

## Ch.1 Pre-Arrival Procedure

- 1.1 Pre-arrival activities (Preparing an arrival notification etc.)
- 1.2 Procedure for VIP arrival
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### 1.1 Pre-arrival activities (Preparing an arrival notification etc.)

The guest choose a hotel during a pre-arrival stage of the guest cycle. The guest selection can be affected by various factors, previous experiences, advertisements, company travelling policy, recommendations from travel agents, friends, business associates etc.

The guest decision may also be influenced by the smooth working of making reservations and how the reservation agent describes the hotel and its facilities. In reality reservation department or the sales office for an individual.

Pre-arrival activities include extracting information about the guest for reservation and preparing the document for guest arrival following information is required:

- 1) **Check room status and availability:** This could be done referring to an occupancy chart for both automated and non-automated hotels from room status report the reception staff knows about the number and type of rooms available which can be assigned to the guest.
- 2) **Preparing & referring to the expected arrival list:** It provides the information about the guest who are expected to arrive on a particular day. It helps in dealing with the overbooking situations and Guest can be walked on to some other hotel in case of insufficient

rooms. The list also indicates important guests expected to arrive so that special arrangements can be made.

- 3) **Preparing guest history card:** Guest history cards are available or prepared for all previous guests. This helps to identify the guest needs and arrangements of services can be done accordingly.

Guest History Card							
Sl. no. 000786							
Name:.....							
Company:.....							
Designation:.....							
Address:.....							
Credit:.....							
Date of Birth:.....							
Marriage Anniversary:.....							
S.No	Arrived	Room	Rate	Departed	Amount	Special Instructions	Remarks
1.							
2.							
3.							
4.							
5.							

- 4) **Arrivals with special requests:** All the relevant departments are informed about the guest request so that they can be prepared before the guest arrives.
- 5) **Other preparations for guest arrival:** Reception staff keeps themselves ready with certain documents to avoid last-minute load during arrival, example printing of registration cards with guest details, follow maybe opened by the cashier and all the other details about the payment are kept ready.

## **1.2 Procedure for VIP arrival:**

VIP guest arrival is important for hotel business and image which includes celebrities, politicians, top management people from corporate sectors. The following are the activities undertaken for pre-arrival procedure for VIP:

1. Preparation of welcome letter.
2. Room is assigned to a VIP guest with best location view and amenities.
3. Notification slip is prepared for the other departments.
4. Special requests can be arranged for the guest.
5. GRE should be informed for the traditional welcoming (ATG- Arti, tikka, garland) and escorting of the guest.
6. Pre-registration can be done.
7. Amenities voucher is prepared and sent to the respective departments in order to procure the amenities.
8. Travel desk should be informed about the airport pick up of the guest.

## **1.3 Procedure for group arrival (special arrangements, meal coupons ,etc.)**

1. Prepare a welcome letter.
2. Pre-registration is done.
3. Assign rooms preferably on the same floor or adjacent floors.
4. Prepare rooming list.
5. Key cards are kept ready with meal coupons if necessary.
6. Sometime itinerary can be prepared and can be provided.

7. Bell desk can keep the luggage tags ready and if extra stuff is required for large groups it can be arranged for.
8. Master folio is created.
9. Separate group arrival counter has to be arranged for a group of more than 10 rooms.

**Pre- Arrival procedure for Non-guaranteed Reservation:**

1. Assign rooms to the guest.
2. Free registration can be done.
3. Welcome letter is prepared.
4. Key cards to be kept ready.
5. Go through the special requests and complete them tentatively.