

## Check-in

This communication scenario is intended for multiple participants in the training

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The first physical interaction between the client and the staff of the accommodation facility is the client's arrival at the property. In the case of upscale accommodations, the interaction is often carried out by the concierge or bell staff, but the reception is generally considered the main point of contact for guests. During the check-in process, the reservation is verified in the hotel system, and the client is registered for their stay. Necessary information regarding the stay and reserved services is provided to the client. The check-in process concludes with the handover of the room key/card/access.

An integral part of the check-in is the registration of the client, which is subject to predefined legislative requirements for the collection of personal data. Throughout the process, active utilization of up-selling and cross-selling techniques is also important.

The goal of the check-in process is to register the client for their stay and maximize their satisfaction while simultaneously increasing the value of their reservation.

### Scenario Goals

- Improving the quality of communication with clients.
- Enhancing PC and PMS proficiency.
- Increasing the quality of client interactions.
- Improving upselling skills.

### Main actors

- Front Office staff member.
- Guest who has a telephone request for the Front Office staff member.

### Other actors

- The trainer leading the training program also provides feedback on the progress of the educational activity.
- Other participants in the training program can evaluate the progress of the main actors.

## **Basic Scenario Settings**

The Front-Office staff member is directly at the reception desk and has access to a personal computer with a Property Management System (PMS) that contains reservation details and information about the overall status of the accommodation facility. They also have a telephone and other technical equipment available at the reception. In addition to the technical equipment, they are equipped with communication standards for interacting with clients and internal communication within the establishment.

When a client arrives at the Front-Office with a confirmed reservation and the need for accommodation, the staff member is ready to assist them.

## **Assignment for the student in the role of Front Office staff member**

As a receptionist during the check-in time, you have prepared a summary of arrivals and are aware of the status of each reservation. For selected reservations, you have additional information that can facilitate your work and expedite the entire process. You also have access to a comprehensive overview of the required data and standards for check-in, up-selling, and cross-selling. Your task is to accommodate clients with reservations whenever possible, or alternatively, follow the procedures outlined in the sales manual for walk-ins or clients without reservations.

## **Assignment for the student in the role of the client**

You are a customer who arrives at the accommodation facility with a pre-existing reservation and wishes to check-in for your stay.

### Possible types of clients:

- A client in a hurry.
- A client who doesn't have the necessary documents.
- A client who requests additional services beyond the reservation.
- A client who demands an upgrade or complimentary services due to their membership in the Genius Program on Booking.com.
- A client who has completed an online check-in.

## **Assignment for the evaluator**

Other participants in the training of front office staff focus on evaluating the implementation of a given scenario. The evaluation is carried out on a scale from 1 (inadequate performance) to 5 (excellent performance) in the professional aspect of interaction and verbal expression.

**The professional aspect is evaluated in the following areas:**

- Consistency with standards
- Pro-customer approach
- Promptness
- Sales performance
- Development of interaction (additional inquiries)
- Introduction and conclusion of interaction

**Verbal expression**

- Optimal pace
- Optimal volume
- Voice work
- Clarity
- Written expression
- Occurrence of parasitic words

**The evaluation is carried out in four stages.**

- Self-evaluation of the participant in the role of a front office staff member.
- Evaluation by the participant in the role of a customer.
- Evaluation by other participants in the training program.
- Evaluation by the instructor.

## Check-in

### Communication scenario for self-study

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#### Definition of the communication scenario context

The client arrives at the accommodation facility with a valid room reservation. During the check-in process, it is necessary to adhere to basic communication rules and procedures that lead to maximizing guest satisfaction, registering their stay, and increasing the value of individual reservations.

#### Model dialogue

A - The client enters the accommodation facility.

- "Good day, welcome to Hotel Prague. How can I assist you?" -> B
- "Good day, may I help you with anything?" -> B
- "Good day." -> B

B - "Good day, I have a reservation with you, and I would like to check-in."

- "Could I please ask for your name or the name under which the reservation was made?" -> C1, C2, C3
- "What name is the reservation under?" -> C1, C2, C3

C1 - "The reservation is under the name Tomáš Břínek."

- "Mr. Břínek, your reservation is duly recorded in our system, and your room is ready. Could I please ask for your ID card or passport?" -> H1, H2, or H3
- "Mr. Břínek, your room is ready. Could I please ask for your ID card or passport?" -> H1, H2, or H3
- "Mr. Břínek, your reservation for a double room for 3 nights is in order in our hotel system. Could I please ask for your ID card or passport?" -> H1, H2, or H3

C2 - "The reservation is under the name Tomáš Břínek."

- "Mr. Břínek, I couldn't find your reservation in the system for today's date. Could I please ask for a reservation confirmation?" -> D1, D2
- "Your reservation is not in the system. Don't you have any confirmation with you?" -> D1, D2
- "Mr. Břínek, I couldn't find your reservation in the hotel system. Unfortunately, I won't be able to accommodate you." - X

C3 - "The reservation is under the name Tomáš Břínek."

- "Mr. Břínek, we have your reservation recorded for a different date. However, may I check if we have another available room for you? Would that be acceptable to you?" -> E, F, or G
- "Mr. Břínek, I couldn't find your reservation in the hotel system for today's date. Unfortunately, I won't be able to accommodate you." - X

D1 - "Wait, I'll show you the confirmation. Here it is, see?"

- "Thank you, Mr. Břínek, for presenting the reservation confirmation. Unfortunately, we didn't register your reservation in our system. May I ask for your patience while I verify the availability of the services you requested?" -> E, F, or G

D2 - "Wait, I'll show you the confirmation. Here it is, see?"

- "Mr. Novák, your reservation is unfortunately for a different date than today. However, may I check if we have another available room for you? Would that be acceptable to you?" -> E, F, or G
- "Mr. Novák, your reservation is for a different date. I cannot accommodate you." - X

E - "Alright, I'll wait then."

- "Mr. Břínek, I sincerely apologize for the slight delay in processing your reservation. I have a double room prepared for you. May I ask for your identification document for registration?" -> H1, H2, or H3
- "Mr. Břínek, I sincerely apologize for the slight delay in processing your reservation. I have a double room prepared for you. I would like to offer you an upgrade to an executive room for an additional fee of 150 CZK." -> E1 or E2

E1 - "Thank you, but the category I have reserved will be sufficient for me."

- "Alright, may I ask for your identification document for registration?" -> H1, H2, or H3

E2 - "Thank you for the offer, I will gladly take it."

- "Great, we will prepare an executive room for you. May I ask for your identification document for registration?" -> H1, H2, or H3

F - "Alright, I'll wait then."

- "Mr. Břínek, I sincerely apologize for the slight delay in processing your reservation. I have a double room prepared for you. May I ask for your identification document for registration?" -> H1, H2, or H3
- "Mr. Břínek, I sincerely apologize for the slight delay in processing your reservation. I have a XX room prepared for you. I would like to offer you an upgrade to an executive room for an additional fee of 150 CZK." -> E1 or E2

- "Mr. Břínek, unfortunately, the room you requested is not available. However, I can offer you an executive room at no additional charge." -> E1

G - "Alright, I'll wait then."

- "Mr. Břínek, I apologize, but we have no available rooms." - X
- "Mr. Břínek, I apologize, but I cannot offer you any room. Unfortunately, we are fully booked. However, I can offer you accommodation at our partner hotel." - X

H1 - "Certainly, here is my ID card."

- "Thank you, I will complete your registration in a few moments." -> J
- "Thank you, Mr. Břínek, I will complete your registration in a few moments. Please bear with me." -> J
- "Thank you." -> J

H2 - "Certainly, here is my driver's license."

- "Unfortunately, I cannot accommodate you based on your driver's license. I will need another form of identification from you, such as an ID card or passport." -> H1 or H3
- "Thank you, I will complete your registration in a few moments." -> J

H3 - "I have already provided all the necessary information during the reservation process. I don't understand why I should provide additional details or my ID card."

- "Mr. Břínek, without a valid form of identification, I'm afraid I won't be able to accommodate you in our facility." -> H1, I
- "Mr. Břínek, without your ID card, I cannot accommodate you. I will cancel your reservation according to the applicable cancellation policy." -> X
- "Mr. Břínek, we will find a solution to this situation. We can explore alternative ways to provide the necessary information." -> J

I - "I really won't give you my ID card. I've already told you everything."

- "Mr. Břínek, unfortunately, without a valid personal identification document, I won't be able to accommodate you. I will cancel your reservation according to the applicable cancellation policy." -> X
- "Mr. Břínek, we will find a solution to this situation. We can explore alternative ways to provide the necessary information." -> J

J - "I'll wait while you enter everything into the computer."

- "Thank you, here is your ID card back. Please check your details and sign the registration card on the bottom right." -> K
- "Mr. Břínek, here is your ID card back. Please check your details and confirm them by signing on the bottom right." -> K

- "Here is your ID card back. Please sign the registration card on the bottom right." -> K

K - "Everything is in order, here are all the signed documents returned to you."

- "Thank you for confirming your details. Here is your room key." -> L
- "Thank you for confirming your details. Can I offer you any 'additional services' or provide you with further information?" -> M

M - "No, thank you, that will be all."

- "Mr. Břínek, you will have the opportunity to avail of 'additional services' or receive further information during your stay." -> L
- "If you need anything, please don't hesitate to contact me." -> L

L - "Thank you once again."

- "Goodbye, Mr. Břínek." -> X
- "Mr. Břínek, I wish you a pleasant stay. Feel free to approach me with any requests. Enjoy your stay." -> X

X - "Goodbye."

## Check-in

### Communication scenario for self-study results

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This is a description of a model scenario for communication with a client during their stay, followed by an evaluation using a color-coded system. The evaluation assesses the appropriateness of the responses given by the front office agent/receptionist in the scenario, with the following colour coding:

- **GREEN** indicates a suitable response to the client's request in line with communication standards and best practices for front office work.
- **ORANGE** indicates responses that are acceptable from the client's perspective but could be improved in terms of communication standards. Choosing these responses provides an opportunity for soft skills training to improve service quality.
- **RED** indicates completely inappropriate responses, requiring soft skills or communication standards training.
- **WHITE** or uncoloured options indicate responses that are logical or not specific to front office communication and are therefore neutral.
- **YELLOW** indicates responses that are appropriately worded but could be further developed to include the basics of upselling or cross-selling, representing advanced communication skills.

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