Check-out

This communication scenario is intended for multiple participants in the training

Check-out (guest departure) is the penultimate step in the interaction between customers and front office employees. From the customer's perspective, it signifies the end of thein stay, while from the front office employee's perspective, it represents the last oportunity for direct interaction with the client and influencing thein satisfaction. The entire scene begins with the arrival of the guest at the reception of the accommodation facility.

ScenarioGoals

- From the customer's perspective, the goal is to settle the bill, return the room key/card, and have a formal conclusion to their stay.
- From the front office employee's perspective, the goals are to settle the bill, increase guest satisfaction, and address the customer for future visits.

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 employeeis station directly at the reception desk and has access to a personal computer with internet connectivity, including reservation systems. They alsohaveaccess to a card payment terminal, a safe, and a currency tester for verifying the autenticity of banknotes. This equipment can be used during interaction swith customers. The reception is familiar with the procedure for necking the room account and adheres to communication standards.

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Modification of Model Situations

In each of the scenarios, it is also possible to choose between different options, such as:

- The guest disputes the consumption recorded on the room account.
- The room account is missing čems that are documented on the Front-Office in the form of physical receipts.
- The klient does not have enough funds to cover the outstanding balance on the hotel account.
- The payment terminal used by the accommodation facility is not functioning.
- The klient pays with high-denomination banknotes.
- The klient is dissatisfied with the quality of the services provided.
- The klient requests a late check-out.
- The client has lost the roo mkey (card).
- The klient requests a split payment.
- The payment with a payment card is declined.
- The klient entered the wrong PIN.

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

As a Front-Office employee during the implementation of heightened security measures, it is important to familiarize ourselves with the standards based on these measures and other regulations. We must ensureprecise adherence to these standards.

When a klient expresses interest in accommodation, confront them with the current measures and, if possible, fulfill their request. If their regest cannot be realistically met, follow the predetermined standard procedure.

Additionally, inform the klient about the current security measures and any operational ganges resulting from them. Pay attention to using proper and formal Czech langure without unnecessary filler words. Communicate calmly, express yourself clearly and understandably, and articulate properly. Address the klient appropriately and be attentive to thein needs.

Assignment for the student in the role of the client

At the end of your stay, please approach the Front-Office desk and regest check-out from the Front-Office staff.

Possible types of clients:

- Client with a speech impairment or unclear expression.
- Rude klient disputing items on the room bill.

- Calm client.
- Client with lack of the money for bill payment.
- Client who lost the keys/card from the hotel room.

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-out

Communication scenario for self-study

Definition of the communication scenario context

The Front Office staff is stationed at the hotel reception and has access to a PC connected to the internet and the hotel's Property Management System (PMS), which accurately maintains guest records and roomaccounts. Additionally, Theky have access to other technologies such as a payment terminal, printer, and more.

In addition to the standard equipment, the Front Office staff is equipped with customer interaction standards. Their main goals include maximizing guest satisfaction, settling the reservation with a zero balance up on comprehensive payment for consumed services, gathering feedback, and potentially encouraging the guest to return for another stay.

Model dialogue

A – The klient arrives at the reception of the accommodation facility.

- "Goodday, Mr. Novák. Howcan I assist you today?" > B2
- "Goodday." > B1
- "..." (without addressing the client) > B1

B1 – "Goodday. I wouldlike to check out of my stay."

- "May I ask for your name or room number?" > C
- "Alright, chat is your name or room number?" > C
- "What is your name?" > C

B2 – "I would like to check out of my stay."

- "Alright, Mr. Novák, may I askforyourroomkey and yourpatiencewhile I checkyour hotel bill?" > D

C – "Pavel Novák, room 203."

- "Thankyou, Mr. Novák. May I ask for your room key and your patience while I prepare your hotel bill?" > D
- "Thank you. I will prepare your bill. May I ask for your roomkey?" > D

D – "Certainly, here is your room key."

- "Thank you, Mr. Novák. How satisfied were you with your stay?" > E
- "Thank you, Mr. Novák. May I ask you to review your bill?" > F

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- "Thank you, Mr. Novák. Your stay in room 203, which lastex for 3 nights, was fully prepaid. Yesterday's consumption from the hotel restaurant, amounting to 1500 CZK, has been charged to your account. No further items are recorded on the bill. Is everything in order?" > G
- "Thank you." > F

E - "Everything went well. It was very enjoyable."

- "Mr. Novák, I'm glad to her that. In the meantime, I checker your account. Your entire stay was already paid for. Yesterday's consumption at the hotel restaurant, amounting to 1500 CZK, was charged to your account. There are no other čems recorded on the account. Is that alright?" - G

F – The klient receives a preview of thein account. "I had my entire stay prepaid, so what's the 1500 CZK for?"

- "The mentioned 1500 CZK is your expenditure from the hotel restaurant yesterday. Before your departure, you signed the recept for our colleagues to transfer it to the hotel system." - G
- "The 1500 CZK is your expenditure from the hotel restaurant." - G

G - "Thank you, that's fine."

- "Can I prepare your final bill then? How would you like to pay the mentioned 1500 CZK? By credit card, or do you prefer cash?" - H
- "I wil lprepare your bill, how will you be paying?" - J

H - "Everything is fine, I will pay by credit card."

- "Thank you. I will enter the details into the payment terminal." - J
- "Thank you, I will enter the details into the payment terminal. Please verify the amount and place your card for contactless payment or insert the card into the payment terminal if necessary." - J

J - "Thank you."

- „Mr. Novák, the payment went through successfully. Here is your bill and a confirmation of the payment. Is there anything else I can do for you?" - K
- "Mr. Novák, the payment went through successfully. Here is your bill and a confirmation of the payment." - L

K - "Thank you, I don't need anything else."

- "We would be delighted to welcome you back to our hotel in the future. If you make a reservation, please contact me or one of my colleagues. We will offer you a discount off the internet prices for your stay." - L
- "We would be delighted to welcome you back to our hotel in the future." - L
- "Alright, goodbye." – X

L - "Thank you, goodbye."

- "Goodbye, Mr. Novák." - X

Check-out

Communication scenario for self-study results

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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