Guest Services – First Impressions Notes (Key)

Complete each section with the correct answers.

### Reservations

1. **Information gathering**
   - Name, address, phone, and email
   - Arrival and Departure Dates
   - Room Type
   - Room Rate
   - Method of Payment
   - Special requests
2. **Information given**
   - Confirmation number given to guest
3. **Additional Information Recorded**
   - Date reservation made
   - Person or company making reservation

### Room Rate Factors

- Time of year
- Day of the week
- Room type
- Room location
- Amenities in the room
- Group rate
- Membership rate
- Discounts
Guest Services – First Impressions Notes (Key)

Complete each section with the correct answers.

### Room Assignment

**Check-in**

- Front desk check-in
  - Locate reservation
  - Confirm information
  - Assign room in PMS
  - Make key and hand to guest

- Self check-in is not common
  - No personal contact
  - Real-time updated systems
  - Legal liability issues

<table>
<thead>
<tr>
<th>Methods of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
</tr>
<tr>
<td>Personal Checks</td>
</tr>
<tr>
<td>Business Checks</td>
</tr>
<tr>
<td>Debit card</td>
</tr>
</tbody>
</table>
Guest Services – First Impressions Notes (Key)

Complete each section with the correct answers.

Check-Out Procedures

<table>
<thead>
<tr>
<th>Presentation of bill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early morning copy</td>
</tr>
<tr>
<td>Front desk copy</td>
</tr>
</tbody>
</table>

- Generate additional revenue for hotel
- Act as liaison between hotel departments and guest
  - Banquet services (meals and refreshments)
  - Audio visual and technology
  - Reservations
  - Meeting room bookings and layouts
- Negotiate and manage guest contract
- Negotiate and manage vendor relationships
- Create and manage event timeline and all details associated with event or meeting

- Update folio for additional charges
- Final copy presented to guest
- Confirmation of folio
- Processing of payment
- Collect keys
- Update PMS to indicate vacant
### Technology to Get the Job Done

<table>
<thead>
<tr>
<th>Old School</th>
<th>New School</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit card verification system</td>
<td>PMS software and computer - Tied to cash draw in most hotels</td>
</tr>
<tr>
<td>Check verification system</td>
<td>Key card encoders</td>
</tr>
<tr>
<td>Postage scales</td>
<td>TV On-demand</td>
</tr>
<tr>
<td>Time stamp machines</td>
<td>Wi-Fi network connections</td>
</tr>
<tr>
<td>Telephone systems – multiple line transfers</td>
<td>Internet registrations from hotel site and third-parties</td>
</tr>
</tbody>
</table>