


# IO 1 – Standard Operating Procedures

## SOP 09 - Walk-out

	<h3>“SOP 09 - Walk-out”</h3>
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<b>Created for</b>	Front Office employees, Trainers and Trainees, Students
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<p><b>Introduction</b></p> <p>In case of full hotel occupancy or unfinished maintenance of the hotel rooms, the situation where the client cannot be accommodated may occur. The situation relates to moving the guest to another accommodation facility or guest refusal (if the prior reservation was not made).</p> <p>The procedure is based on the well-created sales rules and strategy linked to the overbooking strategy. Without a carefully planned strategy, reputation decrease and revenue loss are likely.</p> <p>Before walking out the client, the management must set the preferences and find the “protected customers” who cannot be walked. The management must identify the partner hotels or competitive hotels for walk-out procedures.</p>	
<p><b>Purpose</b></p> <p>The main purpose is to keep a suitable level of customer satisfaction, accurately describe the reason for walking out and provide the guest with necessary services and support. Be prepared to cover extra costs connected with guest moving. Be sure not to harm the hotel's reputation and the satisfaction level of other hotel guests.</p>	
<p><b>Procedure</b></p> <p>The beginning of the procedure is the same as the check-in process.</p> <ol style="list-style-type: none"> <li>1. <b>Welcome the quest with a smile (warm and sincere).</b> “Good Morning/Afternoon/Evening, Welcome to the Hotel International; my name is Štěpán Chalupa. How may I help you? (What can I do for you?).”</li> <li>2. <b>The guest wants to check in for a stay.</b> Request the name, reservation ID or reservation confirmation politely for check-in purposes.</li> <li>3. <b>Check the reservation in PMS.</b> “Mr Novak, let me check your reservation in the system. “</li> <li>4. <b>Provide the client with information about the walk-out procedure.</b> Propose to the client the reasoning for such an action and provide the client with a brief description of the</li> </ol>	

activities to be undertaken by the FO staff. A sincere apology complements the information.

- 5. Ask the client about preferences in the alternative hotel.**
- 6. Secure the reservation in a partner hotel with the same or better quality of services.** The accommodation must fulfil the requirements of the client. If the rate is above the rate paid by clients, the hotel covers the extras. In some cases, only the rate for the first night is compensated.
- 7. Arrange the transportation for the client.** Manage the client relocation.
- 8. Change the room status on “Walked out”.** First, change the status in the PMS to highlight the walk-out activity. Then, if the client returns, ensure he is not walking out again.
- 9. Provide the client with any other aid.** Make sure the client is satisfied while waiting for the relocation. For example, provide the client with small refreshments.
- 10. Be prepared to provide the guest with any sort of refund based on the predefined strategy.**
- 11. Relocate the client with a sincere apology.**
- 12. Change the status of the client to VIP in the PMS.**

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

Walk out procedure is an incredibly stressful activity where the managers must be able to support the FO employees. The proper planning of walkouts is needed to be prepared for any sort of refund to clients.