

Front desk staff duties tourism essay

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Firstly what is front office?. Front office is for check out the hotels, and e-mail the reservation department to ask about room rates and availability.

Therefore front office department has many types of example like, Telephone the hotel or switchboard and ask to speak to someone perhaps in the reservation department about room rates and availability, the facilities and location of the hotel and other information that will help them make the decision to book in the hotel. Nowadays there many different types of guests everywhere, there will come to any of the hotels and approach the front desk to ask about room rates and availability perhaps test out the friendly general smile of their staff who works there. Furthermore front office department must make their guest smile always for example, when the guest come to the reception for many reasons, to collect messages, to leave and pick keys, to know some information, and to make complaint or to get a problem solved. Besides that, front office department must know their hotel official offer like for example, additional service such as currency exchange facilities or use of a guest facility, restaurant or spa, or an information and ticketing service for local attraction and activities. The guest will receive these by ringing the hotel switchboard or approaching the front desk. The more important of front office department, when the guests check out from the hotel their will keep the guests registration details on file for a specific period. Although that, the front office department must keep their guests details on the computer and file because they need to know that the guests left they things or any valuable item in the hotel.

ANSWER FOR QUESTION 1

1. 1 FRONT DESK STAFF DUTIES When guest check-out, it will be the last chance for front office staff to put the best service for the final lasting impression of the hotel. Besides that, the Check-out is an opportunity to offer further services to guests to enhance their stay and their onward travel experience. The more important matter that the front office staff must know is to settle all the payment of their guests on the time. Therefore the front office staff know, after guest departure, the room is available for resale to other guests. Some hotels their offer is high, therefore the front office staff may offer assistance with good travel arrangements, although ordering a taxi or shuttle bus service to the nearest airport or train station. Therefore the front office staff must know that the room status has to be updated immediately for housekeeping to clean before it is available for other guests. Other than that, the front office staff must update records so that other departments can share the accurate status about the hotel. The front office must cooperate with the guest anywhere are busy with other activities. If the front office staff never share their file or hotel application to other departments, so the other departments won't know that the guest leave their room or not.

1. 2 PROCEDURES HANDLING CHECK-OUT About check-out procedures the front office staff must clearly check their guests reservation and registration documents to state a departure date some guests may wish to extend their stay at the last minute and it may not occur to them to give the hotel advance notice of their change of the plans. Many hotels will seek to confirm with the guest that they are due to depart as planned, before the night before. Therefore the cashier is responsible to make sure that the guests pay for the services that they use in the hotel. The front office staff

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must also have an opportunity to check whether the guest requires early or late check-out. If the guest needs to leave before reception than their bill may need to be presented and settled on the night. The most important matter the front office staff must do is to welcome their guest with greetings and smile such as " How are you?" or " How was your stay"? for example. Besides that, front office staff must check their guest check-out date on the guest folio to see whether they checked out earlier. Therefore for avoiding confusion the front office staff need to inform other departments such as housekeeping who still clean the guest room as occupied clean. If the guest check-out after the check-out time, the front office staff must make sure charge non-frequent guest. Futhermore, the front office staff must check other charges after their guest check-out that were posted late such as mini bar, spa , and telephone calls. The front office staff also must give the folio to the guest to verify them and they must make sure guest is comfortable when dealing with his account folio. Lastly the front office staff must double check with their guest , so their will seetle all their bills. The front office staff must be responsibility to ensure that the guest returns room keys on check-out, to avoid the problems and security risk of keys being lost or taken away by departing guests. Therefore the front office staff must inform their guest that to collect all their belongings deposited in the safety deposit box. After the front office staff inform about their belongings, they need inform the bell staff to help the guest with their luggage. Although that, the front office staff need to offer their guest to stay again in the hotel in their coming future. Lastly the front office staff need to update all the record at the front desk such as room status report and latest occupancy rate. Moreover this is important for other departments to get the right information about the hotel

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status. 1. 3 RETURNING OF GUEST SAFE DEPOSIT BOX Safe deposit boxes are only offered to guest while staying in the hotel. Safe deposit box is a very important box that is for guest to safe they money or cheque. Normally they are located in the area which has limited access to guests or employees. Some hotels their provide security for their guests safe deposit box for their safety. Therefore most hotels locate the safety deposit boxes in the vicinity of the front desk . Moreover guests safe deposit boxes actually are individual boxes which are large enough to take personal property such as passport, money, jewellery, and traveler cheques. This kinds of valuable things guest must keep it secret and safe it by the robbers, so often it can be steal always. However, individual safe deposit box is also available in a guests room to keep their personal things. Moreover the safe deposit box is operated by a code number which can be programmed by guest upon his arrival and their can control or adjust their code by themself. Besides that, the guest individual safe deposit box can be opened and closed in any time. If anything happen to the guest safe deposit box they are five steps involved in returning the guest safe deposit box. Firstly we can probably tell the guest by completes the returning form. Secondly we identify the validity of the guests signature by the owner or in the front desk. Thirdly we must make sure there is no guest belonging left in the box and make sure guest return the key. If the guest never return their keys to the front desk the front office staff wont no that whose guest safe deposit box is that . Fourtly the front office staff must make sure the information about the guest safe deposit box is filled in the form of the guest who lost the box . Lastly, the front office staff must cross the returning form and file to the guest to confirm them. 1. 4

GUEST FEEDBACK The front office staff must understand what the guests fell

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about the hotel and its service is important order to improve the hotels quality. As usual every guests comes to the hotel will give feedback at the end of their stay. Moreover, feedback provides information on hotels strength and weakness, thus hotel can develop a better marketing strategy by understanding what guests think and fell about the hotel. Usually hotel can get feedback by asking questions directly to the guests at the check-out counter. Other than having conversation about how they feel, it is better if the guests would fill up some survey forms about the hotel services. The survey form is a good way of getting specific answer regarding guests opinion towards the hotel.

CONCLUSION FOR QUESTION 1

The front office is the main propose of the hotel, that save their hotels name and profit by the guests. When a guest check-out, it will be the last chance for front office staff to put the best service for the final lasting impression of the hotel. If the front office staff is hopeless staff, they need to make the hotel by many guests is when the staff smile always. Therefore the front office staff must makes preparations for the provision of information and sales in accordance with the procedures which apply within the hotel business. Besides that, front office staff also analysis information about bookings and check room rates for guests. Furthermore, front office staff counts their received guests money and prepares the report of the guest folio. The front office staff ensures that the content of any informative and promotional material which focused on the needs of the market. The important of the front office staff is to suggest new requirements and updates for the hotel by the guests. Besides that, front office department

must know their hotel official offer like for example, additional service such as currency exchange facilities or use of a guest facility, restaurant or spa, or an information and ticketing service for local attraction and activities.

Moreover the front office staff need to offer their guest to stay again in the hotel in their coming weekends and holidays.

INTRODUCTION FOR QUESTION 2

Hotel reservations systems is commonly known as a Central Reservation System (CRS). The Central Reservation System is a computerized system that stores and distributes information of a hotel, resort, or other hotel services. Therefore a Central Reservation System is a tool to reach the Global Distribution Systems as well as the Internet Distribution System from one system. A Central Reservation System is mainly an assistance for hoteliers to manage all of their online marketing and sales of the hotels. Moreover the Central Reservation System can also upload their rates and availabilities to be seen by all sales channels that are using a Central Reservation System . The sale channel may include conventional travel agencies as well as online travel agencies . A hotelier using a Central Reservation System for online distribution because the Central Reservation System does everything to distribute hotel information to on the sales channels instead of the hotelier online rates. Central Reservation System, control all reservations coming from different sources in a single control panel. Central Reservation System offer two way interface that allows the Central Reservation System to communicate with and exchange information between the Central Reservation System database and the front office Property Management System at each property.

ANSWER FOR QUESTION 2

2. 0 THE ADVANTAGES OF CENTRAL RESERVATION SYSTEM

FLEXIBILITY Central Reservation System can be accessed by individual guests, travel agencies and front office staff. Therefore travel agencies can be assigned personal log in which automatically generate any special negative rates or commission. Information can easily be updated by the way the Centre Reservation System in the front desk by tailored to suit the guest accommodation provider's requirements in the list. Besides that, the system can be programmed to make features such as guest loyalty programs such as personal matter and group booking discounts. The Centre Reservation System can also be converted with other software packages, such as web design and data analysis programs. Their many types of way to convert the Central Reservation System because more flexibility to other department by the front desk. Therefore the Centre Reservation System is a good system that provide good benefits to guest and staff that cost easier and safe time.

2. 1 DISTRIBUTION BENEFITS

With a Centre Reservation System, accommodation providers can make the hotel and sell their rooms around the world, 24 hours a day, and 7 days a week. Moreover Centre Reservation System is a most modern system that has multi-lingual and currency conversion capability for bookings all over the world by each hotels. The more important matter about Centre Reservation System, guest can pay online instantly which reduces the risk of their having second thoughts and their will not booking the room on the time. Furthermore, this form of sales technique can also generate additional revenue by providing guest to purchase extra rooms and services such as master room, single room and double room.

2. 2 GUEST BENEFITS Central Reservation System offer an

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effective and productive search tool for the guest, who can renew search for accommodation by its problems such as date, location, hotel rating and features. It is easy to make comparisons between different accommodations, and to instantly check pricing and availability of the room rates and special offer. Therefore the Central Reservation System also allows guest to take advantage of special offers and promotions about room sales. The example the Central Reservation System, extras of special offers such as attraction tickets, airport transfers and meal deals to their booking by the way the check-in the hotel. Besides that the guests online booking is often more economical than original staff, by the way the guests check-in to the hotel, since the accommodation provider does not have to pay any commission to booking agent. Moreover, it is also easy to search and change or cancel bookings through the Central Reservation System. The Central Reservation System can earn a lot of cash and profit by the way they gain their guests through online website.

2. 3 INCREASED EFFICIENCY

Central Reservation System include perfect tools that enable the accommodation that provides to monitor and safe the activity on a hotelier website. Besides that, when the real time reach the Central Reservation System reporting about guests shows the numbers of hits, and how many were converted to actual bookings for their rooms. Furthermore the Central Reservation System builds a profile of guest behavior and identifies sales of the room rates and the information that can be used for strategic planning purposes. Moreover the Central Reservation System promotion campaigns can be coded to monitor their effectiveness by the front desk of the hotel. The guests database generated through the room sales and services that are provided in the hotel. The important matter is every hotel must run this kind of process for <https://assignbuster.com/front-desk-staff-duties-tourism-essay/>

their profit from their guests so their will be a targeting future marketing campaigns. 2. 4 THE COST-CUTTING Central Reservation System reduces staff wages in the hotel because since bookings are processed automatically online through every website all over the world . After a few months rather than the hotel employees will be free and low works for them to do as a hotelier. As a front office staff in the hotel their need to do their work with guests through telephone or by mail to take their bookings. Besides that, internet sellers also cuts costs by eliminating the need to print and distribute marketing brochures and write letters and pay commission to third-party agencies. CONCLUSION FOR QUESTION 2 Information can easily be updated by the way the Centre Reservation System in the front desk by tailored to suit the guest accommodation provider's requirements in the list. Besides that, the system can be programmed to make features such as guest loyalty programs such as personal matter and group booking discounts. The Centre Reservation System can also be converted with other software packages, such as web design and data analysis programs. With a Centre Reservation System, accommodation providers can make the hotel and sell their rooms around the world, 24 hours a day, and 7 days a week. The more important matter about Centre Reservation System, guest can pay online instantly which reduces the risk of their having second thoughts and their will not booking the room on the time. The example the Central Reservation System, extras of special offers such as attraction tickets, airport transfers and meal deals to their booking by the way the check-in the hotel. The Central Reservation System can earn a lot of cash and profit by the way the gain their guests through online website. A Central Reservation System include perfect tools that enable the accommodation that provides to monitor and

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