

ACCOMMODATION OPERATIONS PRACTICALS (XII)

100 marks (80 marks practical + 20 marks for project)

TERM1:

1. Filling of reservation form
2. Filling of reservation amendment or cancellation form
3. Blocking of rooms in on a reservation chart
4. Filling of a guest registration card
5. Filling of scanty baggage form
6. filling of complimentary amenities voucher
7. Filling of a message slip
8. left luggage request form

TERM2:

9. Filling up of a C form
10. How to handle reservation enquiry
11. Guest registration and check in process
12. Cleaning procedures and Procedure for Sweeping & Dusting
13. Procedure for Mopping
14. How to Clean Glass and Mirrors
15. Cleaning of Furniture, Doors & Walls
16. Cleaning of Fans

20 marks for Project work

Practical 1

FILLING OF RESERVATION FORM

This is the form which is filled by the reservation assistant at the time of the request of the room from the guest. The reservation assistant should inquire all the details mentioned in it. After filling up this form, all the reservation data are entered into the computer where the reservation system is computerized. This form is filled for the future reference. When the guest arrives in the hotel, the reservation of the room is done on the basis of this forms. This forms includes: Name, Address, Nationality, Date of arrival with flight details, Date of departure, Types of room required, Types of plan preferred, Modes of payment etc.

DSOUZA HOTEL					
<u>ROOM RESERVATION FORM</u>					
Name: _____			D.O. Arr: _____		
Address: _____			D.O. Dep: _____		
			Time of Arr: _____		
Phone: _____			Time of Dep: _____		
Type of room:	<input type="checkbox"/> Sgl	<input type="checkbox"/> Dbl	<input type="checkbox"/> Twin	<input type="checkbox"/> Deluxe	<input type="checkbox"/> Suite
No. of Pax:	Adult _____		Child _____		
Room rate: Rs. _____					
Mode of Payment:	<input type="checkbox"/> Cash	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Bill to Co.	<input type="checkbox"/> T. A. Voucher	
Resv. Made By :	<input type="checkbox"/> Letter	<input type="checkbox"/> Fax	<input type="checkbox"/> Tel	<input type="checkbox"/> Email	<input type="checkbox"/> Person
Contact Address and phone: _____					
Advance Deposit: Rs. _____					
Remarks: _____					
Status:	<input type="checkbox"/> Tentative	<input type="checkbox"/> Confirmed			
Reservation taken by: _____					
Date: _____					Time: _____

Practical 2

FILLING OF RESERVATION AMENDMENT OR CANCELLATION FORM.

This form is filled up when a guest request for the cancellation the revision of the reservation made on the earlier dates. This reservation assistants fills up all the necessary details on this forms. In case of cancellation the reservation rack is updated by removing the reservation slip. The reservation chart is also updated by removing the allocation of the room made by the guest. In case of cancellation and revision of the reservation, new adjustments are made in reservation rack and reservation form

D'SOUZA HOTEL			
<u>AMENDMENT/CANCELLATION FORM</u>			
Name: _____			
(Surname)	(First name)		
Address: _____	Telephone No _____		
ORIGINAL RESERVATION			
Arrival date: _____	Departure date: _____		
Arrival time: _____	Departure time: _____		
Room No. _____	Room Type: _____	Rate: Rs. _____	Tax: _____
Number of Pax: _____	Adult _____	Child _____	
Mode of Payment: Cash Credit Card Bill to Co. T. A. Voucher			
AMMENDED RESERVATION			
Arrival date: _____	Departure date: _____		
Arrival time: _____	Departure time: _____		
Room No. _____	Room Type: _____	Rate: Rs. _____	Tax: _____
Number of Pax: _____	Adult _____	Child _____	
Remarks: _____			
Mode of Payment: Cash Credit Card Bill to Co. T. A. Voucher			
CANCELLATION			
Name of the Person calling: _____		Telephone No: _____	
Address: _____			
Reason for cancellation: _____			

Taken by: _____		Date: _____	

PRACTICAL 3

BLOCKING OF ROOMS IN ON A RESERVATION CHART

Reservation chart is also referred as the advance lettering chart or bed booking chart and used for allocating room in advance. A reservation chart is basic of reservation system. Each page of reservation chart represents a month. The vertical column represents each day of the month while horizontal column represents each room in the hotel. Each block represents room on a particular day of a month. Thus, when a room is reserved, a square formed by the room number and the date for which it will be occupied and crossed through a pencil and the name of the guest is written on the line. Pencil should be used so that in the event of cancellation or alternation of reservation, the name and line can be erased and replace by another

ROOM STATUS AND AVAILABILITY CHART

	Sep-01	Sep-02	Sep-03	Sep-04	Sep-05	Sep-06	Sep-07	Sep-08
101/B1D								
102/B1D								
103/B2D								
104/A1K								
105/B1K								
106/B1D								
107/A1K								
108/B2Q								
109/B2D								
110/B2D								

A – DELUX ROOMS (MAXIMUM RATE)

B- MODERATE (SUPERIOR ROOMS)

K – KING SIZE

D – DOUBLE

Q – QUEEN BED

Practical 4

FILLING OF A GUEST REGISTRATION CARD

After the guest arrives at the hotel, the front desk agent creates a guest registration record in order to collect important guest information like full name, address, date of birth, email, telephone number, company name, passport and visa details etc. Registration card may also include details of the reservations like room type, room rate, billing instructions, arrival and departure date etc. Reg card also includes "Management Policies" to which the guest has to accept and sign on the space provided for the same.

<u>REGISTRATION CARD</u>			
Name: _____			
(Surname)		(First name)	
Designation: _____	Date of arrival in India: _____		
Organization: _____	Duration of stay: _____		
Address: _____	Arrival from: _____		
_____	Next destination: _____		
Purpose of visit:	Business	Conference	Leisure
Date of birth: _____	Nationality: _____		
Arrival date: _____	Departure date: _____		
Arrival time: _____	Departure time: _____		
Room No. _____	Room Type: _____	Rate: Rs. _____	Tax: _____
Number of Pax: _____	Adult _____	Child _____	
<u>Passport Details:</u>			
Passport number: _____	Date of issue: _____		
Valid till: _____	Place of issue: _____		
* <u>Certificate of Registration.</u> (Only for foreigner resident in India)			
Registration No. : _____	Date of Reg.: _____	Place of Reg.: _____	
<u>Mode of Payment:</u>			
Cash	Credit Card	Voucher	Travelers cheque
Credit Card number: _____	Expiry date: _____		
Bill to Company _____			
_____	_____		
Signature of Receptionist.	Guest Signature		

PRACTICAL 6:

FILLING OF COMPLIMENTARY AMENITIES VOUCHER

The front desk agent should prepare the amenities voucher for the arriving guests and send these vouchers to the concerned departments. These vouchers are documents, which are, generated in FO and instructs the F&B and HK depts. to provide the various amenities such as fruits, flowers, wines prior to the arrival of the guest.

DSOUZA HOTEL

COMPLIMENTARY AMENITIES REQUISITION FORM

ROOM NO: _____

GUEST NAME: _____

- WELCOME LETTER
- FRUIT BASKET
- JUICES
- FULL BAR
- HALF BAR
- ADDITIONAL TOWELS
- VANITY KIT
- FLOWER BASKET
- STATIONERY
- SPARKLING WINE

SIGNATURE OF RECEPTIONIST

APPROVAL OF DUTY MANAGER

PRACTICAL 7

FILLING OF A MESSAGE SLIP

Many a times when in house guests are out of the hotel on work or when guests are expected to arrive or have already departed, people associated with the guests might want to leave a message or talk to the guest over the telephone. Many a time's people can come over to the hotel to meet the guest in person. When the guest is not available for any reason then a MESSAGE needs to be taken on his behalf and then communicated to him or her. Whenever there is a message or a guest, a Message Slip (Pop up of the Message Slip) should be filled out completely and the complete details, name and contact details of the caller should be noted so that the guest can be informed of the same. The message noted should be repeated in order to ensure that the message noted is correct.

DSOUZA HOTEL	
<u>MESSAGE SLIP</u>	
DATE: _____	TIME: _____
ROOM NO: _____	
GUEST NAME: _____	
WHILE YOU WERE OUT	
MR/MRS/MS: _____	
ADDRESS: _____	
TELEPHONE NO: _____	
<input type="radio"/> TELEPHONED	
<input type="radio"/> CALLED IN PERSON	
<input type="radio"/> PLEASE CALL BACK	AT TELEPHONE NO. _____
<input type="radio"/> WILL CALL AGAIN	
<input type="radio"/> LEFT A PACKAGE	
MESSAGE: _____	

SIGNATURE OF THE GUEST _____ SIGNATURE OF THE CONCIERGE _____	

PRACTICAL 8

Filling up a Long term storage or Left luggage request form

Sample format of Long term luggage storage request form used by Bell desk or Concierge. Guest details like Name, Room Number, Mobile, Email, Reservation number, Next Arrival Date, Number of baggage, Date of Collection etc. are updated on this request form.

The luggage forms are filed on a daily basis and on the date when the luggage are collected back by the guest or his representative those details are updated and signed off by guest and the staff who had handed over the luggage.

Long Term Luggage Storage Form							
Date :	_____	Sl No.	_____	Reg. Record No:	_____		
Name:	_____	Mobile / Email :	_____				
Resv. no :	_____	Room no :	_____				
Storage Date:	_____	Expected Pick Up Date:	_____				
Pick Up By :	_____	Contact Details :	_____				
Hereby request luggage storage. The sole purpose of this is to enable the guest luggage(s) to be kept In storage.							
Description	Qty.	Storage Date	Staff	Guest signature	Pick up Date	Pick up by signature	Staff
Guest understands the terms and conditions being: 1.) Maximum duration of storage to be two month. 2.) [Hotel Name] will not be held responsible for any missing or damage items inside the luggage.							
Signature : _____				Date : _____			
By Staff : _____							

TERM 2

PRACTICAL 9

FILLING UP OF A "C" FORM

Any Hotel providing accommodation to foreigners must submit the details of the residing foreigner in Form C to the Registration authorities within 24 hours of the arrival of the foreigner at their premises. This will help the registration authorities in locating and tracking the foreigners. This document provides the functionality of registration process of the Hotel for Form-C. This is done on-line

FORM C

(See rule 14)

ARRIVAL REPORT OF FOREIGNER IN HOTEL (TO BE COMPLETED IN DUPLICATE)

PHOTOGRAPH
OF
FOREIGNER

1. Name and address of Hotel or other premises where accommodation has been provided for reward/on payment : _____
2. Phone No. / Mobile No. Of Hotel / Place of stay : _____
3. Name of the foreign visitor in full (as given in passport) : _____
4. Date of Birth : _____
5. Address in country where residing / permanently : _____
6. Address / reference in India : _____
7. Nationality : _____
8. Passport No : _____
9. Place of issue of Passport : _____
10. Date of issue of Passport : _____
11. Valid till : _____
12. Visa No : _____
13. Date of Issue : _____
14. Valid Till : _____
15. Type of visa : _____
16. Place of issue : _____
17. Arrived from : _____
18. Date of arrival in India : _____
19. Date of arrival in Hotel : _____
20. Time of arrival : _____
21. Intended duration of stay in hotel (No. of days) : _____
22. Whether employed in India : _____
23. Purpose of Visit (/) _____
1. Business. 2. Transit. 3. Official. 4. Employment. 5. Education. 6. Conference. 7. Visit friends/relatives
8. Medical/Health. 9. Religious pilgrimage. 10. Leisure/Holiday. 11. Sports. 12. Others.
24. Next destination / proceed to : _____
25. Contact phone no : _____
26. In country where permanently residing : _____

Note : - Please ensure that no column is left blank / incomplete

In case web camera / digital camera is not available photocopy of the photograph in passport may be enclosed.

Guest Signature : _____

Manager's Signature : _____

Name : _____

PRACTICAL 10

HOW TO HANDLE RESERVATION ENQUIRY

1) Pick up the call in 3 rings (current industry standard)

2) Smile on the phone (guest can hear you smile)

3) Good Morning this is (Mention your hotel name) how may I help you?

4) "Wait for guest's response."

5) With pleasure.

6) Could I request you for your name and number please?

"Wait for guest's response." (And note down all details on the reservation form)

7) Could I have the arrival and departure dates please?

"Tell the guest the available room categories in your hotel"

8) Mr. Guest name. We have 3 categories of rooms available.

Executive Suite the tariff for the same will be (Roomrate + Taxes / All Inc.)

Deluxe Suite the tariff for the same will be (Roomrate + Taxes / All Inc.)

Deluxe King the tariff for the same will be (Roomrate + Taxes / All Inc.)

Standard Twin the tariff for the same will be (Roomrate + Taxes / All Inc.)

9) While I check the availability allow me to explain the facilities of the hotel

(Explain the facilities in your hotel – Usually main 3 or 4 facilities of the hotel)

Egg: We have a 24 hour coffee shop where the complimentary breakfast is served, a fitness centre with Sauna and Steam.

10) We do have rooms available.

"Mention the categories which are available during this period"

11) Could I have the name of the guest for whom the reservation has to be made?

12) Could I have the arrival and the departure details?

13) Would Mr. / Ms. be needing an airport pick up

"Inform about the sharing and charges"

14) Mr /Ms The airport pickup will be complimentary and on sharing basis, the car will be shared by a maximum of 3 guests

"Note down any special requirement like size of the bed etc"

15) How would the guest be settling the bill

Card / cash: I would need the CC details in order for me to confirm the booking

Bill to Company or On Credit: I would need a letter from the company in order to confirm the booking

“If the caller says the guest is paying by cash, then still insist on CC details or cash advance”
the booking is not confirmed unless guaranteed”

“Repeat the reservation with the confirmation number”

16) thank you for calling (Mention your hotel name), Have a nice day

DSOUZA HOTEL					
<u>ROOM RESERVATION FORM</u>					
Name: _____			D.O. Arr: _____		
Address: _____			D.O. Dep: _____		
			Time of Arr: _____		
Phone: _____			Time of Dep: _____		
Type of room:	<input type="checkbox"/> Sgl	<input type="checkbox"/> Dbl	<input type="checkbox"/> Twin	<input type="checkbox"/> Deluxe	<input type="checkbox"/> Suite
No. of Pax:	Adult _____		Child _____		
Room rate: Rs.	_____				
Mode of Payment:	<input type="checkbox"/> Cash	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Bill to Co.	<input type="checkbox"/> T. A. Voucher	
Resv. Made By :	<input type="checkbox"/> Letter	<input type="checkbox"/> Fax	<input type="checkbox"/> Tel	<input type="checkbox"/> Email	<input type="checkbox"/> Person
Contact Address and phone:	_____				

Advance Deposit: Rs.	_____				
Remarks:	_____				
Status:	<input type="checkbox"/> Tentative	<input type="checkbox"/> Confirmed			
Reservation taken by:	_____				
Date:	_____		Time:	_____	

PRACTICAL 11

GUEST REGISTRATION AND CHECK IN PROCESS

Objective: After a guest arrives at the hotel, the front desk agent should complete the guest registration process. This is to make sure that the guest registration is completed as per the hotel standard and also to collect important guest information's.

Guest is also asked to sign on the printed registration card as a statutory requirement and also to verify that the details provided on the registration card is accurate.

When Guest arrives at the reception to check in:

- Great the guest.
- Enquire the Last name / First name of the guest.
- Search for the reservation record and print registration card (if the same is not pre printed)
- Present the Registration Card to guest for verifying / reconfirming preprinted details
Like :
 - First Name, Last Name, Arrival Date, Time, Departure Date, Expected time of departure etc.
- Request for ID Proof for local guest and Passport and Visa details for foreigners.
- Following details to be completed:
Salutation, Designation, Company Name , Address Home / Business, City, Country, Postal Code, Telephone / Fax / Mobile numbers, Email address, Contact Number / Person in case of emergency, Purpose of Visit, Passport details, Visa Details, Proposed duration of Stay in the country, Arrived from, Proceeding to.
- Explain to the guest regarding late checkout policy if any.
- Request the guest to sign on the Registration Card.
- Scan / Photocopy of Passport and Visa copy and attach to the registration card.
- Front office assistant to also cross sign the registration card on the provided field.
- Update the guest details collected on regard to the Profile of the guest.
- File Registration card.

PRACTICAL 12: CLEANING PROCEDURES AND PROCEDURE FOR SWEEPING & DUSTING

Sweeping: this is done to collect dust when the floor surface is too rough for a dust mop. Push brooms are used for large areas & corn brooms are best for corners & tight spaces. A broom with a long handle is most suitable ergonomically. Use short, smooth strokes and sweep directly into a long- handled dustpan without dissipating the dust. Keep the head of the broom flat on the floor at all times. When using a long- handled broom, use smooth strokes to sweep away from yourself. It is important in sweeping to develop a rhythm and 'bounce' the push broom to avoid rolling the bristles under.

Sweeping is not the most efficient, hygienic, or advanced way of removing dust, as so much of it becomes airborne. Sweeping has in many cases been replaced by the use of suction cleaners now. Sweeping with a dry mop is called 'mop- sweeping'.

Equipment required: broom dust pan, dust bin for collection of dust.

Dusting: this task requires a systematic and orderly approach for efficiency & ease. Room attendants should start dusting articles at the door & work clockwise around the room. This minimizes the chances of overlooking a spot. Fold the duster three times & then thrice again. This gives you 18 clean folds, making the duster more effective. No corners of the duster should be left hanging.

A soft, lint- free cloth should be used as a duster. Avoid using old rags, which leave behind their own dust and lint.

In all cases, begin dusting from the highest surfaces so that dust does not fall on items already cleaned. In case a dusting solution is used, spray a small amount onto the cloth. Never spray dusting solution directly onto the surface being cleaned as it can stain or cause stickiness. The duster should not be unfolded in the room after dusting, nor be shaken outside the window. Carry the duster away carefully to such a place where it can be washed & dried.

Equipment & agents required: Cloth duster, feather duster, & dusting solution if necessary.

Damp dusting : This is the most preferred way of cleaning in hotels as surfaces can be wiped as well as dusted, removing any sticky or dirty marks at the same time. A suitable lint free cloth at the correct level of dampness should be used so as to avoid leaving any smears.

Equipment & agents required: Cloth duster, water, plastic bowl, & a neutral detergent if necessary.

PRACTICAL 13: PROCEDURE FOR MOPPING

Dust mopping/ dry mopping/ mop sweeping: This is the preferred way to remove dust, sand or grit from the floor. If these substances are not removed from the floor on a daily basis, they will continually scratch the surface finish, diminishing its lustre, & will eventually penetrate down to the floor itself. Dust- mopping is done with a dust control –mop, which may or may not be impregnated with cleaning solution. Using such a solution stops the dust from rising. While dust- mopping, use figure of eight strokes & keep the mop head on the floor at all times. Do not drag the mop straight backwards. On finishing each figure of eight, swivel the mop around &, on the return, pass & overlap the areas that have been wiped by about 8 inches. When sweeping in open spaces, clean in long straight lanes, covering the whole area by moving up & down. Use a dust pan to sweep up accumulated thrash. Always carry the mop head upwards very carefully after you are done, & then shake into a bag to clean. Dust mopping removes gross soil but also redistributes &/or leaves behind large amounts of fine particulates.

Equipment required: dust – control mop, dust pan, dust- collecting bag, & dust bin.

Spot mopping: spot mopping is essential to the preservation of floor surface. Liquids & solids that are spilled on the floor, if left for any length of time, may penetrate the finish & stain the floor. Even acids from fruit juices may wreak havoc on a floor if they are not immediately cleaned up. Clean, cold water should be used so that the finish on a floor is not softened. Detergents should be avoided unless necessary- that is, unless the substance has been allowed to dry on the floor.

Equipment & agents required: Mop & bucket or a mop- wringer trolley, cold water, & a very dilute solution of neutral detergent if necessary.

Wet mopping/damp mopping: A damp mop is used to remove spills & adhered soil that were not removed during the dry removal process. Wet-mopping will remove light to heavy soil from the floor surface, which could otherwise become embedded in the surface or encapsulated in the seal or finish. Before the floor can be wet- mopped it must be dust mopped. Add neutral or mildly alkaline detergent to mop water for wet-mopping. The detergent used must be of the variety that needs no rinsing, or else spray diluted from spray bottle & mop with a damp mop. If using mop water, immerse the mop in the bucket & wring it out until it is only damp.

First finish mopping near base boards in smooth strokes. Then mop the entire area with figure- eight strokes. The water in the bucket should be changed when it becomes dirty. A brush may be used for stubborn spots & a squeegee should be used to help speed the drying of the floor.

Equipment & agents required: wet mop & bucket or mop- wringer trolley, squeegee, & detergent solution.

PRACTICAL 14: HOW TO CLEAN GLASS AND MIRRORS

Glass windows and mirrors easily collect dirt, even if you clean them too often. Moreover, in spite of all the meticulous cleaning and elbow grease, the glass does not seem sparkling clean because of the streaks and lint.

Thus, apart from the elbow grease, you also need to use the right tools. For instance, it is best to clean mirrors, glass windows, shower stalls, and glass furniture with a microfiber cloth, chamois, or a squeegee rather than a paper towel because the latter is likely to leave behind streaks.

Interestingly, even a crumpled-up newspaper sheet can work as a great alternative to paper towel. Rest assured, the print ink shall not stain the glass as glass does not absorb ink. Avoid rubbing newspaper on the window frames, though.

1. Gather all the cleaning supplies such as white vinegar, water (preferably distilled water), spray bottle or a large bowl, microfiber cloth/soft lint-free cloth/newspaper, and cotton swabs/soft toothbrush.
2. In case you are cleaning a glass window, lay towels on the window sills. This is particularly important when cleaning a window with wooden windowsills.
3. Create a cleaning solution by mixing one part white vinegar and four parts water.
4. Spray it on your cleaning cloth, or simply dip the cleaning tool in this solution and wring out the excess fluid.

In case the size of the glass is too large or if you are using a newspaper for cleaning then it would be better to spray the solution on the glass itself.

5. Rub the glass surface in a circular motion to remove all the spots. Next, wipe with vertical strokes, followed by horizontal swipes to make the glass clean and shiny.
6. Clean the corners and edges with a cotton swab or a soft toothbrush.
7. Finish off with a quick buff using newspaper, or an old cotton t-shirt/cloth diapers to polish the glass.

PRACTICAL 15: CLEANING OF FURNITURE, DOORS & WALLS

Surface	cleaning
<ul style="list-style-type: none">doors and walls	<ul style="list-style-type: none">wash from the bottom, moving upwards, to avoid streaking& markingrinse from top to bottom, paying special attention to the baseboardsleave to air-dry
<ul style="list-style-type: none">furniture	<ul style="list-style-type: none">Shift all furniture away from the walls.Damp- dust thoroughly, paying attention to the backs & castor wheels.Cane & wicker furniture should be vacuum- cleaned first & then damp- dusted with a well wrung out duster. A neutral detergent may be used. The final rinse should be of cold, saline waterDry thoroughly with a lint-free duster and then polish

PRACTICAL 16: CLEANING OF FANS

- Turn off the power.
- Use a step ladder adjusted to a comfortable working height, to avoid overstretching.
- Damp-dust the blades and the body with a cloth wrung out in a solution of neutral detergent. For very heavy soiling, use an alkaline detergent.
- Dry and buff with a duster.