

Guest Services – First Impressions Notes (Key)

Complete each section with the correct answers.

Reservations

1. Information gathering

- Name, address, phone, and email
- Arrival and Departure Dates
- Room Type
- Room Rate
- Method of Payment
- Special requests

2. Information given

- Confirmation number given to guest

3. Additional Information Recorded

- Date reservation made
- Person or company making reservation

Room Rate Factors

- 📦 Time of year
- 📦 Day of the week
- 📦 Room type
- 📦 Room location
- 📦 Amenities in the room
- 📦 Group rate
- 📦 Membership rate
- 📦 Discounts

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Room Assignment Check-in

- ✓ Front desk check-in
 - Locate reservation
 - Confirm information
 - Assign room in PMS
 - Make key and hand to guest

- ✓ Self check-in is not common
 - No personal contact
 - Real-time updated systems
 - Legal liability issues

Methods of Payment

Cash

Credit card

Personal Check s

Money order

Business Checks

Vouchers

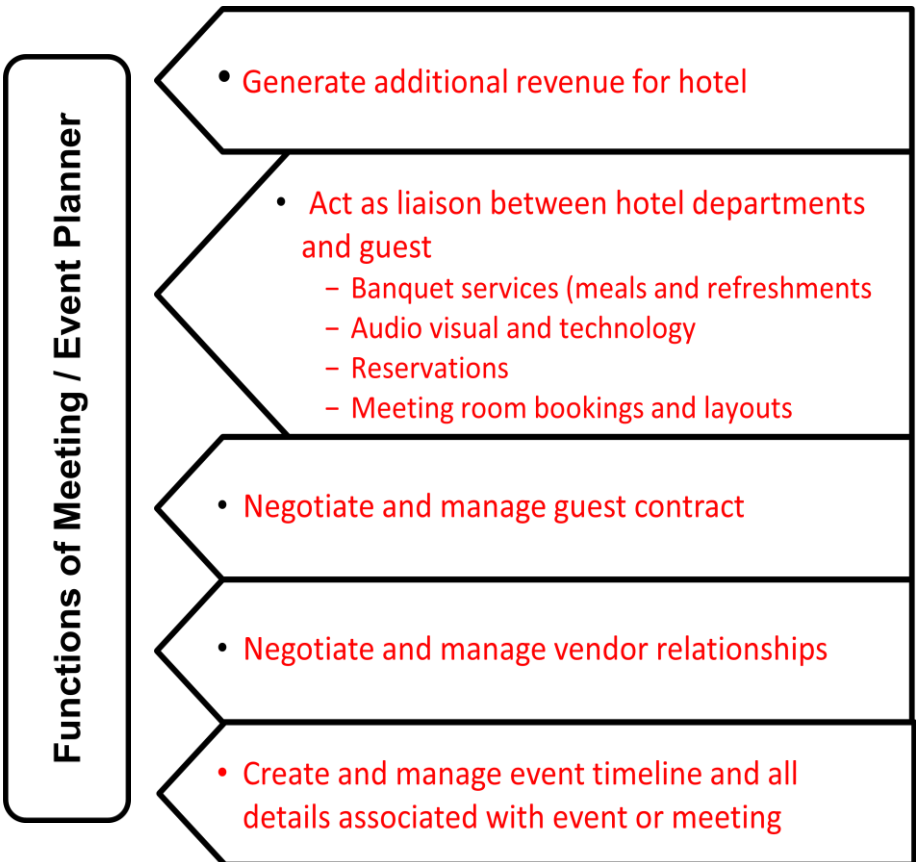
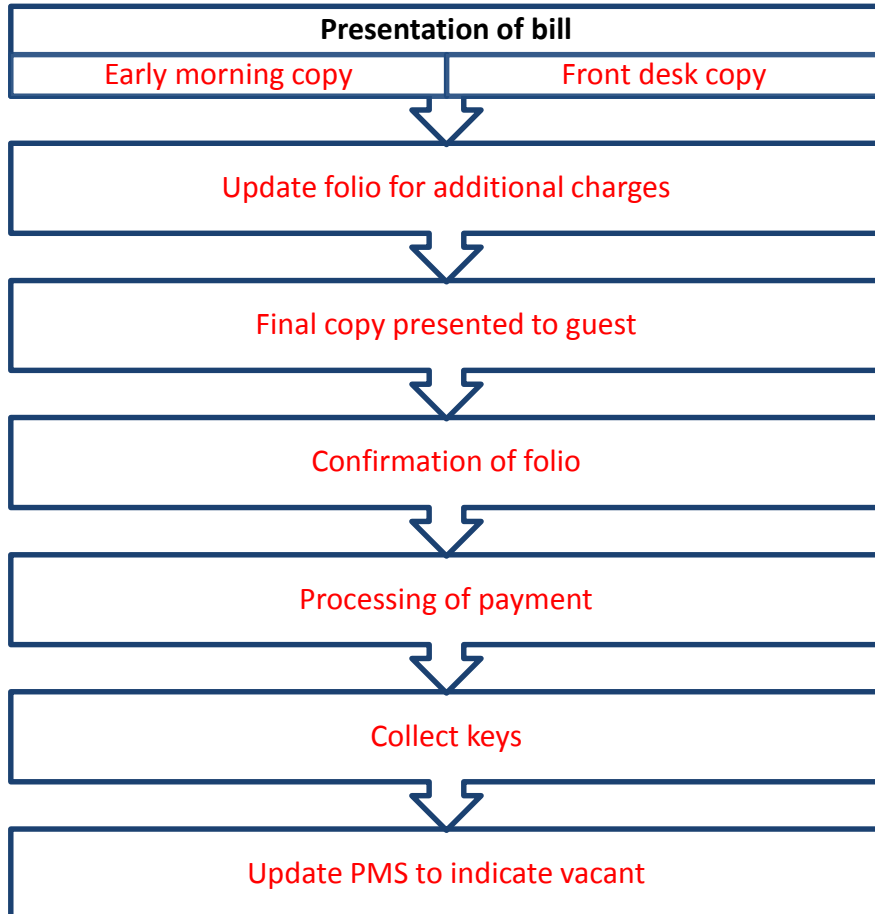
Debit card

Foreign currency /checks

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Check-Out Procedures



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Technology to Get the Job Done

Old School	New School
Credit card verification system	PMS software and computer - Tied to cash draw in most hotels
Check verification system	Key card encoders
Postage scales	TV On-demand
Time stamp machines	Wi-Fi network connections
Telephone systems – multiple line transfers	Internet registrations from hotel site and third-parties