


# IO 1 – Standard Operating Procedures

## SOP 04 - Reservation modification before the arrival

	<h3>“SOP 04 - Reservation modification before the arrival.”</h3>
<b>Created by</b>	Štěpán Chalupa
<b>Issued on</b>	12. 5. 2022
<b>Created for</b>	Front Office employees, Trainers and Trainees, Students
<b>Updated by</b>	XX
<b>Updated on</b>	XX
<p><b>Introduction</b></p> <p>After the reservation is created and confirmed, hotel guests agree with the cancellation policy and general business terms of trade. They can modify their reservations during the pre-stay period if flexibility is available. The difference in room rates and the cancellation and distribution policy is known to handle properly. Ensure you understand the content of the SOP 02.</p>	
<p><b>Purpose</b></p> <p>The purpose is to handle the request for reservation modification (prolonging or shortening of the stay, change in the number of rooms, change in the number of guests, change in the structure of the products and services) and make sure the client is satisfied. Always in connection to reservation status and the applicable cancellation policy.</p>	
<p><b>Procedure</b></p> <p>Answer to call with respect to the standard of telephone communication (SOP 02). Use the caller’s name as much as possible, follow the steps and respect the customers’ needs and wants.</p> <ol style="list-style-type: none"> <li>1. <b>Greet the customer.</b> “Good Morning/Afternoon/Evening, this is Hotel International Front Office/Reservation Department, Štěpán Chalupa speaking. How may I assist you?”</li> <li>2. <b>The client requests reservation modification.</b></li> <li>3. <b>Ask the client for the guest's name or a reservation number.</b> “May I ask you for the reservation number or the name on which the reservation was made?”</li> <li>4. <b>Search the reservation in the PMS.</b> “Let me check the reservation in our system. Please hold on for a while.”</li> <li>5. <b>Re-confirm the reservation details</b> (date of arrival and departure, number of rooms and guests, structure of other ordered services/products).</li> <li>6. <b>Ask the client for the modification request.</b></li> </ol>	

7. **Check the availability of the services in the PMS.** “Sir/madam, let me check the availability of the requested services. Please hold on for a while.”
8. **Inform the guest about the availability of the products and the conditions of their use.**  
There is a need to inform the guest about the changes in room rates, different conditions of use or upcoming processes to be prosecuted. Inform the client about the further procedure of reservation reconfirmation and further communication.
9. **Make the changes in the PMS.** Mostly in the optional status, as the reservation needs to be reconfirmed by the client.
10. **Give the client time for further questions. For example, “Sir/Madam, is there anything else I can do for you?”**
11. **Let the client close the call.**
12. **Prepare a new, modified confirmation letter to the client after the call.**
13. **Follow-up.**

### Critical points and unstandardized situations

Many different situations might change the smooth prosecution of the modification request. A few of them are listed below, including their possible solutions.

- **The modification is not available > cancellation of the stay.** However, when the modification request cannot be prosecuted, the client might prefer the cancellation of the stay. In this case, follow the content of SOP 03.
- **The modification is not available due to the reservation type.** For a specific reservation, the modification cannot be prosecuted. Inform the client about such a reservation status and propose further actions. Let the client keep the reservation in its current form, cancel it or propose a new reservation with updated business terms. Follow the content of SOP 01 and SOP 03.
- **The modification is not available > keeping of the reservation.** If the reservation cannot be changed, inform the client about the unavailability of the services and persuade him to keep the current reservation.
- **Reservation made through a third party.** For third-party reservations, you must inform the client about the procedure of reservation modification through a third party. There is also the change to shift the client to a direct reservation, where the prior reservation is cancelled (if possible, without cancellation charges), and the new one (direct) is created with the new structure of the reservation and new reservation details.
- **Online modification of the reservation.** Check the PMS for notifications, as the modification request can also be made through the concierge or quest journey applications.