


IO 1 – Standard Operating Procedures

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

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|  | <h3>“SOP 06 - Provision of the information to the non-hotel client.”</h3> |
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| Issued on | <i>12. 5. 2022</i> |
| Created for | <i>Front Office employees, Trainers and Trainees, Students</i> |
| Updated by | <i>XX</i> |
| Updated on | <i>XX</i> |
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| <p>Introduction</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>Purpose</p> <p>Provide non-hotel clients with other information about the property and provided services or the conditions of their use.</p> | |
| <p>Procedure</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"> 1. Greet the customer. <i>“Good Morning/Afternoon/Evening, this is Hotel International Front Office/Reservation Department, Štěpán Chalupa speaking. How may I assist you?”</i> 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. <i>“Sir/madam, let me check the details about your request. Please hold on the line for a while.”</i> 5. Provide the client with the information in an understandable manner. 6. Give the client time for further questions. For example, <i>“Sir/Madam, is there anything else I can do for you?”</i> 7. Let the client close the call. | |