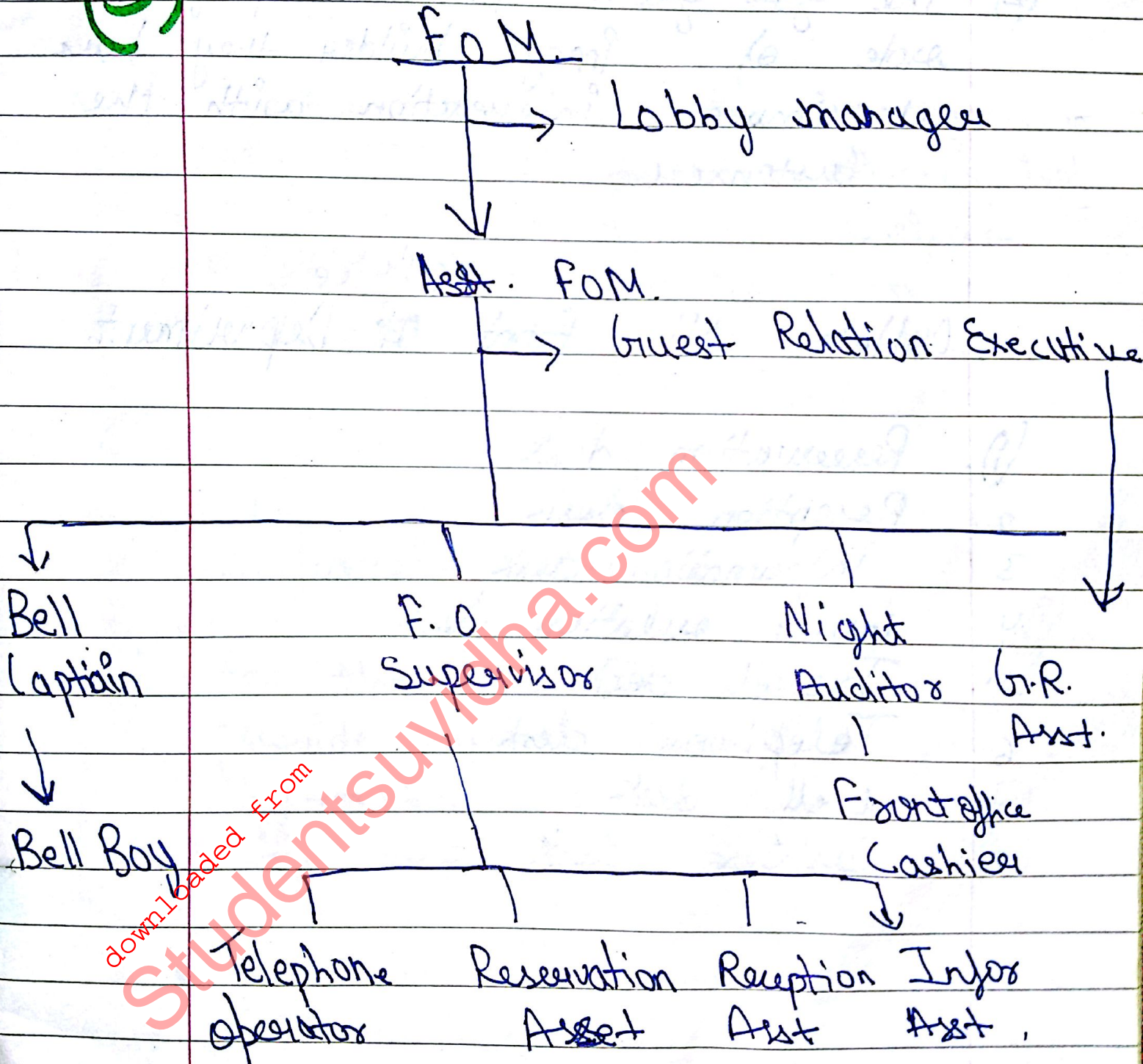


(5)

Organisation of the Front office department



Front office department is considered one of the most important dept. of the hotel because of two reasons:

1. Front office generates max. revenue by selling rooms
2. The front office also plays a role of image builder they have maximum interaction with the customer

Outlets of Front Office Department.

1. Reservation desk
2. Reception desk
3. Information desk
4. Guest relation desk
5. Travel desk
6. Telephone desk
7. Bell desk
8. Cashier desk

Function of the Reservation Desk.

They are responsible for providing information regarding room rates, availability of room, availability of packages, ^{modes} ~~more~~ of reservation \rightarrow finally reserving the room of the guest.

Reception Desk.

As the reception desk we receive the guest at the time of arrival. Give them a welcome complete guest registration formally and assign them room.

Information desk

At the information desk we provide up to date and current information to the guest about city and the hotel facilities.

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Guest Relation Desk.

The guest relation desk is responsible for handling guest problems or complain and solve there in the shortest possible time.

The guest relation is also responsible for making good public relation for the hotel.

Travel Desk

The travel desk may or may not be the part of the hotel management in both the cases they come under the front desk and work in close co-ordination with the front of his team.

The travel desk is responsible of arranging transportation for the guest. they also receive air, train and bus ticket on request.

travel desk organising wheel for side seen pick up and drop for the airport & shopping the

Telephone Desk

It is responsible for all the incoming and outgoing calls to the hotel.

Bells Desk

The bell desk is responsible for handling the desk package at the time of arrival and during departures.

Cashier Desk

At the front office the Cashier Desk is responsible for maintaining guest billing, post charges into the guest folio, present the folio at the time of departure of the guest take payment at the time of departure and settle the bills.

THE Concierge Desk.

The Concierge is a person who facilitates guest need by providing information about the city. He is facilitator and a friend who fixes things when guests require. The Concierge know the right restaurant, the best show and can probably get guest reservation or ticket if they are required. The Concierge act as a friend to a stranger, given services and sending extra services that makes a stay of distinctive ^{experience} in hospitality.

Guest

The Govt has made it compulsory for any guest who comes in a hotel to complete the guest registration formalities. At the time of arrival it is

The rule that ~~best~~ protect
to both the guest & the
hotel. Guest registration formalities
can be done by two method

→ By guest registration card (GRC)

This method is adopted by
largest hotel specially
the five star plus hotel

→ through guest registration register.

This is adopted by smaller
hotel.

In either case the
detail taken are the same. Such
as guest name, reg. residential
Address, business address, designation
Name of organisation, dates
of arrival, time of arrival
dates of departure, time of
departure, arrive from,
going to, Billing instruction,
Booked by, nationality, passport
detail, room no. allotted, rate
applicable & finally guest
Signature.