

Front Desk Procedures

of one another. If you find that a guest has multiple reservations and suspect this may be unintentional, the courteous approach is to inquire with the guest whether or not the reservation is needed. In some cases the inquiry will not be necessary because you may know they in fact do/not need/want the additional reservation(s).

If a guest confirms that there is a duplicate/incorrect reservation but it is a third-party booking, the cancellation must be done and/or confirmed by the booking site.

For any reservations requesting to be cancelled after the 6pm arrival date policy, a penalty will incur that is one night's rate + tax.

If it is before 6pm and the reservation is not a third-party and/or advance payment reservation, you may cancel the extra reservation(s) with the consent of the guest.

Shift Checklists:

Shift checklists are to be used by new employees until consistency with routine and few errors is achieved. The checklists may be used whenever reminders are needed or during emergency situations when manual operations are implemented. There is not a set time line for mandatory use of checklists but if errors are occurring regularly they must be utilized regularly to guide you.

Shift Close and Drop:

Though listed as a step on the Shift Checklists, at the end of every shift you must close out your shift especially if you took in cash payments. You will close out your shift in the Choice Advantage system by going to Manage, Cashier Shift, then entering the base \$300 plus the amount you took in during your shift (this includes cash, checks, and/or gift card payments). You and your shift will both count and initial the drop envelope verifying that it is dated and the amount is correct. The shift drop is put in the safe by either party and witnessed.

Manual Operations:

In the event of the Choice Advantage system being inoperable due to system maintenance, storms, or other emergency situations, manual operations will be implemented. Forms to use during manual operations can be found in the binder labeled as such at the front desk. Use your shift checklist as well to assist in staying on task with all duties to be completed during a normal shift and to ensure you have all reports and information possible to perform these tasks.

When available, print all emergency reports at regular intervals and use the system until it is no longer accessible.

Once the system is down and all operations are being done manually, keep all lists, reports, and other information as updated as possible by matching and verifying all actions taking place such as arrivals, departures, room moves, clean/dirty/maintenance rooms, and payments/authorizations.

Relaying "numbers" to management:

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VM Jensen



Front Desk Procedures Manual Template:

Unveiling the Energy of Verbal Artistry: An Psychological Sojourn through **Front Desk Procedures Manual Template**

In a world inundated with screens and the cacophony of instantaneous interaction, the profound energy and mental resonance of verbal beauty often disappear into obscurity, eclipsed by the constant assault of noise and distractions. However, set within the lyrical pages of **Front Desk Procedures Manual Template**, a captivating work of literary brilliance that impulses with fresh emotions, lies an unforgettable journey waiting to be embarked upon. Published by way of a virtuoso wordsmith, that mesmerizing opus guides viewers on a psychological odyssey, softly exposing the latent potential and profound affect embedded within the complicated internet of language. Within the heart-wrenching expanse of the evocative analysis, we can embark upon an introspective exploration of the book is central styles, dissect their charming publishing fashion, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

<https://blog.gospelcrusade.org/About/Resources/default.aspx/Maggie%20Stiefvater%20Erin%20Staley.pdf>

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