

MODULE – III

REGISTRATION PROCEDURES

Pre- Registration activities- Blocking / Assigning Rooms, Reports generated- Amenities - Voucher, Notification slip, Welcome Slip, Registration – GRC- Importance of registration card, Form C, Passport, Visas- Types of Visas, Registration Records- Manual and Automated, steps in registration Process, Check-in Procedures – Guests with Confirmed Reservation, Walk-in guests, VIP guests, Groups and Crews, Check-in for a scanty baggage guest, Foreign guests, Fully automated check-in. Reports - Status sheet- (Position of Hotel)- Movement Sheet (Expected Arrival and Departure Lists), Group Arrivals Report, – Rooming list, VIP/SPATT List.

PRE - REGISTRATION

The activities that are carried out by the front desk agents before the arrival of guests, to ensure a speedy check-in are termed as pre-registration activities. The pre-Registration activities not only accelerate the Registration process but also help in fulfillment of various special requests made by the guests.

Pre-registration activities include:

- Preparation of arrival and departure list
- Amenity vouchers are prepared for arriving guest and sent to concerned department
- Pre-filling of guest registration card base on the information gathered from reservation form and guest history card
- Staffing at front desk to cater the need of rush at peak arrival and departure time
- Arrangement for welcoming guest (Aarti, Tilak and Garlanding)
- Arrangement for welcome drink for the group and VIP
- Arranging all required arrangements for the guest
- Room and rate assignment and the creation of guest folios in case advance payment has been received by the hotel.

Blocking / Assigning Rooms

Room blocking is a part of the guest pre-registration activity, this will help plan the hotel to meet special requirements of guest as well as a proper room allocation for the hotel. In Some hotels this process is done one or two days in advance.

Although the reservation department may block the desired rooms in advance, it is the responsibility of the front desk to assign guest rooms as per the specific requirement made by them at the time of reservation.

1) Print detailed arrival list for the next day's arrival. Which shows additional guest details like arrival date, departure date, room type booked, room rate, VIP status, previous number of stays, time of arrival, gender, room specific features (smoking / non-smoking), guest specific feature etc.

2) Block rooms according to the booked room type of the guest. If the room type is not

available, then try to upgrade according to the availability and hotel policy.

3) If there is a room specific request like smoking / non-smoking, away from elevator etc., then look for room which is matching this requirement and then allocate the room.

4) If blocking a connecting room (room which is departing and you are blocking the same to another arrival for the day) then always check the arrival time of the guest. Give enough time for HK to prepare the room for next arrival.

5) Take special care is taken while blocking rooms for VIP, CIP guests after blocking the room, amenities voucher is sent to other department for placing VIP amenities in the room.

6) While upgrading a guest to a higher category FOA always must consider his/her no. of previous visits, room rate, importance of the client if the booking is from corporate, designation of the guest etc.

7) For single ladies do not block an inter connecting room, also if hotel has a separate ladies floor / rooms then block those.

8) Room allocation has to be done as per the status of the reservation i.e. confirmed / guaranteed bookings to be blocked first. Waitlisted / Tentative bookings can be blocked later depending on the availability.

9) Guest with disabilities (SPATT) may need rooms fitted to their special needs, special amenities or services required at the time of reservation. It is always advisable to block these rooms well in advance.

10) Some Frequent guest might be very particular about specific rooms which they enjoy most and stay regularly. Guest History will help to identify the requirements and automatically will reflect in the guest registration card.

REPORTS GENERATED (MAIN ACTIVITIES PERFORMED IN PRE-REGISTRATION)

- 1. Calculation of Room position** (calculates the room availability i.e. whether the number of rooms available is more or less than the number of rooms required for the expected arrivals)
- 2. Partial filling of Guest Registration Card** (Some of the details of the guest are printed on the Registration card. When the guest arrives all they have to do is check these details fill the remaining and sign the Registration. card)
- 3. Arrival List:** The front office needs a list of all guests expected on a given day to prepare for guest's arrival, with their estimated arrival times, room type (or allocated room, if any), special requirements and so on. The arrivals list is usually generated, using the date in booking diary, the day before the arrival date, so that it is as current as possible. Separate group arrivals lists and VIP/SPATT (Special attention guest) , handicapped guest, regular guest etc., lists may be generated a week in advance, however because these guest require more preparation. The various lists will be copied, as required by the housekeeping dept., F&B dept. and guest relation

Main Street Hotel

123, Main Street, California, 12345, United States
 Phone: 2095551212; Fax: 2095551212

Guest Arrival List For : 01/06/2003

Conf No.	Guest	Room	Room Type	Rate Type	Checkin Info.		Checkout Date	Airline Name	Flight Arrival Information		
					Date	Time			Date	Time	Flight No.
4	KORTH BRIAN	101	King	Daily	01/06/2003	00:00	01/07/2003	BRITISH	01/06/2003	12:35	123.00
	Remark:										
5	TANNENBAUM	102	King	Daily	01/06/2003	00:00	01/07/2003	CATHAY	01/06/2003	12:40	C237
	Remark:										
6	COLLINS REEL	103	King	Daily	01/06/2003	00:00	01/07/2003	AMERICAN	01/06/2003	12:40	763.00
	Remark:										
9	HAMPTON CATHERINE	402	Jacuzzi	Daily	01/06/2003	00:00	01/07/2003	BRITISH	01/06/2003	12:40	305.00
	Remark:										
10	TENNYSON WILLIAM	404	Jacuzzi	Daily	01/06/2003	00:00	01/07/2003	TRANS	01/06/2003	12:41	3583.00
	Remark:										
11	BROWN HENRY	405	Jacuzzi	Daily	01/06/2003	00:00	01/07/2003	US	01/06/2003	12:41	4524.00
	Remark:										
12	RAY NELSON	403	Jacuzzi	Daily	01/06/2003	00:00	01/07/2003	US	01/06/2003	12:41	3542.00
	Remark:										
13	JACKSON DANIEL	401	Jacuzzi	Daily	01/06/2003	00:00	01/07/2003	US	01/06/2003	12:35	4352.00
	Remark:										
14	MCCARTHY DAVID	406	Jacuzzi	Daily	01/06/2003	00:00	01/07/2003	AIR CANADA	01/06/2003	12:41	238.00
	Remark:										
15	MEGUMI FOX	306	Luxury	Daily	01/06/2003	09:56	01/07/2003	BRITISH	01/06/2003	09:57	234.00
	Remark:										
16	GLEN HAHSEL	308	Luxury	Daily	01/06/2003	09:57	01/07/2003	TRANS	01/06/2003	09:58	248.00
	Remark:										
17	LANKIN MARK	408	Jacuzzi	Daily	01/06/2003	10:38	01/09/2003	CONTINENT	01/06/2003	10:39	739.00
	Remark:										
18	BROWN MARIE	410	Jacuzzi	Daily	01/06/2003	10:39	01/07/2003	AIR CANADA	01/06/2003	10:40	2376.00
	Remark:										
19	GRANT ROY	105	King	Daily	01/06/2003	10:41	01/07/2003	AMERICAN	01/06/2003	10:42	4529.00
	Remark:										

- 4. Pre-registration for some guest:** Pre-registration is an activity of registering a guest before his/her arrival based on the information already available. The entries are made in guest registration (GR) card. Pre-registration can be conducted in advance before arrival in case of frequent guests, VIPs, or group guests.
- 5. Preparation of amenities voucher:** This voucher is made by receptionist prior to guest arrival so that the extra amenities which is requested by the guest at the time of reservation shall be kept in the room. The front office informs housekeeping being alert to attend to rooms occupied by groups or VIP. Service has to be quick and efficient. HK department provides flowers for VIP'S in the room on receipt of the amenities voucher issued by the front desk. They will also place a fruit basket and some chocolates and cookies. A mini bar may also be arranged.

AMENITIES VOUCHER

Hotel ABC
 113, Zero Road, New Delhi-110001

From : Front Office *Date*

To : Room service/Housekeeping/Pantry

Please supply

Fruit Basket-Single-Double-Special

Flowers

Soft Drinks

To..... Room No..... at.....

(Name of the Guest) (Time)

Authorized by

Card to be attached Signature

Copies : Room Service/House keeping/Pantry/F & B controls/File

6. **Welcome Letter:** Personalized welcome letter is printed and kept on the guest room to greet and welcome the guest to the hotel. Usually it is signed by the General Manager or the hotel manager.

Nowadays in hotels where the property management systems is interfaced to the in room entertainment system, welcome messages can be automatically displayed to the guest TV when they check in to their room.



7. **Welcome Slip:** Once the guest has been assigned a room a key card (or) welcome card is handed over to the guest. On this card the receptionist enters the name of the guest, room no. and duration of stay. This card is an authorization for the guest to collect room key from the counter. The key card has following functions:
- i. It is used as a welcome slip
 - ii. It gives information about the guest's stay
 - iii. It confirms the signature
 - iv. It is a key security card [every time the customer receives the key from the desk he will have to produce this card so that the key is not handed over to any authorized person]
 - v. It acts as a credit security, since all residents get credit in food and beverage, restaurant and other services.

8. **Notification Slip:** After the guest has Registration a rate for rooms decided and a room is assigned, his creditability established, and the guest along with luggage sent to room, the receptionist would complete the paper work and other works related to the new arrival. He would send the GR card to the cashier who opens the guest folio, prepare arrival notification slips. Usually five copies are made (one is sent to the telephone department, one to the housekeeping department and one to food and beverage department. He puts one in the room rack and one in the information rack). The room status is updated by him.

ARRIVAL NOTIFICATION SLIP

ROOM NO ...	NAME OF GUEST ...	NO. OF PAX ...	DATE OF ARRIVAL...
TIME OF ARRIVAL ...	TARIFF ...	NATIONALITY ...	DATE OF DEPARTURE...
STATUS OF GUEST ... WHO	BILLING INSTRUCTIONS ...	SIGN OF PERSON	
MADE THE BILLS...			

REGISTRATION

Registration is the process of gathering information from the guest that is mandatory as per the laws prevailing in the country. According to the Foreigner's Act, 1946 and the Registration of Foreigners' Rules, 1992, the innkeeper should keep the records of the guests staying in his premises as per Form F

Registration is the formalization of a valid contract between the guest and the hotel, in which the hotel offers safe and secure boarding and lodging facilities to the guest and the guest accepts to pay for the services and facilities received

Registration can be defined as the process of assigning rooms to the guest at the time of their arrivals by filling necessary details about the guest and the rooms contain in a registration form.

Importance of Registration

- Guest registration is one of the first and most lasting impressions on a hotel customer.
- It satisfies the legal requirement for the hotel to keep records of their guests.
- It confirms guest's acceptance of the hotel's term and condition.
- Guest registration sets the tenor for the stay and is, therefore a critical contact point.
- The front desk should promote the warmth and hospitality of the property. Guest registration is the point at which critical information is collected about the customer and his / her wishes. The registration procedure of the hotel is critical to the collection of guest information and the initialization of the guest account/folio.
- Almost all the paperwork in the guest cycle is based on the data that is recorded and verified at, or prior to, check- in.
- It provides a record of arrivals, while may help to account for residents in the event of

- a fire or other disaster.
- It occupies the guest while the receptionist checks booking records, allocates rooms, preparing keys.

Guest Registration Form / Reg Card / GRC

Hotel Cloud 9
Well Mount Road
22nd Block
PH: 11 11 11111
FAX: 11 11 11112

REGISTRATION CARD

Title	Family/Surname*	First Name*
_____	_____	_____
Arrival Date	Departure Date	Daily Rate/Guests
6	_____	_____
Room No.	Membership	Company Name
1016	_____	_____
American Express <input type="checkbox"/>	JCB <input type="checkbox"/>	Credit Card Number & Expiry Date
Diner's Club <input type="checkbox"/>	Visa <input type="checkbox"/>	VA XXXXXXXXXXXXXXX 1111 XX/XX
Euro/MasterCard <input type="checkbox"/>	Other <input type="checkbox"/>	_____
Business Address <input type="checkbox"/>	Private Address <input type="checkbox"/>	
Street	State/Postal Code	City
_____	_____	_____
Country*	Telephone	E-Mail
United States	_____	_____
Date & Place of Birth*	Nationality*	Passport/ID Number*
_____	_____	_____
Issue Date*	Place of Issue*	Expiry Date*
_____	_____	_____

Important: Money, jewels and other valuables are brought to the Property (your hotels name premises) at the guest's sole risk. The Property (Mention your hotel name) and / or the management accept no liability and shall not be responsible for any loss or damage thereto and guests remain solely responsible for the safekeeping of any such items.

Notwithstanding any method of payment, I agree that I am personally liable for all costs and charges incurred in the event that any such costs and charges are not paid in full and confirm that my responsibility and liability in that regard is not waived or released in any way.

I consent to the usage of my personal information for administrative and marketing purposes. The hotel guarantees not to disclose information to third parties other and affiliated companies.

By signing this form, I consent to the use of my personal information for the purpose described above

Guest Signature	Date	Checked In By
_____	_____	_____

We respectfully remind you that check-out time is 12 noon

Registration- Legal Implications

Registration is a mandatory requirement that all guests over the age of 16 years – irrespective of Indian or foreigner, ordinary personnel or VIP. Regardless the size of the hotel, be it small or large guests, must provide basic information about them and fill up either a visitor's register / hotel register. The register may be a Red Book / form or a card also called G.R. C (Guest Registration Card). It is a legal obligation for all guests to be registered in the hotel.

The guest has to fill in the form and attest his signature. This is an agreement between the hotel and the guest is also known as a contract between both the parties. It consists

of two parts

- 'F' Form - Mandatory to filled by Indian & Foreign Guest
- 'C' Form - To be filled by Foreigners only-sent to Foreign Regional Registration Office(FRRO)

C- Form

C Form – C Form is a legal document which has to be filled by all foreign. NRI's with green cards do not have to fill this card. Children up to 16 years and diplomats from other countries are also exempted from filling C form. Three copies of C form are made, 1st copy is sent to the FRRO, 2nd copy is sent to the local police station, and the 3rd copy is kept as office copy with the hotel. FRROs are mostly located only in metropolitan cities. In smaller cities or towns, the C form has to be sent to the local police station.

A person holding a passport of any country other than India, except Nepal and Bhutan, needs a C form. C form of a person from Pakistan, Bangladesh, Afghanistan, and China, needs to be submitted to FRRO with in 12 hrs of Arrival. For other country nationals it can be submitted in 24 hrs. The hotel can obtain the Form C from any Registration Officer on application.

For every **FFIT** a separate C form is to be made. It is also important to note that two persons of same nationality can be included in one C form.

Hotel ABC
Form C
(Rule 14)
Hotel Arrival Report
(To be completed in duplicate)

Sr. No.:
Date:

Name of the Hotel: _____

Name of the Foreign Visitor: _____
(In full in block capitals, surname first)

Nationality: _____

Passport No.: _____

Date of Issue: _____

Place of Issue: _____

Address in India: _____

Date of Arrival in India: _____

Arrived From: _____

Whether Employed in India: Yes/No

Proposed Duration of Stay in India: _____

Proposed Duration of Stay at Hotel: _____

Proceeding to: _____

Registration Certificate No. _____

Date of Issue: _____

Place of Issue: _____

Manager's Signature

For **groups**, the group leader on arrival provides the passport details of all the group members and signs the guest registration card on behalf of the group. If the group members are of same nationality than a single C form for entire group is sufficient along with list of passport details attached to it.

Summary Sheet of 'C' – form

<p><i>FOREIGNER REGISTRATION RULES 1939</i></p> <p><i>HOTEL ARRIVAL REPORT</i></p> <p><i>(RULE 14)</i></p>	
<p><i>Certified that 'C'-form in respect to foreigners beginning from No. _____ To No. _____</i></p> <p><i>Of Date _____ during my reception work shift.</i></p>	
	<p>____ <i>07:00 – 14:00 hrs</i></p> <p>____ <i>14:00 – 22:00 hrs</i></p> <p>____ <i>22:00 – 07:00 hrs</i></p>
<p><i>Has been recorded correctly before dispatch to the FRRO.</i></p>	
<p><i>Date: _____</i></p>	<p><i>In charge Front Office _____</i></p>

PASSPORT:

The front office staff should verify the passport of foreign nationals. A passport is a document issued by a government to allow its citizens to travel abroad, and requests other governments to facilitate their passage and provide protection on a reciprocal basis. Without a valid passport a person is not permitted to move in the territory of a foreign country. The public authorities competent to issue passports and other identity documents vary from one country to another. The external affairs ministry issues passports to the citizens of India after verifying the details of the applicants from various quarters. To apply for a passport, the applicant has to be a citizen of the issuing country. When a person is outside the country of her residence, the passport can be issued to her by the diplomatic or consular offices representing her country. All passports generally bear the following information of the passport holder, though the format may vary from

<p>PASSPORT</p> <div style="border: 1px solid black; width: 80%; margin: 10px auto; padding: 5px; text-align: center;"> <p>Issuing Country's National Emblem</p> </div> <div style="border: 1px solid black; width: 80%; margin: 10px auto; padding: 5px; text-align: center;"> <p>Issuing Country's Name</p> </div>	<p>Photograph of Passport Holder</p> <p>Name:</p> <p>Sex:</p> <p>Place of Birth:</p> <p>Date of Birth:</p> <p>Nationality:</p> <p>Passport Number:</p> <p>Date of Issue:</p> <p>Place of Issue:</p> <p>Signature</p> <p>Issuing Authorities' Signature and Seal</p>
	<p>Front Cover</p>

country to country:

- Family name/Surname.
- Holder's photograph
- Given name
- Name of father/legal guardian
- Nationality
- Name of mother
- Date of birth
- Name of spouse
- Place of birth
- Address
- Gender
- Validity period (expiry date)
- Date of issue
- Children
- Place of issue
- Endorsement
- Holder's signature
- Emigration status

Validity for certain countries as well as restrictions for travel to others

The terminology related to passports is generally standard around the world.

There are different types of passports, some common types being:

- Ordinary passport or tourist passport: Issued to ordinary citizens.
 - Official passport or service passport: Issued to government employees for work-related travel, and to accompanying dependents.
 - Diplomatic passport: Issued to diplomats and -consuls for work-related travel, and to accompanying dependents.
- Emergency passport or temporary passport: Issued to persons whose passports were lost or stolen, and who do not have the time to obtain replacement passports.
- Collective passport: Issued to defined groups for travel together to particular destinations, such as a group of school children going on a school trip to a specified country.
- Family passport: Issued to one member of the family, who may travel alone or with other family members. A family member who is not the passport holder can only travel with the passport holder.

In India, the following types of passport are issued under the provisions laid in the Passport Act 1967:

- Ordinary passport: It is dark blue in colour and is issued to any ordinary citizen of India.
- Official passport: It is white/grey in colour and is issued to government officials or persons on government missions.
- Diplomatic passport: It is red in colour and is issued to persons with a diplomatic or consular status as per international laws and customs.



VISA

Foreign nationals visiting India are required to possess a valid passport and a valid Indian visa. Visa is an endorsement on the passport, allowing the holder to enter the territory of the issuing country. It is a document or, more frequently, a stamp in a passport, authorizing the bearer to visit a country for specific purposes and for a specific length of time.

However, the issuance of a visa may not be treated as a guarantee to enter into the foreign territory. The bearer may be subjected to inspection at the port of entry and may be asked to produce the documents presented at the time of the procurement of the visa.



The Consular Passport and Visa (CPV) Division of the Ministry of External Affairs issues Indian visas to foreign nationals through various Indian missions abroad. Depending upon the nature of visit, the following types of visa may be issued:

Immigrant/Permanent visa It authorizes the holder of the visa to settle permanently in the country issuing the visa. This type of visa is rarely issued by countries and there are some countries that never issue such type of visa.

Temporary/Non-immigrant visa

This type of visa is issued for a specific duration only. The person holding such a visa will have to return back to the home country after the expiry of the term of the visa. Temporary visas are of the following types:

- Tourist visa: Issued for a limited period for leisure travel only, no business activities allowed.
- Student visa: Issued to students who have got admission in universities located in the issuing country. It is issued for the duration of the course of study.
- Business visa: Issued for business related activities, but precludes permanent employment.
- Work visa: Issued for approved employment in the host country, with longer validity than a business visa.
- Transit visa: Issued for passing through the countries that fall en route the final destination; valid for 15 days or less.

The front office staff should be able to identify different types of visas to complete the registration process and to verify the credentials of guests. This also helps to understand the guest's purpose of visit and to make arrangements for them accordingly.

REGISTRATION RECORDS- MANUAL AND AUTOMATED

Creating the registration record– After the guest arrives at the hotel; the front desk agent creates a registration record which is a collection of important guest information. The registration record requires the guest to write down his or her name, address and other information.

The formats used during the check-in of the guests are:

- I. Pre-arrival activities:
 - a. Reservation record or a reservation file
 - b. Letter of confirmation
 - c. Reservation rack and reservation rack slips.
- II. Arrival activities:
 - a. Registration card 'or record or registration file
 - b. Room rack and room rack slips
 - c. C-form for foreign national guests.
 - d. Arrival & departure register.



GUEST REGISTRATION PROCESS

REGISTRATION PROCESS

The registration process has the following basic concepts.

1. **Identification of guest:** Identify the status of the guest, that guest has a confirmed reservation or a walk in guest and to process registration accordingly.
2. **Formation of the registration record:** Guest fill the reg card with(name, address, nationality, occupation etc), purpose of visit, date of departure. or verify the prefilled registration card and sign to approve and formalized the registration record. On the basis of this record the hotel develops the other records like guest folio, VTL, arrival notification slip and GHC. The legal document should be stored for a min period of 3 years.
3. **Room and Rate Assignment:** After completing the reg card, if the guest is a walk in guest, the hotel may do the option of up selling. While assigning the room the guest preferences such as floor level, view of the room, smoking /nonsmoking etc are considered.
4. **Establishment of the mode of settlement:** The billing instructions i.e. mode of payment whether by cash, credit card, travelers cheque etc are established and necessary formality is completed, advance collected and the hotel policy of check out is explained.
5. **Completion of check in procedure and issue of room key :** After the guest has been registered a room assigned after establishing his creditability. Then the guest along with his luggage is sent to his room. After that the receptionist would complete the paper work and other work related to the new arrival, and all departments are notified.

Registration Methods

Individual Registration

In this system, a separate card is used for each guest. The cards may be designed so as to serve various purposes. It may be made in duplicate or triplicate with the help of carbon papers so that one copy can be sent to Government departments and the other retained by the hotel.

The following are the advantages of this method:

- The size of the card is small and quite handy.
- They may also be used to serve as a guest history card.
- Complete privacy of the guest is maintained.
- Many guests can be registered in the rush hours at the same time.
- Creation of Guest folio (in case advance payment has been received by the hotel)

KEY CARD

These are modern door locks which has replaced the traditional key for the room. The key card is issued to the guest on registration. There are two types of key card available - Magnetic strips and plastic cards. The electronic key cards really do enhance the safety of the room for the guest. Electronic key cards are similar to ATM cards - they have an attached magnetic strip that is coded by the check-in computer and read by the lock on the hotel room door.

Plastic cards resemble a playing card and have small holes on one end that the door lock can read when inserted.



The key card cover is usually designed in the form of a small folder which can be kept in the pocket easily. This also contains a small road map for the convenience of the guest.

<p style="text-align: center;">Key card Cover</p> <p style="text-align: center;"><i>Name and Logo of the Hotel</i></p> <p><i>Guest Name:</i> _____</p> <p><i>Room No.:</i> _____</p> <p><i>Arrival Date and Time:</i> _____</p> <p><i>Departure Date:</i> _____</p> <p><i>Signature of the Guest:</i> _____</p> <p>Room key is to be given upon presentation of this card</p>

Procedure for Rooming a Guest

Rooming is the process of installation of guest and his luggage in the assigned and allocated room. Usually this process is done by the bell boy / porter for a guest. In case of a VIP / VVIP the process of escorting the guest may be carried out by a senior front office staff such as lobby manager / front office manager depending on his status. The receptionist summons the bell boy and instruct him to take the guest to the room by saying "Please take Mr. / Mrs. / Ms. _____ to the room no.".

The receptionist hands over the room keys to the bell boy. The bell boy along with the luggage and guest will reach the elevator, open the door of the elevator and would allow the guest to enter first and then follow him with the luggage. Once the lift reaches the floor he should open the elevator door and let the guest out first and then come out of the elevator along with the guest luggage and should now take the lead. On reaching the door the bell boy should knock the door wait for a few seconds and then open the door and enter the room first with the luggage. He should put the luggage on the rack, switch on the lights and A/c.

He should draw the curtains of the balcony, if any, and open the lock of the balcony. He should then check everything such as ash tray, television, mini bar, bathroom and its fittings, etc. He should check whether the W.C. is disinfected (or) not. By doing so he checks that all control buttons, etc are working properly and at the same time he also demonstrates the control of all fittings, etc to the guest.

After that he tells the guest about the "Room Service Facility" puts the room key on the table, wish the guest "Happy Stay" and time of the day and leaves the room, closing the door behind him.

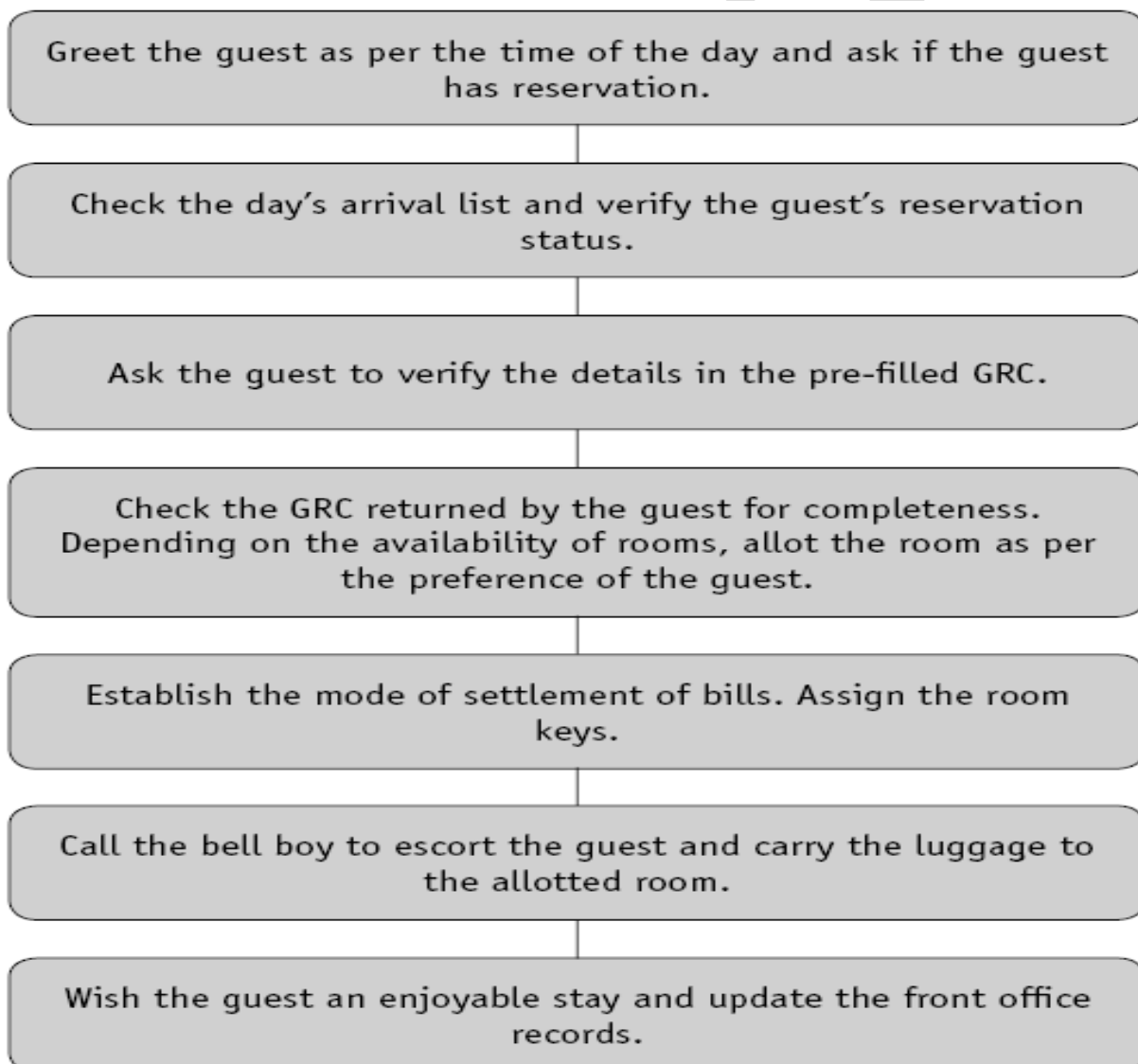
CHECK-IN PROCEDURES



1. CHECK-IN PROCEDURE OF GUEST WITH CONFIRMED RESERVATION

The procedure for check-in of guests with confirmed reservation involves the following steps:

1. As the guests arrive at the hotel, the front office staff should welcome them and ask them if they have confirmed reservation.
2. If the guests have confirmed reservation, the front office agent should check the day's arrival list to confirm the reservation status of the guests.
3. Once the reservation status of the guest has been confirmed, the front office agent should give the pre-filled GRC to the guest to verify the details.
4. When the guest has signed the GRC, the front office agent should check if all the details have been filled in, including the billing instruction.
5. The front office agent should check the availability of the room's as per the guest preference and allocate the room accordingly.
6. The front office agent should issue the room keys to the guest and authorize a bell boy to escort the guest and carry the guest luggage to the room. The bell boy will fill the information in the arrival errand card
7. The front office agent should wish the guest an enjoyable stay at the hotel.



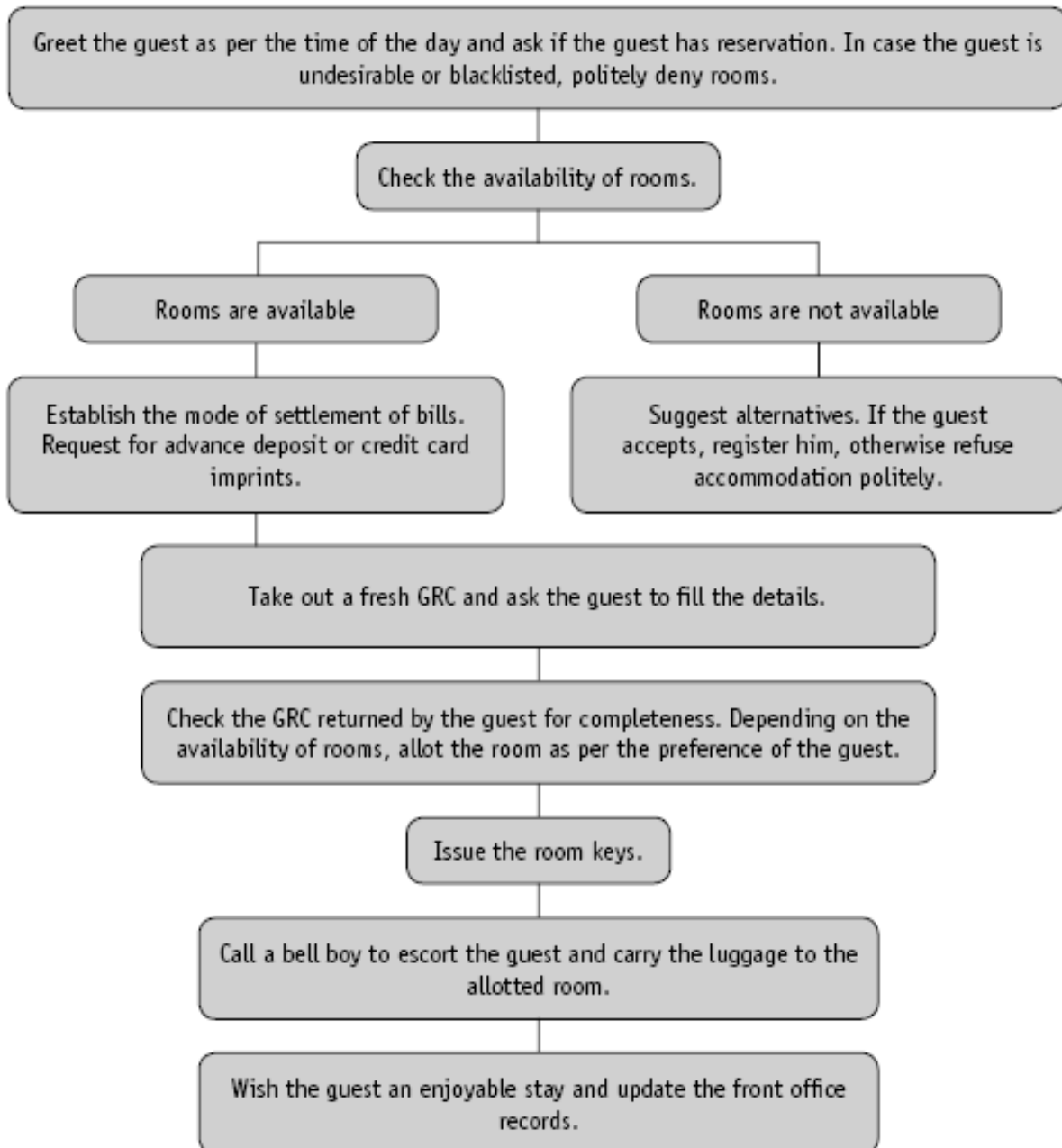
2. CHECK IN OF A WALK-IN GUEST

The check in procedure for walk in guest involves the following steps.

As the guest arrives at the hotel, the front office staff should welcome them and ask them if they have confirmed reservation.,

1. If the guest does not have the reservation, then ask for his duration of stay the front office staff should **check room availability status** for the duration of the stay requested by the guest. If rooms are available for requested duration, the front office should process the reservation and proceed with the check-in activity of the walk in guest. However, in case of undesirable or blacklisted guest, the front office should politely deny reservation even if the rooms are available.
2. It is essential to ascertain the credibility of walk-in guest the front office may request for credit card imprint or advanced deposit.
3. The front office should request the guest to fill the GRC and assist the guest in doing so.
4. Once the guest has filled and signed the GRC, the front office agent should check it for completeness.
5. The front office agent should check the availability of rooms as per the guest's preference, and allot the room accordingly.
6. The front office agent should issue room key to the guest and authorize the bell desk personnel to escort the guest and carry the guest luggage to the room. The bell boy will fill the information in the arrival errand card and bell captain fills the lobby control sheet.

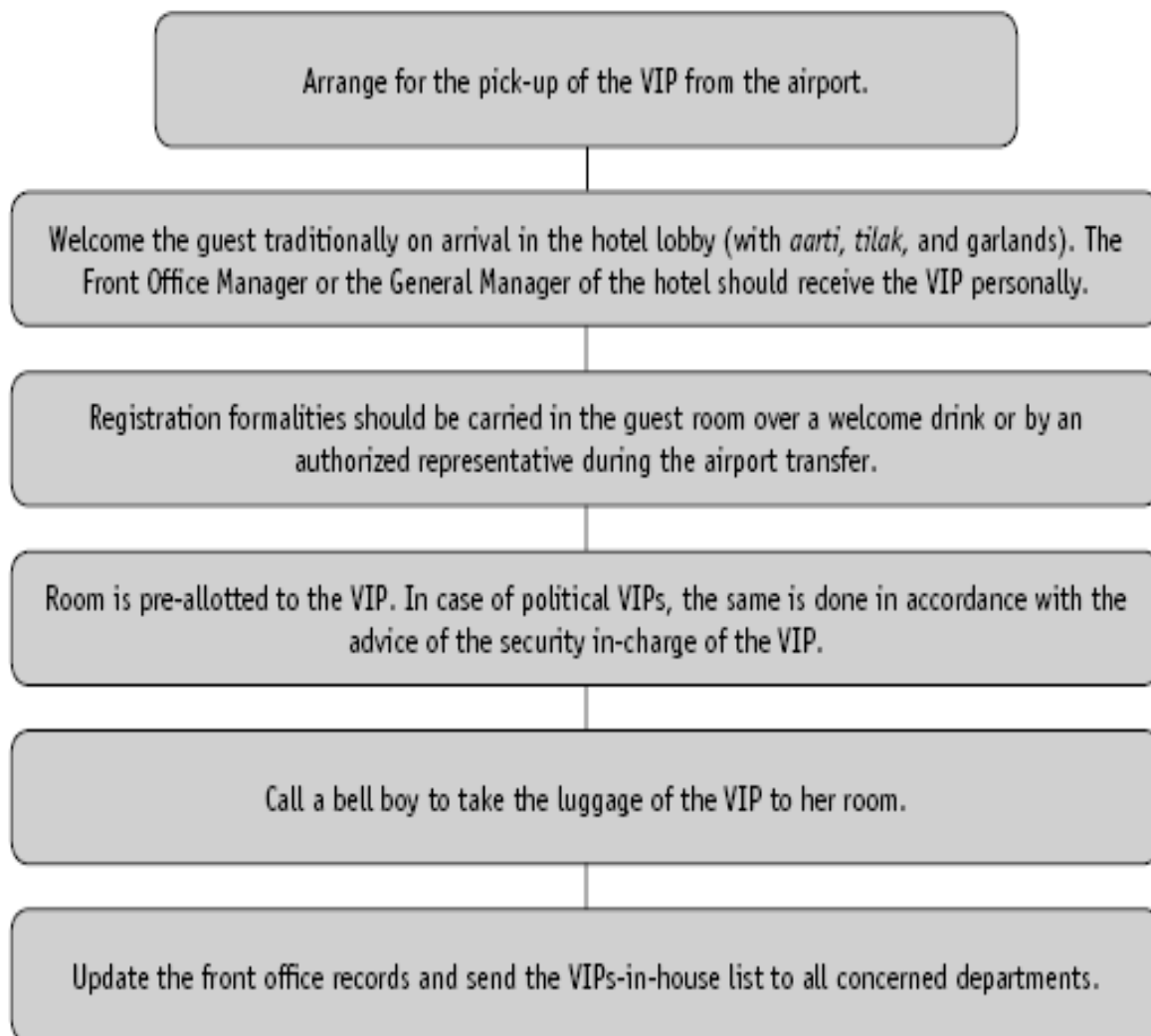




3. VIP GUEST CHECK- IN

Very important persons (VIP's) include head of the states, ministers, senior media personnel's, sports personnel, film stars, rock stars, travel writers, top executive of corporate houses CEO's of lodge business houses senior defense personnel famous public figure, etc. they get special treatment and attention from the hotel staff due to their VIP status. The check-in procedure of VIP'S may start with their arrival at the airport. The role of hotel in welcoming political VIP's at airport is minimal due to security reasons The Registration process may be carried out during the transfer from the airport to the hotel or in the hotel room. The check-in procedure of VIP guest involves the following step.

- The hotel may arrange for the pickup of VIP guest from the airport, depending on the status of VIP, the pickup vehicle may vary from luxury cart to a limousine.
- When the guest arrives at the hotel the front office staff should give him a traditional welcome-tilak, garland, and aarti. The General Manager of the hotel and the front office manager should also be present to welcome the VIP.
- The Registration formalities are mostly completed in advance by an authorized representative of VIP. Otherwise, they can be completed in the guest room over a welcome drink.
- The General Manager and Front office manager should escort the VIP to the room
- The front office should send the arrival notification slip and any special instructions of VIP to all the concerned departments.



4. GROUP CHECK- IN PROCEDURE

The check in procedure for a group or crew requires specialized pre-Registration activity as a group contains a large number of people who have to be registered at the same time. The following pre-Registration activities are required for check in of group.

GROUP PRE ARRIVAL

- i. The front office should prepare a group list, containing the details of each guest in the group.
- ii. The list should contain details like name, addresses, purpose of visit, duration of stay, meal preferences (vegetarian/ non vegetarian), passport details (for foreigners), and any special instruction regarding the location of the room.
- iii. After ascertaining the type and number of rooms required, the front office should block the rooms for the group, preferably on the same floor.
- iv. The front office should prepare the rooming list, which should contain the names of the group members and the corresponding room numbers.
- v. The front office should arrange the keys according to the room numbers and place them in the envelop to be handed over to the group leader.
- vi. Based on the information received from the group leader or airport representative, the front office should fill GRC's for the group members and arrange them alphabetically.
- vii. The front office should arrange appropriate number of bell boys for carrying the group's luggage to their rooms.
- viii. The front office should co-ordinate with the food and beverage department for the arrangement of welcome drinks on arrival.

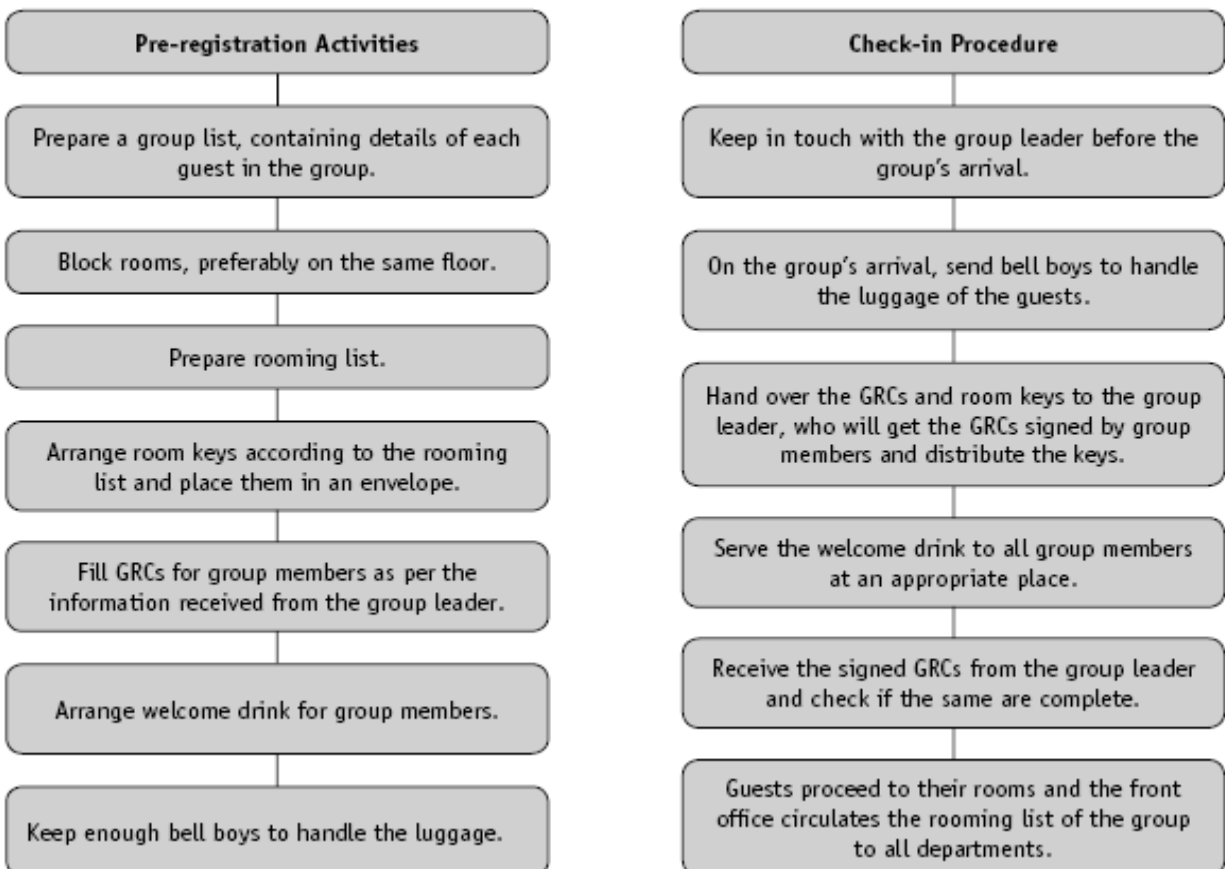
GROUP ARRIVAL

The front desk agent should be in constant touch with the group leader or airport representative. Once the group arrives at the hotel, the following steps are involved in check-in.

- a) When the guest vehicle arrives at the portico, the bell boys should handle the guest luggage. They should identify the luggage of individual guest and put the luggage tags as per the rooming list. Then they should transfer the luggage to the respective rooms using luggage trolleys.
- b) The front office agent should escort the group leader to the reception desk to complete the Registration formalities. The receptionist should handover the room keys and the Registration forms of all the members to the leader, who can get the GRC's signed by the group members and distribute room keys.
- c) Meanwhile, the front office staff should organize welcome drinks for the group members in a pre-scheduled area.



- d) Once the group leader hands over the signed Registration cards at the front desk, the guests may proceed to their respective rooms.
- e) The front office agent should ask the group leader about the group's activities, meal schedules, wake up calls, and other requirements and make a note of the same.
- f) The front office cashier should prepare the master folio for the group and individual folios of each member of the group after the mode of payment is known.
- g) The front desk should distribute copies of the group rooming list to different departments, in order to inform them about the arrival of the group.



5. SCANTY BAGGAGE GUEST

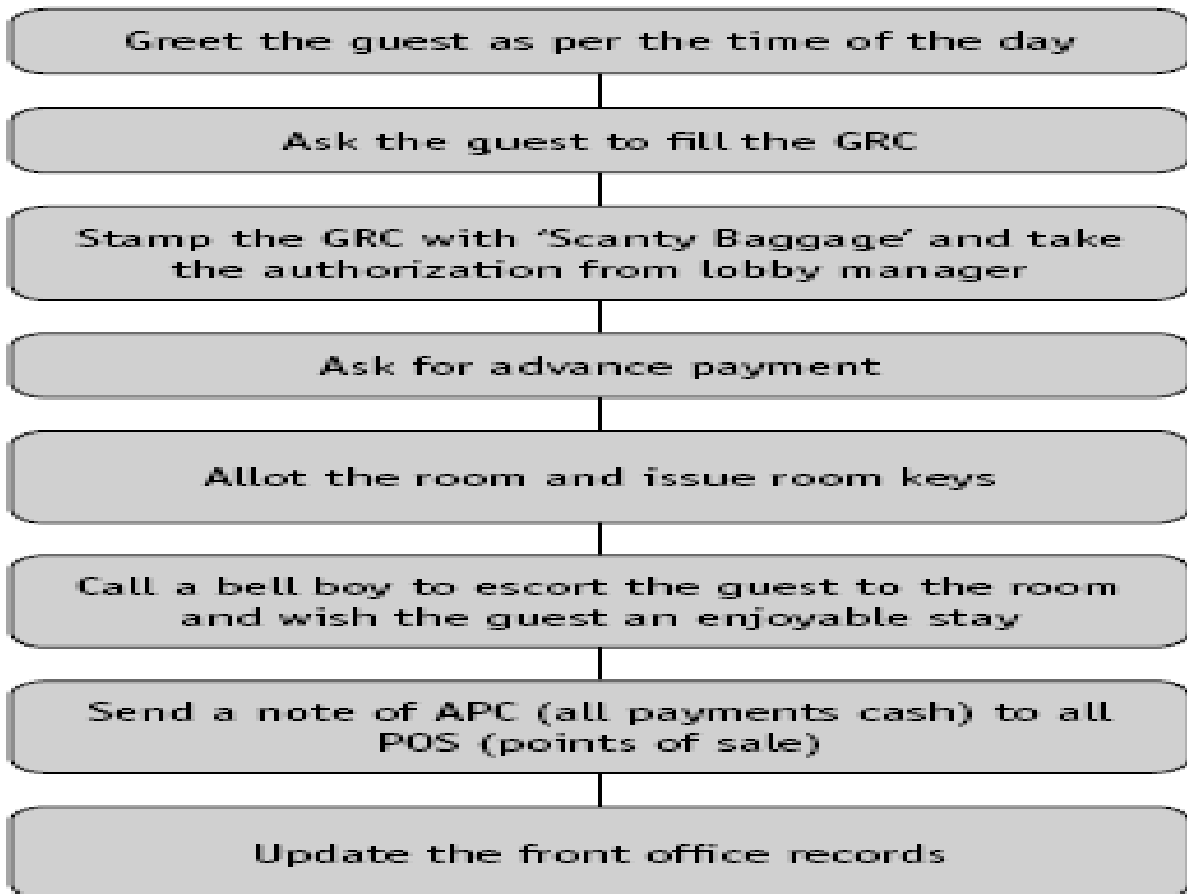
A guest who arrives at the front desk requesting for accommodation and is carrying very little baggage or no baggage is known as a scanty baggage guest.

The following steps are involved in the check-in procedure:

- i. The bellboy should inform the front desk about the scanty baggage.
- ii. For Registering a scanty baggage guest,



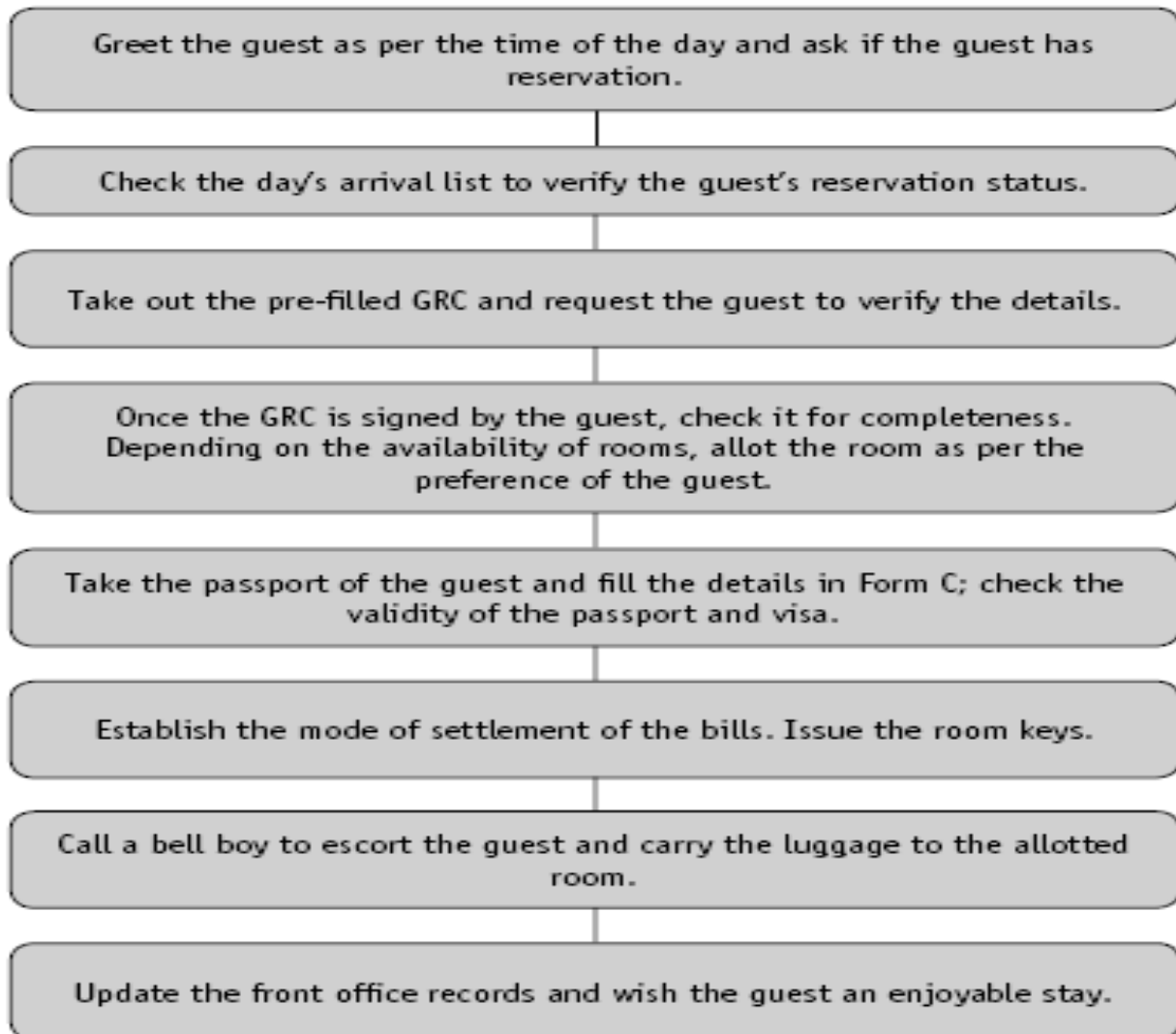
- the front desk assistant should take the authorization from the Duty Manager.
- iii. The Registration formalities should be completed as in the case of walk- in guests.
 - iv. An advance payment for the entire duration may be asked from the guest.
 - v. The front office assistant should imprint ‘Scanty Baggage” stamp on the Guest Registration Card.
 - vi. The front office assistant should prepare APC (All Payment Cash) slips and send it to all POS (Points of Sale)
 - vii. The front office assistant should allot a room and hand over the room key to the guest. A bellboy should escort the guest to the room.



6. FOREIGN GUESTS

- Greet the guest as per the time of the day and ask if the guest has a reservation.
- Check the day's arrival list to verify the guest's reservation status.
- Take out the pre-filled GRC and ask the guest to verify the details.
- Once the GRC is signed by the guest, check it for completeness. Depending on the availability of rooms, allot the room as per the preference of the guest.
- Take the passport of the Guest and check the validity of the passport and visa. Scan the passport and return it back to the guest.
- Establish the mode of settlement of bills. Take advance depending on the hotel policy

- Issue the room key >call the bellboy to escort the guest and carry the luggage to the allotted room. Wish the guest an enjoyable stay.
- Update the records. Fill up the C-form.



FULLY AUTOMATED CHECK-IN.

- A guest with confirmed reservation goes to the self-check-in terminal
- The guest inputs the necessary information The terminal dispenses a receipt and issues the room keys
- Depending on the availability of rooms, the terminal allots the rooms as per guest preference
- The guest accepts the reservation and swipes his/her credit card



- The terminal updates the front office records and sends arrival notification to the F&B, HK.

POST REGISTRATION ACTIVITIES:

Post-Arrival Procedure •

1. Sign the GRC
2. Make the Arrival Notification Slip (ANS) and update room rack and information rack
3. Dispatch Notification slip to the following department
 - a) Telephone
 - b) Room service
 - c) Housekeeping
4. Get the telephone connection released
5. Put a tick mark against the guest name on the movement list and write down the room number of the assigned room against the name of the guest
6. Make an entry in the ARRIVAL-Departure Register
7. Open and activate the folio and note down the billing instruction on it
8. Update room position
9. Make C form in case of foreigners and send the copies to FRRO

REPORTS

• ROOM STATUS REPORT

Before guests arrive, reception staff will need the status of guest rooms. This information is indicated by the room status report. This report shows the status of the rooms whether a room is occupied, vacant, dirty or out of order.

From a room status report, the front desk agent will be able to identify which rooms are clean and ready for the guests, which rooms will become available later in the day, or which rooms are unavailable on that date. Such information is essential to the reception staff when assigning rooms, at the time of check-in.

Room Status & Occupancy

Sorted by Room Number

Starting Room Number: 0

Ending Room Number: 204

For the day of: Sunday, March 1, 1998

Room#	Room Status	Occupied Status	Res#	Res Type	Arrive	Depart	People - All	Res Comment 1	Room Hldg g Note	Maid Zone	PC
101	D	Vacant	341	04	3/2/1998	3/8/1998	1 0 0 0		Elegant 1 Bedroom	01	01
102	D	Vacant	387	D1	3/0/1998	3/15/1998	2 0 0 1		Supreme View	01	01
103	C	Vacant	345	G4	3/3/1998	3/8/1998	1 0 0 0		One Bedroom Luxury Co	01	01
104	D	Stayover	81	D6	2/24/1998	3/2/1998	2 0 0 0		Vail Slopeside Condo	04	02
105	C	Vacant	193	D4	3/8/1998	3/13/1998	2 0 0 0		Jacuzzi Suite	04	02
106	C	Vacant	324	D4	3/2/1998	3/7/1998	1 0 0 0		Beaver Creek Getaway	02	01
107	C	Checkout	410	S5	2/25/1998	3/1/1998	1 0 0 0		Sunset View	02	01
108	C	Vacant	325	P4	3/2/1998	3/7/1998	1 0 0 0		Honeydooners dream	04	02
109	C	Vacant	360	04	3/14/1998	3/21/1998	1 0 0 0		Near shops	04	02
110	C	Stayover	298	P6	2/28/1998	3/6/1998	2 1 0 0		Fireplace	02	01
111	D	Checkout	282	P6	2/25/1998	3/1/1998	2 0 0 0		Arrowhead Retreat	03	01
112	C	Vacant	276	P4	3/1/1998	3/8/1998	2 0 0 0		Kid's palace	03	01
113	D	Stayover	290	G6	2/25/1998	3/2/1998	2 0 0 0		Mountain View	03	01
114	C	Stayover	444	D6	3/1/1998	9/1/1998	2 0 0 0		South facing deck	03	01
115	C	Vacant	278	P4	3/1/1998	3/7/1998	2 0 0 0	Fruit basket in room	Southern view	03	01
116	D	Vacant							Near Village	04	02
117	C	Vacant	281	G4	3/2/1998	3/7/1998	2 0 0 0		Vail Village Condo	04	02
118	C	Vacant	280	D4	3/5/1998	3/12/1998	2 1 0 0		Barry's Favorite	04	01
119	C	Vacant							Poolside	04	01
120	C	Vacant							Fireplace	04	01
121	C	Vacant							Southwestern decor	05	01
122	C	Stayover	279	P5	3/1/1998	3/4/1998	2 1 0 0	If dog, let fd know	Bella Vista Condo	05	01
123	C	Vacant							Rita's cozy corner room	05	01
124	C	Maintenance	411	X5	2/26/1998	3/1/1998	0 0 0 0		Hidden Hills Hideaway	05	01
125	C	Vacant	427	P4	3/1/1998	3/8/1998	1 0 0 0		Karen's Hide away	05	01
201	C	Stayover	300	P6	2/28/1998	3/7/1998	2 0 0 0		Bachelor pad	03	02
202	I	Stayover	80	D6	2/24/1998	3/2/1998	2 0 0 0		Big screen TV	03	02
203	C	Vacant	327	D4	3/2/1998	3/7/1998	1 0 0 0		Cozy, cozy, cozy	03	02
204	C	Vacant	328	D4	3/2/1998	3/7/1998	1 0 0 0		Steve's favorite	03	02

29 Rooms on Report

Room Status Terms

1. Occupied – A guest is currently registered to the room.
2. Complimentary – The room is occupied, but the guest is not charged for its use.
3. Stay-Over – A guest who extends stay for a night.
4. On-change – The guest has departed but the room has not yet been cleaned and readied for resale.
5. Do not disturb (DND) – The guest has requested not to be disturbed.
6. Sleep Out – A guest who has not used the room.
7. Sleeper – The guest has settled his/her account and left the hotel but the front office staff did not properly update the room's status.
8. Vacant and ready (VR) – The room has been cleaned and inspected and is ready for an arriving guest.
9. Out-of-order (OOO) – The room cannot be assigned to a guest because of repair, renovation or maintenance requirements. Also known as UR (Under repair) in case of repairs.
10. Lock-out – The room has been locked so that the guest cannot re-enter until he or she is cleared by a hotel official.
11. DNCO (did not check out) – The guest made arrangements to settle his or her account but has left without informing the front office.

- **MOVEMENT SHEET (EXPECTED ARRIVAL AND DEPARTURE LISTS)**

Movement List is a document which contains the name of expected arrival and expected departure for the day.

DAILY REPORT OF EXPATATION										
DATE										
EXPECTED ARRIVALS						EXPECTED DEPARTURES				
ROOM	NAME	NO OF PERSONS		TIME OF ARRIVAL	STAYING UP TO	REMARKS	ROOM NO.	NAME	TIME OF DEPARTURE	REMARKS
		ADULT	CHILD							
	VIPs expectd groups in next three days									
front office manager						REMARKS				
lobby manager						total room occupied				
cashier						total no. of guests in house				
f&b department						% room occupancy				
house keeper						% guest occupancy				
						signature receptionist				

- **GROUP ARRIVALS REPORT - ROOMING LIST**

A rooming list is a printed or electronic list or roster of guests and their lodging needs and preferences presented to a hotel prior to arriving. It is usually sent out by the organizers and/or their designates to hotels in order to deliver multiple reservations. It is given to the hotel so that the hotel management can arrange and reserve the rooms within the room block of the list before the attendees arrive on site.



Group Rooming List

Complete this form and return to the hotel 4 weeks prior to group arrival date. This information will assist our team to prepare for your group's arrival.

Group Name: _____

This Radisson Hotel Racine looks forward to seeing you soon. In order to prepare for your group's arrival, please complete the table below for all incoming group members.

Please e-mail this form to jeffrey.radcliffe@radisson.com.

	Check-In Date	Check-Out Date	Last Name	First Name	E-mail Address	No of Adults	Room Type
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

VIP/SPATT LIST

Special Arrivals List:

A list of special guests or VIPs arriving. This should contain their special request and additional information about the preferences of the guest

N o	Resv	Name	Compan y	Design ation	room type	Room no	Arriva l date	Depa rture Date	Status
1	1452	Mr.Bill	HSBC	CEO	JR.Sut	405	02/02/2017	05/02/2017	VIP
2	1430	Ms.Carol	SBI	MD	Suit	702	02/02/17	06/02/17	VIP
3	1466	Mr.paul	Bank of America	VP	suit	703	02/02/17	04/02/17	VIP
4	1467	Ms.Ram a	Save children	Manag er	Dlx	102	02/02/17	12/02/17	need wheel chair

- **TURN AWAY REPORT**

Meaning / definition of Turn away in the hospitality industry

Sometimes, a hotel simply cannot accommodate a guest who has already made a reservation. Having to treat such a guest as a Turn away can happen at any time of year, but this usually occurs during a certain period and for a compelling reason or reasons. A report is made by the front office on such turn away guest in a month and remarks given on it

KEY WORDS

1. PRE-REGISTRATION

The activities that are carried out by the front desk agents before the arrival of guests, to ensure a speedy check-in are termed as pre-Registration activities.

2. REGISTRATION

Registration can be defined as the process of assigning rooms to the guest at the time of their arrivals by filling necessary details about the guest and the rooms contain in a registration form. Registration form acts as a source of information about guest and acts as a legal proof for both the hotel and guest.

3. C FORM –

It is a legal document which has to be filled by all foreign nationals except those from Nepal. NRI's with green cards do not have to fill this card. Children up to 16 years and diplomats from other countries are also exempted from filling C form. The hotel is liable to send the C Form to the nearest foreigner's Regional registration office or to the local intelligence unit within 24 hours of the arrival of a foreign national.

4. PASSPORT:

A passport is a document issued by a government to allow its citizens to travel abroad, and requests other governments to facilitate their passage and provide protection on a reciprocal basis.

5. VISA:

Visa is an endorsement on the passport, allowing the holder to enter the territory of the issuing country. It is a document or, more frequently, a stamp in a passport, authorizing the bearer to visit a country for specific purposes and for a specific length of time.