

# IO 1 – Standard Operating Procedures

## SOP 05 - Provision of the information to hotel guest before arrival

	<h3>“SOP 05 - Provision of the information to hotel guest before arrival.”</h3>
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<b>Created for</b>	<i>Front Office employees, Trainers and Trainees, Students</i>
<b>Updated by</b>	<i>XX</i>
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<p><b>Introduction</b></p> <p>During the pre-stay period, the client might request the modification of their reservation of just additional details about their stay, available service or conditions of their use. Be sure to provide the guest with the reservation details only if the guest is identified. Do not mention the stay's room number or any other sensitive details.</p>	
<p><b>Purpose</b></p> <p>Provide the guest with additional information about the stay and provided services or the conditions of their use.</p>	
<p><b>Procedure</b></p> <p>The whole procedure is directly connected to the content of previous SOPs. In this, the client does not request any changes in the reservation, only strive for further details about the stay, other product and services and conditions of their use.</p> <ol style="list-style-type: none"> <li>1. <b>Greet the customer.</b> <i>“Good Morning/Afternoon/Evening, this is Hotel International Front Office/Reservation Department, Štěpán Chalupa speaking. How may I assist you?”</i></li> <li>2. <b>The client asks for specific detail about the stay.</b></li> <li>3. <b>Ask the client for the guest's name or a reservation number.</b> <i>“May I ask you for the reservation number or the name on which the reservation was made?”</i></li> <li>4. <b>Search the reservation in the PMS.</b> <i>“Let me check the reservation in our system. Please hold on for a while.”</i></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 additional information request.</b> For example, if the client wants to know more details about other services, conditions of their use and their reservations, please follow the SOP 04, check the availability of the services and provide the guest with the new confirmation of the stay/reserved services.</li> </ol>	

7. **Confront the reservation details, business terms and cancellation policy of the reservation (or reserved products and services). For example, “Sir/madam, let me check your reservation details to provide you with the updated information. Please hold on for a while.”**
8. **Provide the client with the information in an understandable manner.**
9. **Give the client time for further questions. For example, “Sir/Madam, is there anything else I can do for you?”**
10. **Let the client close the call.**

#### **Critical points and unstandardized situations**

In this case, it is vital to mention just a few situations that might impact the procedure of this SOP.

- **FO employee is not able to identify the customer.** If you are unsure about the client, do not provide him with sensitive details about the stay.
- **The reservation is missing in the system.** Apology for such an inconvenience, and ask the client to send you the confirmation letter. Follow the other procedures and inform the client about the details and possible solutions.
- **The reservation is made through a third party.** For TO reservations, you might not know the terms and conditions of the reservation. Let to client know to check with the TO or other third party.