

**Class: - BHMCT II<sup>nd</sup> Year**

**Semester: - 3<sup>rd</sup> Semesters**

**Subject: - C 303 Accommodation Operation**

## **CHAPTER –5**

### **CHECKOUT**

#### **5.1 DEPARTURE NOTIFICATION**

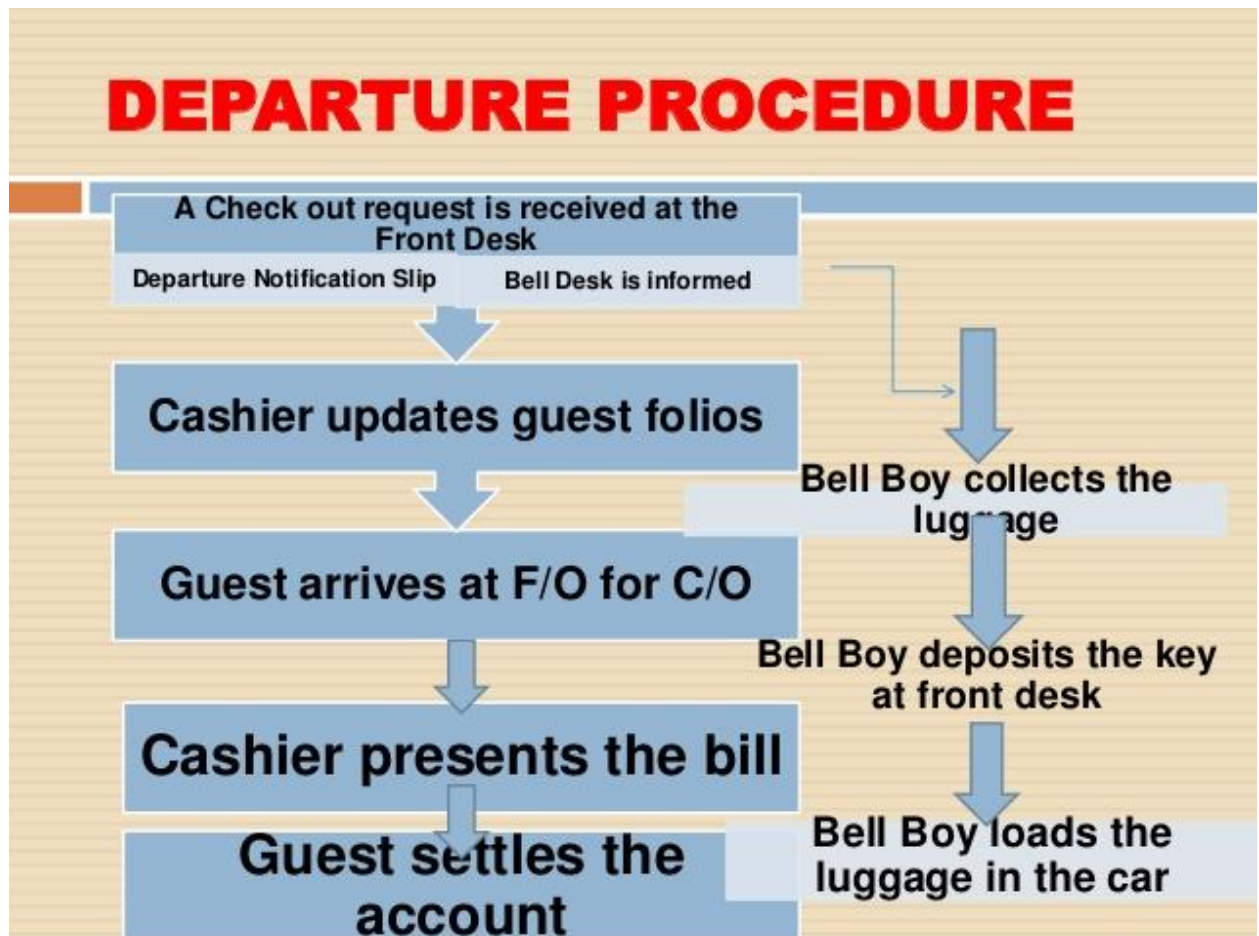
As the guest leaves there are a number of tasks that have to be completed by reception. Once the bill has been paid the cashier will either pass the registration card back to reception, or send a notification.

- The receptionist should then remove the guest name from the room status system and mark the room ‘vacant but not ready’
- Notifications of the departure should be made to the relevant departments (housekeeping, porters and switchboard) so that they may update their house lists
- The housekeeper will then be able to assign a maid to clean a room, and when it has been inspected the room will be returned to the reception and it will be possible to re-let the accommodation.
- Extra departures and extensions of stay are notified to departments separately to ensure that they are not overlooked.
- Departure notification slips are printed to inform the other departments of the guest’s checkout.
- Where a manual system is in use, the room racks are updated. The departure register is also updated.

#### **DEPARTURE NOTIFICATION SLIP :**

<b>Hotel IHM</b>	
<b>Departure Notification Slip</b>	
<b>Department (Point-of-Sale):.....</b>	
<b>Reception:.....</b>	
<b>This is to inform you that the following guest is departing from the hotel. Kindly rush the credit charges to the front desk.</b>	
<b>Name of the guest:.....</b>	<b>Room</b>
<b>no.:.....</b>	
<b>Date of departure:.....</b>	
<b>Time:.....</b>	
<b>Authorized signatory</b>	

## 5.2 DEPARTURE PROCEDURE IN FULLY AUTOMATED SYSTEM



- Automated systems are connected to all computers in all the departments data transfer through software which is integrated to each other. This system is faster, accurate and efficient. It saves your time a lot.
- -Checkout request received,
- -Bell boy to transfer luggage and inspect room.
- Departure communicated to all P-O-S through network
- -Credit transactions up-dated to guest account automatically.

Final bill, with supporting documents presented to guest for approval and signature.

- - Payment received as per the pre-arranged mode

Luggage Out pass issued

<b>HOTEL IHM</b>		
<b>Luggage out pass</b>		
No. 0024500786		
Name of the Guest:.....	Room	
no.:.....		
Date of departure:.....		
Time:.....		
Bill no.:.....		
Billing settlement		
Complete	Partial	Corporate Settlement
other.....		
.....		
.....		
Authorized signatory		Date

Departure communicated to all departments  
Front office records are automatically up-dated.  
Occupancy lists of in-house guest.  
Room status  
Guest History Card (GHC)

### 5.3 GROUP CHECKOUTS

#### 1. Prepare and process the master account:-

The master account (or master folios as it is known) is a list of guest's identical charges to be settled by the tour leader on check-out. Identical charges include accommodation, breakfast, and any other charges that were standard across the entire group as negotiated when the booking was taken. On the due departure date. The cashier must obtain the signature of the tour leader after the master account has been finalized. Most groups will have a direct billing arrangement established, and the property may have even required a large group booking to pre-pay ( or at-least forward a significant deposit to secure) their

booking. In some cases the tour director will bring vouchers to be used in exchange for their stay at the establishment which the venue will then process for payment.

## **2. Check for any additional charges:-**

Where members of the group have incurred additional charges ( that is they have bought items that were not covered as part of their package) such as laundry or bar charges, an individual account would be created called an 'Extras Account'. These extras are paid for by the guest themselves. All individuals account may be finalized via express checkout or individual may have to settle their account at the front office. These individual accounts may be finalized the evening prior to check-out or at the time of check-out. Check with the guest for any further charges which need to be added to the account. Such as breakfast, in room fridge or / an newspaper. Finalized the account and hand a copy to the guest for checking before processing the payment.

## **3. Collect the keys:-**

The group leader will normally collect all room keys/cards and present them to reception. While the keys/cards are being returned to you and the accounts are being processed, the porters will load the luggage on to the coach and the group will depart.

## **4. Handle the guest luggage:-**

When handling group luggage, porters will usually have obtained a guest list from the reception and made up luggage tags well in advance. This saves time and confusion.

The porter will-

Count all the pieces of luggage

Make a note on the group record

Deliver the luggage to the transport vehicle following the instructions of the tour group coordinator.

If group baggage is to be stored for any length of time netting or roping bags together to avoid with other groups' bags is a security precaution that may be used. This ensures all baggage is together and helps avoid loss or theft. Any missing baggage must be reported immediately to the management.

#### **5.4 EXPRESS CHECK OUTS:-**

Most hotels are now using the Express Checkout service that allows customers to check out of their rooms and return the keys, without actually having to wait for their final bill to be produced. It is a great convenience for hotel guests at all times, but especially so when they are pressed for time, which is often the case with many of us. Offering an Express Checkout service to your guests means that they can return their keys and go without having to wait for their bill to be made up.

This is usually convenient for guests who decide to check-out very early in the morning. In fact, at night, bellboys (for example) shall slip the guest folio under the expected departed guestroom.

When the guest wakes, up he/she shall sign the guest folio and the credit card voucher, leave the room, give back the room key to the bellboy, and departs.

##### Self checkout:-

Guests might check out using self check out terminals situated at public areas or in their rooms if room check out systems are integrated with front office main frame.

The benefits are obvious and here are some of them: Your staff has to be trained to know which card networks support Express Checkout and which do not. At present, the Express Checkout hotel program is only available with the following card schemes:

- Visa.
- MasterCard.
- American Express.
- Discover.
- Diners Club.

Express Checkout is not available with the following card networks:

- Maestro Domestic.

- Maestro International.
- Visa Electron.
- Solo.

### **5.5 UNDER-STAY:-**

Hotel guest who checks out before the scheduled date.

An under-stay is a hotel guest that leaves the hotel prior to date that they had originally indicated. Under-stays are therefore lost revenue for the hotel, which may be unable to sell the room to another guest to recoup the anticipated revenue

### **LATE CHECK OUTS AND CHARGES:-**

Late checkouts are those guests who had not vacated the room even after the hotels normal checkout time. Eg: 1200 hrs checkout time. It is depends upon the management policy that late checkout request will be accommodated at no charge or all late checkouts will be charged with and additional late checkout fee

### **5.6 POST DEPARTURE COURTESY SERVICES:-**

Post departure is even termed as after departure activities, which need to be performed by front office department in hotels. In this stage guests are sent birthday cards, marriage anniversary greetings by the hotel to keep in touch with the guest and certainly are liked by the guest by doing so.

Post-departure messaging is, not-surprisingly, a message automatically delivered to someone soon after they check out of your hotel or resort. Triggered by reservation data, timing varies a bit based on the results of individual marketers; these campaigns are often sent a few days after a guest leaves to account for travel time. It's important to not wait too long; however, as most such messaging contains a request for feedback through a survey and waiting too long could mean memories and insights may not be as accurate as they could have been had they been reached sooner.