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1st YEAR

PAPER-III (PRACTICAL): HOSPITALITY SERVICE

Objective: These sessions are intended to make the student ready to receive the guest with confidence, to communicate, to tackle problems and to handle situations. Hence, the success of these sessions will depend purely on the degree of involvement of the entire class.

Requirement: Front-desk (Reception counter), the relevant formats needed at the front-desk, a telephone at the Front-desk and another, preferably intercom at a reasonable distance connected to each other to carry on the activities.

Procedure: After providing guidelines to the students, the teacher may give each *activity* on a job card or/and read to the class and assign the roles to one student at the desk and one as the guest or visitor or caller. Try to involve other faculty too as guests for effective realisation of the objectives. The rest of the class will observe the student at the Front-desk, note down suggestions for improvement or other ways of handling similar situation.

Caution: The activities given are only suggestive. The teacher is free to modify these activities. The teacher may bring in ingenuity depending on case-to-case basis and develop the activities to achieve the objectives. Review and recommendations should be taken as tools for development.

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Unit 1: Telephone manners and skills

Objectives: (i). To build confidence in handling telephone
(ii). To learn and practice telephone manners
(iii). To use skills in handling enquiries, situations and problems.

Guidelines: *The golden rules for good telephone techniques are:*

- Always answer with a greeting (example: good morning / good afternoon / good evening).
- Always identify your company (example: thanking for calling The Oberoi Grand)
- Identify yourself (example: this is Manager speaking or Manoj speaking)
- Question the caller's need (example: can I help you sir / madam)
- Keep a courteous and audible tone.
- Listen to the guest carefully and note down the points, if needed.
- Don't interrupt the guest or break his conversation.

The way you will answer all calls will therefore follow the pattern:

“Good morning Sir / Madam, Thank you for calling Grand hotel. This is Manoj speaking, Can I help you sir/madam”.

Activity: These are only suggestive. The teacher is free to bring variations and improvements.

1. The caller enquires about an in-house guest. The guest has gone out.
2. The caller enquires about the rooms, facilities and tariff.
3. The caller enquires about the location of the hotel from a certain place in the city / town.
4. The caller wants to book a room.
5. Mr.Rajan occupied a room on single occupancy and the hotel doesn't allow visitors beyond 11 p.m. There is a lady in the room. The Front office has to call the guest and inform.

Review & Discussion:

The students should observe: a. if there are any shortfalls in each of the conversation and procedure.

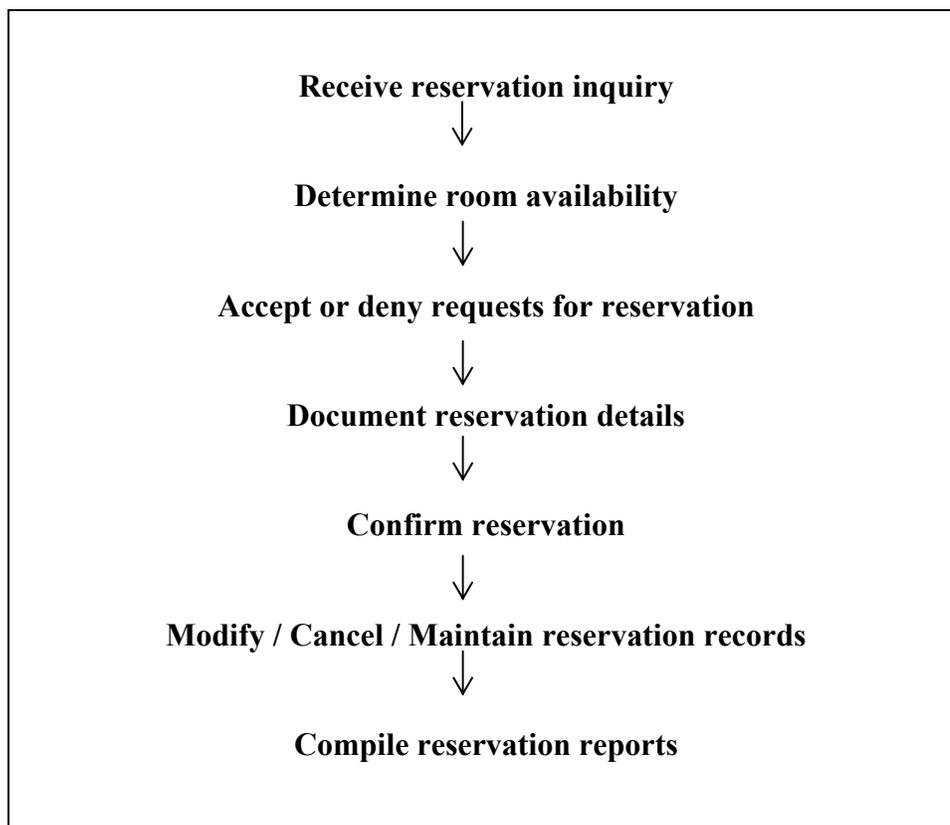
b. if any improvements can be made to the conversation.

c. in case of decisions and actions depending on variation in the situation, the students should be allowed to discuss after the event is managed and the modified way also could be tried and observed for improvements if necessary.

Unit 2: Room Reservation and Group bookings

- Objectives:** (i). To know the reservation procedure.
(ii). To learn the information needed for making a reservation.
(iii). To make a reservation.
(iv). To modify a reservation.
(v). To cancel a reservation.
(vi). To learn the documentation needed in maintaining reservations.

Guidelines: Different hotels may adopt different systems and documents for receiving reservations. However, the basic procedure involved in the process is similar between all hotels.



The first step in the process is to find out the information regarding guest's proposed stay, to check if room is available. The following info is very important,

- Date of arrival
- Length of proposed stay
- Type and number of room/s required
- Number of persons

By referring to an updated Density Chart, the room availability can be verified and appropriate action or suggestion may be given to the guest.

The reservation particulars should be noted down on a reservation form or bookings diary or the computer reservation system and the status of the reservation mentioned to the caller / guest. Then the Density Chart should be updated. Wherever possible a reply by e-mail or post can be sent.

In case of a request for both cancellation or amendment of the reservation, proper entry in the form should be made and the name of the person who has requested the same along with contact details should be noted down. Then the Density Chart should be updated for providing instant information.

Pre preparations prior to the arrival of the guest should be made for effective room sales.

- Activity:**
- 1). Take a reservation on the phone for a guest for two nights starting from tomorrow.
 - 2). Take a reservation for a future arrival of the guest who is checking-out.
 - 3). Hotel does not have the specified accommodation available on the requested dates.
 - 4). Hotel is fully booked.
 - 5). Reservation from a blacklisted company.

Review & Discussion:

What consequences may there be for the operation of a hotel if a reservations clerk fails to adjust the room availability chart after dealing with a cancellation of booking?

Will there be any difference between an individual booking and a group booking?

What extra information should be noted down in case of a Special guest, VIP or guest with special requests?

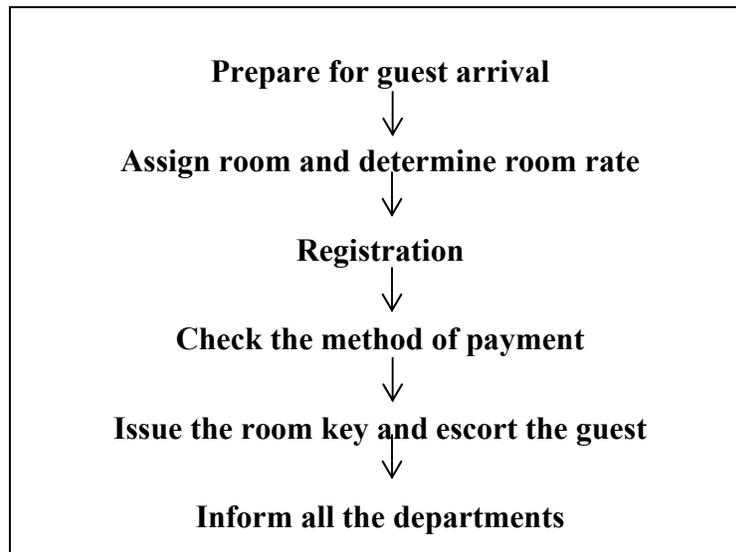
What care should be taken while handling a group booking?

Why is it necessary to have overbooking?

Unit 3: Guest Registration/Check-in.

- Objectives:** (i). To know the guest registration procedure.
(ii). To learn the formalities to complete for a check-in.
(iii). To learn the documentation needed for registration.
(iv). To handle a check-in and complete all formalities.

Guidelines: The documents and the procedure followed by different hotels are almost alike. Following is the general sequence which every hotel uses.



Maintain good eye contact in such a way that it does not become a stare. Keep a smile while talking to the guest. Do not lean or sit, stand straight. Maintain a clean, neat and tidy appearance. Avoid keeping things on the counter; keep it clean. Speak clearly using a pleasant tone.

- Activity:** 1. The guest with a confirmed booking has arrived. Perform a check-in.
2. A guest has arrived and wants to join an in-house guest who is staying in Room No.303 a double room on single occupancy.
3. The guest with a confirmed booking for a Suite has arrived, and you don't have a clean Suite. At the moment you have two double rooms and one single room available.
4. The guest with a confirmed booking has arrived. Your hotel is over booked. No room is available.

Review & Discussion:

- Observe how the guest was received?
Was the sequence of operations proper?
Did the receptionist guide the guest in filling the Registration form? Or was there a pre-prepared Form?
Did he announce the room number, type and rate while handing over the room key?
What steps did the receptionist take to handle the 2nd activity?
How did the receptionist convince the guest of the situation in 3rd and 4th activities?
What suggestion did the receptionist make to avoid inconvenience to the guest?

Unit 4: Handling of situations

- Objectives:** (i). To make the student prepared for handling day-to-day situations.
(ii). To enable him to judge and act effectively.
(iii). To learn the rules of the house (i.e. the hotel rules in such situations).
(iv). To learn the procedures and formalities in each of the situations.

Guidelines:

Normal situations like Walk-in, No-Show, Skipper, Scanty Baggage, Walking, Overbooking and Stay-over. These are recurring in nature and have to be dealt with effectively. Even though one has handled these situations, they may need different treatment depending on the guest's temperament and other probabilities. The receptionist needs to be quick-witted, sympathetic and a good conversationalist.

WALK-IN:

Rooms and reservations status should be verified before offering a room. Such guests help in increasing Room revenue. It is good to take advance from such guests unless they are regular.

SKIPPER:

It is a usual practice to take advance from suspicious or unknown guests to avoid such loss. When the advance is exhausted fresh advance should be collected. Care should be taken both at the time of offering the room as well as during his stay the house-keeping, room service as well as security should be vigilant for any such possibilities.

SCANTY BAGGAGE:

It's normally not a problem with regular guests or corporate guests. In the case of unknown Walk-ins or a guest with reservation who looks suspicious, it is a good practice to take advance of a little over the room rent for the no. of days' stay.

NO-SHOW:

To reduce the no-shows, ensure that the information taken during the Reservation process is accurate, in respect to Date and Time of arrival, mode of arrival and no. of rooms. If possible contact by telephone or telex to check if the guest is arriving or he has a change of plan.

WALKING:

If possible alternate arrangement in the hotel should be made otherwise guest should be offered a room elsewhere at a hotel of similar standards, and provided transport to reach that place. Several other steps could be taken to avoid losing the guest.

STAY-OVER:

If the rooms & reservations status does not permit it, it could be handled like in the case of WALKING.

- Activity:** 1. A first time guest, without a reservation approaches the Receptionist with huge baggage. Status: Rooms are available.
2. A regular guest, without a reservation, Status: no rooms.
3. A first time guest with a reservation, with just a brief case and no other luggage. Status: Rooms are available.
4. A guest, who had a reservation for yesterday, turned up today without prior notice. Status: no rooms.
5. A guest with a reservation, Status: overbooked & no rooms, no expected departures.
6. An in-house guest has booked only till today; he wants to extend his stay for two more days. Status: No rooms, there are expected arrivals and no other departures.
7. House-keeping staff tells you on the phone at 11 p.m. that there are three persons staying in a room given on Double occupancy.
8. A scanty-baggage guest has spent more than the advance he deposited.
9. A guest has spent above his credit limit.

Review & Discussion:

Observe how the situation was handled?

Was the sequence of operations proper?

How did the receptionist convince the guest of the situation?

What action / suggestion did the receptionist make to avoid inconvenience / anger to the guest?

Unit 5: Handling foreigners' registration

Objectives: (i). To learn the rules and regulations while registering guests of foreign origin.

(ii). To know the details required on a C-Form.

(iii). To be able to read the source of particulars required on C-Form.

(iv). To learn to assist the guest in completing the check-in formalities.

Guidelines: All foreign nationals need to fill in the C-Form as per Indian Law. They are also expected to settle their bills in foreign currency.

The source of information for the C-Form is basically the visitor's *Passport, Visa* and in certain cases *Certificate of Registration*.

Copy of the details of check-ins and checkouts are sent to the Local Police Station regularly whereas the Foreigners' details are also sent to Superintendent of Police.

Foreigner Details

C-Form details (must be filled in by all foreign Tourists)

Enter these details from Guest's Passport and Certificate of Registration (if any)

GRC No	<input type="text"/>	Visa Reference:	<input type="text"/>
First Name	<input type="text"/>	Place of Issue :	<input type="text"/>
Second Name	<input type="text"/>	Date of Issue :	<input type="text"/>
Permanent Address	<input type="text"/>	Visa Expires on:	<input type="text"/>
City	<input type="text"/>	Place of Entry in India:	<input type="text"/>
Country	<input type="text"/>	Date of Entry into India:	<input type="text"/>
Phone	<input type="text"/>		
Passport No	<input type="text"/>	Certificate of Regstrn	<input type="text"/>
Date of Issue	<input type="text"/>	Date of Registration	<input type="text"/>
Place of Issue	<input type="text"/>	Place of Registration	<input type="text"/>
Expiry Date	<input type="text"/>	Expiry Date	<input type="text"/>

Activity: 1. A foreigner with a reservation, to check-in.

2. Filling up of C-Form and verifying the entries.

3. Guest is either tired or does not have time to complete the formalities.

Review & Discussion:

Observe how the guest was received?

Was the sequence of operations proper?

Did the receptionist guide the guest in filling the Registration form, and the C-Form? Or were there pre-prepared Forms?

Did he announce the room number, type and rate while handing over the room key?

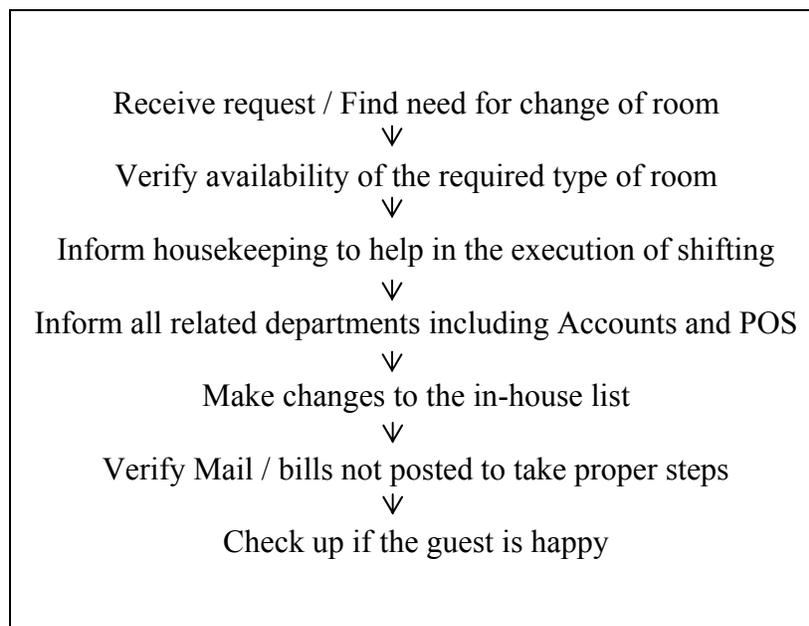
What did the receptionist suggest for activity-3? What are the other possibilities to complete the formalities?

Unit 6: Change of room

- Objectives:** (i). To learn the occasions when guest room needs to be changed.
(ii). To know the formalities to be completed before and after shifting the guest to another room.
(iii). To learn the knack to convince the guest for a shift, at times.

Guidelines: Either guest requests for a shift or the hotel wants to shift him to another room. When the guest faces some inconvenience in the present room, or when he wants to go for either a bigger room or a smaller room due to either someone who has joined him or who has left him respectively.

When the guest was given a room for the time being, since room he reserved was unavailable to allot at the time of check-in. When the guest requested for overstay. There is a reservation for the room that is occupied.



Activity: 1. Mr.Sumesh of Room no.207, a single room requests for a shift to the third floor since many of his friends are on that floor. There are no single rooms presently vacant on that floor.

2. Guest is staying over, is in a single room, and wants to extend his departure by a day. There is reservation for this room. No other single room is available.

3. The A/c. in the room has a big problem that needs at least two days to mend.

Review & Discussion: Did the receptionist take proper action?

Was he able to convince the guest?

What other course of action is available for the receptionist?

If the guest does not want to shift, when we need the room, how would you tackle?

Unit 7: Handling complaints and situations

- Objectives:** (i). To cultivate calmness and helpfulness.
(ii). To train the mind to understand a problem / complaint.
(iii). To show tact and discretion.
(iv). To show empathy to win half the situation.

Guidelines:

1. Greet the guest, and maintain good posture & eye contact. Conduct yourself such that you look like a responsible person.
2. Do not interrupt the guest.
3. Apologise even if you or the hotel is not at fault. Show empathy to the guest.
4. Do not throw the fault on others.
5. Ensure that the guest is satisfied.
6. Even though all complaints are paramount and need to be dealt with properly, they could be broadly graded as Serious, Mediocre and Minor. Serious ones some times can be handled by the Front Desk, sometimes could be sensitive and demanding, may need more experience or authority to tackle like a Front office manager or Duty/Lobby manager.
Mediocre ones also need care and tact, could be easily dealt with by Front Desk otherwise a more experienced person could be requested to handle.
Minor ones are regular in nature, becomes almost a practice, can be handled by Front Desk without any help.
7. Discuss possible courses of action with the guest and come to the most amicable or suitable solution.
8. Give instructions to other staff regarding the agreed solution.
9. Record complaint and after solving, the action taken in the Front office logbook.
10. Speak to the guest and find out if the action was appropriate and if he is satisfied.

Activity:

1. A guest complains that he has not received his morning newspaper for two days.
2. An angry guest complains that the hotel has overcharged him for his accommodation. Although you have already explained to him
3. Guest from Room No.207 complains at 8.30 p.m. to the front desk that his room has not been cleaned during the day.
4. Guest has complained of chest pain at 11.30 p.m. from Room No.777.
5. Guest is very angry for having missed his flight and complains of not being woken up at 5 A.M.
6. A guest with a confirmed booking arrives at the Front Desk, no vacant room status.

Review & Discussion:

1. Has the receptionist showed concern to the problem of the guest?
2. Has the receptionist understood the problem or complaint?
3. Did he show tact in tackling the problem?
4. Discuss about the other courses of action to the same situation.
5. Discuss other possible situations to the same problem.

Unit 8: Handling lost and found articles

- Objectives:** (i). To understand the importance of maintaining a register.
(ii). To take down information about a lost article
(iii). To identify the guest who's articles were found and record the info.
(iv). To take appropriate steps in handing over the articles to the guest.

Guidelines:

The hotel's reputation is at stake if the lost property is not properly traced & handed over to the guest.

- At the time of check-out the guest may have left some articles behind, which the house-keeping staff would have collected.
- The guest while checking-out informs the Front office that he could not locate an article of his.
- The in-house guest informs the Front office that he had lost an articles of his.

A proper record of item/s found or lost their description, room no. date and the guest's name & address and the name of the reporter of the loss / finder should be noted down. When the guest is handed over the article, his signature must be taken under the acknowledgement column along with date.

LOST & FOUND PROPERTY REGISTER

Date	Time	Room No. / Place	Description of the article/s LOST / FOUND	Name & Address of guest / reporter of loss	Finder's details	Acknowledgement

Activity:

- 1) After the the guest checkout house-keeping staff finds an article in the room.
- 2) The guest while checking-out informs the Front office that he could not locate an article of his.
- 3) The in-house guest informs the Front office that he had lost an article of his.

Review & Discussion:

1. Has the receptionist taken proper steps in each of the cases?
2. How did the receptionist note down the details on being informed about the loss of articles by the guest?
3. Any suggestions to improve the procedure?

Unit 9: Handling Messages and Mail

- Objectives:** (i). To learn to take message from a visitor across the counter.
(ii). To be able to take message on the phone precisely & in short.
(iii). To take instructions / message from an in house guest to his visitor.
(iv). To take message from one guest to another.
(v). To understand the procedure involved with mail and appreciate the need

Guidelines:

Mail / Messages are received on behalf of the guest under three circumstances.

1. For a guest who has a reservation and is expected to check-in.
2. For an in-house guest who is away from his room.
3. For a guest who has checked-out.

In all the three instances the hotel is responsible in passing on the mail / message to the particular guest reasonably in time. Hotels keep a track of these with the help of logbook. They maintain a logbook at the front office. In which receipt of mail etc. are noted down.

In the case of an expected guest, a note should be kept on the expected list of arrivals. The message or mail should be handed over to the appropriate guest after verification. In the case of an in-house guest, ensure before receiving the mail or message if the guest is in the room or if he has left any message for paging. It could be passed on to the guest along with the room key, whenever the guest comes to pick-up his key. In case guest has carried his room key, periodically should check if the guest has reached his room and then pass on the mail / message.

In case the guest has already checked out and has given directions to redirect, and then do it accordingly, else send it to the mail address he has registered himself with.

- Activity:**
1. Take message over phone and pass it on to the 'guest'.
 2. Take message from guest and pass it on to the visitor.
 3. Receive a parcel for a guest who is in house / expected or has checked out.

Review & Discussion:

Is the conversation short and precise?

Has the message been taken properly? Verify the essence of the message.

Has the visitor been offered Message Slip to write his message?

Are the steps taken while receiving the parcel appropriate?

Is the procedure involved in handing over / forwarding the parcel proper?

Message Slip

To.....

Room No.

You were called

By.....

Of.....

Please call back

will meet you at

will call again

.....

.....

.....

MESSAGE

.....

.....

.....

.....

Taken by.....

Date:

Time:

Unit 10: Providing information

Objectives: (i). To understand the need for guest security and use discretion in providing guest information to visitors.

(ii). To be aware of the conventions, conferences and exhibitions in the hotel and provide relevant information.

(iii). To have a fair knowledge of the services provided by the hotel.

(iv). To be able to make an itinerary for a specific tourist requirement.

Guidelines: If information is not available or not sure of the information that you have -

- Ascertain the correctness or find out the source for the correct information.

- Never provide assumed information to any one.

- When information should be protected do not reveal the information.

Activity: 1. An enquiry about airline timings.

2. Information about city-site seeing tour.

3. Enquiry about an exhibition in the hotel premises.

4. Enquiry about an international cricket match in the city.

Any information that is currently prominent in the particular city could be used for enquiry in this session.

Review & Discussion:

1. Checkup what was the source of information.

2. Was the information given understandable?

3. Did the Receptionist communicate effectively?

4. Any suggestions to improve?

Unit 11: Making itinerary

Objectives: (i). To be able to make an itinerary for a specific tourist requirement.
(ii). To be able to gather and provide information regarding the city, site-seeing spots, important events, air & train timings their connectivity etc.
(iii). Make students work in a group; and to improve their presentation skills.

Guidelines: This should be taken up as a group activity. The students should be allowed to explore the tourist information guides and maps to prepare itineraries.

Requires knowledge of places, their speciality, connecting transportation & timings, cultural, historic and other information related to the places.

Day & Time	Place (from to....)	Stay / Travel / Activity	What to see / Importance

* All plans will start with day 1; if reaching / stopping for a while and continuing on the same day then specify on the next line as day 1 only; i.e. for each place a separate line should be used whether in transit or otherwise, specify the day one or two etc.

* Starting place and destination should be mentioned;

* Whether to stay at the place or travel or the activity to undertake;

* Important places to visit at that place, brief description / importance. In case of stay, mention where the accommodation is being provided; if it is travel then the train details.

Activity: 1. Plan an itinerary for a tour to a wild life enthusiast who has a week's time at his disposal.
2. An itinerary for a Buddhist contingent from Japan for three days, which should cover all the important Buddhist sites in A.P.
3. A site seeing tour for one day to some important tourist attractions within a radius of 15 K.M. of your town / city.

Review & Discussion:

Divide the students into groups and assign them the tasks.

The teacher should allow the groups to discuss, refer and make the itineraries.

Then let each group present their itinerary, then there should be an interaction between the presenter-group and the audience groups.

Unit 12: Mock situations

Objective: To make the student confident and resourceful in handling situations / problems / complaints those are either usual or unusual.

Guidelines:

When a guest is in bad mood or approaches with a complaint, always keep the following in mind.

1. Listen with concern and empathy.
2. Isolate the guest if possible, so that other guests won't overhear.
3. Stay calm. Avoid responding with hostility or defensiveness. Don't argue with the guest.
4. Be aware of the guest's self-esteem. Show a personal interest in the problem. Use the guest's name frequently. Take the complaint seriously.
5. Give the guest your undivided attention. Concentrate on the problem, not on placing blame. Do not insult the guest.
6. Take notes. Writing down the key facts saves time if someone else must get involved. Also, guests will slow down when they are speaking faster than you can write. More important, the fact that a hotel staff member is concerned enough to write down what they are saying is reassuring to guests.
7. Tell the guest what can be done. Offer choices. Don't promise the impossible, and don't exceed your authority.
8. Set an approximate time for the hotel's actions. Be specific, but do not underestimate the amount of time it will take to solve the problem.
9. Monitor the progress of the corrective action.
10. Follow up. Even if someone else resolved the complaint, contact the guest to see if the problem was satisfactorily solved. Report the entire event, the actions taken, and the conclusion of the incident.

Activity:

1. The guest locked himself out of his room.
2. The guest rings up at midnight 2 A.M. and tells that he needs his dinner.
3. The guest complains that some one has used his expensive deodorants.
4. The guest does not have enough money to settle his bill and his credit card validity has expired.

Review & Discussion:

- i. Has the receptionist showed concern to the problem of the guest?
- ii. Has the receptionist understand the problem or complaint?
- iii. Did he show tact in tackling the problem?
- iv. Discuss about the other courses of action to the same situation.
- v. Discuss other possible situations to the same problem.