

**Standard Operating Procedure No: 27**

<b>Process :</b>	<b>How to do a Front Office courtesy calling</b>
<b>Objective :</b>	To check if the guest is comfortable and to get feedback
<b>Responsibility :</b>	Front Office Staff

<b>S.No.</b>	<b>Procedure</b>	<b>Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)</b>
1.	Courtesy call is made for the following guests	<ul style="list-style-type: none"> <li>▪ All VIP In-house guest</li> <li>▪ All Long Staying In-house guest depending on the length of their stay</li> <li>▪ All guest a day prior to their departure</li> </ul>
2.	For a VIP guest	<ul style="list-style-type: none"> <li>▪ For VIP guest, Guest Relations will make first courtesy call after the ten minutes of the check in of the guest in the room</li> </ul>
3.	Points to be kept in mind while making courtesy calling to a VIP staying guest	<p>Guest Relations will ask guest following questions related to the experience of their Stay in the hotel</p> <ul style="list-style-type: none"> <li>▪ Is he comfortable in the room?</li> <li>▪ How did he find the room?</li> <li>▪ Does he wish to reserve himself for lunch/dinner in the hotel restaurants?</li> <li>▪ Does he wish to use the health Club and Beauty Parlour services?</li> </ul>
4.	Explain a long staying guest	<ul style="list-style-type: none"> <li>▪ Any assistance he requires, please call guest relations at extn _____</li> <li>▪ A long staying guest is one who stays in the hotel for a minimum period of 10 nights</li> </ul>
5.	For a long staying guest	<ul style="list-style-type: none"> <li>▪ For a long staying guest, Guest relations will give minimum three courtesy calls to the guest and will have a courtesy meet with the guest. The process will be repeated every ten days for guest staying for more than ten days</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Guest Relations will take the printout of long staying In house guest report.</li> <li>▪ Guest Relations will call the guest in their room post 17:00hrs.</li> </ul>
6.	Points to be kept in mind while making courtesy calling to a long staying guest	<p>Guest Relations will ask guest following questions related to the experience of their Stay in the hotel.</p> <ul style="list-style-type: none"> <li>▪ How is their stay in the hotel?</li> <li>▪ How is the food and the service of the hotel?</li> </ul>

# Front Office Sop Manual

**Siddappa N.Byrareddy**



## Front Office Sop Manual:

**Standard Operating Procedures: A Complete Handbook for Yoga and Naturopathy Hospital Operations** Dr. Gulab Rai Tewani, Dr. Bhavit Bansal, 2025-05-02 Standard Operating Procedures A Complete Handbook for Yoga Naturopathy is a pioneering guide tailored for administrators clinicians researchers and students in the AYUSH sector Authored by Dr Gulab Rai Tewani and Dr Bhavit Bansal this comprehensive manual outlines structured protocols to enhance patient care streamline operations and ensure regulatory compliance in Yoga Naturopathy hospitals By integrating evidence based practices with traditional wisdom it standardizes procedures across hospital administration therapeutic services research training and digital health systems Aligned with NABH standards the book bridges the gap between holistic healing and modern healthcare making it an essential resource for advancing quality safety and excellence in AYUSH healthcare delivery

*Standard Operating Procedures for All Doctors* Robyn Adkins, Leila Chambers, 2005 *Standard Operating Procedures for All Dentists* Marsha Freeman, 2004-10 In the book and accompanying CD Marsha Freeman offers 314 standard operating procedures for the dental office including front and back offices bookkeeping hygiene job descriptions and performance agreements management marketing and related forms Book SOPs are replicated on the CD for easy modification printing and binder insertion **Standard Operating Procedures for Primary Care Physicians** Robyn Freeman, Leila Chambers, 1997

*Dental Back Office SOPs* Marsha Freeman, 2000 [Hotel Front Office Training Manual with 231 SOP](#) Hotelier Tanji, 2013-08-06 Recommended Download Ebook Version PDF of this book from here <http://www.hospitalityschool.com> training manuals front office Front Office or Front Desk of a hotel is the most important place It is treated as the nerve center or brain or mirror of the hotel The first hotel employees who come into contact with most guests when they arrive are members of the front office These people are mostly visible and assumed mostly knowledgeable about the hotel [Hotel Front Office Training Manual with 231 SOP](#) 1st edition comes out as a comprehensive collection of some must read hotel restaurant and motel front office management Standard Operating Procedures SOP and tutorials written by hospitality school com writing team All contents of this manual are the product of Years of Experience Suggestions and corrections Efforts have been made to make this manual as complete as possible This manual was made intended for you to serve as guide Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times Bonus Training Materials Read 220 Free Hotel Restaurant Management Training Tutorials from Here <http://www.hospitalityschool.com> free hotel management training **Darby's Comprehensive Review of Dental Hygiene - E-BOOK** Christine M. Blue, 2026-03-09

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