

# The Guest Cycle Exercise (Key)

Directions: In the boxes below, create a list of at least 3 activities (A) for each stage in the Guest Service Cycle. Technology may or may not be needed for those activities. In addition, list 3 activities that specifically require some type of information technology (T).

## Pre-arrival

Example: Front Desk prints all registration cards for next day

- A – Reservation confirmation email
- A – Guest obtains directions or maps to hotel
- A – Hotel app developed for smart phones

- T – Reservation in PMS
- T – Hotel website design and maintenance
- T – Guest folio set up in PMS

## Arrival

Example: Guest signs the registration card (contract for services)

- A – Guest greeting
- A – Luggage taken to room
- A – Valet car service – charges added to guest folio

- T – Guest check-in procedures in PMS
- T – Room assignment in PMS
- T – Door key coding and key assignment

## Occupancy

Example: Perform bucket check

- A – All concierge services (may be listed separately)
- A – Transportation services to outside event or park
- A – Daily housekeeping of guest room

- T – Room service charges added to guest folio
- T – Spa charges added to guest folio
- T – Guest privacy ensured through key management

## Departure

Example: Obtain and process payment for the guest's bill

- A – Luggage brought down from room
- A – Valet brings car to front
- A – Transportation arrangements

- T – Assure all charges added to guest folio
- T – Guest check-out procedures (bill totaled and issued)
- T – Clear any guest messages from phone system