

Week - 1

Weekly Log

Date: 20th June 2020

Department: Housekeeping Food & Beverage Service Food Production & Patisserie
 Front Office

Days Worked: Mon Tues Wed Thur Fri Sat Sun

Shifts Worked: Morning Evening Night Not Applicable

Students Involvement (What were your major responsibilities? Please write it down in points)

During this week I was asked by my mentor to study and review following –

- The Check-in procedure for guests with confirmed booking

Observations & Learning (What did you see and learn in the department?)

I studied the previous notes which my faculty had taught about guest Check-in procedures. As advised by my mentor I reviewed the Check-in procedures as per the video shared by my mentor. The video was self-explanatory and covered step by step procedure to ensure smooth Check-in procedure. I learnt following 10 steps about Check-in procedure of guests with confirmed booking –

Steps –

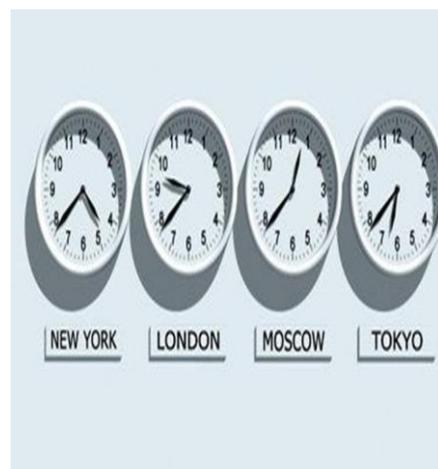
- 1) Greet the guest as per the time of the day and ask if the guest has reservation
- 2) Check the day's arrival list and verify the guest's reservation status
- 3) Ask the guest to verify the details in the pre-filled Guest Registration Card (GRC)
- 4) Check the GRC returned by the guest for completeness
- 5) Depending upon the availability of the rooms, allot the room as per the preference of the guest
- 6) Establish and confirm the mode of payment
- 7) Assign the room key (Keys)
- 8) Call the bell boy to escort the guest and carry the luggage to the allotted room
- 9) Wish the guest enjoyable stay
- 10) Update the front office records

Pictures to Share:

This is a front office of Radisson Hotel, Singapore. In this photo the Front Office Executive is welcoming the guest, as the other front office executive is attending phone enquiry.



Different Time Zones reflected through wall clocks. Wall clocks showing different cities are generally displayed at the Reception which is visible to the guests.



The Front Office Executive is doing Check-in of a guest and handing over room key.