The Guest Cycle Exercise (Key)

Directions: In the boxes below, create a list of at least 3 activities (A) for each stage in the Guest Service Cycle. Technology may or may not be needed for those activities. In addition, list 3 activities that specifically require some type of information technology (T).

Pre-arrival
Example: Front Desk prints all registration cards for next day

A – Reservation confirmation email
A – Guest obtains directions or maps to hotel
A – Hotel app developed for smart phones

T – Reservation in PMS
T – Hotel website design and maintenance
T – Guest folio set up in PMS

Arrival
Example: Guest signs the registration card (contract for services)

A – Guest greeting
A – Luggage taken to room
A – Valet car service – charges added to guest folio

T – Guest check-in procedures in PMS
T – Room assignment in PMS
T – Door key coding and key assignment

Occupancy
Example: Perform bucket check

A – All concierge services (may be listed separately)
A – Transportation services to outside event or park
A – Daily housekeeping of guest room

T – Room service charges added to guest folio
T – Spa charges added to guest folio
T – Guest privacy ensured through key management

Departure
Example: Obtain and process payment for the guest’s bill

A – Luggage brought down from room
A – Valet brings car to front
A – Transportation arrangements

T – Assure all charges added to guest folio
T – Guest check-out procedures (bill totaled and issued)
T – Clear any guest messages from phone system