


# IO 1 – Standard Operating Procedures

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

	<h3>“SOP 06 - Provision of the information to the non-hotel client.”</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>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.</p>	
<p><b>Purpose</b></p> <p>Provide non-hotel clients with other information about the property 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 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.</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 hotel non-guest asks a specific question not related to the stay.</b></li> <li>3. <b>Ask the client for more specifications, if needed.</b></li> <li>4. <b>Check the information.</b> <i>“Sir/madam, let me check the details about your request. Please hold on the line for a while.”</i></li> <li>5. <b>Provide the client with the information in an understandable manner.</b></li> <li>6. <b>Give the client time for further questions.</b> For example, <i>“Sir/Madam, is there anything else I can do for you?”</i></li> <li>7. <b>Let the client close the call.</b></li> </ol>	