# IO 1 – Standard Operating Procedures

# SOP 06 - Provision of the information to the non-hotel client

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|  | **“SOP 06 - Provision of the information to the non-hotel client.”** |
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| **Created for** | *Front Office employees, Trainers and Trainees, Students* |
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| **Introduction** | |
| As a FO employee, you will be facing several requests connected not only with the stays of the hotel guest but also from the hotel non-guests. Therefore, be prepared to answer the questions about the product and services provided by the accommodation facility, their conditions of use and reservation, as well as about the destination and other travel-related information. | |
| **Purpose** | |
| Provide non-hotel clients with other information about the property and provided services or the conditions of their use. | |
| **Procedure** | |
| The whole procedure is directly connected to the content of the previous SOP, which focused on providing additional information to hotel guests. If the hotel non-guest wants to make a reservation, follow the SOP01. Not only reservation of the accommodation services should follow the content of that procedure.   1. **Greet the customer.** *“Good Morning/Afternoon/Evening, this is Hotel International Front Office/Reservation Department, Štěpán Chalupa speaking. How may I assist you?”* 2. **The hotel non-guest asks a specific question not related to the stay.** 3. **Ask the client for more specifications, if needed.** 4. **Check the information.** “Sir/madam, let me check the details about your request. Please hold on the line for a while.” 5. **Provide the client with the information in an understandable manner.** 6. **Give the client time for further questions. For example,** *“Sir/Madam, is there anything else I can do for you?”* 7. **Let the client close the call.** | |