve the knowledge and skills of the Front Office staff as it will be useful for the employees in this sector in the direction of the needs detected in food and beverage and accommodation sectors, determined as a result of the research conducted by the Directorate General of Research and Training of the Ministry of Culture and Tourism.

Directorate General of Research and Training

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## **1. THE FRONT OFFICE IN THE ACCOMODATION AND FOOD & BEVERAGE SECTORS**

### **1.1 DEFINITION OF THE FRONT OFFICE**

It is the service place where guests arriving to the accommodation business are welcomed, accommodation records are obtained, reservations are taken, accounts and records are kept, consultancy services are provided and cooperation with other departments is ensured and thus, it can be considered as the heart of the facility.

It also implies an activity zone, covering all services offered to the guest during his/her stay in the accommodation, from arrival to departure.

### **1.2 PHYSICAL LOCATION OF THE FRONT OFFICE**

- The front office should dominate entrance of the building and the lobby.
- It should be positioned so as to control entries and exits.
- It should be located so as to see the elevators and stairs.

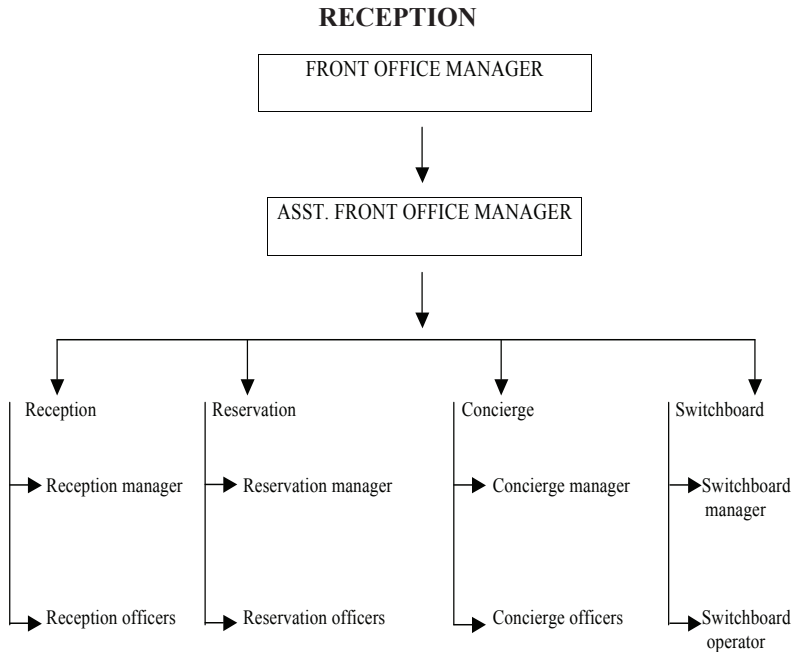
### **1.3 AIM OF THE FRONT OFFICE**

- Performs room sales in coherence with the policy of the concerned business,
- Keeps records and accounts of guests in a regular and systematic manner,
- Performs sales of other revenue -generating departments of the business,
- Endeavours to offer good quality services,
- Takes all complaints and proposals into consideration,
- Performs all services concerning information, communication and messages in a substantial manner.

### **1.4 IMPORTANCE OF THE FRONT OFFICE**

- The front office is the section where all guests are welcomed and bid farewell.
- The department ensures that politeness and good quality service results in more loyal customers.
- The increase in room sales also increases sales of other departments.

## 2. SECTIONS OF THE FRONT OFFICE ORGANIZATIONAL CHART OF THE FRONT OFFICE



This department operates for offering quality services concerning information, assistance and orientation during the accommodation in the concerned facility where all necessary operations related with C/in, c/out and accounts are carried out.

The reception deals with following operations:

- Welcomes and bids farewell to guests in a friendly manner
- Makes room sales
- Keeps quest records and accounts
- Enables communication and exchange of messages
- Takes guest complaints into consideration

### **2.1 RESERVATION**

It is the unit which sells rooms to the guests prior to their arrival and gives necessary information about the facility, available rooms and prices.

### **2.2 CONCIERGE**

It is the support unit providing services directly or based on instructions taken from reception during the accommodation of the guests.

Concierge department is the unit which:

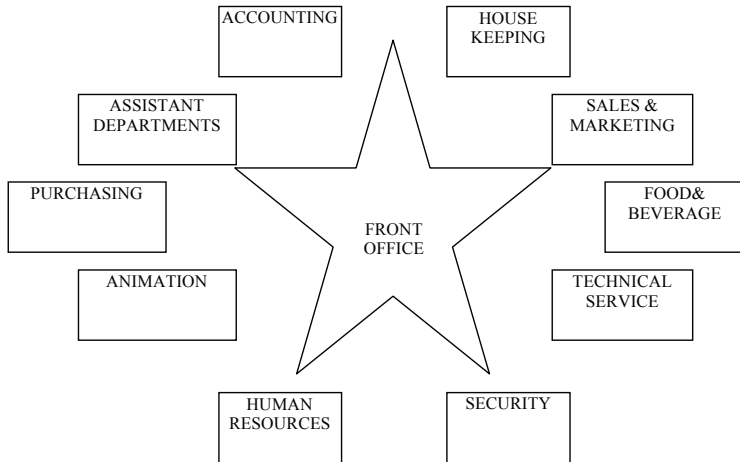
- Welcomes the guests,
- Arranges luggage in a regular order,
- Directs the luggage to rooms,
- Offers information services
- Takes care of guests' vehicles

### **2.3 SWITCHBOARD**

It is the unit providing communication, telecommunication and routing services for guests and the staff.



### 3. RELATIONS OF THE FRONT OFFICE WITH OTHER DEPARTMENTS



#### 3.1 FRONT OFFICE - ACCOUNTING

- 1- The front office should transmit the reports concerning guest accounts to the accounting department , on a daily basis
- 2- The accounts of credit invoices together with all supplementary documents should be sent to the accounting department.
- 2-All daily proceeds and expenses should be delivered to the accounting department on a daily basis.
- 3- Front office and accounting department should cooperate for the collection of credit accounts.
- 4- Front office should cooperate with the accounting department on the rate of foreign exchange sales.

#### 3.2 FRONT OFFICE - HOUSEKEEPING

Compared to other departments, front office has the most comprehensive cooperation with the housekeeping department.

- 1- H/K (Housekeeping) should clean the rooms and inform it to the front office in report format (twice a day)
- 2- Front Office should inform H/K about c/out status of all the rooms
- 3- Front office should prepare the report concerning the occupied rooms and

forward it to the H/K on a daily basis.

4- If there is any incompatibility between the H/K report and Room Rack, an “incompatibility report” is prepared and sent to the H/K for re-inspection.

5- Guest requests related to additional bed or baby bed should be communicated immediately to the H/K.

6- “Room Change Form” should be issued and sent to the H/K when the guest room is changed

7- Communication should be established with H/K department for some items to be put in the guest room (Flowers, VIP equipment etc.).

8- Laundry folios of the guests should be forwarded to the cashbox.

9- The F/O should send 3-day forecasts to the H/K

10- The memorandums of arriving groups should be sent to the H/K.

### **3.3 FRONT OFFICE-TECHNICAL SERVICE**

1- All complaints received from guests about defects and malfunctions should be immediately communicated to the Technical Service.

2- The Technical Service should immediately inform the Front Office about malfunctions occurred in the facility

### **3.4 FRONT OFFICE-FOOD AND BEVERAGE DEPARTMENT**

1- The Front Office should forward the group memorandums to the Food and Beverage Service department in a timely manner.

2- Breakfast and meal time of groups should be communicated to the Front office in a timely manner.

3- The Food and Beverage department should communicate information about wedding ceremonies, cocktails and seminars to the Front Office in a timely manner.

4- The Food and Beverage department should forward extra folios of the guests for this department to the cashbox.

5- The group rooming lists should be sent by the Front Office to the Food and Beverage department.

### **3.5 FRONT OFFICE-PURCHASE DEPARTMENT**

The “Stock Request Form” should be filled in and sent to the storage depot to supply some documents and writing materials needed by the Front Office and the guests.

### **3.6 FRONT OFFICE-PERSONNEL DIRECTORATE**

- 1- All works concerning health cares, leaves and social rights of Front Office staff should be carried out by the Personnel Directorate
- 2- The Front Office should regularly send weekly schedule to the Personnel Directorate.

### **3.7 FRONT OFFICE-SECURITY**

- 1- The information about individual or individuals causing disorder in the facility should be sent to the Security department
- 2- The Security department should be in constant contact with the Front Office.

### **3.8 FRONT OFFICE-SALES AND MARKETING**

- 1- The Front Office should forward the inquiry forms to Sales and Marketing Department.
- 2- The Front Office and Sales-Marketing department should cooperate and exchange information during all agreements and negotiations.

### **3.9 FRONT OFFICE-ASSISTANT DEPARTMENTS**

The assistant departments cover servicing units in the facility such as physician, nurse, sauna, swimming pool etc.

- 1-Opening and closing time tables of assistant services should be known.
- 2-Extra folios of the guest for this department should be sent to the cashbox
- 3-The information whether individuals requesting service from those departments are staying guests should be asked to the Front Office.
- 4-The Front office should immediately inform the facility doctor if a guest gets sick.
- 5-The doctor and the nurse should always inform the Front Office about their location.

## **4. PERSONAL HYGIENE AND APPERANCE**

The personal hygiene means personal health and cleanliness. The personal hygiene is much more important for the Front office personnel who are constantly in face-to-face communication with guests.

The human body carries millions of bacteria. Bacteria are living organisms causing putrefaction, fermentation and diseases. Regular cleaning is the only means to get rid of or prevent growth of bacteria.

### **4.1 THE NAILS SHOULD BE CLEAN AND IN GOOD SHAPE**

- Clip your nails regularly and in good shape
- Clean nail interspaces using nail brush.
- Do not bite your nails.

### **4.2 MALE PERSONNEL SHOULD BE CLEAN SHAVED**

- Change your razor often,
- Clean your electrical razor after every use,
- Keep your beard and moustache well- cared.

### **4.3 TEETH SHOULD BE BRUSHED REGULARLY**

- Brush your teeth after every meal,
- Have your dental problems treated,
- Seek treatment regarding bad-smelling breath ,
- Renew your tooth-brush often,
- Apply good brushing techniques,
- Use dental-floss,
- Brush your teeth, palate and tongue.

### **4.4 DEODORANT SHOULD BE USED**

- Deodorants contribute to the prevention of sweat and bad bodily odor.
- Avoid excessive use of make-up, perfume, lotion, cologne or shaving lotion.

### **4.5 YOUR PHYSICAL APPEARANCE IS OF IMPORTANCE FOR CREATING AN IMPRESSION OF PROFESSIONALISM**

- Clothes and uniforms should be clean and ironed.
- Clothes and uniforms should not have tears or wears.
- Spare clothes and uniforms should be available.

- The nametag and the emblems should be worn on the left side of the chest.
- A clean sock should be worn on daily basis.
- Fungal problems, excessive sweat and odors should be cured.
- Comfortable shoes with short heels should be worn.
- Shoes should always be clean and polished.
- Make-up should not be excessive.
- Jewelry should not be used, other than marriage ring, watch and ear rings, which are in harmony with the uniform.
- Care should be shown for hair and cleanliness.
- Take shower twice a day.

## 5. FRONT OFFICE EMPLOYEES

The personnel having tourism awareness do have great share in the success of the facility. Key to the successful management in the field of accommodation business is related not only with facility, location and comfort, but it is also related to quality of the personnel. If employees do not have necessary qualifications and professional knowledge, then the facility will be a defective accommodation enterprise. The accommodation business is an important business that requires special knowledge and skills in conformity with requirements of the modern life.

### 5.1 QUALIFICATIONS OF FRONT OFFICE PERSONNEL

- Genial
- Polite and cordial
- Calm and indulgent
- Loyal to the job
- Helpful
- Have good memory
- A good listener
- Follows the corporate policy
- Works in team spirit
- Have skills and knowledge
- Disciplined and honest
- Able to make decisions quickly
- Speaks well
- Hardworking
- Vigilant and attentive to the details
- Pays attention to personal hygiene
- Pragmatic
- Has sense of responsibility
- Open to innovation
- Has a good sense of time management

Qualifications of the Front Office employee are explained below using a different model. Each word forming the model in question indicates the most important qualities of the employee.

**R** ELIABLE  
**E** XPERIENCED  
**C** APABLE  
**E** NTHUSIASTIC  
**P** ROFESSIONAL  
**T** ACTFUL  
**I** NTELLIGENT  
**O** RGANISED  
**N** EAT  
**I** NTERESTING  
**S** OPHISTICATED  
**T** ALENATED

## 6. RELATIONS WITH GUEST

### WHO IS THE GUEST? GUEST IS THE MOST IMPORTANT PERSON IN THE ACCOMODATION INDUSTRY.

- The guest is not dependent on us  
**We are dependent on him/her.**
- The guest is not an obstacle in our work.  
**The guest is the aim of our work**
- The guest is not an outsider to our work.  
**The guest is a part of our work.**
- We are not showing grace when we provide service.  
**The guest is showing grace by allowing us to provide him/her with our services**
- The guest is a person having requests, needs and expectations  
**Our work is the satisfaction of the guest.**
- The guest has feelings and senses.  
**The guest is not a statistical figure.**
- The guest deserves the most professional service we can provide.

### **BENEFITS OF REGARDING THE GUEST IN PART OF GUEST**

Happy and amusing memories  
Sense of being an individual  
Fulfillment of expectations, needs, requests and even more.  
Feeling important in the eyes of the establishment  
Feeling of getting money's worth

### **IN PART OF FACILITY**

Sufficient guest satisfaction  
Loyal and retained guests  
Advertisement through word of mouth  
Increase in sales  
Ability to compete with other establishments

## **IN PART OF EMPLOYEE**

Ability to pay attention to guests  
Self esteem  
Occupational safety  
Work satisfaction

### **6.1 RULES TO BE TAKEN INTO CONSIDERATION FOR RELATIONS WITH GUESTS**

- 1- The officer greeting the guest should have clean and tidy appearance
- 2- The guest should be greeted with smile and in a polite manner.
- 3- The guest should be attended without delay.
- 4- Front office employee should not reflect any discontentment about the work to the guest but the pride in his/her work.
- 5- Requests and problems of the guest should be sufficiently attended, guests should not be interrupted and a visual contact should be maintained while listening.
- 6- It is necessary to address the guest with his/her name and to give the feeling that he/she is important.
- 7- Room number of the guest should not be mentioned out loud and confidentiality should be protected.
  
- 8- Requirements of the guests should be personally attended, necessary advice should be provided and the guests should not be disregarded.
- 9- It is necessary to behave politely and formally while trying to ensure guests' comfort and to be at arm's length with the guest. Over-familiarity with guests should be avoided.
- 10- Insisting guests to have extra services even though they appear unwilling should be strictly avoided.
- 11- When the suggestions are made for the guest, he/she should not his/her freedom of choice is compromised.
- 12- A professional skill should be observed in order not to disoblige other guests while showing special attention to a VIP guest.



**ATTENTION!!!**  
**THE FOLLOWING IS A LIST OF NEGATIVE BEHAVIORS THAT PERSONNEL SHOULD AVOID**

- o Resting hands on / behind belts,
- o Showing excessive interest or care,
- o Touching head and/or face without a reason,
- o Folding arms,
- o Putting hands in the pocket,
- o Putting hands in the mouth,
- o Scratching the chin,
- o Answering with head motions,
- o Shrugging the shoulders,
- o Playing with the pen,

Every employee working in the service sector is required to conduct “Good Human Relations”. Here, the aim is to host the guests expecting kindness, geniality, and quality service in the best possible manner and make them feel in peace, safe and happy during their accommodation in the facility.

**12 KEYS FOR A GOOD SERVICE**

**SMILING:** Smiling will not only help employee to feel good, but it will also have positive effect on other people.

**LISTENING:** It refers to listening to requests or remarks of the guest in a careful manner. Listening well will assist employee to find solutions and save time.

**POSITIVE MANNER:** It is necessary to remember that each employee is a part of the whole; negative manner of an individual may have adverse effect on the integrity of the whole. The positive behaviour is the first step to find solutions for problems.

**SHARP APPEARANCE:** Stand upright and pay attention to the clothes and to the appearance.

**ESTABLISHING EYE CONTACT:** While speaking to the guest it is necessary to care for establishing eye contact in order to prevent him from losing his attention. The eye contact is the half of the communication.

**ADDRESSING GUESTS WITH THEIR NAMES:** Making the guest feel personally regarded will provide positive impression about the enterprise.

**REQUESTING HELP FROM THE FRONT OFFICE MANAGER:** If the front officer cannot resolve a problem of the guest, help should be asked from the Chief of Front Office.

**WHEN THE OFFICER IS BUSY AND THE GUEST IS WAITING :** The

officer should persuade that he will pay attention to him as soon as possible.

**WHEN THE GUEST HAS A COMPLAINT:** First, he/she should be thanked for communicating an important point and if the problem cannot be resolved, chief of the department should be immediately contacted.

**AVOIDING BLAMING EMPLOYEES OR ANOTHER DEPARTMENT:** It ensures a successful and efficient working environment. The cooperation should be carried out with other departments and their employees to perform the work correctly.

**COLLABORATION WITH COLLEAGUES:** It is necessary for a successful and productive work environment. It is beneficial for guests as well as employees.

**WHEN IT IS NOT POSSIBLE TO MEET THE REQUESTS OF THE GUEST:** Other alternatives should be considered. It must not be forgotten that every employee is also a sales officer.

## 6.2 RULES TO BE TAKEN INTO CONSIDERATION ABOUT COMPLAINTS OF GUESTS

- ~ Greet the guest, paying adequate attention
- ~ Be quiet
  - Never argue with the guest nor get angry.
  - Do not try to find excuses
  - Do not take the complaint personally
  - Be patient
- ~ Apply skills of active listening
  - Have eye contact with the guest
  - Listen to the guest without interruption
  - Establish empathy with the guest
- ~ Define the main points of the complaint
  - Ask questions to clarify the issue
  - Note the details
  - Repeat the main points
- ~ Apologize
- ~ Explain the guest what can be done for the issue
  - Do not promise what cannot be done
  - Do not avoid responsibility
- ~ If possible, involve the guest in the solution by making suggestions
- ~ Check whether the problem is resolved and inform the guest.

While dealing with complaints of guests, avoid following expressions,

- ~ No! Never! Absolutely not!
- ~ You know it wrong!
- ~ You are mistaken
- ~ You are wrong!

## **7. RESERVATION OFFICER**

### **TASKS**

- 1- Responds, in due time, to reservation requests and carries out the correspondence related to the department,
- 2- Receives room reservation, organizes reservation forms and performs necessary correspondence,
- 3- Carries out all filing operations related to reservation regularly ,
- 4- Follows all forms, concerning confirmation and cancellation of reservations in a careful manner
- 5- Helps the front office manager to issue memorandums prior to arrival of groups to the facility,
- 6- Prepares yearly, monthly, weekly and 3-day 'forecasts' and sends them to the concerning department,
- 7- Prepares statistical reports related to reservations.
- 8- Ensures highest level of room sales
- 9- Provides the communication between the facility and sale offices.
- 10- Ensures work office is orderly.
- 11- Acts in a kind and respectful manner towards guests and colleagues and cooperates with them.
- 12- Carries out the tasks in accordance with work and quality policies of the enterprise.
- 13- Participates in trainings and departmental meetings.
- 14- Participates in sales activities of the enterprise, ensures highest level of sales, has up-to-date information about the status of rooms and services
- 15- Has knowledge about the enterprise and its environment.
- 16- Carries out duties assigned by the management of the facility in case of health problems, security issues and fire.
- 17- Has good communication skills

## 8. TYPES OF ROOMS

The rooms are classified according to the bed characteristics and physical structure in the accommodation facilities. Room names are generally known in English terms.

### 8.1. ROOM TYPES ACCORDING TO THE BED CHARACTERISTICS

<b>SINGLE ROOM</b>	Room having a single bed for one guest
<b>DOUBLE ROOM</b>	Room having a double bed for two guests
<b>TWIN ROOM</b>	Room having two separate single beds
<b>TRIPLE ROOM</b>	Room having three separate single beds or one single bed and one double bed
<b>QUAD ROOM</b>	Rooms having beds for 4 guests. Rooms with four beds including two single and one double bed or two separate double beds are referred as double double room.

### 8.2. ROOM TYPES ACCORDING TO PHYSICAL STRUCTURE

**CONNECTING ROOM** It refers to two neighboring rooms with a connecting door between them. It is possible to combine them by opening the connecting door, when necessary. They can be used as two separate rooms by closing the connecting door. Connecting doors are double-sided and there is sound-proof insulation between them.

**ADJOINING ROOM** These rooms are also neighboring rooms, but there are no connecting doors in between.

**SUITE ROOM** It refers to the guest room with a bedroom and a living room, which are furnished in a more luxurious and comfortable way. These rooms take different names according to their sizes. Junior Suite Room is a relatively small suite room and there is a screen between bedroom and the living room. Presidential Suite Room includes an extra furnished bedroom, a large living room, a bar and a kitchen. It is also known as Royal room.

**STUDIO ROOM** It indicates that the room furnished as a working office. It is preferred that the room is furnished with furniture such as armchair and couch, which may be converted into a bed, in order to be utilized as a bedroom when required.

**APART ROOM** It is a room with fully equipped kitchen.

**HANDICAP ROOM** This room is designed specially for handicapped guests.

## **9. RESERVATION PROCEDURES ACCORDING TO ARRIVAL MODE**

### **9.1 INFORMATION**

There are some important points to take into consideration during the reservation procedure for both in part of the possible guest requesting reservation and in part of reservation officer or accommodation officer. Of those points, some concern the facility and others are related to the guest.

#### **9.1.1 INFORMATION REQUIRED TO BE RECEIVED FROM THE GUEST**

- Arrival date
- Guest's full name and surname
- Address
- Phone number
- Name, surname, phone number of the person requesting reservation
- Information related to the company or travel agency.
- Departure date
- Type of room requested

#### **9.1.2 INFORMATION REQUIRED TO BE PROVIDED BY THE FACILITY**

- Properties of the room type to be given
- Type of the accommodation, price and services included in the price
- Name of the officer who received the reservation request
- Reservation number
- Reservation date.
- Information related to advance payment to be effectuated by the guest for confirming the reservation

The requests can be written or verbal even though the reservation systems may vary among facilities

### **9.2 VERBAL RESERVATIONS**

Here, a dialogue between the guest and the officer receiving the reservation request is the case.

It is very important to use communication, listening and note taking techniques for this kind of reservation. The verbal reservations can be carried out by phone or face-to-face.

### **9.2.1 RECEIVING RESERVATION BY PHONE**

#### **When on the phone**

When on the phone, it is necessary to begin with sentences such as “good morning / good day / good evening” based on the time of the day and the name should be stated if deemed necessary by the management

#### **Listen to the reservation request with attention**

It is also necessary to listen to the addressed person with attention when receiving reservation request.

#### **Information about the date of reservation requested**

First, it is necessary to ask the question concerning the date of reservation in order to understand whether there will be available rooms in the accommodation facility at the specified date.

#### **Verifying the availability of room at the date of reservation requested**

Verification is done through checking with the reservation chart or the computer software on the utilized reservation system.

#### **If a room is available, information is requested to fill the reservation form.**

The reservation forms may vary. However, the information included on the form is almost always the same.

#### **Filling reservation forms**

It is necessary to carefully fill the reservation form.

#### **Confirming information related to the reservation by means of repeating**

There can be some misunderstanding during the communication. All information should be repeated in order to avoid such an error. The reservation approval should be communicated to concerning person after necessary conditions are met. In the front office, the word “confirmation” or “verification” can be used interchangeably to mean “approval”.

#### **If there are no available rooms, the situation is kindly communicated to the guest.**

#### **Appreciation is stated for the interest shown in the facility**

### **9.2.2 PERSONAL APPLICATIONS FOR RESERVATION**

Some people can personally come to the facility in order to make reservation for themselves or for other guests. In such a case, it is necessary to pay attention to the following points.

- The guest should be carefully greeted
- The reservation request should be carefully noted
- It is necessary to answer question(s), if there are any
- It is important to verify whether the requested date is available.
- The reservation form should be filled in completely
- The information should be repeated to the guest
- Advance payment should be collected to accept the reservation

### **9.3 WRITTEN RESERVATIONS**

Means of written reservation change parallel to the advancements in communication technologies. A substantial part of reservation procedures are performed using computers in large scale accommodation facilities. Currently, reservation operations are carried out through internet and network connections.

**The written reservation can be carried out via following tools:**

- Fax
- Computer
- Internet
- Central reservation system

#### **9.3.1 RESERVATION REQUEST RECEIVED WITH FAX**

As a rule, reservation requests received via fax should be responded within 24 hours. Reservation fax should be first read by the front office manager and the following information should be checked:

- Reservation arrival date
- C/in and c/out dates
- Room type and quantity
- Special requests
- Price

The reservation officer should verify the occupation rate according to the forecasts, after all above mentioned issues are clarified. The following operations should be carried out if there are rooms available.

- If there is missing information in the original reservation request, it is requested

- The fax is sent to indicate that the reservation request has been accepted.
- The approval of the client is asked via fax
- The reservation form is filled based on the message received and the fax is attached to the reservation form.
- If the reservation requested is not available, the reservation officer should inform the client within 24 hours via fax.

### **9.3.2 RESERVATION REQUEST RECEIVED FROM INTERNET**

Several accommodation facilities have web pages as a requirement of the advancements in information technologies. The companies and the guests can make reservation requests via the web site of the accommodation facility. This method is largely used, because the reservation process carried out through Internet is cheap and practical.

### **9.3.3 RESERVATION REQUEST RECEIVED FROM CENTRAL RESERVATION SYSTEM**

The accommodation facilities have the possibility to access into the international markets through a network connected to the international reservation system. Developed countries of Europe and America have created the the Central Reservation system.

Each accommodation enterprise working in cooperation with the Central Reservation system present all information indicating room types and characteristics, room prices and other services through a data base management system and these data are used by the Centre.

Any individual or a corporate from any country connected to this system can carry out reservation process for an accommodation facility in a country connected to the same system. The advance payment can be asked in case of reservation confirmation. Time can be saved by benefiting from other services offered by the system.



## **10. RECEPTION OFFICER**

### **10.1 TASKS**

- Greets the guests,
  - Works so as to increase room sales and to satisfy guests,
  - Informs the chief of front office about arrival of important guests as well as the undesirable guests,
  - Makes necessary room changes upon request by the guest, if the guest is not satisfied with the room or if there is a defect in the room that cannot be immediately repaired,
  - Carries out sales of all services that are offered by the facility,
  - Cooperates with the housekeeping staff, checks daily reports of housekeeping, determines inconsistencies and informs the housekeeper and the accounting service thereof,
  - Carries out departure operations for the guest when cashbox officer is absent.
  - Informs the guests about the facility and surrounding environment,
  - Deals with messages sent by/to guests, and ensures messages are received by the guest in a timely manner,
  - Follows payments of extras for credit rooms and groups,
  - Keeps walk-in, early check-out and extension lists and forwards these lists to reservation office for necessary procedures,
- Moreover, cancelled or non-actualized reservations are followed and they are informed to the reservation officer,
- Takes wake-up service orders from guests and communicates them to the central operator,
  - Takes the necessary measures whenever extraordinary events occur in the facility (fire, death, accident etc.) and informs the management without delay.
  - Keeps guest registries without any error.

## **11. ROOM SALES TECHNIQUES**

### **11.1 FIVE BASIC STEPS USED IN ROOM SALES**

- INTERACTION WITH GUESTS AND EVENTS
- PRESENTATION OF SERVICES
- PRICING OF THE SERVICES
- DEMONSTRATION OF GUEST ROOMS
- CONCLUSION OF ROOM SALES

#### **11.1.1 INTERACTION WITH GUESTS AND EVENTS**

As it is the case for all sales, the officer should initially market his good manner and approach. This process occurs within several seconds after guest is met. The first impression on the guest will be very effective and it will always be remembered by the guest.

The interaction should begin with a polite smile and a helpful manner. This smile will make the guest feel close to the officer. As long as a friendly attitude is followed, accommodation facility in question will be appreciated more, relative to other facilities nearby.

Greetings should be sincere, tone of the voice should be finely adjusted, officer should be calm and self-esteemed while saying “Welcome” or “Good day”. Inappropriate behaviors should be strictly avoided.

#### **11.1.2 PRESENTATION OF SERVICES**

The officer of the front office should bear in mind that intangible elements such as comfort, service, usability, environment, peacefulness, atmosphere and personality are in fact a part of sales in order to carry out an efficient presentation. Tools used by front office employees are words. Pronunciation of words is also very important for the effective presentation.

#### **11.1.3 SERVICE PRICING**

The guest should be given opportunity to talk about the type and price of the room he wants. It is important to indicate that value of the room is superior to its price. The value is a relative notion and it may vary among people. However, measures of the price level desired by the seller and the level desired to be purchased by the buyer are harmonized within the concept of price.

After type of room and number of guests are learnt, following procedure will

vary based on mood and status of the guest. A room type should be proposed according to the impression obtained from the guest if the guest does not give necessary information about the room type and price. It is necessary to explain all features of the room and the service offered in exchange of the price paid by the guest.

For example, one can say that the room is cool and spacious in hot days, balcony will let the air in if there is one; the room will be quite warm in a cold day or the corner room on the 4th floor is very calm and without noise, if the guest wants such a room.

If there is not a definite idea about the guest or in case of doubt, it will be necessary to propose a room with medium price. The proposal should be changed if the guest presents a negative reaction. The words and impressions of the guest should be observed. The intelligent sellers know that the buyer can present false reasons to appear unsatisfied. These arguments should be accepted without trying to score higher points. It is necessary to appear on the side of the guest. Efforts should be made to conclude the sales before suggesting another room with a lower price. However, if another room is suggested, it will not pose a value to solely express price of the room. The value of the room will increase or decrease based on what is said by the front office employee besides the room price.

Negotiation should be avoided, if the guest does not want to stay at the facility, he should be thanked for his interest. It is necessary to express that the facility will be happy to see him again later.

#### **11.1.4 DEMONSTRATION OF GUEST ROOMS**

The images of the rooms in the brochures on the reception desk can be shown during room sales. The guest can visit the room with the front office staff or the bell boy, if he wants.

While accompanying the guest, employee should be act as the host and he should walk in front of the guest, keeping his distance at a desirable level.. He should open the door slowly and wait to allow guests to enter the room before properties of the room is explained. For example, the following expressions can be said: Bathroom is sufficiently large, there is always hot water and cable broadcasting is available etc.

### **11.1.5 CONCLUSION OF ROOM SALES**

The best way to conclude the room sales is to offer to choose between two rooms. For example the following question can be useful: "Do you prefer to have a sea view or a forest view?"

It is necessary to ask for guest's decision for concluding the sales and check-in operations should be carried out after his/hersales decision.

### **11.2 ROOM SALE TECHNIQUES**

The task of the front office is to sell comfort and services so as to increase the enterprise sales and to satisfy the guests. Front Office officer uses following general techniques when they carry out sales operations;

#### **All accommodation availabilities at the facility should be known.**

All room types should be known in order to present room features correctly to the guests.

#### **Unless asked, lowest price should not be disclosed.**

The rooms with different prices should be proposed by indicating the advantages of a room, such as space, location and furniture etc.

#### **It's not the room's price, but its value that should be sold.**

The price should not be disclosed before accommodation availabilities and room feature are explained.

#### **The room should be sold according to the needs of the guest.**

Guests stay at accommodation facilities for different reasons. The officer of the front office should take these reasons for accommodation into consideration. They may accommodate in the facility for leisure, for business affairs or to attend a congress. Accordingly,

- Suite rooms should be reserved for those interested in suites, famous people or honeymoon couples
- The room with views is for those who come particularly to visit the city
- Businessmen and those who want to rest should be lead to quiet rooms.

#### **Good relations should be maintained to avoid cancellation of a possible sale.**

It is possible to sell the room even to the most undecided guest if good relations can be established.

**Efforts should be constantly made for selling extra services**

Guests who arrive at the facility before meal time can be informed about the restaurant and those who come at night can be informed about room services.

**Other simple rules to follow for room sales**

- \* Reserving rooms starting from lower floors to upper floor will facilitate room service and work organization.
- \* Suggesting many different rooms to the guest should be avoided; one or two alternatives at most should be offered,
- \* Adjoining or connecting rooms can be suggested for large families
- \* It should be taken into account that that older guests will not want climb up and down many stairs or walk too much for going to the restaurant, stairs, elevator or living room, or.

## **12. CHECK/IN AND CHECK/OUT PROCESSES**

### **12.1 RULES TO BE OBSERVED BY THE FRONT OFFICE STAFF WHEN WELCOMING AND BIDDING FAREWELL OF THE GUESTS**

~ Care should be taken for creating a good impression on guests during welcome:

- by smiling,
- by greeting the guest
- by facing the guest,
- by having eye contact,

~ It is necessary to speak in an understandable manner

- An understandable language
- Appropriate speed
- Regular and full sentences

~ It is necessary to work rapidly and efficiently while greeting and bidding farewell to guests

~ It is necessary to make best efforts to satisfy all the needs of the guest

~ It is important to make the guest feel that he/she is valued

~ Emotional state of the guest should be taken into account.

~ It should be kept in mind that the guests expect the best services the facility can offer.

~ Guests should be thanked and he should be made feel happiness due to accommodation in the facility via a sincere approach and later, the guest should be bid farewell in a kind manner.

### **12.2 GROUP CHECK/IN AND CHECK/OUT PROCEDURES PREPARATIONS PERFORMED PRIOR TO GROUP CHECK-IN**

- Group check/in procedures can be performed at another place other than reception desk in order to facilitate the process.
- Final group name list sent by the agency should be taken into account when assigning rooms to groups.
- If possible, same type of room is reserved for each guest in the same group.
- Numbers of the assigned rooms should be written on the rooming list.
- Most up-to-date rooming list should be distributed to the concerning sections and departments
- A group envelop should be prepared for each member of the group.
- The list of groups to arrive the facility should be prepared on a daily basis and for 3-day periods.
- The list of groups to arrive should be distributed to the concerning department.

- The group memorandum should be issued 10 days or one week before group check-in according to the working method.
- The payment processes should be handled for the groups or agencies which make advance payment.

### **12.2.1 GROUP CHECK/IN PROCEDURES**

- ~ The group members should be politely greeted.
- ~ It is necessary to compare the reservation list with the list given by the leader/guide of the group.
- ~ Corrections should be made, if there are any changes on the list.
- ~ A “welcome cocktail” should be given to the group, if it is planned.
- ~ Collective check/in procedure should be carried out and each member of the group should fill in a separate accommodation document
- ~ Room keys should be given to the guide of the group or put into group envelopes and the envelopes should be distributed.
- ~ All necessary registries should be carried out after obtaining information from the leader/guide of the group about wake-up, meal, breakfast, departure hours and other service requests.
- ~ Stickers should be attached on luggage of each group member by matching room numbers jointly with leader/guide of the group.
- ~ Luggage of each group member should be carried to the corresponding room.

### **12.2.2 GROUP CHECK-OUT PROCEDURES**

- All information concerning group wake-up, departure and luggage delivery procedures should be obtained a day before check-out date.
- The check/out lists should be sent in a digital form to the housekeeping, concierge and mini bar at check/out day of the group.
- Reception and cashbox officer should stick the group check/out lists on the desk.
- The group should be awoken in due time and the bell boys should pick the luggage of the group.
- Items that need to be returned (room key, safe box key, if available) should be taken back from group guests visiting the desk.
- The guest should be oriented towards the cashbox for the payment extras.
- The concerning room should be highlighted with a marker.
- As the departure time comes, the guide of the group should be informed if all procedures are completed and the group should be politely bid farewell.

## **12.3 PERSONAL CHECK/IN AND CHECK/OUT PROCEDURES (C/IN, C/OUT)**

### **12.3.1 CHECK/IN PROCEDURES**

#### **CHECK/IN PROCEDURES FOR THE GUEST WITH RESERVATION**

- Daily reservation list is checked.
- Guest's name is found on the arrival list.
- The reserved room number is determined if the room is reserved.
- The room type is determined according to the guest's request if the room is not reserved.
- The room number is written on the reservation form.

### **12.3.2 CHECK/IN PROCEDURES FOR THE GUEST WITHOUT RESERVATION**

- The availability of the rooms is checked..
- The information about the room requested by the guest is verified (Single, double, front side, number etc.)
- The guest without reservation is registered on the walk-in list.

### **12.3.3 CHECK/OUT PROCEDURES**

- 1- Learn his name and room number by greeting the guest
  - In order to check folio and not to close account of wrong room.
- 2- Take the extract of extra folios and give a copy to the guest
  - In order to enable him verify the room bill.
- 3- Learn the means of payment
  - For determining type of invoice to be issued
- 4- Request the payment politely
  - For closing the account
  - For avoiding cash deficit in the account
  - For issuing the invoice
- 5- Issue the invoice
  - For documenting income registry of accounting department
- 6- Sign the invoice
  - For approving the payment.
- 7- Fold a copy of the invoice into three equal layers and give the copy in an



envelope to the guest (the other copy will be transferred to the accounting department at the end of the day shift)

- For a professional presentation

8- Kindly request the room key.

- For preventing guest's departure with the key
- For avoiding all material losses for the enterprise/officer
- For making it ready for next guest.

9- Bid farewell to the guest with a smile

- For enhancing the satisfaction of the guest
- For leaving a professional impression.

## **13. MORNING, EVENING AND NIGHT SHIFTS AT THE FRONT OFFICE**

### **13.1 DAILY, WEEKLY AND MONTHLY PROCEDURES IN THE FRONT OFFICE**

#### **13.1.1 DAILY PROCEDURES CARRIED OUT IN THE FRONT OFFICE**

- C/out procedures of guests who leave the facility in the morning are performed
- Waiting reservations are taken from the file and preliminary procedures are completed
- Key cards are prepared
- Key box is emptied following completion of check/out procedure
- Transfer of cash account to the accounting department
- Check/in procedures are performed and guest information is registered
- Daily newspapers are checked.
- Telephone communication forms are completed and distributed by bell boys.
- Reports are faxed to the headquarters in chain hotels
- Police report is sent
- Reports are confirmed and printed out
- Sales procedures are carried out by verbal or written response to requests received
- Approval of waiting reservations is done
- Daily cleaning of the front office is performed
- Room verification is done in collaboration with the housekeeper
- Access to the information about group check-in hours and informing the guide about meal
- Birthdays of the guests are followed
- Received Additional bills are registered
- File preparations are done for groups checked out and group registries are sent
- Reservation changes are made and name lists are prepared.

#### **13.1.2 WEEKLY PROCEDURES CARRIED OUT AT THE FRONT OFFICE**

- Waiting group reservations are verified and approved.
- Weekly group memorandums are prepared.
- Invoices are verified
- Folios are closed

### **13.1.3 MONTHLY PROCEDURES CARRIED OUT AT THE FRONT OFFICE**

- Preparation of the monthly reports
- Preparation of monthly statistical reports at the end of each month

### **13.2 RECEPTION SHIFT CHANGE**

The following operations are generally carried out during shift change at the front office:

- 1- Cash account transfer operation should be carried out.
- 2- Message registry book should be carefully kept and message information exchange procedure must be performed.
- 3- The next shift should be informed about incomplete procedures.
- 4- The necessary conditions should be provided for the shift change and the urgent operations should be finished before shift is changed.
- 5- The officer of the new shift should carry out the final checks for his/her shift.

#### **13.2.1 MORNING SHIFT IN THE RECEPTION**

The operations to be carried out by the morning shift - except for room sales - can be listed as follows:

- 1- Checking the physical appearance of the desk,
- 2- Cash account transfer
- 3- Registries in the message book are checked,
- 4- Reservations for daily check-in are verified,
- 5- Accommodation documents are checked and archived,
- 6- The check out list is organized,
- 7- A report indicating check-out status of rooms is issued,
- 8- Housekeeper's report is checked,
- 9- Check-out hours are monitored
- 10- Second housekeeping report is checked,
- 11- Room assignments are made,
- 12- Turn-over of the shift is carried out.

#### **13.2.2 EVENING SHIFT IN THE RECEPTION**

- Control of physical appearance prior to desk,
- Cash account transfer
- Registries in the message book are checked,
- Actualized or actualizing reservations during the shift and the room rack is

checked,

- Late check-out rooms are approved,
- Keys are checked,
- Memorandums are checked,
- Follow-up of the documents related to payment are done during check-in operation,
- Efforts are made to receive guests without previously approved reservation,
- Final checks are performed and the shift is delivered.

### **13.2.3 NIGHT SHIFT IN THE RECEPTION**

- Control of physical appearance prior to desk,
- Cash account transfer
- Registries in the message book are checked,
- Procedures for waiting reservation are completed,
- End-of-day processes are completed,
- Keys are checked,
- Lists of check-in and check-out guests are completed
- Accommodation documents of reserved rooms are archived,
- Reservation forms and documents for next day are examined and put on the desk,
- Daily room report is prepared.
- Sending police report through the system.

## 14. FRONT ACCOUNTING OFFICER

### TASKS:

- Holds all accounting records related to the front accounting,
- Makes necessary payments and money collections,
- Gets information on the unpaid expenses of guest by consulting other departments when the guest checks-out,
- Confirms guest's name, surname and room number when the guest checks-out,
- Accepts the checks approved by the facility management. Carries out foreign exchange processes based on daily exchange rate and issues a copy of the receipt to the guest,
- Gives deposit safe box, if requested,
- Keeps daily reports of his own department,
- Delivers the cash account to the next shift.,
- Carries out front accounting processes in accordance with corporate policy and keeps concerning registries,
- Delivers income of previous day with necessary documentation, to the main cashbox of the accounting department on a daily basis ,
- Performs necessary operations related to the expenses made by the guests by carefully examining receipts bearing signature of the guest
- Takes guest cards of checking-out guests and gives them to reception by indicating departure hour on the back of the card,
- The front accounting officer of next shift shall carry out account exchange process at the beginning of the shift by counting the cash account and filling in accounting delivery document,
- Keeps accounting records on a daily basis and retains necessary documents,
- Checks signatures of the guest on the bills received from sales points by comparing with guest acceptance cards,
- Advances, credits and cancellations pertaining to the guests are audited, if there are any, and necessary procedures are performed,
- Day turnover procedure is completed during night shift. Cash account is reconciled in harmony with the reception and daily reports required by accounting department are issued after cash balance is ensured.

## **15. FRONT ACCOUNTING PROCEDURES**

### **15.1 CREDIT CARD PROCEDURES**

#### **INTERNATIONAL CREDIT CARDS AND TYPES OF CARDS**

International credit cards are used as a way of payment. First, they were used in America and in time, they began to be used in other countries as well. Today, credit cards are used commonly as a means of payment. The reason for the widespread use is that they are recognized as a valid system alternative to cash.

Although there is a risk that the card may be used by others if it is lost or stolen, it is not very easy that these cards are used by unauthorized people due to password protection and identity query for security purposes.

Today, most frequently used credit cards are as follows:

- VISA CARD
- MASTER CARD
- AMERICAN EXPRESS

#### **15.1.1 TWO METHODS ARE USED FOR CREDIT CARD PROCEDURES THESE METHODS ARE**

- Imprinter system
- Provision device

##### **Imprinter system**

Imprinter is a device used to transmit the information about the credit card and the facility to the credit card slips. Today, it is no longer commonly used, but is used where there is no Pos machine or in case of Pos machine malfunction.

##### **Provision device**

Recently, it is the most commonly used device.

#### **15.1.2 CONSIDERATIONS TO BE TAKEN INTO ACCOUNT BY FRONT OFFICE OFFICER ABOUT PAYMENTS MADE USING CREDIT CARD**

- o Guest's credit card and identity card are kindly requested.
- o Information on the identity card of the guest is compared with information on

the credit card and thus, an audit is performed.

o Expiration date of the credit card is checked.

o Front office officer slips magnetic band/chip section of the card in the slot found on the machine and the amount required to be paid is entered to the machine.

o The guest is asked to enter PIN code using keypad of the Pos machine

o Two copies of payment slip are automatically printed out by the machine, if provision is obtained.

o A copy is signed by the guest.

o The other copy and the invoice are given to the guest in an envelope.

o The guest is kindly bid farewell.

## **15.2 FOREIGN EXCHANGE PROCEDURES**

### **15.2.1 FOREIGN CURRENCY PROCEDURES**

Foreign exchange procedures are performed by front accounting officer in medium- and large-scale enterprises and by reception officer in small scale enterprises.

The most important aspect of foreign currency procedure is the ability to recognize counterfeit currency. Therefore, front accounting /reception officer should be very attentive about this issue.

### **15.2.2 CASH PAYMENTS**

The cash payment is important from point of the view that level of the distrust between the guest and the facility is minimized, because, the cash payment is realized using legal money of the country, where the facility operates.

### **15.2.3 CONSIDERATIONS ABOUT CASH PAYMENTS**

1- The bank notes should not be torn or worn.

2- The quality of bank note paper should be considered.

3- Bank note should be original in terms of colour and form

4- Bank notes should be passed through money checking machine, if possible.

#### **During collection,**

- The amount of the account should be checked.

- The received money should be counted and the amount should be verbally communicated to the guest.
- The money should be counted using a money counting machine, if possible, and it should be confirmed that money is counted correctly.

#### **15.2.4 CONSIDERATIONS ABOUT PAYMENTS MADE USING FOREIGN CURRENCY**

- Is the concerning foreign currency still in circulation? This is a crucial point, because countries may withdraw particular types of paper money from the circulation. For this purpose, foreign money introduction book issued by the Central Bank should be referred.
- It is necessary to know the exchange value of the foreign currency
- Foreign currency should be very carefully examined for preventing counterfeiting and even, it should be checked in a money checking machine.
- Buying and selling rate of the exchange and the commission fee of the facility should be clearly expressed and thus, any types of confusions are avoided
- “Currency exchange document” required to be filled in according to the concerning laws should be issued and a copy should be given to the guest.

### **15.3 TRAVELLER’S CHEQUE**

The traveller’s cheque is an international payment means, with a written nominal value, which is alternative to the money and issued by banks, international travelling agencies or tour operators based on particular rules. Expenses paid using this cheque is accepted as paid in cash.

The guests request travellers cheques prior to the travel, by addressing bank or travel agency, and the nominal value can be expressed in type of the travel country or home country currency of the guest.

The value of the cheque is paid to the bank or guaranteed by the guest when the travel cheques are issued. In case of loss or theft, the value of the travel cheque is paid back to the guest within 24 hours, if the bank or the travel agency is informed. In this context, the travel cheques are safer than money against use by third persons

#### **15.3.1 CONSIDERATIONS ABOUT PAYMENTS MADE USING TRAVEL CHEQUES**

- The front office officer should check whether the cheque is accepted in the country where the facility operates
- It is necessary to verify whether the cheque is counterfeited or not



- Identity details of the guest should be checked
- Currency exchange document should be filled in for the traveller's cheque.
- It should be checked if commission fee collected is right.
- It is necessary to pay attention that the change is paid in Turkish liras when traveller's cheque is taken for payments,
- The signature on the cheque card and the travel cheque should be same.
- Expiration date of cheque card should be checked.
- The cheque card number should be written by the front accounting officer and signed by the guest.
- The guest should sign the second signature blank on the traveller's cheque.
- The passport number should be written on the back of the traveller's cheque,

### **15.4 EURO-CHECK CONSIDERATIONS WHEN EURO-CHECK IS RECEIVED**

The euro-check is a means of payment that has been developed to minimize risks of money payments and false traveller's cheques. The Euro-check is unique only to European countries.

No nominal value is written on the Euro-Check. A particular limit is assigned by the guest and it is necessary to submit identification card delivered by the same bank.

The holder of euro-check is also provided Euro-cheque card issued by the bank

#### **The card contains followings:**

- Term of Euro-cheque
- Name of the creditor bank
- Guest's name and signature
- Guest's card and account numbers

Points to take into consideration about Euro-Check acceptance:

- Expiration date of the Euro-check should be checked
- Conformity of signatures on the euro-check, euro-check card and name of the creditor bank and account number should be checked
- The Euro-check should be signed in presence of the officer
- The guest should write the date on the euro-cheque
- The guest should write the amount in figures and in letters.
- The guest should indicate the address of the payment order.
- The guest should write the Euro-card number on the back of the Euro-check
- The guest should sign the place reserved on the euro-check

Attention should be taken that validity date of the Euro-check is not expired.

## **16. CENTRAL OPERATOR**

### **16.1 TASKS**

- Answers the phone calls in a natural tone of voice.
- Expresses oneself appropriately.
- Knows emergency/important phone numbers.
- Has technical knowledge about central device.
- Has information about phone invoices and the concerning accounting records.
- Keeps all information obtained about guests confidential.
- Responds phone calls received by the facility and transmits them to the concerning offices/rooms.
- Prices all phone communications in conformity with the determined prices.
- Registers housecalls.
- Transmits the phone receipts to the front office accounting.
- Keeps information racks in the central up-to-date.
- Records wake-up requests and wakes up in due time.
- Calculates sum of phone call bills, compares the sum with grand total recorded in front office accounting and transmits the list to the concerned officer.
- Uses fax, when it is necessary.
- Receives messages sent to the guests, if required, and forwards them in due time.
- Carefully receives and records messages of the guests, who do not want to be disturbed, in order to forward later.
- Assigns another officer before leaving the central room.
- Has detailed information about the facility and its environment
- Keeps central room clean and tidy.
- Makes announcement, responds to radio messages.
- Determine malfunctions of devices-equipments at central room and reports them to the concerned sections.
- Provides stationery used at the office and follows up on stationery inventory.
- Knows procedures about VIP guests and connections of such guests are given priority.

### **16.2 COMMUNICATION THROUGH TELEPHONE LINES**

#### **CONSIDERATIONS ABOUT COMMUNICATION THROUGH TELEPHONE LINES**

- It is necessary to answer phone calls in a rapid and understandable manner using a natural tone of voice
- When the phone is answered, first, the facility should be introduced. For example, one can say “Good evening, good day etc. Here is Hotel

How can I help you?” and take note of the answers.

- Courtesy rules should be adhered
- Use of technical words should be avoided
- Notes required during phone calls should be made available
- Use understandable sentences
- All messages and instructions should be carefully listened to and repeated so as to get a confirmation from the caller
- When phone call is required to be routed, the reason should be explained
- Have the technical knowledge related to phones used
- Conversation should be smoothly ended, the conversation should be briefly summarized and so as to get the confirmation of the caller

### **16.3 RECEIVING AND TRANSMITTING MESSAGES**

Another service provided by the central is to receive, register and transmit messages coming for guests and staff. There may be guests who do not want to be disturbed during day time, and it may be possible that the guest could not be contacted, when the phone call is received. In those cases, messages for guest are written down carefully on the message form and forwarded later to the concerning guest.

### **16.4 RULES TO FOLLOW WHEN A MESSAGE IS RECEIVED**

- It is necessary to avoid any distraction, while receiving the message
- It is necessary to take note of sender, receiver, the date and the hour of the message
- The message should be written completely and legibly on the message form
- The sender of the message should be asked to repeat the message
- The message should be forwarded to the addressee as soon as possible
- The messages and mails should be kept carefully

There needs to be a central delivery point so that the messages are forwarded to the guests as soon as possible. It is necessary to constitute a message delivery point at concierge section or in the key boxes at reception section.

The central operator should not disclose the room number of the guest to the calling person. The officer should determine the person with whom the calling person wants to talk, if the guest's room number is asked. This approach is very important for the safety of the guest. Therefore, each central operator should be trained on emergency conditions.

The management may make a decision that employees of the facility are banned to make phone calls throughout working hours. In such a case, the phone calls received for an employee should be carefully noted and forwarded to the concerning employee without delay.

## **17. CONCIERGE OFFICERS**

The guests arriving at the accommodation facility are welcomed and bid farewell by the concierge officer.

### **17.1 BELL BOY**

#### **TASKS**

- Carries luggage of the guest from the facility entrance to the reception desk and informs the concierge and the reception in case of a suspicious situation
- Takes luggage of the guest and the room keys from receptionist and carries the luggage to the room
- Gives technical information to the guest about the room, gives clear and short responses to the questions and leaves the room asking if the guest has any orders and instructions
- Forwards guest's requests and complaints to the concerning staff
- When necessary, informs the guest about the facility
- Helps the guest in case of room change
- Forwards the received messages and mails to the guest
- Handles order and tidiness of the lobby and surrounding places
- Brings stationery materials needed by the front office from the storage
- Has knowledge on security measures of the facility
- Takes luggage and carries them to reception when the guest checks-out, puts them in deposit room by filling in the deposit luggage card if it is requested
- Registers and follows up on deposit luggage
- Carries out other works instructed by the concierge or front office

### **17.2 DOORMAN**

#### **TASKS**

- Cooperates with the security staff to prevent entrance of unrelated people
- Fulfills taxi requests of the guest
- Welcomes the guests coming with his vehicle
- Greets guests saying "good morning, good day, good evening, welcome, sir etc." depending on the time of the day
- Takes guest's luggage from his vehicle
- Delivers guest's luggage to the bellboy
- Ensures vehicle of the guest is parked

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