UNIT: 01
CLEANING OF PUBLIC AREAS

Structure

1.1   INTRODUCTION

We know that the public areas on a Hotel comprises the 'front of the house' areas such as entrances, lobbies, lounges, the front desk, guest corridors elevators and restrooms, functional areas like the restaurants, banquet halls, bars, waiting rooms, leisure areas such as swimming pools, the spa and health club.

In this unit we will learn about the public areas which include all areas of the hotel which are in constant view/frequented by guest/visitors. A neat and clean public area shows the cleanliness standards of the entire property because public area is the area first seen by the guest. We will also know about the importance of cleaning in the lobby, rest room, banquets, front desk, swimming pool, spas, health clubs etc. and the various ways in which it is carried out.

After a thorough study of this unit you will know that the guest forms their first and most important impression about the hotel cleanliness standard from the visit to the public area. Whatever may be the size of the property, the guest and visitors expect every inch of the property to be sparkling clean. For many guest who come to hotel only for meals or attend social functions the public area is the only basis on which they judge the cleanliness standards of the hotel. A survey carried out by Market Facts found out that nearly 63% of travellers rated cleanliness and appearance as the first priority in their quest for hotels.

Pest control and its eradication is very important in the hotel as they not only present a un-pleasant scene but are the main cause of food positioning Pest control is also important because pests cause disease and discomfort. A pest is an insect or rodent which causes damage to food and property. The housekeeping department plays an important role in detecting the presence of pests in or around the establishment and organizing their control or eradication.

Table Showing Result of Survey Carried out by Market Facts

Reasons for Returning	For all Travellers (%)	For frequents travellers (%)
Cleanliness/appearance	63	63
Good Service	42	45
Facilities	35	41
Convenience/Location	32	38
Price/reasonable rates	39	35
Quiet and Private	9	8

Usually it is the House Keeping department which is responsible for cleanness and maintenance of the public areas in the hotel. In very large hotels casinos that have an enormous amount of public space, there may be a need for an entirely separate department devoted to cleaning, often referred to as public areas department. The administrator of that department is usually called the Director of public areas and is considered to be on the same level as the Executive House Keeper.

In a full service hotel, there is often one other department whose main task is to clean and that is the stewards department in the kitchens. This department is usually administered by a person who is known as the kitchen steward.

1.2   OBJECTIVES

After reading this unit you will:
- Have information about public areas.
- Cleaning methods carried out in the public area.
- Have information as to role of public supervisor in public area cleaning.
- Have information about the duties and responsibilities and qualifications required for a public area supervisor.
- Have information about pests and pest control
- Have information about safeguarding asset

1.3   PUBLIC AREA DEFINED

Whereas most Executive House Keepers are involved only in the guest room portion of the hotel and related public areas it is not unusual to be assigned the nightly cleaning of kitchens, banquet halls, swimming pool and other similar tasks. However in smaller properties there are many public areas which are under the Executive House Keepers umbrella of responsibility i.e.:

- **Public Areas:** Associated with sale of guest rooms the front desk main entrance, public through fares, public restrooms, storage areas and other similar locations.

- **Rooms Department:** Includes guestrooms, room corridors, elevators, elevator landings, stairwells, storage areas.

- **Recreational Areas:** Indoor and outdoors pools, health clubs, saunas game rooms, public restrooms, storage areas.

- **Restaurants:** Dining areas and service areas.

- **Cocktail Lounges:** Bar areas, service areas, liquor storage areas.

- **Meeting Rooms:** Each by name indicating the number of square feet in service and storage areas.

- **Banquet and Bathrooms;** Each by name including, indicating the number of square feet in service and storage areas.

- **Kitchen Areas:** Main kitchen, banquet kitchens, salad preparation areas, refrigerators, freezers, holding boxes food store rooms.

- **Employee Areas:** Includes locker rooms, employee restrooms, employee cafeteria.

- **Offices:** All offices such as sales, reservations executive rooms.

- **Maintenance Shops:** Main enquiring work area : TV workshops, electrical, plumbing, refrigeration and point shops.

- **Building Exterior**

- **Landscaping**

- **Lighting**

- **Laundry**

- **Other areas**

Many of these public areas require daily if not hourly attention. Hotel lobbies, public rest rooms, employee locker rooms and assorted service areas require scheduled cleaning and maintained. Public areas are under constant scouting and must look their best at all terms. Guest leaving a grand party in the Hotel ballroom at midnight expects the same standards of cleanness in the lobby, corridors or public rest rooms as new arrivals checking in during the busy day shift.

The Housekeeping department has round the clock responsibility for keeping the public areas spotlessly clean and in good repair. Unlike guest rooms it is not possible to take public areas 'out of service' for the purpose of cleaning, therefore all cleaning and maintenance activities for the public areas are scheduled for low traffic hours/night.

The demands for cleaning the public areas are different from the challenges involved in cleaning of guest rooms. Unlike guest rooms, where design and layout are fairly standardized to control costs, public area space feature dramatic design intended to create an impression on the mind of the public. The Executive Housekeeper may need to find ways to clean antique chandeliers, keep artificial palm trees dust free, or erase constant smudging of fingerprints from brass handrails. Heavy foot traffic and the size and scope of the public space generally require heavier equipment to meet cleanness needs, as well as the physical ability to clean high, hard to reach places.

Many hotels hand over public area cleaning on contact to private contractors. Cleaning routine for public area is also divided into daily weekly, monthly and annual basis. Daily cleaning involves dusting, emptying of ashtrays and dust bins, vacuum cleaning of all upholstery, mopping hard floors, cleaning of all glass surfaces, flavor arrangement, cleaning of gentleman clock room and ladies powder room.

Such functions usually come under the supervisory responsibility of the public area weekly task may include scrubbing of floors, dusting walls, dusting and wiping of lighting fixtures, cleaning and polishing of floors, vacuuming of carpets.

Creating workable schedules, conducting regular inspections and providing staff with the right tools are essential for managing public area cleaning. Maximizing the performance of contact cleaning services also plays an important role in maintaining and extending the design life of the public areas. The straightening and repositioning of furniture, emptying of ash trays, cleaning of marks from glass doors and mirrors, and servicing of public restrooms can require attention as little as once every eight hours and often as once every fifteen minutes depending upon circumstance.

All staff functioning under the Public Area supervisor must be trained to respond to these needs without immediate and direct supervisor. Special initiative might be expected of the Public Area supervisor to modify the cleaning procedure based on observations of guest/visitors as they move around the hotel, eg lack of activity in the lobby during morning would indicate that less attention is required in that particular area once the area has been properly serviced on the other hand during times of heavy movement in the lobby may require continuous attention of the lobby staff until the traffic minimizes.

1.4   PUBLIC AREAS CLEANING

Public Area cleaning is different from cleaning of guest rooms. It is not possible to take public areas 'out of service' for the purposes of cleaning so all cleaning activities are scheduled for low traffic hours and for might. Usually the day shift concentrates on keeping the public areas neat and tidy in appearance. More through cleaning of the public areas is carried out during the early hours/morning shift which start at 4 AM or 5 AM, depending on the category of the hotel and areas to be cleaned, or during the night/graveyard shift.

Public Area cleaning is generally scheduled on a basis of labour analysis, i.e. it shows an average for how many labour hours it takes to complete a task. The design of the public area is also taken into consideration in calculating the number o labour hours. A team concept with each worker assigned to a particular task may work best in a large open area i.e. one worker dusts, the other empties waste baskets and a team of two workers vacuum clean the area.

A lobby may be divided into bays/sections defined by architectural elements such as sunken or raised floor areas, partial walls or columns – is more easily cleaned by one person assigned to all duties within each bay. Rest rooms should be permanently assigned to one attendant who will become expert in using the special chemicals and equipments required for restrooms.

All supplies and equipment should be suitable and where necessary specialized for the job. A specially designed cart stocked with all necessary supplies i.e. vacuum cleaners, dusting materials, micro fiber floor mops etc. is a standard equipment for the lobby staff.

1.4.1 Cleaning of Lobby

Lobby is a area provided as common meeting point near the front office. Its appearance can play a vital role in creating a favourable impression on a new arrival or a conference planner/tour operator who is deciding on a venue for the conference or a group of tourist.

The lobby area is subject to the most wear and tear. Lobby floor/floor covering must withstand a steady stream of foot walls and the effects of snow, rain, sand or mud. Suitcases and luggage trolleys roll through all day. Guest and visitors leave behind rumpled newspaper, paper waste and empty cups of tea and coffee.

It is the duty of the Housekeeping staff deputed for cleaning of the lobby to carry out all cleaning activities without disturbing the guest or visitors.

Day Cleaning: The following activities are carried out during the day cleaning operations :
- Cleaning/emptying of ash trays, sand urns and waste paper baskets. Removing of all debris from a lightweight basket.
- Cleaning of the entrance throughout the day. Mopping, dusting of the entrance should be carried out at regular internal throughout the day.
- Straightening of furniture moved by guest as and when required.
- Placing of flower arrangement at appropriate locations at the front office/lobby.

- Emptying of waste paper basket as and when required during the day.

Overnight Cleaning: Most of the cleaning activities in the lobby are carried out during the night time when traffic is low. The might cleaning activities include the following:
- Dusting, vacuuming and cleaning of elevators/escalators after taking them out of service.
- Vacuuming cleaning of all carpeted areas.
- Spot cleaning of carpets/shampooing of carpet.
- Dusting of all furniture and front office area.
- Emptying and cleaning of all ash trays
- Polishing of all guest elevators, cleaning of elevators floors and walls.
- Cleaning of all glass surfaces/mirrors.
- Removing of fine marks and spots from walls and woodwork.
- Polishing of metal handles, rails and door knobs.

ENTRANCES: The guests get their first impression of the hotel from the entrance lobby. For this reason, some hotels may have elaborate or dramatic design features at the entrances, cleaning which may be a difficult proposition for the housekeeping department. Entrances, if not cleaned and maintained daily, can easily acquire a neglected look due to the heavy traffic and exposure, which can be very unappealing for an arriving guest. The preventive maintenance of floors at the entrance is important, since this is the inlet point for dust and dirt trekked in by all the guests' shoes. If the dirt and grit are not prevented from entering the establishment at this stage, they will eventually become embedded in the floor and deteriorate the surface.

FLOORING AND MATS: Key features here are the doormats and runners that act as the reservoirs for dust and dirt, rubbed away from the shoes. One doormat or runner should be placed just outside the entrance, to prevent most of the dirt and soil being brought in with the guest's shoes. Another doormat or runner must be placed just inside the entrance, to remove any remnants of dust from the shoes 50 that they do not leave any footprints on the floor. Others cleaning and maintenance tasks for this area are listed below:
- The doormats and runners must be vacuum-cleaned daily to remove dust and grit.
- In the rainy season and during times of heavy traffic (such as in the high season), cleaning the mats twice a day or even more often may be called for.
- The floor at the entrance has to be mopped frequently throughout the day.
- Plants at the entrances should be watered when required.

DOORS: Many entrances are arches without doors. But very often, the main entrance to the property may have glass or wooden doors. Glass doors may be of the push/pull, sliding, or revolving type. Glass doors easily develop streaks as guests place their fingers on the surface. Hence doors and door tracks are usually cleaned thoroughly early in the morning, when the entrance lobby is relatively free of traffic. This and the cleaning tasks for a few other fixtures are listed below:
- Glass doors should be cleaned twice a day, and where public traffic is high, the frequency of cleaning may have to be even three or four times daily. A proprietary

glass-cleaner may be used for the cleaning or a vinegar-and-water solution may be used for glass that is not too soiled.

- Dirt, grease, and scuff marks (from shoes knocking against the threshold) on the door frames should be damp-dusted with an alkaline detergent and water, and re-wiped with clean water to remove all traces of the detergent.
- Wooden doors should be damp-dusted once daily. A neutral detergent should be used with water for damp-dusting once a week to avoid the build-up of layers of dust.
- Brass knobs and handles should be polished weekly, and in case of lacquered brass, only damp-dusting is sufficient.
- Lights and lighting fixtures should be checked daily and cleaned weekly.

1.4.2 Cleaning of Public Rest Rooms

Public restrooms must be cleaned and sanitized throughout the day depending on the traffic flow in the hotel. A gentleman clock room attendant and ladies powder room attendant are deputed to take care of the public rest room throughout the day.   The following activities are carried out at the public rest rooms :

- Cleaning of the rest rooms after placing a sign, tape or plastic come at the entrance notifying that cleaning activity is under progress.
- Replenishment of public rest room supplies i.e. toilet paper, tissue paper, soaps towels etc.
- Emptying of hampers placed for collecting dirty towels.
- Emptying and cleaning of ash trays at regular intervals during the day.
- Mopping the floor dry at regular intervals, washing of tiles at regular intervals.
- Damp dusting the door and floor fixtures, toilet roll holder.
- Cleaning the mirror/wiping dry of mirror at regular intervals.
- Cleaning and wipe drying of toilet seat, outside and inside.

To carry out the above activities there is a cupboard close to the locker room. It is stocked with all materials required for cleaning and maintaining the public rest room i.e. towels, paper towels, tissue paper, soap liquid soap, toilet paper, disinfectant, moisturizer etc.

- **Cleaning vanity units or wash basins and bidets**: The daily cleaning procedure for vanity units. Bidets are cleaned in the same way as wash bains.

- **Cleaning WCs, shower cabinets, and baths:** The daily cleaning processes for these are the same as followed in a guest bathroom. The weekly cleaning of WCs involves the use of an alkaline detergent. In case of heavily soiled and stained WCs with a lime-scale problem, acid cleaners need to be used.

- **Cleaning urinals:** These may require the use 6f an acid cleaner more frequently. Toilet cleaner should be applied to all the inner surfaces of the urinal and allowed to stand for 10 minutes. Any debris from the drainage channel should be removed. While the cleaner is left to sit, clean the surrounding surfaces, walls, and the outer part of the urinal. Then, using a toilet brash, scrub the urinal bowl thoroughly and flush to rinse away the cleaner.

GUEST CORRIDORS: A long corridor should be divided into sections for cleaning. As for staircases, the corridor should be divided into half lengths so that the other half is open for use while one half is being cleaned. Appropriate cautionary signs should be used to indicate that cleaning is in progress. Many hotel corridors are fully carpeted. These carpets should not only be attractive, but also sturdy and durable to withstand everyday wear and tear. The cleaning tasks for guest corridors are listed below:

- The carpet should be vacuum-cleaned daily. It also needs to be shampooed once in six month-this may/ be scheduled as a special project in the off-season periods.
- The wall skirtings or baseboards all along the corridor should be cleaned.
- Any finger marks or smudges on the walls should be spot-cleaned. Thorough cleaning of walls may be done weekly.
- Sprinklers installed as part of a fire-fighting system should be checked and cleaned. Fire extinguishers should be checked and cleaned. Fire extinguishers should be dusted. Fire buckets should be dusted daily and filled with fresh sand once a month.
- Lights and lighting fixtures should be checked and damp-dusted.
- Air-conditioning vents should be cleaned weekly.

The exit and entrance doors on the corridor should be damp-dusted on both sides and the tracks cleaned. Brass knobs and handless should be polished once a week.

1.4.3 Cleaning of Elevators, Escalators and Staircase

Like the lobby these are in regular use throughout the day and are cleaned thoroughly each night. Elevator floor carpets are usually the most difficult areas to clean/keep clean. They are subjected to constant wear and tear. Most hotels are now using carpets which can be removed and washed or cleaned thoroughly rather than carpet cleaning in situ. The following cleaning activities are carried out in the elevator during the day and night. While the cleaning activity is being carried out the elevator is taken out of service and a notice/sign board placed conveniently displaying the some:
- Damp dusting of steel doors inside out using a mild detergent. Wiping dry with a clean duster.
- Vacuum cleaning of carpet.
- Damp dusting of ceiling and light fixtures.
- Cleaning of air conditioning/ventilation duct.
- Removing of finger marks from walls using a damp cloth.
- Suction cleaning of door tracks using a crevice cleaner attachment.
- Regular serving of elevator as recommended by the manufacture.

Escalators: Escalators are cleaned during the night/graveyard shift :
- Tar and gum are removed from step off plates.
- Metal grids are cleaned regularly.
- Railings must be dusted at regular internals.
- Glass shields are polished once a week.

SERVICE ELEVATORS: Most hotels give the responsibility of cleaning service elevators to the kitchen stewarding department. However, some hotels may give the responsibility to housekeeping in which case the same cleaning procedure as that of:

> o The storage area should be out of the weather and in a clean ventilated location.
> o No furniture should be placed in the storage area if it requires repair.

STAIRCASES: Like any other public area, staircases should be cleaned when there is least traffic. The appropriate way to ^lean staircases is to divide them into half lengthways and clean cme half at a time. This is required riot only to prevent dirty footprints on a wet floor, but also as a safety precaution so that there are no accidents due to slipping on wet steps. Here, too, the various cleaning tasks may be carried out at different periodicities-daily, weekly, or less often. While cleaning staircases, care should be taken that dirt and debris do not fall downwards through the gaps in banisters and railings. Any kind of sweeping should be directed towards the wall. The specific tasks are the following:

- Carpets should be suction-cleaned daily and any stains should be attended to immediately. Due to practical reasons, a backpack type of vacuum cleaner is best for suction-cleaning staircases.
- Hard-floored staircases should be suction-cleaned and then damp-mopped. They can be scrubbed weekly with a deck scrubber, using a neutral detergent, if a floor sealer has been applied, however, scrubbing should be avoided, use of excess water should be avoided on wooden stairs.
- While cleaning the floor, the vertical risers of each step should be cleaned as well as the treads.
- Damp-dust the wall skirtings weekly.
- Damp-dust the banisters and handrails daily. If they are ornately carved, a vacuum cleaner with a crevice-cleaning attachment should be used.

1.4.4 Cleaning of Restaurants

In many hotels, the housekeeping department is responsible for maintaining the front of the restaurant area while the F & B dept. (Kitchen stewarding dept) clean the kitchen. In some hotels, cleaning of restaurant and kitchen may be let out to contact services. The bulk of the cleaning activities are carried out after the closure of the restaurant. The housekeeping staff assigned to cleaning duty use a house keeping trolley stocked with trash bag, vacuum cleaner, cleaning chemicals dusters, mops, microfibre cloth, etc. It is better to employ two members of the housekeeping staff to carry out the work efficiently.

The following cleaning activities are carried out by the house keeping staff during the might:

- Moving out of chairs, tables, removing of all crumbs on the seat and back of the chair using a whisk broom or a vacuum cleaner.
- Vacuum cleaning of carpets.
- Spot cleaning of any stains using suitable detergents.
- Damp dusting of all furniture, polishing of wooden furniture on regular intervals.
- Wiping of all glass surfaces with a proprietary glass cleaner.
- Wiping of window ledges, tables legs, metal floor vents with a damp cloth.
- Wiping of side boards, hostess desk, cashier's desk with a microfibre, cloth.
- Wiping and disinfecting of telephones.
- Dusting and polishing of metal chairs, removing of finger marks from chrome fittings.

- Polishing of foot rail and metal train on the bar.
- Washing/of bar stools, bar front with appropriate cleaner cleaning.
- Spot cleaning of carpets.
- Cleaning the front of restaurant counter including counter tops.
- Cleaning the foot plate which opens the restaurant door.
- Cleaning and checking of lighting fixtures.
- Cleaning and wiping dry of dance floors.

During the day the cleaning activity is limited to cleaning of tables, replacing of table cloths and napkins, resetting of tables for next service, picking up of debris using a small broom and dustpan. During the day the primary assignment of the day shift is to keep the floors of the restaurant as neat as possible.

The first priority is dealing with spills. Liquid spills of oil based foods such as gravies, sauces, salad dressings; wine spills especially of red wine and coffee must be attended to immediately. The stains should be diluted immediately before they set in. Stain removal kit should be stored in a cupboard near the restaurant. Spot treatment of carpets immediately after the stain occurs helps to prevent a permanent stain on the carpet. Any spilled bite of food should be swept up before they are stepped on and ground into the carpet pile. This makes vacuuming and shampooing easier and more effective. Complete stain removal is carried out during the lean period is night or graveyard shift.

DINING ROOMS: These need to have visual appeal as well as meeting sanitation standards. In many properties, housekeeping may be responsible for maintaining the dining areas in conjunction with the service staff of the dining room. In such properties, the housekeeping department takes on the tasks of the thorough weekly cleaning, whereas the service staffs are responsible for the daily cleaning and maintenance. Housekeeping is also responsible for the supply of clean table linen and for the collection of dirty linen. The cleaning tasks here include:

- Vacuuming the carpeted areas, moving out the dining chairs to clean under the tables; spot-cleaning any stains.
- Damp dusting the furniture daily; polishing wooden furniture once a month; vacuuming upholstered furniture.
- Wiping all glass surfaces with a proprietary glass-cleaner.
- Spot-cleaning the walls.
- Checking and cleaning the lighting fixtures.
- Following the regular schedule of pest control.

1.4.5 Cleaning of Banquet Halls

Meeting and functions held at Banquet Halls are meticulously planned. Each event is planned weeks/months in advance. Each department of the Hotel has prior information as to when the function will begin, the number of people attending the function and when it will conclude. This information is vial for the Housekeeping department as cleaning after a large function requires a large number of cleaning staff who hae to be scheduled for the cleaning activity. In many hotels, banquet cleaning is a joint effort between the F & B department and the housekeeping department. Banquet house attendants are responsible for sweeping of large pieces of debris and breaking down of banquet wet up while the House Keeping department is responsible for cleaning the shell of the room is walls,

windows, floor and ceiling. The following cleaning activities are carried out during the cleaning of Banquet Room:
- Sweeping and mopping the floor.
- Vacuum cleaning of carpet, removal of stains from carpet. Carpet shampooing at regular intervals.
- Damp dusting of all furniture.
- Replacement of all dirty linen including table cloth, chair covers etc.
- Wiping of all light fixtures with a microfibre cloth. Checking of all light fittings to see that they are functioning properly.
- Periodic cleaning of walls. Spot removal of stains where necessary.
- Arrangement of flowers at appropriate places.
- Removal of all glasses and bottles. Replenishment of mineral water bottle and glasses.

1.4.6 Cleaning of Front Desk

The front office is one of the most important departments in a hotel. It is the hub of activity since all check in guest is registered at the front desk. All the time there are guest or visitors soliciting information or making a request. All cleaning activities have to be carried out during non peak hours so as not to interrupt the flow of business. Front Office is part of the lobby and cleaning activity is generally the same as for lobby. The following activities are carried out during the cleaning of the front office:

- Cleaning/emptying of ash trays, sand urns and waste paper baskets.
- Cleaning of all entrance, mopping, dusting the entrance at regular intervals.
- Straightening of furniture moved by guest as and when required.
- Placing of appropriate flower arrangement at the front desk.
- Damp dusting of counter. Care should be taken to remove any scuff marks from guest shoes.
- Damp dusting of telephones, computers with a disinfectant solution.
- Damp wiping of furniture. Suction cleaning of all upholstered furniture.
- Vacuum cleaning of carpeted area, Shampooing of carpet at regular intervals.
- Removing of fine marks and spots from walls and wood work.
- Polishing of all metal finishes, rails and door knobs.

Specific Cleaning Tasks: The front desk calls for some exclusive cleaning tasks as well. Empty wastepaper baskets as and when required in the day.

- o Damp-dust the desk, taking care to wipe under the telephone wires and computer cables. The front panel of the desk should be damp-dusted and a neutral detergent should be used to remove scuff marks from guests' shoes.

- o Any railings and fixtures should be damp-dusted. If made of brass, they should be polished according to a schedule.

- o Damp-dust all the telephones with a disinfectant solution and wipe with a dry duster twice daily.

- o Damp-dust the computer components and fax machines and then wipe with a dry duster daily. Any smears on the computer screen may be wiped with a proprietary glass-cleaner. It should be ensured while cleaning the computers that the machines are switched off. Suction-clean the carpet under the desk. If the floor is uncarpeted, mop the hard floor. Damp-wipe the furniture. Upholstered furniture should be suction-cleaned with an upholstery attachment.

1.4.7 Cleaning of Summing Pool and Spas

Cleaning of summing pool and spas on a regular basis is very important from the point of hygiene. If they are not cleaned on a regular basis these areas are liable to become carriers of water borne infections swimming pool water gets contaminated with sweat, saliva, wine, airborne dust particles etc. Ideally swimming pool water should be as pure as drinking water. The daily cleaning of the swimming pool is usually done by the Housekeeping department while any repair or maintenance is carried out by the engineering and maintenance department. The two important points taken under consideration in cleaning of swimming pools is water clarity and water chemistry control. Water clarity results from effective filtration to remove all particulate matter. When filters are not effective they may need cleaning by a backwash cycle, in which a reversed water flow is created through the volves. This force the discharge of debris into the sewer system.

Swimming Pool

SPA ROOM
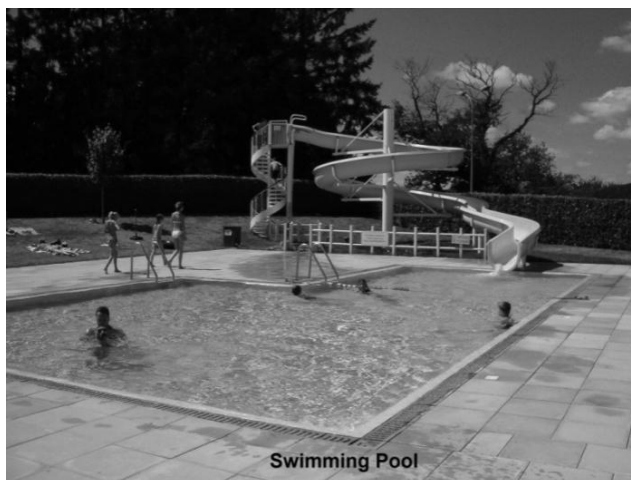
Water chemistry control implies the chemical safety of harmful bacteria in the pool water. This is done by using ozone for treatment of pool water. Ozone is

injected into the water supply at the entry point. It also makes the pool water clear, sparkling and attractive and does not affect the neutral ph of water. Ozone
is odourbess and possesses no health hazard to swimmers. Spas and jacuzzies are cleaned in the same way as summing pools. The following activities are carried out during the cleaning of summing pool, spas and jacuzzies :

1) Skimming the surface of pool water for floating debris with the help of a skimmer net.
2) Cleaning of any glass surface.
3) Damp dusting of metal furniture.
4) Sweeping and mopping of floor surfaces.
5) Spot cleaning of walls.
6) Wiping of all light fixtures, checking to ensure all lights are functioning.
7) Removal of all soiled linen, its replacement with fresh stock.
8) Replenishment of all guest toiletries.

SAUNAS AND SOLARIUMS: Saunas are steam-bath cubicles made of wood or glass. Solariums are enclosed glass areas for the enjoyment or therapeutic use of sunrays.

Cleaning saunas: The insides of saunas are prone to mould, as they are warm and moist over long periods. Moss may collect outside too, where there is a lot of moisture. To clean saunas, bleach should be added as a cleaning agent to the water and a nylon scrubber needs to be used. A concentrated solution of bleach should be used in the most badly affected areas. After cleaning with the bleach, the sauna should be rinsed thoroughly with cold water to remove all residual bleach. The sauna should then be left open to dry so that the fumes from the bleach dissipate. A deodorizer may be used to counteract the smell of the bleach too.

Cleaning solariums: This primarily involves cleaning the glass panels. A proprietary glass-cleaner or a solution of vinegar in water may be used for the purpose.

1.4.8 Cleaning of Health Club

All star category hotels have a Health Club for their guest to exercise and work out with exercise equipment. The equipment found in the health club includes treadmill, bench presses, rowing machines, cycling machines. The floor in health club should not be slippery and should not be polished to a very high shine to prevent anti skid properties. The walls usually have mirrored panels on all sides. Health club should also have shower cubicles and locker facilities. The cleanliness of the health club is usually the responsibility of the House Keeping department. The following activities are carried out doing the cleaning of Health Club:

1. Damp dusting of all exercise equipment.
2. Damp dusting of all furniture, polishing of furniture on a periodic basis.
3. Cleaning, wiping of all windows, glass surfaces, mirrors.
4. Spot removal of any stains.
5. Wiping of all light fixtures, checking to ensure all lights are functioning.
6. Sweeping and mopping of floor using a disinfectant.
7. Removal of all soiled linen, its replacement with fresh stock.

1.4.9 Shopping Arcade

The responsibility for cleaning the shop varies in different hotels and is usually dependant upon the type of rental arrangement in existence between hotel and shop lessons. The housekeeper should check with management to determine the area of responsibility and the housekeeping procedure necessary for the proper maintenance of these areas. In instances where the responsibility rests with the shops, management has th& right and obligation to insist that cleanliness and order of these shops is at least equal to the stand and prescribed for other areas of the hotel. The types of concessions include casinos, Barber shops and beauty Parlor, Gift shops, Travel bureaus, offices and show rooms.

1.4.10 Other Areas

FLOOR LINEN CLOSETS: One maid/House is assigned daily on a rotating basis to be responsible for each floor linen closet. This procedure is carried out to ensure that the linen closet is kept clean and neat at all D times. This assignment includes floor cleaning, dusting and arrangement of shelving and freedom from dishes, silverware, bottles and trash of all kinds.

BAND STANDS AND STAGES: These areas should be cleaned by housekeeping personnel assigned for the purpose. Cleaning procedures vary with individual area but standards should be same as those prescribed for other public areas of the hotel. Cleaning of stage lighting fixtures, light troughs, sky lights and indirect lighting is to be the responsibility of Maintenance department personnel who are familiar with the care of such equipment and inherent danger working with water around electrical equipment.

UNIFORM ROOMS: These areas are the direct responsibility of the personnel employed in them. Uniform rocks should be kept clean and in order. Shelving is to be kept free of uniform parts and pieces unless such material is wrapped and clearly labelled.

TAILOR ROOMS: The housekeeping department assigns personnel to keep these rooms clean. Cleaning is to be accomplished at the end of each working day. Sewing machines should be covered when hot in service particular attention must be paid to the floor to prevent the accumulation of scraps, lint and thread.

UPHOLSTERY SHOPS: The upholsterer is responsible for the maintenance, cleanliness and safety in the shop. Upholstery fabrics must be kept in closed cartons. Loose filling materials are not be permitted in the upholstery shop at any time. Scraps, waste and discarded materials should be kept in covered metal containers and removed from the shop at the close of each working day.

CHECK YOUR PROGRESS-I

1. Define public area in hotel?

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2. Explain the procedure of cleaning restaurant.

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1.5   ROLE OF PUBLIC AREA SUPERVISOR

The public areas supervisor is responsible for supervising the cleaning and maintenance of all public areas of the hotel. He/she reports to the Assistant Housekeeper/ Executive Housekeeper. Most of the cleaning is done during the night and the coordination with night supervisor is very important.

1.5.1 Job Description of Public Area Supervisor

Report to:

1. Assistant Housekeeper
2. Executive Housekeeper

Responsibilities:
- Inspect staff turnout of the team assigned.
- Lead, train and motivate a public area team to clean and maintain public areas according to hotel standards.
- Inspect all public areas against a public area checklist ensuring that hotel standards are met.
- Remove furniture, curtains and other fixtures which require repairs, mending, spotting, washing etc..
- Follow an advanced renovation program of public areas after it is approved by the Executive Housekeeper, in a timely manner.
- Prepare a chandelier cleaning schedule and have it followed by the cleaning crew.
- Ensure that staff follows housekeeping systems, procedures and standards.
- Prepare a carpet shampoo schedule and ensure it is followed in timely manner.
- Ensure the safety and hygiene of the public area crew.
- Maintain discipline and conduct performance appraisal of PA personnel.
- Check all safety systems in public areas and follow up on faults.
- Liaise with security personnel on security.
- Account for the movement of all furniture and fixtures in public areas.
- Follow up on all maintenance orders and sign for work that is completed according to his satisfaction.
- Liaise with the Housekeeping Control Disk on all matters concerning the public areas.
- Check and control all equipments ensuring that they are used correctly and stored appropriately after use.
- Check the serviceability of all floor equipment.
- Supervise the pest control schedules in public areas.
- Ensure that internal plants and floral arrangements are watered and recycled by the horticulture department.
- Report all lost and found items and ensure that the prescribed procedures are followed.
- Ensure that all cloakroom attendants keep public cloakrooms clean and fresh.

Supervises:
- Public Area Housemen and Cloakroom Attendants.

Authority:
- Evaluates performance of public area housemen and cloakroom attendants.
- Maintains discipline of staff.
- Can declare a room out-of-order.

Coordinates With:
1. **Engineering –** On matters of maintenance.
2. **Security –** On matters of security in Public Area.
3. **Control Desk –** For coordination.
4. **Horticulture –** For maintenance of indoor plants in public areas.
5. **Florist –** For supply and maintenance of floral arrangements in public areas.
6. **General Stores –** For requisitions.

Minimum Educational Qualifications: Diploma in Hotel Management
Experience: Minimum 1 year training in housekeeping.
Skills and Competencies:
- Knowledge of housekeeping
- Training skills
- Leadership and motivation skills
- Well-groomed and physically fit
- Eye for detail

1.5.2 Job Specification of Public Area Supervisor

Educational Qualification	:	Minimum graduate, preferably in Home Science, senior room, hotel management, senior room attendants may also be considered provided they have six year experience and craft course certificate in housekeeping
Age limits	:	26-35 years
Equipment Skills	:	Must be able to handle all mechanical and manual equipments.
Physical Qualification	:	Healthy and sturdy
Mental Qualification	:	Ability to do simple calculations
Personality Consideration	:	Should display leadership skills
Language Skills	:	English, Hindi and preferably local language
Previous Experience	:	Three years in a similar capacity
Special requirement	:	Must have an eye for detail. Social skills to meet guests

1.6   PEST CONTROL

A pest is any organism that:
- Competes with humans, domestic animals, or desirable plants for food or water.
- Injures humans, domestic animals, desirable plants, structures, or possessions.
- Transmits diseases to humans, domestic animals, wildlife, or desirable plants.
- Annoys humans or domestic animals.

Pest Control Goals:
- **Prevention:** Keeping a pest from becoming a problem.

- **Suppression:** Reducing pest numbers or damage to an acceptable level.
- **Eradication:** Destroying an entire pest population.

Prevention: This may be a goal when the pest's presence or abundance can be predicted in advance. Continuous pets, by definition, are usually very predictable. Sporadic and potential pests may be predictable if you know the circumstances or conditions that favour their presence as pests.

Suppression: This is a common goal in many pest situations. The intent is to reduce the number of pests to a level where the harm they cause is just about acceptable. Once a pest's presence is detected and control is deemed necessary, suppression and prevention are often joint goals. The right combination of control measures can often suppress the pests already present and prevent hem from building up again to a level where hey are causing unacceptable harm.

Eradication: This is a rare goal for outdoor pest situations in particular, because it is difficult to achieve. Usually the goal is prevention and/or suppression. Eradication is occasionally attempted when a foreign pest has been accidentally introduced into a local environment, but is not yet established in an area. Such eradication strategies are often supported by the government.

Eradication is a more common goal indoors. Enclosed environments are usually smaller, less complex, and more easily controlled than outdoor areas. In many enclosed areas, such as dwellings, schools, office buildings, and healthcare, food-processing, and food-preparation facilities, certain pests cannot be tolerated.

1.6.1 Types of pests

The various types of pests include:
- Insects such as cockroaches, termites, beetles, and fleas.
- Arthropods (eight-legged insect-like organisms) such as mites, ticks, and some spiders.
- Microbial organisms such as bacteria.
- Weeds, that is, any plants growing where they are not wanted.
- Molluscus such as snails, slugs, and ship-worms.
- Vertebrates such as mice, and other rodents.
- Most organisms are not pests.

It is important to identify the pest before trying to control it. The more one knows about the pest and the factors that influence its development and spread, the easier, more cost-effective, and more successful the pest control will be. To identify and control pests, one needs to know the following details:
- The physical features of the pests likely to be encountered.
- Characteristics of the damage they cause.
- Their development cycle and biology.
- Whether they are continuous, sporadic, or potential pests.
- The goals of the pest management programme.

1.6.2 Common Pests and Their Control

Some commonly found pests in hotels and ways of controlling them are discussed as follows:

Bed Bugs: These are tiny parasitic creatures reddish brown in colour that feed on the blood of humans and other animals. They are more of a nuisance than a danger, although they can cause severe irritation in some people leading to loss of sleep and lack of energy, particularly in children. They either crawl or are passively transported in clothing or on luggage. By day, they hide in the crevices of beds, furniture, upholstery, wallpaper, and skirting boards, emerging when hungry, usually every few days, to feed. Bed bugs feed at night, sucking blood from exposed surfaces of the skin.

They deposit their eggs in cracks of wood and behind wallpaper etc. They stick to the surface and are difficult to brush off. Bugs give off a very unpleasant smell and their bite causes considerable irritation.

Control:
- Walls and cracks should be examined every fifteen days.
- Points and sockets should be well brushed as they are good breeding spots for bugs.
- Racks and wall picture frames should be cleaned regularly.
- Mattresses, bed frames, books and wall papers should be sprayed with suitable insecticide frequently.

Eradication: Fumigation with methyl Bromide or any toxic gas is effective. Liquid insecticides available in the market can also be used.

Beetles: Many types of beetles are involved in causing damage to materials. These include biscuit beetles, carpet beetles, and wood-boring beetles.

Biscuit Beetles: These are brown with a dense layer of yellow hairs on their body, and adults are 2-$3^1/_2$% mm long. They are not dangerous, but they can be a nuisance when they infest a food cupboard. They are pests that attack cereal products and have even been known to infest poisonous substances such as strychnine.

Carpet Beetles: The adult carpet beetle is 2-4 mm long, with a highly convex body. Its colour is variable, often brown or black and mottled with yellow or white scales on its back. These scales sometimes get rubbed off and the beetles then appear dull black in colour. It has grayish yellow scales on its abdomen and prominent antennae. It attacks furs, carpets, and all kinds of woolen textiles.

Carpet beetles are pests of animal, and occasionally, plant products. They have emerged as a major pest to hotel textiles, thriving in the uniform temperatures that result from central heating. Carpet beetles flourish in situations where they can remain undisturbed – for example, beneath carpets, around skirting boards, and in wardrobes.

Adult carpet beetles live outdoors, feeding on pollen and nectar; but when the time comes for the females to lay their eggs, they fly in search of warm, dry sites, often ending up

indoors. From these eggs – usually numbering some 50-100 to each laying – hatch the larvae, which then proceed to cause considerable damage. The larvae are small, covered in brown hairs, and tend to rollup when disturbed. They usually target animal wool, leather, and so on and the damage often takes the form of irregular holes in these. However, by the time the larvae are observed, considerable damage has often been done.

Control: Frequent and thorough vacuum-cleaning of fluff and dust is essential for control of these pests.

Eradication: For complete removal of there infestation, insecticide powders may be sprayed in the affected areas.

Furniture Beetles/Woodworm: This beetle makes its home in crevices and cracks of furniture made of unpolished wood. The female lays about 20-60 eggs, which on hatching produce the larvae or 'grub' that are responsible for the actual damage to the furniture, as they are voracious eaters.

Control: Unpolished wood should be treated with commercial anti-woodworm preservative, polish, varnish, or lacquer to prevent the beetles from laying eggs in the furniture.

Eradication: To kill woodworm, the crevices and exit holes should be sprayed with a proprietary woodworm killer fluid.

Note : It is best to call in experts for treatment of furniture. In case a piece of furniture is badly infested, it is better to burn and destroy it lest other pieces catch the infestation.

Silverfish: These are silvery grey insects that look like minute fish without fins. They are about 1 cm or smaller in length. They are nocturnal insects, primarily found in moist areas, and feed on cellulose materials such as paper and cellulose fabrics such as cotton.

Control: Regular cleaning of cupboards and surrounding areas, sinks, pipes etc. is necessary.

Eradication: Silver Fish can be irradiated by sprinkling of suitable insecticide power where the Silver Fish have been seen.

Cockroaches: These are pest found all round the world, generally brown or brownish black in colour. They can live on all types of food, books etc.

They contaminate food with their excreta and saliva and can cause disease as they roam in sewers and rubbish bins. From these areas they carry on themselves and deposit the germs on food, utensils etc.

They are found in the kitchen, stores, restaurants and dining areas. Dark corners and dark areas with warmth and undisturbed areas are their frequent haunt.

Cockroaches are the most difficult pests to eradicate. Proprietary cockroach-killer preparations may be used in the infested areas. However, pest-control experts need to be called if the infestation persists.

Control: All areas that are likely to give cockroaches a chance to hide must be cleaned up. Drains should be covered with wire mats. Hygienic storage of food and waist disposal and cleanliness of all foods handling areas must be maintained.

- All goods coming in from outside should be checked thoroughly to insure that the containers are cockroach free.
- All food supplies should be kept in airtight containers.
- All unserviceable equipments and empty tins should be removed from the kitchen or store room.

Eradication: Use of insecticide such as

- Pyrethrum
- Chlorodecone
- Oil based sprays
- Dusting powders
- Smoke generators

Use of Poison: poison mixed with some edible item can help eradicate the cockroaches by acting as a bait. The bait must be changed from time to time to give the best results.

Fumigation: This is done in areas that can be vacated. Poisonous gases such as CO_2, SO_2 etc. should be used under expert supervision.

Fleas: These are a common nuisance. These thrive in dark, humid places and feed on organic matter, including the faeces of adult fleas.

Eradication: On finding flea infestation, the property should be sprayed with an insecticide that will kill adult fleas, their eggs, larvae, and pupae. Pest-control experts should be called in to help with the problem.

Lice: These insect pests are attracted to human hair. They are easily passed on from one person to the other on close contact. In hotels, they may be left on pillows and upholstery and be easily passed from one guest to the other. Lice cause irritating bites on the scalp and the scratching due to it may even lead to infection.

Control: To prevent head lice, pillowcases and head-rest covers on chairs should be changed and cleaned frequently. Headboards should be wiped daily.

Eradication: In case of an infestation, the person should use specially medicated shampoos for lice and others should not use the infested person's personal belongings such as combs or brushes, towels and clothes.

Moths: Most of the moths that invade human habitations such that we may consider them pests belong to the families Tineidae and Pyralidae. Some species damage clothing, carpets, and other furnishings. Others are common pests that attack stored food products

and are often found in houses, hotel kitchens, bakeries, grain stores, and warehouses - anywhere that food is stored, especially dried foodstuffs such as grains, cereals, flour, nuts, and so on. The majority of species are small, rather drab-coloured moths, with little that is distinctive about them. Their larvae (or 'grubs') are likewise quite ordinary-looking and generally pale yellow or whitish in colour. Nearly all the common pest moths have been spread worldwide through commercial trading.

Clothes Moths: Clothes and house moths in their wing stage do not feed and during this time they do not cause any damage. Their sole purpose is to reproduce and having done so they die.

Moths are of pale buff colour and are seen flying mainly between July and October.

The articles which require protection from damage are blankets, beddings, quilts, carpets and under felts, upholstered furniture and curtains, stiffed animals and birds of fur and feathers. The moths do not do damage to men made fibres and to articles made of rubber and vegetable fibres.

Control: It is advisable that the articles to be stored should be clean i.e. vacuum cleaned, brushed, washed or dry cleaned, protected by moth determent like naphthalene, camphor tablets, paradichloro benzene etc. and inspected frequently Upholstered furniture and the edges of and cods are often attacked by moths. Thus brushing or vacuum cleaning at frequent intervals is a must. Stored item should be checked frequently.

Eradication: Insecticides containing pyrethrum are used to kill the pests. Materials may be treated by a chemical process of moth proofing (i.e. a substance poisonous to moth maggots as applied to the fabric or fibres to obtain a moth proof finish) to render them immune from moths. Also, infected articles such as Upholstered furniture may be treated by heat, since temperature of 60^0C and above destroys grubs and eggs. They may also be fumigated by experts.

Ants: They are black in colour and their size varies. They are seasonal pest and millions of then try to make their entry into the establishment on the onset of monsoon.

Control: Ants can be controlled by keeping the area neat and clean and by the frequent use of phenyl during moping.The use of gamaxcine powder by sprinkling at the base of the door and skirting of the entrance will keep the ant away.

Termites: They are also called white ants. They feed on cellulose of wood. They live in colonies and this consists of structurally different forms living together. There a principle caste exists – the reproducers, the soldiers and the workers.

Control: Dampness must be avoided and care should be taken to see that the wood is dry.

Eradication: To prevent damages by termites wood must not be used for building foundations as they may provide passage way to wooden parts of the structure. Thus soil should be treated with insecticide to discourage attack by termites. Wood treated with poisonous chemicals can be used. Wood termite can not live without moisture and if exposed the die.

Flies: These are greyish black in colour and their size varies. These filthy insects are dangerous to health as they contaminate food, causing diseases such as typhoid, cholera, dysentery, and so on. They carry the disease germs on their legs and in their saliva. These are transferred to the food on which they sit.

Control: The building should be made fly proof by use of wire nets at all doors and windows.
- All raw and cooked food must be kept covered.
- Insecticides should be sprayed at regular intervals.

Eradication: To eradicate flies, the first essential step is to destroy all possible breeding grounds early in the year before egg-laying begins. To insure this burn all garbage, keep dustbins covered, and maintain a good standard of cleanliness of the surroundings. A fly poison concocted of 3 teaspoons of formalin in 1 pint of milk or water, with sugar added, should be placed in saucers in susceptible areas to trap and kill flies. Aerosol fly-killer sprays are also effective. Flies can also be eradicated by use of electrical fly catcher emitting ultraviolet rays at places where use of insecticides is not possible.

Mosquitoes: These transmit diseases such as malaria, filaria, and yellow fever. As the life cycle of mosquitoes begins in water, do not allow water to stagnate in and around the property. Repair and fill all pits and puddles. Cover drains and pour kerosene oil into these to prevent larvae from thriving there and growing into adult mosquitoes. Fine gauze on windows prevents the entry of mosquitoes.

An effective, eco-friendly method for the control of mosquitoes is to place pots of water around the property for a week or two. During this time, the mosquitoes lay their eggs in the water. Before the eggs can develop, however, this water is discarded, killing the larvae.

Mice and Rats: These are likely to be found in kitchens and dining areas rather than guest rooms. They are attracted by food, candles soap etc. They cause diseases like the plague and bacterial food poisoning and destroy fabrics by biting them to shreds. They can live on any food materials and adjust themselves to any environment. The reproduction rate of rodents is high.

Control : Hygienic storage of food and goods disposal of all kind of waste is essential. The building and its surroundings should be neat and clean. Exits for pipelines should be well cemented and wire mesh should be provided for all ventilators. The refuse container should have a tight lid.

Eradication:
- **Trapping:** Traps may be designed to kill a single rat at a time or traps are manufactured in such a way that the rats get trapped. They are made of strong wire and self setting. These traps are shaped so that bait is placed within the barrel shaped body. Once the rats enter and bites the bait the door shuts and the rat finds it difficult to return to the entrance. This is a popular method

- **Use of toxic gas:** Toxics gas is sprayed into rat holes and is used to kill or drive them out. But rats dying deep in the burrows can create an awful smell and thus this is not a popular method.
- **Poisoning:** This is the best of all methods as it can be applied in any situation. This method consists of thoroughly mixture (mixing) of poison eg. Barium Carbonate to any suitable food. First normal food is placed as bait and once the rats start feeding the bait then the poisoned bait is used.

Fungi: Some fungi, in the form of wet or dry rot, can cause considerable structural damage to a property.

Wet Rot: This is a generic term for the action of a group of related fungi that attack timber with a moisture content of more than 30 per cent. It is more common than dry rot, though it is usually less serious. Inside the premises, it is more likely to be found in kitchens, bathrooms, and roofs. Outside, it attacks window frames and sills, doors and door frames where water has penetrated the paintwork. Affected timber becomes dark brown to black, spongy when wet and brittle when dry. Yellow or brown streaks or patches are often found in decayed timber. Sometimes decay can be present beneath an apparently sound surface as well.

Control: It is best to call pest-control firms to deal with wet rot. Timber can be treated with water-repellent preservatives to prevent wet rot.

Dry Rot: Unlike its name, this too is caused by a fungus that thrives in damp, still, warm conditions. The fungus spreads by means of strands, some of which transport water to create ideal conditions for it to start up on a new site. The strands look like a mass of white or grey cottonwood. They can climb up from basement to attic, even through two adjoining brick walls. Eventually fruiting bodies form, looking like giant pancakes. These liberate microscopic spores in what looks like a red dust, which can be blown to new areas—again spreading the rot. Areas most likely to be affected are those under floorboards and behind skirting. The first signs may be a musty, mushroom-like smell. The timber may appear to be warped, paint could flake, and unpainted timber will split across the grain. When touched, decayed timber will crumble into dry powder.

Eradication: Eradication of dry rot must be thorough and should be handled by experts.

1.7   SAFEGUARDING ASSETS

According to Oxford dictionary asset means, 'an item of property owned by a person or company, regarded as having value and available to meet debts, commitments, or legacies'. According to businessdictionary.com asset is, 'Something valuable that an entity owns, benefits from, or has use of, in generating income'. And in terms of accounting it also defines assets as, 'something that an entity has acquired or purchased, and that has money value (its cost, book value, market value, or residual value). Thus an asset can be:

- something physical, such as cash, machinery, inventory, land and building,
- an enforceable claim against others, such as accounts receivable,

- right, such as copyright, patent, trademark, or
- an assumption, such as goodwill. Assets shown on their owner's balance sheet are usually classified according to the ease with which they can be converted into cash.

Thus, assets for a hotel include:

    a. Human asset (employees, guests, out-sourced venders)
    b. Physical asset (land, Building, Plants and Machineries, consumable and non-consumable inventories, cash, account receivable etc.)
    c. Intrinsic (goodwill, reputation, brand value etc.)

According to Oxford Dictionary safeguard means, 'A measure taken to protect someone or something or to prevent something undesirable'. According to Wikipedia, 'Safeguarding is a term used in the United Kingdom and Ireland to denote measures to protect the health, well-being and human rights of individuals, which allow people (especially children, young people and vulnerable adults) to live free from abuse, harm and neglect. When the term is applied with assets of the hotel it means, 'Measures taken to protect hotel premises, building and machinery and its occupants from some thing undesirable'.

The housekeeping department should take following measures to safeguard asset:

✓ **Security From Theft:** The security from theft can be achieved by:
    ✓ Employing honest people in housekeeping department as most of the housekeeping personnel has access to the guest rooms.
    ✓ Ensuring proper key management system so that accountiblity of the housekeeping personnel can be fixed who are having access to the guest room.
    ✓ Having card key system.
    ✓ Automatic closing doors.
    ✓ Automatic latching devices on latch bolts that require a key or other specialized device to open or unlock the door from the outside
    ✓ A door chain or other mechanical locking device that may be set from inside the room, such as the mechanical locking device.
    ✓ A peephole installed in the room door whereby the guestroom occupant may see who is on the outside of the door before opening it.

✓ **Safety from Natural Emergencies:** The natural emergencies have two important aspect that, they are unforeseeable and uncontrollable. The management should train the employees of hotel to combat the emergency situation. There should be frequent mock drill to keep employees accustomed with their role in emergency situation. Some of the important emergency situations are as under:
    ✓ Fire out-break
    ✓ Terrorist act
    ✓ Bombing
    ✓ Robbery
    ✓ Riots

✓ Natural Disasters like
  ✓ Earthquakes
  ✓ Flood
  ✓ Cyclone/thunder storms/tornados etc.
  ✓ Tsunami

CHECK YOUR PROGRESS-II

1. What do you mean by pest control?
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2. Write a note on 'safeguarding asset'.
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1.8 SUMMARY

Public areas serve to showcase a hotel. Guests from their first impression of the hotel, its cleanliness and maintenance standards, from the condition of the hotel's public areas. This chapter deals with the importance and cleanliness of the various public areas of a hotel. Like cleaning in all other parts of the hotel, public areas also are cleaned on a daily, weekly, and periodic schedule. Area inventory lists and frequency schedules play a vital role in the cleaning of public areas. Entrances lobbies, and the front desk may have to be attended to by housekeeping staff several times a day, depending on the inflow of guests and the occupancy level of the hotel. These areas need to be cleaned at non-peak hours of the day, when traffic is low, since taking them out of service is impractical. Elevators, however, do need to be taken out of service while cleaning and therefore should be cleaned at night or early in the morning. While cleaning all public areas, appropriate signs should be displayed indicating that cleaning is in progress. Guest corridors and staircases need to be divided in two longwise while cleaning, so that there is

space available for passage while the other half is being cleaned. In public restrooms, various sanitary fittings need cleaning and disinfecting. Banquets and convention hatls may require a large carpeted area to be cleaned, as well as furniture to be arranged according to special layouts. Ornate lighting fixtures here also need to be regularly cleaned. In dining rooms, housekeeping assists in cleaning on a weekly or periodic basis for the removal of stains from carpets and walls, polishing of furniture, and pest control. Leisure areas include swimming pools, spas, health clubs, saunas, solariums, and the associated changing areas. In the health club, health equipment, floors, and mirror panels on the walls need to be cleaned regularly. Maintenance and cleaning of swimming pools primarily entails the maintenance of water clarity and water chemistry control. Many hotels hire contractors for droning the public areas, since may specialized cleaning tasks are involved. The most important work of public area is diversion of labour which in values assigning tasks to the staff.

As can be seen from the unit the first step in pest control and eradication is maintenance of hygiene and cleanliness. This is where the role of House Keeping department becomes important. By maintaining high standards of cleanliness, it is easy to control/eradicate most of the common pests found in Hotel. By careful planning at the time of inception, use of simple control measures like drain traps wire mesh, wine netting entry to most of the pest can be denied.

However if these is necessity of pest control/eradication it is wise to use the help of experts. Pest control devices are likely to cause damage to human being as well as may be harmful to materials and fabrics the characteristics/methods of pest control for common pests found in hotels has been discussed in the unit.

According to Oxford Dictionary safeguard means, 'A measure taken to protect someone or something or to prevent something undesirable'. According to Wikipedia, 'Safeguarding is a term used in the United Kingdom and Ireland to denote measures to protect the health, well-being and human rights of individuals, which allow people (especially children, young people and vulnerable adults) to live free from abuse, harm and neglect. When the term is applied with assets of the hotel it means, 'Measures taken to protect hotel premises, building and machinery and its occupants from some thing undesirable'.

1.9   GLOSSARY

Area inventory lists : A list of all items and surfaces within a particular area that require the attention of housekeeping personnel.

Bidets : Sanitary fixtures meant for the thorough washing of the genitals and anus.

Buffing : Polishing the floor with a low-speed polishing machine.

Continuous Pests: Pests that are nearly always present and require regular control.

Convention : A formal assembly of representatives sharing a common field of interest to air their views.

Damp-dusting : A method of cleaning where the item to be cleaned is wiped with a damp cloth.

Eradication: Destroying of entire pests population.

Frequency schedule : A schedule that indicates how often the items listed in the area inventory list are to be cleaned o/ maintenance tasks carried out. /

Grubs: Larvae of insects

Jacuzzis : Whirlpools; small pools in which alternate jets of warm water bring about therapeutic effects.

Larvae: Juvenile stage in life cycle of insects, starting from time they leave their eggs and lasting until their transformation into pupae.

Lobby: A common meeting place near the front office where guest and visitors can meet each other.

Lounge : A place in a hotel were guests can sit back and relax, it is a public area, suitably furnished for relaxation.

Parasite: An insect dependent on another life form for support and nourishment.

Pests: Any organisms that compete with humans, domestic animals, plants etc for food and water and cause diseases to humans, domestic mammals, wildlife etc.

Preventive maintenance : A systematic approach to maintenance in which situations are identified and corrected on a regular basis to control costs and keep larger problems from occurring.

Public Area: Front areas of the hotel like front office, lobby, bar, restaurant etc. with free access to both guest and visitors.

Public restrooms : The washrooms and toilets in a hotel meant for the general public, and not restricted to the guests registered in the hotel's guestrooms.

Runners : In this context, lengths of matting made of synthetic or natural fibres, placed at entrances to prevent dirt and dust from entering the building, (Another use of the term 'runner' in housekeeping is for a person who is charged with the duty of conveying orders from the housekeeping department to the staff on guest floors.)

Sauna: Steam bath cubicle usually made of glass.

Solarium : Area or room enclosed by glass panels, meant for the enjoyment or therapeutic use of sunrays.

Spa baths : Small pools of warm water with the temperature maintained at a maximum of 39°C, used for therapeutic purposes.

Spa: Small pool of warm water with water heated to constant temperature of 39^0C, used for therapeutic purpose.

Stewards Dept.: Members of F & B responsible for maintaining cleanliness within the kitchen.

Suction-clean : Vacuum-clean. Therapeutic : Having a healing effect.

Therapeutic: Having a healing effect.

Upholstery : Textiles used for furniture decor.

White Ants: Another term for termites

Woodword: Another term for furniture beetle.

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- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers

1.12 TERMINAL QUESTIONS

1. Explain the following terms:
   a. Damp dusting
   b. Spa
   c. Public Restrooms
   d. Kitchen Steward
   e. Lobby
2. Name the public areas of the hotel. What is the importance of cleaning and maintaining of public areas?
3. Discuss in detail the role of public area supervisor in maintaining of cleanliness of the public areas of a hotel.
4. Explain in brief the annual cleaning operations carried out in the public area.
5. Why is public areas cleaning considered to be a more difficult task compared to guest room cleaning?
6. Explain in detail the process of cleaning of public rest rooms.
7. Short Notes:
   a. Co-ordination of public area supervisor with other departments.
   b. Qualifications for the position of public area supervisor.
   c. Cleaning of elevators
8. Explain step by step the complete process of cleaning of restaurant
9. List 5 activities during the cleaning of following :
   a. Front Office
   b. Banquet Hall
   c. Health Club
   d. Swimming Pool
10. Discuss the main responsibilities of the house keeping department during the cleaning of public areas.
11. What are pest? Discuss the role of housekeeping in their control and eradication.
12. When should one consider control of pests?
13. Name 5 common pests found in hotels and suggest methods of their eradication.

14. As executive housekeeper of a hotel how will you prevent and control infestation of rats in your hotel.
15. Discuss the main characteristics of Integrated Pest Management.
16. Short Notes:
    a. Disposal of chemical waste
    b. Wet Rot
    c. Types of pest
17. What are the main goals of pest control?
18. Write a note on safeguarding asset.
19. Explain:
    a. Different types of waste generated in hotels.
    b. Biological control of pests.

UNIT: 02
SPECIAL PROVISIONS FOR GUESTS, SAFETY, SECURITY AND FIRST AID

2.1   INTRODUCTION

India's hospitality industry which includes hotel, travel and tourism, catering units is expected to grow by about 7.3% in 2014, according to World Travel & Tourism Council (WTTC). The total market size of tourism and hospitality industry in India stood at USD 117.7 billion and is anticipated to touch USD 418.9 billion by 2022. The domestic hospitality sector expects 52,000 new hotel rooms to be added in five years (2013-17), according to a survey by real estate consultancy, Cushman & Wakefield. This will lead to

a rise of over 65% in total hotel inventory in India. The Hotel Management is fully responsible for the safety and the well being of guests as well as of the hotel staff. In case of any harm to the guest due to accidents on account of negligence, the hotel management has to face legal proceedings and pay compensation as decided by the Court of Law. Such occurrences bring a bad name to the organization and affect business. The management must pay serious attention for the personal safety and security of the guests, customers, patients, members of organization and building property. The management should understand the importance of remaining prepared for events that threaten the life and property of guests and employees, as well as the assets of the business. The common problems generally center on:

- Fire
- Accidents in the hotel e.g. Electrical-shock, burning, injury due to falling or slipping and swimming pool accidents.
- To some extent on natural disasters e.g. earthquakes, floods and tornadoes.
- Criminal attacks on guest and the theft of guest and hotel properties.

As you already know that First aid is the immediate treatment given to the victim of an accident or sudden illness, before medical help is obtained. Everyone must be aware of some first aid techniques so that in case of emergencies the life could be saved. In this unit you will learn about the first aid, the basic principles, procedures to be followed in case of giving first aid to the person. You will also learn about the fire safety. As these are of immense use in any big establishment as you never know when there will be emergency and people might need immediate help and care. As the guests are not aware of the hotels or establishments procedures to be followed in case of fire, so all the employees must have a thorough knowledge in order to save themselves and the guests. After thoroughly reading and understanding this unit the learner will have the basic knowledge about the first aid and its application and also about the fire safety and the steps to be taken to deal with it, which will be of great help throughout his life anywhere in the world. Not only the hotels but all the offices, establishments need trained people in their company who could save their life and the life of the co workers too.

2.2   OBJECTIVES

After reading this unit the student will be able to:
- Define fire and its causes
- Explain classes of fire
- Explain fire extinguishing techniques
- Explain types of fire detectors, and fire alarms
- Explain legal requirements
- Explain care and maintenance of fire extinguishing devices
- Have knowledge of aims and scope of first aid.
- Have knowledge about the principles involved in first aid.
- Have information about contents of first aid box.
- Know the procedure of providing first aid for common accidents/situations.
- Have information about providing fire safety, fire prevention and rescue operations in hotels.

2.3   SAFETY AND THE HOSPITALITY INDUSTRY

Since the 26/11 attack the hospitality industry has continuously been fighting with every challenge in respect with terrorism and other security risks by adapting to new technologies and training the security personnel and other employees as well. Today, there is a sea change in terms of security to protect guests and property from any kind of damage. Before 2011, hotel staff did not focus a lot on the security department. It was just a supportive department that focused on guest related operations. However, after 2011, there was a drastic change in thought process of hotel managements. People started security centric programs and protocols. Good amount of money was pumped in to enhance the security of guests and the property. Extensive awareness and training schedule was created for the guards and security personnel. Newer hotels under development relooked at their design aspects with greater attention given towards integrated surveillance systems, advanced lock and access control systems, and sophisticated asset protection tools. All of this done in a manner that blends aesthetics and security. Today, business travelers and corporations, especially, are more concerned with the safety of their traveling employees. Today, safety and security is becoming a sales differentiator for many hotels. Most of the hotels have created an emergency response team or a crisis team to handle any kind of emergency. Regular programs are held to train staff not only theoretically but also on practically implementing terms. The hotel staff is constantly trained on areas such as handling stressful situations, crowd control and management in emergencies, escalation procedures, detecting unauthorized access, medical procedures and facilities, including first aid, fire safety, criminal activities, terrorism and responses to terror threats, emergency drill and legal concerns.

2.4   HOTEL SAFETY

Restricted Access: many lodging units and other related hospitality activities allow unrestricted entry and movement of visitors everywhere in the building. This results in the approaches and main building to remain open 24 hours a day. Poor security of the perimeters and the building can create potentially hazardous situations for the safety of guests and property. The criminals do generally carry out their activities in the buildings and the lodging areas.

Restricted access has a psychological effect on an offender. It signals a warning that steps have been taken to check them. At the same time it generates confidence in the customers that steps are in force to protect them. Closed circuit television monitoring of the hotel floors, galleries, urinals and stairs is a must.

2.4.1 Lighting

A dimly lit area provides favorable conditions for criminal activities not only against the guests and costumers but also guests' and building properties. On the other hand a well-lit area is a psychological deterrent to criminal activities.

- The best checking time of exterior building lighting is dark late evening hours. The checking during dark late hour gives the actual lighting conditions and discrepancies of the present scheme.
- Extra fill up lights should be installed for deficient light positions to cover the dark zones and improve illumination.
- The lighting system should be electronically controlled and self-activating. It should automatically switch on and off with changes in natural light levels.

2.4.2 Parking

Vehicle-parking facilities need constant watch and monitoring to minimize:
- Exhaust pollution in the parking area.
- Proper parking of vehicles.
- Risks of hit and run accidents.
- Vandalism.
- Auto-theft and burglaries in the parking area.
- Pollution and security of the parking area will improve if the management:
  - Provides displacement arrangement (ventilation) of the vehicle exhaust gases with fresh air in the parking zone.
  - Utilizes the services of uniformed vigilance staff.
  - Provides adequate lighting in the area.
  - Provides CCTV to monitor the parking areas.
- To reduce the incidence of room theft and assaults in the high rise buildings with inter-connecting section and galleries, all persons entering the building from the garage areas should pass through manned and monitored security posts or through supervised lobby or electronic security devices before they can enter the guest area.
- Problems occur when people can enter unnoticed in an elevator in the garage area and travel and roam unnoticed and unchecked at a floor in the building.
- Constant CCTV monitoring should be provided at strategic points in the elevators, lobbies and galleries.

2.4.3 Doors Locks and Windows

Consider the following guidelines:
- Solid-core doors should preferably be used on the corridors or exterior openings. The average hollow-core wood or iron doorframe can be easily punched through even the doors are provided with strong locks.
- Hinges on all guest room doors should be concealed. An intruder can easily snap off exposed hinges with simple tools.

- Strong metal doorframes should be used for guest rooms. Wooden or hollow metal frame can be peeled off or twisted to render the doors useless.
- Dead-bolt latches and locks are to be provided on guest-room doors. The bolt must extend at least 1 inch (25.4 mm) from the door lock into a bolt receptacle in the doorframe. The lock must automatically engage when the door is closed so that the room occupant does not have to bother to engage the lock.
- Spy lens must be provided on the doors at face level.
- Coded or computerized locks should be used instead of keyed locks. These locks allow the guest to program their own codes on a plastic card. In case of loss or theft of the card the code needs to be changed by the hotel computer system.
- Strong grills or special burglary resistance glass panes should be provided on the windows.

2.4.4 Key Control

Locks are useless without correct key control arrangement.
- The security manger should ensure that the keys to guest rooms are unmarked and should not identify the room location in the property.
- The keys should be stamped with the massage "DO NOT DUPLICATE" and should be changed only when a key loss is reported.
- Keys should be available to the room-service workers on a controlled and recorded basis. The records should mention the name of the room-service worker, time of issue and return of the key.
- Coded and computerized locks provide greater protection and key control.
- Different types of card systems are in use to mark the personal identity number (PIN) by the guests.

2.4.5 Valuables

Since problems can occur with key and control of codes, the manager may have to provide a 'property safe' (locker room) at the front desk, some other secure area or the guest rooms itself for the protection of expensive property. The safe should have the following specifications:
- Safes should be fire resistant and should be able to protect the valuables inside for specified time at the specified temperature.
- The safes should have burglary resistant rating.
- They should be firmly secured in the building structure as not to be easily removed and stolen together with the contents inside.
- Should have easy re-coding facility with new occupancy of room.

2.4.6 Safety measures in mechanical workshops and electrical installations

Safety measures in mechanical workshops and electrical installations:
1. The following safety precautions should be taken in workshops where mechanical work is undertaken:
   - Unauthorized persons should not be allowed to enter the workshop and operate any machine.
   - All the exterior moving and rotating parts of machines such as belts and pulleys should be guarded with a cover.
   - Proper eye protecting glasses and hand gloves should be worn while grinding and welding.
   - Shoes with Hard heels and toes should be worn in workshops.
   - Properly fitting clothes be worn. Neckties and other loose clothes should be strictly avoided.
   - Helmets should always be used in workshops.
   - Tight Apron should be worn over the normal clothes.
   - All the sections of machines, which carry electrical current or voltage should be well guard covered with an enclosure.
   - All load lifting tools and tackles such as chain pulley blocks and cranes should be mechanically strong and tested at proper intervals according to rule. The test records are properly maintained for inspection by factory inspectors.
   - Proper clearance should be provided between machines and between machine and workshop walls for easy movement and maintenance.
   - Machines should not be over speeded beyond the rated limit.
   - Machine should not be overloaded beyond the rated capacity.
   - While handling explosive and combustible materials proper protection should be undertaken.
   - While handling corrosive chemicals proper eye and body protection be undertaken.
   - Oil should not be spoilt on the floor to prevent slipping and if it is there it should be properly cleaned immediately.
   - Danger boards and indicating light should be installed at proper places so that they are easily visible.
   - Vulcanized rubber mats should be used under the feet while operating a machine run by electrical energy.
   - Recommended fire extinguishers should be fixed at strategic places and should be easily approachable.
   - Workers should be trained to operate and attend to machines under their responsibility.
   - The workshop should be properly ventilated.
   - The work place should be properly illuminated.
   - The working place should be maintained neat and clean.

- All the tools should be flawless and in good working condition.

Hotel Safety Management Plan

Crisis Management Plan:
- Staff must be trained with mock drills in evacuation to help people in terror situations.
- A nodal point and designated person for information of crisis.
- Liaison with local administration and intelligence network

External Access Control:
- Limiting access point
- Perimeter safety system
- Road barrier
- Shrubs and vines
- Patrolling

Material Access Control:
- Guest baggage check
- Hotel supplies check

People Access Control:
- Walk in guests
- Guest profiling (check ministry of home affairs for watch list)
- Employee verification
- Visitors management system

Internal Access Control:
- Restriction of access to different parts of hotel
- Access of staff regulated through proximity cards with magnetic interlocks.
- Lift usage

Other Security Measures:

- Room key scanners
- Snifex: it is a small handled device with an Ariel. The Ariel starts pointing to the direction where explosive is kept from distance of few minutes.
- Trash Management
- Commitment to ongoing training
- Maintain Emergency Response Plan & Team
- Assess location and local crime statistics

CHECK YOUR PROGRESS-I

1. Define safety.

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2. Discuss role of hotel staff in hotel safety.

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2.5   ACCIDENTS

According to oxford dictionary, "an unpleasant event that happens unexpectedly and causes damage, injury or death". The accident may occur due to one of the following reasons:

- Excessive haste
- Carelessness
- Anxiety
- Lack of interest
- Lack of concentration
- Failure to apply safety rules

Excessive haste: Excessive haste is one of the prime cause of accident because person in haste may overlook the safety rules or obstacles in the way. Therefore the golden rule should be never run to avoid an accident.

Carelessness: Carelessness is another root cause of accidents. A careless handling of the equipments may eventually lead to accidents.

Anxiety: Anxiety is a feeling of worry or fear. An anxious person will not be able to concentrate on the task that is carried out by them and will lead to accidents.

Lack of interest: Lack of interest in the work leads to carelessness in the person and ultimately the person will not be able to follow the correct procedure for carrying out the task and accidents may occur.

Lack of concentration: there may be several reasons why an employee may not be able to concentrate on their work. The possible reason for lack in concentration are personal worries, lack of interest, distractions etc. When someone is not able to concentrate on their work may eventually meet with accidents.

Failure to apply safety rules: Safety rules, if followed will prevent the occurrence of accidents. Operating procedures of any equipment that are mentioned in the manuals of

equipments should be followed to eliminate the chances of accidents. A failure in applying safety rule will cause accident.

Accident Report

The organizations take all possible precautions to avoid accident but in spite of all care the accidents may occur. An accident occurring on the premises where the employee works must be reported to the employer and a record of the accident must be entered in the accident book as shown in figure below:

<table>
<tr><td colspan="4" align="center">HOTEL ABC
Accident Report
Sr. #: 083786</td></tr>
<tr><td colspan="4">Name   of   the   injured Person:……………………………………….…….…
Occupation:……..……………………………………………………..
……
Supervisor:
……………………………………………………….…………</td></tr>
<tr><td>Time of Accident</td><td>Date of Accident</td><td>Time of Report</td><td>Date of Report</td></tr>
<tr><td colspan="4">Nature   of   Injury   or   Condition:
……………………………………….……
………………………………………………………………………………
……</td></tr>
<tr><td colspan="4">Extent   of   Injury   (after   medical   attention):
……………………………………
………………………………………………….…………………………
……….</td></tr>
<tr><td colspan="4">Place of Accident or Dangerous Occurrence: ……………………………….</td></tr>
<tr><td colspan="4">Injured   Person's   evidence   of   what   happened:
………………………………….
(Use   separate   sheet   if required)……………………………………………….</td></tr>
<tr><td colspan="2">Witness of evidence (I)</td><td colspan="2">Witness of evidence (II)</td></tr>
<tr><td colspan="4">Supervisor's Recommendations:---</td></tr>
<tr><td colspan="4">Date: ……………………….   Authorised Signatory</td></tr>
</table>

Figure : Accident Report Form

Proper reporting of accidents may help the management in following ways:
- Identification and spotting the accident prone area so that appropriate signals may be place to avoid any future accidents.
- Assessment of loss due to accident
- Requirement of ambulance
- First aid to be given

2.6   FIRE SAFETY

Fire is the most common damaging agent and a major disaster. About 80% of the property is rendered total loss after a building is engulfed in fire; at the same time fire causes substantial number of burn and deaths cases. Provisions should be made for the safety of customers and property against fire.

2.6.1 Classification of Fire

According to the type of the fuels, fires can be classified under the following categories:

TYPE 'A' FIRE: This type of fire is causes by burning of solid organic materials, for example wood, plastic, paper, cloth and rubber etc. Type 'A' fire is also known as 'General fire'.

TYPE 'B' FIRE: caused by burning of liquid organic materials, for example petrol, diesel, kerosene oil, alcohol and other oils, cause the type of the fire. This 'B' fire is also known as 'Oil Fire'.

TYPE 'C' FIRE: burning of inorganic materials causes this fire, for example Potassium, Sodium, sulfur etc. This fire is also known as 'Chemical fire'.

TYPE 'D' FIRE: This fire is caused by the combustion of both organic and inorganic gases, for example Methane, petroleum gases and Hydrogen gas etc. This fire is known as 'Gaseous fires'.

TYPE 'E' FIRE: Electrical sparks or short circuit initiates the fire and it is maintained by the burning of combustible materials used as indicated above. This fire is known as 'Electrical fire' and requires different preventive techniques.

2.6.2 The Conditions for Fire

The following three conditions are essential for starting and maintaining fire:
- Presence of combustible material or fuel.
- Presence of oxygenated air: oxygen is supporter of combustion and is essential for it. Normal air contains about 20% of oxygen of its volume.
- Ignition temperature: fuel materials have their own specific ignition temperatures. This temperature is necessary to start combustion and maintain fire.
- Variation in any one of the above conditions will affect and control the intensity of fire.

- The above condition is explained with the 'Fire triangle' diagram. The fire will maintain itself if the triangle is closed.

2.6.3 Fire Prevention Techniques

Fire Prevention Technique for General Fires (Type 'A' Fire):
- If conditions favor the fire can be contained in a limited space by the removal of the un-burnt fuel material from the vicinity of the fire.

- Covering the fire by a layer of incombustible material such as sand, thick woolen blanket etc. This restricts air supply and controls the fire.

- Spraying or throwing water over general fires, controls it. Water forms a temporary layer on the burning surface and restricts air supply. At the same time water absorbs sensible heat @ 1 kilocalorie per kg per degree Celsius up to boiling point and then 540 kilocalorie per kg as the latent heat of evaporation. The heat thus absorbed cools the fire and drops the temperature much below the ignition point. Further the water vapors envelope the fire and restrict the air supply to fire. Water therefore proves to be an easily available good fire quencher for general fires.

Fire Prevention Technique for Oil Fires (Type 'B' Fire):
- It should be noted that sand or water should never be used to quench oil fires. The reasons being that sand and water are heavier than oil and settle down in the burning oil mass, leaving the top burning layer in contact with air to continue burning. At the same time the sand or water, which settles in the oil, displaces the burning oil and spreads the fire further.

- For control of oil fires foam type fire extinguisher should be used. The foam spreads on the top of the burning oil surface and cuts off the air to come in contact with it.

- Dry calcium bi-carbonate powder extinguisher can also be used with oil fires. Bicarbonate powder releases carbon dioxide gas on coming contact with the burning layer. The powder, oil and carbon dioxide gas forms foam with CO_2 filled bubbles, which floats on the surface and cuts the air supply to burning surface.

Fire Prevention Technique for Gas Fires (Type 'D' Fire):

These fires require very special techniques to control them:

- *Use of Oxygen Absorbing Gases*: Some gases such as 'Halon' 1301 (bromotrifluoromethane) is especially favored for extinguishing general and gaseous fires and electrical equipments because it leaves no residue and does not cause electrical short circuits or damaging corrosion of the equipment. These gases have a very high affinity for oxygen and they absorb about 20 times of their own volume, of oxygen. When sprayed over the gas fire zone they absorb the oxygen from the space around the fire and by creating an oxygen deficient zone around it extinguish it. These chemical gases are

though very costly but are very efficient not only for gaseous fires but other fires as well.

- *Explosion Method:* This method is suitable only for gas fires, especially in oil fields. A series of explosions are carried out in quick succession over the gas fire. The fire heat ignites the explosive material, which absorbs a large amount of oxygen from the surrounding during explosion. Simultaneously explosions create a high pressure over the space thus spreading the fire. The spreading of the fire helps to cool and control the fire. This method is highly technical and requires experienced people and sophisticated machine.

Fire Prevention Technique for Electric Fire (Type 'E' Fire):

- It should be noted that water or Soda acid fire extinguisher should never be used in case of electric caused fires.

- The reason is that water and soda acid extinguishers products are good conductor of electricity. This may cause spread of electric current and electrocution of the fire fighting persons.
- For attending electrical fires special carbon tetra chloride fire extinguishers are used. CCl_4, which is an insulating liquid is stored in container and sprayed with the help of pressurized Nitrogen gas. The Nitrogen gas displaces the oxygen and covers the fire and the liquid cools the fire.

- Nitrogen displaced foam type fire extinguisher may also be used in some cases of electrical fires.

Some of the important points are noted below:

- The design of the building should comply fully with the established rules and regulations of fire safety norms.

- The building structure should be so designed that the fire can be isolated and contained in the affected portions without much spreading to other portions of the building.

- The building design should be able to ventilate hot gases, smokes and toxic fumes to reduce suffocation and also the building temperature does not increase much so that the evacuation of people is made easier.

- The building design should provide enough and easy EXIT points for quick evacuation of guests and hotel staff.

- Enough emergency stairs should be provided out side the building to serve as exits in case the internal stairs are full of smoke.

- Good fire alarm system is provided in all sections of the building and especially in strategic areas such as kitchens, storerooms and underground floors.

- Enough automatic fire extinguishing systems and manually operated extinguishers are provided at suitable and easily approachable points in every section of the building.

- Large overhead and underground water storage tanks should the maintained full of water, exclusively for fire emergency.

- The readiness of fire alarm and fire extinguishing systems should be checked at scheduled intervals.

- The hotel staff should be trained to respond to fire emergency without panic and should prove helpful to the customers not much familiar with the hotel corridors and exit points.

2.6.4 Fire Detection

Fire Alarm Circuits: Fire alarm is a device used to warn the occupants of a building, the presence of a fire before it spreads and blocks escape routes or attempts to extinguish it. On sensing smoke the detectors emit a loud, high-pitched alarm tone, usually intermittent and sometimes accompanied by a flashing lights. There are two types of smoke detector:

1. **Photoelectric Smoke Detectors**:
    a. *Light Beam Obstruction Detector*: Utilize a small light source and a light-sensitive cell. The spot of light falls on the photocell; due to this the photocell generates current that keeps an alarm circuit 'open'. When particles of smoke interrupt the ray of light, the photocell stops generating current and the alarm circuit is triggered 'on'. Sometimes the control circuit is so arranged that it automatically start water-sprinkling system in the affected zone. The system is to be installed high enough so that the beam of light is not interfered by the general movement on the floor area.

    b. *Light Diffusion Smoke Detector*: This photoelectric detector is widely used; it employs a detection chamber in which smoke can enter. The light and the photocell are fixed in the chamber in such a way that light-sensitive element cannot ordinarily "see" the light source, usually a light-emitting diode [LED]. When particles of smoke enters the chamber that holds both the LED and the photocell, the smoke particles diffuse or scatter the light ray so it can be "seen" by the photocell. As a result the light-sensitive cell generate a current is and the alarm is triggered. Photoelectric detectors respond faster and more effectively to the large smoke particles generated by a smoldering, slow-burning fire.

2. **Ionization Detectors**: Employs radioactive material in so tiny quantities that they pose no significant health hazard. The radiation beam ionizes the air molecules

between a pair of electrodes in the detection chamber. This enables a minute current to be conducted by the ionized air. When smoke enters the chamber, the smoke particles attach themselves to ions and diminish the flow of current. The reduction in current triggers 'On' the alarm circuit. Ionization detectors respond faster to the tiny smoke particles released by a rapid burning fire. For this reason some manufacturers produce combination versions of detectors. Many fire-prevention authorities recommend the use of both photoelectric and ionization types in various locations in a private home. Either type of detector.

2.6.5 Fire Notification

Local rules regarding fire safety and the building design
- Provision of correct types of fire extinguishers at appropriate positions.
- Properly designed building structure to localize and prevent spread of smoke and fire to unaffected sections of building.
- Properly designed smoke-free staircases.
- Enough safe escape routes for the guests and employees for quick evacuation of building.
- Enough water in suitable capacity overhead and underground tanks for emergency water supply during fire accidents.
- Provision of fire and smoke sensors and alarms.
- Automatic water sprinkling arrangement at strategic positions in the hotel building.
- Provision of staff training to handle fire situations and help costumers to get out of the building through safe and convenient routes.
- Exit access: there should be two separate exits are required from each floor or area of the building.
- Distance a guest or employees should have to travel before reaching an exit should be according to NFPA.(National Fire Protection Act).
- Doors must swing open to outside.
- Discharge area should be clear and not blocked by vehicles, debris or other material.
- The exit should be illuminated on a continual basis.
- Emergency power should be arranged so as to provide the required illumination automatically in the event of any interruption of normal lighting. All lighted exit signs should also be connected to the emergency power supply.
- Follow the local codes (NFPA) which generally specify the size of letters, color, lighting level and position of sign.

General Accidents: Arrangement should be made for the safety of the costumers and staff:
- Electrical safety norms should be strictly adhered according to rules in force.
- Electrical control and safety devices such as switch, fuse and 'earth' etc. should be provided and tested at regular intervals.
- Staff should be trained to handle electrical shock accidents and fires caused by electricity.

- To prevent general accidents the building floor should be kept clean of slippery materials e.g. oil, soap, high polish and wax etc.
- The floors of passages and movement areas should be free of obstructions.
- Staircase side rails should be strong and properly fixed.
- Hanging and overhead machines and equipments should be properly fixed on ceiling and walls at proper height as not to obstruct movement.
- Rotating machines should be properly guarded.
- Strong and well-fixed grills should be provided in the windows to prevent accidental falling and attempted suicidal jumping.
- Swimming pool rules and safety precaution should be strictly observed.
- Trained guides should be available at the swimming pool during swimming sessions.
- Some beds in a well-established hospital should be kept hired for necessary emergency admission of hotel patients.
- A well-equipped ambulance van with staff must be maintained by the hotel round the clock to transfer the patient to hospital without delay.

Natural Disasters: Are though rare but when they strike they create havoc. Their occurrence and effect can neither be ruled out nor predicted, but the damage can no doubt be minimized if proper preventive measures are ensured.The management must ensure that the local safety rules and regulations presently in force for such disasters are strictly observed without any discrepancies whatsoever. Hotel management should be in touch with the local authorities for advance warnings, help and rescue facilities.

Criminal cases are very common in hotels. The guests, customers and employees of the hospitality industry are vulnerable to robbery, assault, rape and larceny. The management should seriously consider the effectiveness of security personnel, procedures and equipments. The following information will focus on desirable practices and equipment that decrease the likelihood of crime.

2.6.6 Fire Suppression

How a fire starts and sustains itself:

- When an external heat source heats a fuel material in the presence of oxygen, the portion of the substance, which first attains the ignition temperature, starts burning.
- The heat liberated by the combustion process is dived in two portions:
    - One part of the heat generated by burning is released to the atmosphere.
    - The other part of the heat is utilized in warming and raising the temperature of the fuel material adjoining the burning zone. Under favorable conditions if the adjoining material attains its proper ignition temperature the fire proceeds further and sustains itself.
    - If this part of heat is not enough to raise the temperature of the fuel material to the ignition point the fire will not sustain and would ultimately extinguish.
    - At the same time other fire sustaining conditions (oxygenated air and fuel material) should be available.

Conditions, which will retard or subdue fire:

- Restriction or absence of combustible material.
- Restriction or absence of oxygenated air affects the intensity of fire and under severe reduction of oxygen the fire may not be able to sustain itself.
- Coolness or less heat of fire; if the heat of the fire is not sufficient enough to raise the temperature of adjoining fuel material up to the ignition point, the fire will not sustain.

2.6.7 Fire Control

Methods for extinguish fires:

➢ *Methods, which depend on the cutting off the fuel:*
  Removing the un-burnt fuel material away from the vicinity of the fire. This method is not suitable for closed spaces or heavy materials objects. The shifting is difficult due to smoke in the closed space or due to the weight of the objects.

➢ *Methods depending on the oxygen supply cut off:*
  Covering the fire with a layer of un-combustible materials will restrict air to reach the fire zone. The fire gets starved of oxygen and extinguishes. Example putting sand or dust on burning material or covering it with woolen blankets.

➢ *Methods depending on the cooling of the fires:*
- If large amount of air is blown over small fire it absorbs the heat of the fire and the adjoining material fails to reach ignition temperature and the fire is unable to sustain itself.

- Small explosions over the fire remove the hot gases and cool the fire by expanding the hot flames. This method is vastly used is controlling the oil well fires.

- Pouring water over general fires: the pouring of water over the fire first absorbs the sensible heat (heat to raise its temperature to the boiling point) and secondly absorbs vast amount of heat as latent heat of vaporization. Thus the fire is cooled and quickly brought under control.

CHECK YOUR PROGRESS-II

1. Define Fire and enumerate types of Fire.

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2. Explain fire safety procedure in a hotel building.

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3. Enlist importance of fire detectors.

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2.7   FIRST AID

After thoroughly reading and understanding this unit the learner will have the basic knowledge about the first aid and its application and also about the fire safety and the steps to be taken to deal with it, which will be of great help throughout his life anywhere in the world. Not only the hotels but all the offices, establishments need trained people in their company who could save their life and the life of the co workers too.

Aims of First Aid:
First aid has the following aims:
1.   To preserve life
2.   To promote recovery
3.   To prevent worsening of casualties condition
4.   Arrangement of transportation to hospital if required.

Scope of First Aid:
- The First Aid Volunteer should examine the casualty to know the details of injuries and their nature. This is called diagnosis.
- The diagnosis gives the idea of the treatment to be given to the casualty.

- The next step involves the sending of casualty to the hospital or his home in a suitable transport.

2.7.1 Diagnosis

Diagnosis is based on its history, signs and symptoms:

- History of the case is the story of the accident i.e. how the accident occurred. If the casualty is conscious he will tell the history to the first aid provider. If unconscious, someone who saw the accident can provide the details. The surroundings will add to the information, like a fallen motorcycle or broken pillar near the accident site.
- Symptoms are what the first aid volunteer may observe on the casualty like pain, shivering, faintness etc. Pain described by the casualty will lead the first aid volunteer to the region of injury without waste of time
- Signs are what the First Aid volunteer feels and finds out for himself – paleness, swelling of parts injured, bleeding, deformity of limbs etc. In order to provide right first aid it is important to observe these observations correctly.

Treatment: The First Aid volunteer should always try to provide the right treatment always keeping in mind that he/she is not a doctor.

- If the cause of accident is still there, remove it eg live electric wire, pillar or logs on body. Else, remove the casualty from the site eg. Burning house, room with poisonous gas.
- Make sure that the casualty is comfortable, promote recovery and see that the condition does not worsens.
- In case of the following prompt action should be taken.
- Failure of breathing
- Stoppage of heart.
- Severe bleeding and shock
- Poisoning
- Major burns
- Head injuries and fractures.
- Continue the treatment till the doctor arrives.

Disposal: The firs aid provider should transport the victim to the hospital, nearest clinic or his home as per the demand of situation. First available transport should be used as per demand of the situation.

2.7.2 Principles of First Aid

The first aid volunteer should always remember the following 'Make haste slowly'

1. Reach the accident spot quickly as it helps in saving life.
2. Be calm, quick and methodical as it helps in reducing pain and the effects of injuries.
3. Always be in control – both of himself/herself and the problem.
4. Be gentle but firm; speak to the casualty kindly but purposefully.
5. Try to build trust by talking to the casualty throughout the examination and treatment.
6. Look for the following sings :

      a. Failure of breathing
      b. Severe bleeding
      c. Extent of shock
      d. Attend to these and then treat easily observable injuries:
7. If the casualty is not breathing start artificial respiration immediately.
8. Stop bleeding by pressing on the pressure point and press firmly on the bleeding area with a pad, and keep pressing on the bleeding area for minimum three minutes.
9. Treat for stock
10. Do not move the casualty unnecessarily.
11. Do not leave the casualty alone until the doctor/ambulance arrives.
12. Use first aid equipment available at site. All trains, buses, cars carry first aid box. If no first aid equipment is available use any hygienic material available.
13. Do not separate a child from its parent or guardian
14. Always inform the police about serious accidents.
15. If possible, inform the relatives of the casualty.

A Firs Aid provider should take care to prevent the following:
- Touching of wounds with fingers or any instrument.
- Placing unclean dressing or cloth over a wound.
- Allow bleeding to go unchecked.
- Allow a crowd to gather around the casualty.
- Unnecessary movement of casualty.
- Taking off casualties clothes unnecessarily.
- Moving of patient with fracture before splints have bee applied.
- Neglect shock.
- Not providing artificial respiration to casualty not breathing.
- Not cleaning of wounds.
- Failure in removing false teeth, tobacco or any other eatables from the mouth.
- Permit air to reach a burned skin surface.
- Try to reduce dislocations except of finger and lower jaw.
- Leave a tourniquet on for over 20 minutes without lessening it.
- Forget to send for a doctor.

2.7.3 Equipments/Contents of a First Aid Box

A first aid box containing medical supplies for emergency use is usually kept in the house-keeping department. First aid box (dust proof) $17^1/_2$" × 10" × $6^1/_2$" is ideal for hotels, schools, factories, while, first aid box 16" × $7^3/_4$" × 4" is suitable for small institutions or vehicles. The First Aid Box should contain the following items:

1	First Aid Book	1 Nos.
2	Sterilized Finger Dressings	18 Nos.
3	Sterilized Hand or Foot Dressings	24 Nos.
4	Sterilized Body or Large Dressings	20 Nos.

5	Sterilized Burn Dressings Small Large Extra Large	6 Nos. 4 Nos. 2 Nos.
6	Sterilized Cotton Wool (25 gms)	6 Pkt.
7	Adhesive Plaster (2.5 cm × 5 mts)	1 spool
8	Assorted Roller Bandage 2.5 cms × 5.5 mts 5 cm × 5.5 mts 7 cm × 5.5 mts	6 Nos. 6 Nos. 6 Nos.
9	Triangular Bandages	12 Nos.
10	Adhesive Dressing Strips	10 Nos.
11	Field Dressings of Modified Army Pattern	3 Nos.
12	Eye Pad	6 Nos.
13	Loose Wooven Gauze (28" × 8")	1 Pkt.
14	Antiseptic Cream	1 Tube
15	Savlon or Dettol Antiseptic Solution	2 Bottles
16	Antihistamine Lotion (for rubbing on bites sting and sunburn)	1 Tube
17	Calamine lotion (for application on painful sunburn, insect bites and stings)	1 Bottle
18	Anti diarrhocal tablets	1 Pkt.
19	Paracetamol (for pains and lowering of high temperature)	1 Pkt.
20	Asprin (for relieving pain and lowering of temperature)	1 Pkt.
21	Methyl salicylate ointment (for rubbing on bruised muscle)	1 Bottle
22	Chloromycetin eye ointment (for use in bacterial infection of eye)	2 Tubes
23	Soframycin skin ointment (for bacterial infection of skin and burns)	2 Tubes
24	Travel sickness tablets	1 Pkt.
25	Oil of cloves (for aching tooth)	30 ml
26	Clinical thermometer	1
27	Tweezers (To remove splinters from skin)	1
28	Dressing scissor (for cutting dressing or bandages)	1
29	Safety pins	1
30	Pad and pencil	

2.7.4 First Aid Procedures

One of the most important techniques to know for a first aid volunteer are administering cardio – pulmonary resuscitation (CPR) and the Holger Neilsen method of artificial respiration.

Cardio Pulmonary Respiration (CPR): This technique is carried out on a person whose respiration has ceased. A constant supply of oxygen is vital for the brain and if breathing

stops blood oxygen level will be affected as all tissue get oxygen through blood circulation. The heart maintains this circulation, acting as a pump. If the heart also stops functioning, death may occur. The flow of oxygenated blood to the brain is in such case rapidly restored by means of artificial ventilation and chest compression. This dual technique is called CPR or Cardio Pulmonary Respiration. If only breathing has stopped then only artificial respiration needs to be applied on the patient.

ABC of Artificial Respiration: The ABC of artificial respiration is as follows:

A for Airway $\rightarrow$ Clear airway
B for Breathing $\rightarrow$ Restore breathing
C for Circulation $\rightarrow$ Restore circulation

Clearing the Airway: An unconscious casualty's airway may be blocked making breathing difficult and noisy. This is due to loss of muscular control which causes the tongue to sag back and block the throat. The following steps should be taken to clear airway:

a. Remove the obstruction from the mouth with your fingers using the first finger as a hook to dislodge it.
b. Extend the neck to open the airway. Place one hand under the nape of the neck, and the other hand on the forehead, and till the head back lift the chip up gently without closing the mouth.
c. Check to see if breathing has been restored. If not, give mouth to mouth respiration.

Restore Breathing: This is done by giving mouth to respiration. The volunteer should bring his face close to the victims mouth and look, listen and feel for breathing before taking any action. If the heart is functioning it generates a pulse in the neck where the main arteries pass up to the head. The volunteer should till the head of the victim back, and feel the Adam's apple with two fingers. He should take a deep breath with mouth open widely. The nostrils of the casualty should be kept inched. His mouth should be covered by the mouth of the first aid volunteer. Watching the casualty chest, air should be blown into his lungs until his chest bellows up Withdrawing mouth the volunteer should note if the chest falls back. This exercise should be repeated 15 to 20 times a minute. In case the casualty is young (baby or child) the operation should be carried out in similar fashion but the victims nose and mouth both should be covered by the volunteers mouth. If the chest does not rise, the volunteer should check for any obstruction. For this the casualty is tilted to one side and his back thumped so that the obstruction comes to the front of the throat. The obstruction may now be removed by opening his mouth and removing the obstruction with one finger covered with a clean cloth. If the casualty is a child, hold the casualty up by the feet and thump the back. Use mouth to mouth respiration or this is not possible use mouth to nose respiration closing the casualties' mouth with ones thumb. If heart is working, continue the artificial respiration until normal breathing occurs. Then dispatch casualty to hospital.

In case the heart is not functioning (this may be noticed by observing the casualty whose face will be blue or pale, pupils dilated and heart beats not felt) place the casualty flat on his back on a hard surface. Give the casualty a sharp blow with edge of the hand on the lower and left angle of the sternum. Keep hitting continuously for 10-15 seconds. Check

pulse, if found to be regular stop striking the casualty. Meanwhile continue the artificial respiration.

Restore Circulation: This is achieved by external heart compression. It may be done by one or two persons. The casualty is placed on a hard surface. The first aid provider kneels on the left hand side of the casualty. Then the heel of the hand should be placed on the lower part of the sternum making sure that the palm and fingers are not in contact with the chest. The heel of the other hand should be placed over it. Now with the right hand the sternum should be pressed backwards towards the spine. Adults should be given about 60 pressures a minute, child upto 10 years should be given 80-90 pressures a minute and babies upto two years are given 100 times per minute. Pressing should be done firmly but carefully to avoid injury to ribs and deeper tissues. If the patient shows improvement his colour will become normal, his pupils, will contract and carotid pulse starts functioning. If casualties pulse is not restored, continue compression till casualty reaches hospital.

Holger Nielson Method of Artificial Respiration: In this method, the casualty is turned face downwards with head turned to one side. The first aid volunteer kneels at the patients head with both hands over causalities shoulder blades. Pressure is applied by slowly rocking forward. For adults the pressure weight may be approx 13.6 kg. As the pressure is released by rocking backwards, the patient's arms are raised by the elbow to expand the chest. The process should be continued until arrival of doctor. The phase of expansion and compression should last about 21/2 seconds and the complete cycle repeated 12 times per minutes.

Holger Nielson Method of Artificial Respiration

2.7.5 First Aid for Some Common Accidents/Situations

Asphyxia: This is a condition in which the lungs do not get sufficient supply of air for breathing. If it continues for some time, breathing and heart action stop and death occurs.

Causes: Following may cause asphyxia**:**
- Food going down the wrong way i.e. into the air passage.
- Water getting into air passage (drowning).
- Irritant gases (coal gas, motor exhaust fumes, smoke, gas in deep wells).
- Mass of food or foreign body in the air passage.
- Tongue falling back in an unconscious patient.
- Swelling of tissue of the throat due to scalding or injury, burns and corrosives
- Tying a rope/scarf tightly around the neck causing strangulation
- Hanging or throttling.
- Smothering like overlaying an infant, unconscious person lying face downwards in a pillow or plastic bag or sheet covering face completely.
- Epilepsy
- Nerve disease causing paralysis
- Electric shock/stroke.

Remedial Acton: Following remedial measures should be taken in case of asphyxia:
- Remove the cause or remove the casualty from the cause.
- The first aid volunteer should ensure an open away to allow the air to reach the lungs.
- For this, the casualty should be made to lie on his back. His nape of the neck should be held on the palm and the hand should be pressed backwards. The jaw should be pressed forward from behind. This will extend the head on the neck and lift the tongue from the airway causing the casualty to breath 3-4 inflations to the lungs should be given to facilitate breathing by mouth to mouth method. Continue the action till breathing becomes normal. Keep the body warm with light blankets.

Kinds of Asphyxia: Following are the different kinds of asphyxia:
- Drowining
- Strangulation and hanging
- Choking
- Suffocation by poisonous gas

Drowning: Drowning is the result of complete immersion of the nose and mouth in water which enters the wind pipe and lungs clogging the lungs. The aim of first aid provider is to drain out water from the lungs and to give artificial respiration. This is done by turning the casualty face down with head to one side and arms stretched beyond his head. Incase of infants they may be held upside down for a short period, the middle part of the casualty's body round the belly is raised as this will help in draining out water from the lungs. Artificial breathing is given until normal breathing resumes. The wet clothing are removed and victim covered with wet blankets. When the casualty is conscious he is given hot tea/coffee and if situation demands shifted to hospital.
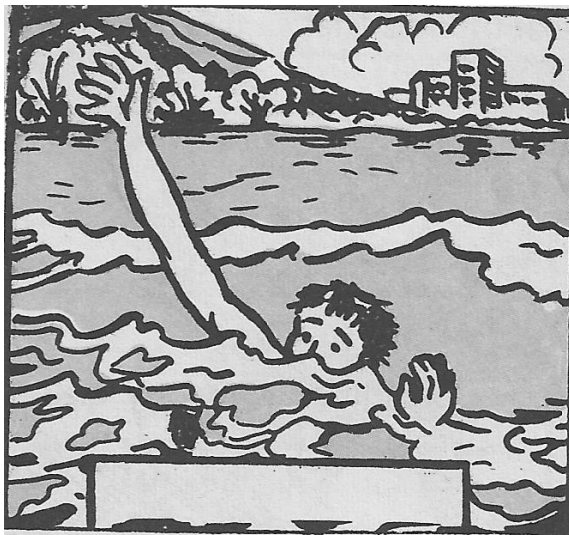
Strangulation and Hanging: This is caused by throttling with hands, rope or any other fabric tightly round the neck. The first aid volunteer should cut/remove the rope constricting the throat. If the victim is suspended his body should be raised and rope cut. Then artificial respiration is provided to the casualty.

Choking: This is caused by any foreign body like button, coin or food getting struck in the air passage the aim is to remove the obstruction from the air passage for this the first aid provider should stand behind the casualty and wrap own hand around his waist. Thumb should be placed against the abdomen above the navel and below the ribcage. The volunteer should press his first against the abdomen in an upward thrust several times until the foreign body is ejected from the windpipe.

In case of infant he may be held upside down and back smacked hard three, four times until the object is ejected. If this fails vomiting is induced by passing two fingers right to the back of the throat.

Suffocation by Poisonous Gases (Carbon Mono-oxide, Carbon-dioxide):
In case of the above the First Aid provider should aim to remove the casualty from the surroundings, apply artificial respiration and if available provide the casualty with pure oxygen. The volunteer should ensure circulation of fresh air by opening all doors and windows. It is best to crawl towards the victim as poisonous gases are usually light. The casualty should be removed from the area and his clothes loosened and artificial respiration provided.

Note : The same procedure is applied in area where, carbon-dioxide is found i.e. coal mines, deep will etc. but since carbon dioxide is heavier than other gases, the first aid volunteer should remain in a upright position and where ever possible use a gas mask.

Burns and Scalds: Burns may be caused by dry heat or by hot fat or oil. In case of minor burns the casualty should be made to wash the affected area under cold running water for few minutes. It requires no further treatment.

In case of large and deep burns of more than three sq. inches place under running water. The volunteer should then cover the burnt area with a clean cloth and moved to hospital.

In case of fire burns, the victim should be made to lie on a clean surface, all smouldering clothes removed any watch, piece of jewelry, socks or shoes are removed before swelling starts. The casualty is covered with a clean cloth and treated for shock.

Scalds are caused by moist heat from hot liquids or steam. The volunteer should remove any hot clothing from the skin and wash the affected areas with plenty of water.   There are three degrees of burns to the tissues:

- First degree – this occurs when the skin is reddened.
- Second degree – this occurs when there are busters on the skin.
- Third degree – this occurs when there is destruction of deeper tissues and of charring.

The danger from burns depends on the area of burn rather than the degree. Superficial burns over a large area of body may be more dangerous than complete charring of a limb.

Rule of Nire for Areas of Burn: Any burn of over 30% irrespective of deep degree should be immediately hospitalized. First and second degree burns are found in scalds also. In case of chemicals any of the first, second or third degree burn can occur.

Burns cause intense pain and shock to the casualty. In case of serious burns the first aid volunteer should try to keep the casualty quiet. No attempt should be made of removing any adhering particles of charred clothing. The burnt area should be covered with a sterile dressing. The volunteer should try to keep the victim warm. In case of burnt hands/legs they should be kept at an elevated position. Cover the area with clean cloth. Do not open any blisters. Artificial respiration should be provided if necessary. The casualty should be shifted to hospital as early as possible. The volunteer should remove anything of constricting nature i.e. rings, belts, bangles, shoes.

In case of minor burns the first aid volunteer should first clean the area with clean water and then submerge the burnt area in cold water. A solution of salt and water may be used. The burnt area should be covered with a dry dressing & never with cotton wool. No. greasy substance should be applied over the wound.

For chemical burns the first aid volunteer should wash off the chemical with plenty of running water. All contaminated clothes should be removed. Care should be taken that the burnt area should not be touched with bare fingers. Artificial respiration should be provided if necessary & casualty shifted to hospital.

Cuts and Abrasions: These may be caused during work with sharp equipments or friction with rough surface of machines. If not treated they may cause infection, the first aid provider should wash the wound with plenty of water and antiseptic solution and then covered with a clean dressing. If bleeding continues, pressure is applied on the wound. In case of deep cuts, the victim is treated for shock and shifted to hospital.

Electric Shock: Electric shock is produced when an electric current passes through the human body which is in contact with earth. This may cause paralysis of heart, stoppage of breathing or internal or external burns. In such case if the casualty is still in contact with the conductor the electric source should be removed using a bad conductor of electricity. If the casualty's heart is not

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beating, give the breastbone in front of the chest a sharp thump. The volunteer should give artificial respiration and cardiac massage to the casualty and treat him for burns and shock. Shift the victim to the hospital/doctor as electrical injuries are liable to relapse.

Poisoning: Poisoning is the consumption of substances which are injurious to the body and may lead to death. They may be consumed by swallowing or by inhaling or by injection. Poisoning is a serious matter and the casualty should be moved to hospital/doctor immediately; packets or bottle of poison suspected to have been consumed should be saved for the doctor. If the person is conscious the first and provider should induce vomiting if the poison is not corrosive. If the casualty is unconscious do not induce vomiting. The first aid provider should start artificial respiration of breathing has stopped or is slow. If the casualty is conscious aid vomiting by ticking the back of throat or making him drink tepid water mixed with two table spoon salt. The effect of poison can be diluted by providing plenty of cold water to the casualty.

Common Poison and their First Aid:

Poison	Source	First Aid
Arsenic	Rat poison, weed killer, arsenic	Induce vomiting, provide cold water/ coconut water
Asprin	Asprin tablets	Induce vomiting, arrange for drink of soda bicarb, tea/coffee may also be gives
Carbon Monoxicle	Charcoal stove Gas Exhaust	Artificial respiration, arrange for oxygen for the casualty
Sleeping Tablets	Chemist shop	Induce vomiting, Give Mag Sulph Give hot Coffee, don't be the casualty go to sellp
Lead	Paint Dyes	Induce vomiting Give Mag. Sulp
Petrol	Houses, Garage	Induce vomiting
Paraffin Kerosene	Industries	Give large amount of water or coconut milk
Insecticides	Chemist	Provide artificial respiration call doctor immediately
Acids	Hospitals, Laboratories Garages	Do not vomiting. Provide casualty with large amount of cold water/coconut water
Alkalies	Hospitals, Laboratories, Industries	Do not induce vomiting, Give cold water/ coconut water provide orange juice/lime juice
Disinfectants	Hospitals & Homes	Do not induce vomiting, Give 4 spoons of Mag sulp in water

Snake Bite: In India only a few types of snakes are poisonous. Most people die not due to snake bite but out of fear and shock. In case of snake bite the person providing first aid should first reassure the patient. The primary aim should be to stop the venom from

spreading in the body. The casualty should be provided immediate medical aid by a doctor. Meanwhile the first aid provider should make the victim lie down comfortably. The wound should be washed with plenty of soap and water. The wound should be covered with a sterilized dressing. A bandage should be tied on the heart side of the bite to obstruct and slow the flow of venom to all parts of the body. The bandage should not be tied too tight so as to completely stop the blood circulation.

Dog Bite: Dog bite can sometime be very serious if the dog is suffering from rabies as it may be transmitted to the victim. This is known as Hydrophobia. If the dog is not domesticated it should not be killed but chained and kept under observation for ten days. If the dog is healthy during this period then these is no danger of rabies. In case of dog bite from dog who may not have been vaccinated, treatment should be provided as for stray dog. All salvia should be wiped from the wound and wound washed with plenty of soap and water. Do not apply any medicine on the wound. The wound should be covered with sterilized bandage and casualty moved to hospital immediately.

2.8   GUEST ROOM FEATURES FOR DIFFERENTLY ABLED

INDIA with more than one billion population, there is an estimated 70 million people, who are differently-abled people (DAP), which is seven percent of the total population. And in the years to come, the figures are expected to rise sharply. However, little has been done for the betterment of the disabled people.

Section 2(s) of Rights of Persons with Disabilities Act, 2016 defines 'person with disability' as, 'a person with long term physical, mental, intellectual or sensory impairment which, in interaction with barriers, hinders his full and effective participation in society equally with others'. Further the section 2(r) of the act defines, "person with benchmark disability" as, 'a person with not less than forty per cent of a specified disability where specified disability has not been defined in measurable terms and includes a person with disability where specified disability has been defined in measurable terms, as certified by the certifying authority'. And section 2(f) also defines 'Person with disability having high support needs' as, 'a person with benchmark disability certified under clause (*a*) of sub-section (*2*) of section 58 who needs high support'. The act also defines public building. According to act, "public building" means a Government or private building, used or accessed by the public at large, including a building used for educational or vocational purposes, workplace, commercial activities, public utilities, religious, cultural, leisure or recreational activities, medical or health services, law enforcement agencies, reformatories or judicial foras, railway stations or platforms, roadways bus stands or terminus, airports or waterways; and section 2(x) defines, "public facilities and services" includes all forms of delivery of services to the public at large, including housing, educational and vocational trainings, employment and career advancement, shopping or marketing, religious, cultural, leisure or recreational, medical, health and rehabilitation, banking, finance and insurance, communication, postal and information, access to justice, public utilities, transportation. The section 2(*y*) defines "reasonable accommodation" which means necessary and appropriate modification and adjustments, without imposing a disproportionate or undue burden in a particular case, to ensure to persons with disabilities the enjoyment or exercise of rights equally with others.

PROVISION FOR DIFFERENTLY ABLED PERSONS: There should be adequate facilities for differently abled persons. Some of them are as under:

Parking and Approach to Building
- The accessible parking bay should be located closest to the entrance, with an accessible route, that is level or gently sloping and minimally 1200mm wide, leading to the building entrance.
- The route to the entrance from the parking must not require the user to cross any vehicular monument.
- The parking and the route connecting it to the entrance should preferably be covered.
- In case of underground parking, accessible parking bays should be located closest to the elevator leading to the lobby level.

Signage
- There should be the international symbol of accessibility in car parking area.
- The symbol should be large enough to be easily visible by person looking for the accessible parking.
- The Symbol of Access should be displayed at approaches and entrances to car parks, to indicate the provision of an accessible parking lot, for people with disabilities within the vicinity.
- Directional signs should be displayed at points where there is a change of direction to direct people with disabilities to the accessible parking lot.

Approach to the Building
- The approach to the building entrance should be clearly defined.
- The surfaces should be firm and even, with a finish which is slip resistant in all weather conditions.
- The width of paths should be appropriate to meet the needs of all users.
- There should be clear width to allow two wheelchair users to pass each other on path.

Entrance
- Entrance should be easy to locate and adequately signposted.
- Consider installing automatic or semi-automatic doors
- Doors should be easily identifiable and contrast visually with the surrounding wall
- Where glass doors are used, they should have colour strips or other markers.
- The floor texture immediately next to the door should be different from the surrounding floor texture.

Lobby
- The lobby should be levelled and split levels should be avoided.
- It should have adequate circulation space for a guest on a wheelchair, parents with a double pram or a person with heavy luggage.
- There should be adequate seating space with seats both with and without arm rests.

Reception
- Location of the reception should be such that it is easily identifiable from the entrance.
- The approach to the reception should be obstacle free.

- The reception should be designed, so as to accommodate both standing and sitting guests.
- The standing section should range from 950mm to 1100mm in height.
- The face of the receptionist should be evenly lit.
- The surface of the reception counter should be non-reflective.

Corridors
- The corridors should provide the circulation routes that allow easy movement and provide a sense of direction.
- The corridor should be wide enough to allow easy access to people carrying cases, parents with prams, people on crutches to pass each other on route.
- To aid persons with vision impairments, there should be a good colour contrast between the floor and the wall and also between the wall and the ceiling.
- The floor finish should be non slippery and non glary.

Ramp
- A ramp gradient of 1:15 (or less) is considered adequate and a gradient of 1:12 is the absolute maximum.
- Landings should be provided along the length of the ramp.
- The materials selected for the surface finish of a ramp should be firm and easy to maintain.
- It must also be slip resistant, especially when wet.
- There need to be warning blocks at the beginning and end of each ramp in the external environment.
- The space under the ramp to be cordoned off either by putting handrails or building a wall in front of it. This space can also be used as storage area if required.

Accessible Public Restroom
- Unisex accessible toilet should be there in public rest rooms.
- The toilet door should either be an outward opening door or a sliding type.
- Be provided with a horizontal pull-bar on the inside of the door
- Be capable of being locked from the inside by a device that is operable by one hand, activated by a force not more than 22 Newtons and which does not require fine finger control, tight grasping, and pinching or twisting of the wrist.

Accessible Guest Rooms
- The designated accessible room should be accessed through an accessible route from the lobby.
- The location of the accessible room should be decided taking the following points into consideration:
    - Ease in evacuation; therefore a lower floor room may be better.
    - Easy and direct access from the guest elevator.
    - Easy to locate on the floor.
    - An interconnected room with the accessible room, that may be used by a carer or a companion.

Furniture and Furnishing
- Within the room, there should be an unobstructed route to all furniture.
- In case of twin beds, there should be a minimum space of 900mm between the two beds.
- The bed height should be 500mm from the floor. This includes the mattress.
- All knobs provided in the room should be lever type, easy to grip and contrast in colour with the background
- There should be a minimum of one seat with armrests.
- The provision of hairdryer should be at a height ranging from 800mm to 1000mm from the floor, and be close to a mirror.
- Adequate colour contrast must be provided between the wall and the floor and other furniture in the room.
- The door force required to open the accessible guest room door should be no more than 20 Newtons at the edge of the door, with magnetic door stoppers at the back.
- The door handle used should be a lever type and contrast well with the colour of the door.

Controls
- Emergency assistance alarm with a reset button operable from the bed and the adjacent floor area to be provided.
- The height of these buttons on the adjacent side of the bed should be 100mm from the floor.
- The fire alarm provided in the room and the en-suite shower room should be both audio and visual.
- The door bell should have a visual indicator in the form of a light that glows when the door bell is rung and the light turns off only when the door is answered.
- All switches including the air conditioning controls and the master key slot should be between 750mm to 1100mm.
- It is preferable if the light switch plates contrast in colour with the wall.

CHECK YOUR PROGRESS-III

1. What do you mean by first aid? Enlist the articles you may find in First Aid Box.
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2. Discuss various provisions for differently abled people in hotel.

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2.9   SUMMARY

Safety and security nowadays are a top priority of hospitality industry. Protecting the lives and valuables of guests, employees, suppliers, is a fundamental duty of the hotel management. Various safety and security procedures adopted by the industry and norms of National Fire Protection Act are discussed in the topic. Oil, gas and coal are the most usual fuel for large scale use. Although electricity is used for cooking as well as heating purpose in most of the hotels and catering units of India. The basic idea is to provide information about different types of fuels used in the hotel and catering industry and consumption pattern varies from hotel to hotel as per its location and volume of production of food.

After reading this unit the students should be able to understand about the principles and procedures involved in providing first aid to a victim. All hotel/housekeeping staff should be given training in first aid as it could mean life or death situation for a guest. Similarly all employees should be given training in fire frightening and safety. The staff should be trained to use the various fire fighting equipments in case of fire emergency and follow safety procedure as required in the training programme/house keeping safety manual designed for the hotel.

2.10 GLOSSARY

Angina: Chest pain brought on by exertion owing to poor blood supply to heart.

Asphyxia: A condition in which the lings do not get sufficient of air for breathing.

Combustion and burning: are essentially oxidation processes in which a material known as fuel combines with oxygen with the release of energies (heat, light, pressure and sound) and production of its oxide.

CPR (Cardio Pulmonary Respiration): A technique carried out on person who has stopped breathing. It includes artificial ventilation and chest compression.

Diagnosis: Examination of casualty to know the details of injuries and their nature.

Explosion: The process in which a material oxidizes at an extremely high rate to release vast amount of heat, light, flames, pressure and sound. The vast amount of heat released in the very short period expand the released gases and the surrounding air, which in turn generate a loud sound and the high pressure damages the objects in the surrounding space.

Fire: Chemical decomposition of a fuel element through combustion or burning fire require fuel, oxygen, heat and chemical reaction to sustain itself.

First Aid: Immediate treatment given to the victim of an accident/illness before medical help is obtained.

Heat: It is a form of energy and can be converted to other forms of energy i.e, steam, mechanical etc.

Holger Nielsen: A artificial method of providing respiration to casualty by applying pressure on victims shoulder.

Hydrophobia: Rabies, caused by dog bite distinguished by strong contraction of the muscles of the throat leading to inability to drink water.
Rule of Nire: Medical term defining area of burn according to which treatment is provided to casualty.

Rusting or Decay: Rusting or Decay is a very slow process of combustion or oxidation organic and inorganic materials accompanied with very slow evolution of heat only.

Scalds: Injuries caused by moist heat due to boiling water steam, oil, hot tar etc

Smog: A combination of airborne pollutants including ozone, particulates hydrocarbons, nitrous oxides and sulphur dioxides usually caused by burning of fossil fuels.

Smoldering: Smoldering is comparatively slow process of combustion with release of heat and light but no flames.

Temperature: It indicated hotness or coldness and also a measure of heat intensity. It is measured by using degree *Celsius* or degree *Fahrenheit*.

Type 'A' Fire: This type of fire is causes by burning of solid organic materials, for example wood, plastic, paper, cloth and rubber etc. Type 'A' fire is also known as 'General fire'.

Type 'B' FIRE: caused by burning of liquid organic materials, for example petrol, diesel, kerosene oil, alcohol and other oils, cause the type of the fire. This 'B' fire is also known as 'Oil Fire'.

Type 'C' Fire: burning of inorganic materials causes this fire, for example Potassium, Sodium, sulfur etc. This fire is also known as 'Chemical fire'.

Type 'D' Fire: This fire is caused by the combustion of both organic and inorganic gases, for example Methane, petroleum gases and Hydrogen gas etc. This fire is known as 'Gaseous fires'.

Type 'E' Fire: Electrical sparks or short circuit initiates the fire and it is maintained by the burning of combustible materials used as indicated above. This fire is known as 'Electrical fire' and requires different preventive techniques.

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- Hotel Engineering Author- Tarun Bansal Aman Publishers

2.13 TERMINAL QUESTIONS

1. Define first aid. What is the importance of first aid in saving human life? In this context give the aim and importance of first aid.

2. Classify fires and explain the different type of fire extinguishers.
3. Suggest steps to be taken by the Housekeeping department to prevent fire.
4. Explain the procedure to be followed by Hotel staff in case of any fire emergency in the hotel.
5. What is a first aid box, suggest its contents.
6. Explain the procedure to be followed in following emergencies
    i. Poisoning
    ii. Electric Shock
    iii. Drowning
7. What is Asphyxia? How is it caused and what remedial actions should be taken by the first aid volunteer to treat the victim.
8. Short notes
    i. Holger Nielsen method of artificial respiration
    ii. CPR
    iii. First aid procedure for common poisons
    iv. Fire safety
9. Explain the following
    i. Choking
    ii. Burns and scalds
    iii. Rule of Nire
10. Discuss the fire warming systems and fire fighting equipments employed in the modern hotel.
11. Why should the management bother about safety of guests in their hotel?
12. What are the common unsafe conditions for which you will give a thought as a manager of a hotel?
13. Classify fire and recommend procedures for extinguishing.
14. Prepare a write up how you will ensure safe and secure conditions in mechanical workshop.
15. Why staff training is necessary for safety and security of hotel building. 1. Enlist types of fuels used in hotel and catering industry.

UNIT: 03
THE GUEST STAY WITH HOTEL

Structure

3.1   Introduction
3.2   Objectives
3.3   Reception
3.4   Pre-Registration Activity
3.5   Registration
            3.5.1   Registration Record
                        3.5.1.1 Hard bound register
                        3.5.1.2 Loose leaf register
                        3.5.1.3 Guest Registration Card
            3.5.2   The Flow of Registration Process
            3.5.3   Check-in Procedure
                        3.5.3.1   Check-in procedure guest with confirm reservation
                        3.5.3.2   Check-in procedure Walk- in guest
                        3.5.3.3   Check-in procedure for VIP
                        3.5.3.4   Check-in procedure Groups/Crew
                        3.5.3.5   Check-In Procedure Scanty Baggage Guest
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            3.5.4   Self Check-in Terminal
3.6   Functions Performed by Bell Desk
            3.6.1   Luggage Handling
            3.6.2   Handling guest mail
                        3.6.2.1 Incoming Mails
                        3.6.2.2 Outgoing Mails
            3.6.3   Message handling
            3.6.4   Guest Paging
            3.6.5   Left Luggage Handling
            3.6.6   Room Change
            3.6.7   Handling and Distribution of Newspapers and Magazines
            3.6.8   Handling No-show
3.7   Handling Guest Queries
            3.7.1   Wake-up Call
            3.7.2   Safety deposit locker
            3.7.3   Foreign Currency Exchange
            3.7.4   Room Selling Technique
                        3.7.4.1 Direct Selling Techniques
                        3.7.4.2 Indirect Selling
                        3.7.4.3 Creative Selling Techniques
                        3.7.4.4 Personal Selling
            3.7.5   Guest Complaint
                        3.7.5.1 Types of complaints
                        3.7.5.2 Handling Complaints
3.8   Summary

3.1   INTRODUCTION

The process of registration starts in the second phase of guest cycle in case of a guest with confirmed reservation. The process begins with the arrival of the guest at the front desk. In the present chapter we will study the activities that speed up the registration of the guest to avoid queuing at the front desk during the peak hours of guest arrivals. The activity that supports the speedy check-in of the guest is termed as Pre-registration activity. The registration of a guest at the front desk involves legal implications on the both hotel as well as the guest. This is a valid contract between guest and the hotel. A registration activity takes place at front desk. The check-in procedure of the guest varies with their status. In this chapter we will study the steps involved in check-in of the guest with confirmed reservation, walk-in, VIPs, Group, Crews and Scanty baggage guest in detail. Success or failure within the hospitality industry ultimately rests on the ability to sell. A roadside motel at an intersection of major highways or a popular restaurant with waiting lines is sometimes viewed as being above the need "to sell". No member of the hospitality industry can accept this as a long run view point. Discourteous front desk agents & cashiers who would impress Grumpy of the Seven Dwarfs are part of one's sales force. These & all other who face the public can drive away or attract business. In the best cases, they can sell through suggestive selling, thus increasing the check size by effectively suggesting suit room (instead of simple single or double room) or higher margin suites can be sold instead of lower price room.

3.2   OBJECTIVES

After reading this unit the learner will be able to understand:
- Reception
- Registration
- Registration record
- Check-in check-out procedure
- Form C
- The concept of Bell Desk
- Job descriptions of Bell captain and Bell boy
- Functions performed by Bell Desk
- Room selling techniques

3.3   RECEPTION

According to oxford dictionary reception is the place inside the entrance of a hotel or office building where guests or visitors go when they first arrive. Reception is the area manned by a receptionist who welcomes the hotel guest at their arrival. The guest queries are taken care. This is probably the first opportunity for face to face contact with the guest. The reception is the focal point of the guest contact. The registration activity takes place at the same desk. The guest has to fill their required details on registration card or may have to make entries in a hotel register.

3.4   PRE-REGISTRATION ACTIVITY

The activities that are carried out before arrival of guest to accelerate the guest registration are termed as pre-registration activity. The necessary information to fill the registration form can be gathered mainly from the two sources namely:

- Reservation Form

- Guest History Card

The information contained in these forms are utilized to complete the registration form and guest can experience a quick check-in when they arrive at the registration desk as they only have to verify the information already entered in the registration card by putting their signatures whereas the walking guest's check-in activity may take little more time in completing the formalities of registration. The pre-registration activity may also include activities like room and rate assignment and creation of the guest folios. Most of the front office managers prefer the room and rate assignments at the time of arrival of the guest to adjust any changes. The pre-registration activity is carried out manually in manual and semi-automated system whereas in case of fully automated front office system the same task is carried out by the system which transforms the guest's data from reservation form and guest history card on registration card.

3.5   REGISTRATION

Registration is the process of gathering information from the guest that is mandatory the law prevailing in the country. According to the Foreigner's Act 1946 and The Registration of Foreigners Rules, 1992 the innkeeper is responsible to keep the records of the guest who are staying in their premises. The innkeeper should keep the records as contained in form F of The Registration of Foreigners Rules, 1992. Registration activity is also a proof of a valid contract between the guest and the hotel in which hotel offers safe and secure boarding and lodging facility to the guest and the acceptance of the guest to pay for the services and facilities received. The registration is carried at front desk. The first step in guest registration process begins with capturing the data of the guest like name, address, purpose of visit, duration of stay etc.

3.5.1 Registration Record

The information gathered during the process of registration is known as registration records. The registration record contains the information required in form F of The registration of Foreigners' rule1992. The same information may be gathered on a register known as Hotel register or Red book. The hotel may collect this information on following type of registration record.

3.5.1.1 Hard Bound Register

Hard bound register are normally used by small hotel. All the pages of the register are bound into a thick book. It can be used for a long time. The major advantages of using hard bound register are:
- All the records for the duration are available in a single book.

- Wastage of paper is minimal.

- No filing is required.

There are certain disadvantages associated with usage of hard bound register for registering guests. Some of the major disadvantages are:
- If the book is misplaced, all the records for that entire duration is lost forever.
- It can lead to create a queue at front desk during peak hours of registration.
- Privacy of guest can not be maintained.
- Only one guest can register at a time.
- Pre registration is not possible.
- Registration of group/ crew will take more time.
- Being very bulky and used for longer duration of time the register look shabby at the counter.

3.5.1.2 Loose Leaf Register

A loose leaf register contains the same data as contained in hard bound register with a difference that pages are not bound. One page is used everyday. Following are the major advantages using loose leaf register.

- To some extent privacy of the guest can be maintained.
- If sheet is lost only one day record is lost.
- It's easy to hand over to the guest to fill their details.

The major disadvantages associated with the use of loose leaf register are:
- It may be lost easily.
- The space in the sheet goes waste, if enough number of guests is not register on a particular day.
- Only one guest can register at a time.
- Pre registration is not possible.
- Filing of the sheets becomes an additional job.

3.5.1.3 Guest Registration Card

Individual guest registration card are now a days used by most of the hotels. The format of guest

Figure 3.1 Guest Registration Card

registration card is shown in figure 3.1. The guest registration card may be used in duplicate or triplicate as per the policy of the hotel. They are given to the guest at the time of arrival to complete the registration formality. There are following advantages associated with the use of individual guest registration card.

- The efficiency of front desk can be increased as many guests can register themselves at a time.
- Privacy of each guest can be maintained.
- The guest can be pre registered.

The major disadvantages of using individual guest registration for registration activity are as follows.
- It is quite expensive.
- If not stored properly, may be lost or misplaced.

3.5.2 The Flow of Registration Process

The flow of the transactions in registration process can be studied in following phases;
- Identification of guests
- Formation of registration records
- Room and rate assignments
- Establishment of credits
- Completion of check in procedure and issuance of room keys
- Generation of documents during registration

Identification of guests: The identification of guest's transient status is important as the hotel process the registration of guest with confirm reservation and walk-in in a slight different way. The front desk agent refers to the today's arrival list for guest with confirm reservation and for walk in they refer to the room availability status. The guest with confirmed reservation may be FIT (Free Individual Traveller) or group/ crew. The identification of the guest status leads in speedy check in of the guest.

Formation of registration records: The guest's signature to verify the records in the registration form results in formation of permanent and complete registration record. On the basis of this record hotel may process to develop other hotel records like guest folio, visitor's tabular ledger, arrival notification slip, guest history card etc. The completion of registration record is a legal requirement and this should be stored for a minimum period of three years or as required by the law prevailing in the state. The same record can be accessed by a competent local authority as and when required.

Room and rate assignment: After completing the registration formality the next step is to allocate and assign an available room in specific category as requested by the guest during reservation. In case of a chance guest (walk in) the hotel may exercise the option of up-selling. The details regarding the type of room and rate helps receptionist in deciding which room to be assigned to the guest. While assigning a room guest's preferences like floor level, near to the elevator, view, color scheme etc. are entertained if they can be satisfied.

Establishment of credits: The determination of guest's creditability and the mode by which they will be settling their account is very important for the hotel. A cash and cash equivalent mode (traveler's cheque, demand draft and credit/ charge card) of account settlement is preferred. The determination of creditability of guest can be established by:

- Asking the guest to produce their credit card at the time of arrival and by swiping the same for the authorization from the credit card company.
- The guest may be asked to produce Travel Agent voucher/ authorization letter from the company in case if the bills are settled by the company.
- Advance deposit may also be asked at the time of check in.

Completion of check in procedure and issuance of room keys: After the guest has registered, room is assigned and credit is established, the next step is to issue the room keys to the guest. The bell boy is called to escort the guest and install the guest luggage in their assigned room. The front desk employee carries out following activity after every check in:

- Update of room status.
- Preparation of arrival notification slips and sending them to concern department.
- Creation of guest folio
- Filling of form C in case of foreigners and sending the same to the concern authority.

Generation of documents during registration: During the registration following records are generated:

- Registration card
- Room rack slip
- Arrival notification slip
- VIP or Group/ Crew arrival notification
- Entries in AD register (Arrival/ departure register)
- Form C, in case of registration of a foreigner
- Creation of guest folio

3.5.3 Check-in Procedure

The different steps involved from arrival of the guest, to issuance of the room key to the guest is known as check in procedure. In case of manual or semi automated operation system the process starts from the welcoming and greeting the guest at the reception counter, the completion of registration formalities and issuance of the room key is done manually where as in fully automated system the same activity is performed automatically by self check in terminals located in the hotel lobby.

The check in procedure may vary in case of guest having confirmed reservation/ walk in. the reservation activity may take a specialised form in case of VIP's, group, crew, scanty baggage guest and foreigners. The check in procedure of the various guest are discussed as under:

- Guest with confirm reservation:
- Walk in guest
- VIP
- Check-in procedure Groups/Crew (domestic & international)
- Scanty baggage guest

- Foreigner

3.5.3.1 Check-in procedure guest with confirm reservation

The check in procedure for the guest with confirmed reservation involves following steps:
- Welcome the guest with smile and greet them according to the time of the day.
- Ask them if they have confirmed reservation.
- Check with the today's arrival list as shown in figure 3.2
- Pre filled registration card is given to guest to verify the registration record.
- Check the registration card completed by the guest for completeness of the registration card including even billing instructions.
- Allot the room and authorize the bell desk personnel to install the guest luggage into the room. The bell captain will fill the information in the arrival errand card and Lobby control sheet as shown in figure 3.3 and 3.4

Hotel WXY Today's Arrival List Date :30 January 2008						
Name	**No. of Guest**		**Type of Room**	**No. of Room Night**	**Arrival time**	**Remarks**
	Adult	Child				
Mr. S Ramola	2	2	Duplex	3	10:15 AM	Baby Sitter Required
Mr. Z A Ahmed	1		Single	2	12:15 PM	Garden Facing
Mr. A Gangotia	2		Double	5	09:00 AM	Honeymoon couple
Mr. L. Badbolia	2	1	1 dbl 1 sgl	2	11:25 AM	Interconnecting room

Figure: 3.2 Today's Arrival List

Hotel ABC **Arrival Errand Card**				
Bell Boy Name:				Call Time:
Name of Guest:				Room No.:
Articles				
Suitcase	Hand Bag	Package	Briefcase	Overcoat
Others				
Signature (Bell Captain)		Signature (Receptionist)		

Figure 3.3 Arrival Errand Card

LOBBY CONTROL SHEET

Hotel ABC

Bell Captain _____   Sheet No. _____

Shift _____   Date _____

Room No.	Bell Boy Name	Arr. Time	Dep. Time	Service Call Time		Remarks
				From	To	

Bell Boy's Sign.:   1. _____   2. _____   3. _____   4. _____

Bell Captain Sign. _____

Figure 3.4 Sample Lobby Control Sheet

- Issue the room keys to the guest, and ask the bell boy to escort the guest and install guest luggage into room.
- Wish the guest an enjoyable stay at your property.

3.5.3.2 Check-in procedure Walk- in guest

The check in procedure for the walk- in guest involves following steps:
- Welcome the guest with smile and greet them according to the time of the day.
- Ask them if they have confirmed reservation.
- If the guest is not having reservation, then check room availability status for the requested duration of stay by the guest.
- If rooms are available for the requested duration, then you can proceed for the check in activity of the walk- in guest. (It is essential to ascertain the creditability of a walk- in guest.)
- Assist the guest to fill the registration card and sign.
- Check the registration card completed by the guest for completeness of the registration card.
- In case of an unknown guest, ask for the advance or take the imprint of credit card.
- Allot the room and authorize the bell desk personnel to install the guest luggage into the room. The bell captain will fill the information in the arrival errand card and Lobby control sheet.
- Issue the room keys to the guest, and ask the bell boy to escort the guest and install guest luggage into room.
- Wish the guest an enjoyable stay at your property.

3.5.3.3 Check-in procedure for VIP

The VIP guest gets a special treatment and attention from the hotel employee due to their status. The guest can be treated as VIP if they are heads of states, ministers, senior media personnel, sports personnel, film and rock stars, travel writers, top executives of corporate houses, CEOs of large business houses, senior defense personnel, famous public figures etc. The VIPs check- in process may start with their arrival at the airport. The role of hotel in welcoming the political VIPs at airport is minimal due to security reasons. In case of corporate heads of business houses, the hotel person may receive them at the airport and escort the guest to the hotel room. The registration process may be carried out during the transfer from airport to hotel or in the hotel room.

The check in procedure of VIP guest involves following steps:
- Limousine facility may be offered to pick up the guest from airport.
- At the arrival of the guest at the hotel they may be welcomed by putting a tilak, garlanding followed by Aarti. The General Manager/ Front office manager are also present to welcome the VIP as per their status.
- The registration formality is carried out by the authorized representative of VIP in advance.
- The VIP is escorted to their room by the General Manager/ Front office manager.
- The arrival notification and any special instruction of VIPs are sent to all concerned department.

3.5.3.4 Check-in procedure Groups/Crew

The check in procedure for group/crew requires specialised pre registration activity as group contains large number of people to be registered at the same time. The front desk assistant should be in constant touch with the group leader/ airport representative. Following pre registration activity is required in check in procedure of group/ crew:

- A group list containing details of each guest in the group is required. The list should contain the details like name, address, purpose of visit, duration of stay, meal preference (vegetarian/ non vegetarian), passport details (for foreigners) and any special instruction regarding the location of room.
- Number of required rooms for the group is preferably allocated at the same floor.
- Rooming list is prepared which contains the name and room number allotted to each member of group/crew.

Hotel ABC
Rooming List

Sr. No……………
Date:…………….
Source of Booking:…………………………………
Name of Group Leader/ Air Port Representative:……………………………

Sr.	Name of Guest	Address	Room No	Nationality	Passport No.	Remarks

Front office Assistant

Figure 3.5 Rooming List

- Keys are arranged according to room number and placed in an envelope to be handed over to the group leader.

- Registration cards are pre filled from the information received from the group leader/ airport representative and arranged alphabetically.
- Appropriate numbers of bell boys are retained for installing the guest luggage in their room.
- Food and beverage service department is coordinated for arrangement of welcome drink.

Check- in procedure:
The following steps are involved in the check in of group and crew at the hotel.
- When the vehicle arrives at the portico the guest luggage is handled by the Bell boys. They put the guest luggage tag on each luggage of individual guest as per the rooming list and luggage is transferred to the respective room using luggage trolley.
- The group leader is escorted to the reception desk where he completes the formalities of registration. The room keys and the registration form of all the members handed over to him for getting the signatures of every group member and dispersal of room keys.
- Meanwhile the group members are offered welcome drink in a pre scheduled area.
- The group leader handovers the signed registration card at the front desk, and guests may proceed to their respective rooms after having their welcome drinks.
- Meal schedule, wake call and pick up time may also be enquired from the group leader.

3.5.3.5 Check-In Procedure Scanty Baggage Guest

A guest who arrives at front desk requesting for accommodation carrying very little or no baggage is known as a scanty baggage guest. The Bell boy carrying the guest luggage should report at front desk regarding the same. Following steps are involved in check in procedure of scanty baggage guests:
- The Bell boy informs the front desk regarding the scanty baggage.
- For registering a scanty baggage guest the front desk assistant takes the authorization from Duty manager.
- The registration formalities are completed as per the walk in.
- A full advance for the duration of stay may be asked from the guest.
- Scanty baggage Stamp should be imprinted on the guest registration card.
- APC (all payment cash) slip is prepared and sent to all point of sales.
- Room keys are allotted.

3.5.3.6 Check-in procedure Foreigner

The check in procedure for foreigners is same as of a domestic guest with an exception that we have to fill form 'C' for registering a foreigner guest. Form 'C' is filled in duplicate, the top copy is sent to foreigner regional registration office (FRRO) or to the local intelligence unit (LIU) with in 24 hours of arrival of a foreign national. In case of Pakistan and Bangladesh, the same information should also be sent to local police station. The format of form 'C' is shown in figure number 12.6

Form C : According to 'The Registration of Foreigners' Rules 1992'; rule 14 makes it obligatory on the part of innkeeper to send information about foreigners registered at their

hotel. Any person who is not an Indian national (person having the passport of country other than India except Nepal and Bhutan) is known as foreigner. The hotel is liable to send information contained in form C to the nearest FRRO or LIU within twenty four hours of arrival of a foreign national, in case of Pakistani, Bangladeshi and Chinese nationals this information should reach with in 12 hours to FRRO or LIU and local police station. The C form is prepared in duplicate and it should be serial numbered, the top copy is sent to competent authority and the second copy is kept for permanent record for the duration as specified in law related to the same.

<div style="border:1px solid">

Hotel ABC
Form C
(Rule 14)
Hotel Arrival Report
(To be completed in duplicate)

Sr. No:………….
Date:……….....
Name of the Hotel:_____

Name of the Foreign Visitor**:**_____
(In full in block capitals, Surname first)
Nationality:_____
Passport No.:_____
Date of Issue:_____
Place of Issue:_____
Address in India:_____

　　　　　　　　_____

Date of Arrival in India:_____
Arrived From:_____
Whether employed in India : Yes/No
Proposed Duration of Stay in India:_____
Proposed Duration of Stay at Hotel:_____
Proceeding to:_____
Registration Certificate No._____
Date of Issue:_____
Place of Issue:_____

Manager's Signature

</div>

Figure 3.6 Format of form C

3.5.4 Self Check-in Terminal

Self check in terminal is an outcome of advancement of technology and "do it yourself" competent guest. A self check in terminal is like an interactive ATM machine. These terminals may be located at the airport and at convenient place in the lobby. The use of such machines reduces the manpower requirement. The guest by using their credit card

can check in without any assistance. The room is assigned and keys are also dispensed by the machine. Such self check- in terminals is more common in smart hotels. The efficiency of front desk is increased when such terminals are used. Apart from dispensing the room keys the arrival notification to other department is sent instantaneously. Use of self check- in terminal lacks the personalized human touch from the hotel.

CHECK YOUR PROGRESS-I

1. Define registration? Explain the procedure of check-in of VIP guest in hotel

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
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_____
_____

2. Write a note on 'Self Check-Out'.

_____
_____
_____
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_____
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_____
_____
_____
_____

3.6   FUNCTIONS PERFORMED BY BELL DESK

Bell Captain is in charge of the Bell Desk. He has various bell boys working under him. The functions performed by the Bell Desk are as follows:

- Luggage Handling
- Handling guest mail
- Message handling
- Guest Paging
- Left Luggage Handling
- Room Change

3.6.1 Luggage Handling

Luggage handling is one of the most important duties of the Bell Desk. It is done at various occasions like when the guest checks in, when there is a room change and at the time of departure.

During the arrival of the guest when the luggage of the guest is moved from the car or the taxi to the allotted room, then this activity is termed as "Up Bell Activity"
During the departure when the luggage is moved from the room to the car/taxi, then this activity is termed as "Down Bell Activity".

Procedure for handling luggage during FIT check – in
- Bell boy to wish guest in The Hotel way
- Bell boy to count the number of baggage in the presence of the guest
- Bell boy to escort the guest to the reception
- Tagging of guest baggage
- Bell boy to proceed to the guest
- Bell boy to knock the guest room door, if open and announce himself
- Bellboy to ring the room door bell if the guest room door is closed on baggage delivery
- If no response from the guest - Bell boy has to again ring the bell after 20seconds and announce himself" Bell service"
- On getting response from the guest – wish the guest
- Bell boy to offer assistance to hang guest suit or jacket on the suit carrier
- Bellboy must inquire about placing the guest baggage on the luggage rack
- Bell boy to offer the assistance to remove airline tag from the baggage
- Bell desk control sheet

Procedure for handling luggage during FIT check – out: During checkout a luggage outpasses form has to be obtained from the cashier stating that the guest has settled his account and returned the room key. Once this is received a departure errand card is made and filled out by the bell boy and will go to the guest room to bring down the luggage.

The bell captain will also make an entry regarding this in the bell captain's control sheet. On reaching the guest room the bell boy will announce himself, knock on the door enter the room on gaining permission. The bellboy will also ensure the following:

- Collect room keys from the guest
- Check the room for any possible damage to the property.
- Draws the curtains, locks the balcony.
- Checks bathroom and fittings.
- The guest is escorted by him to the front desk
- He puts a "room to be cleaned tag" card on the door after switching of the lights and air conditioner.

The departure room is then inspected by a housekeeping supervisor/ Room attendant to ensure that nothing is left behind by the guest. The housekeeping/ In room dining

department will also check the minibar for anything consumed by the guest to be charged to the bill.

At the lobby the bell boy will:
- Keep the guest's luggage at the bell desk
- Put hotel stickers and mark the luggage with "D" indicating departure luggage.
- Collect the luggage out clearance slip from the reception and loads the luggage in the car/taxi.
- Return the errand card to the bell captain which will then be entered onto the bell captain's control sheet.

Hotel XYZ
Name of Guest:_____
Room No.: _____

Figure 3.7 Baggage Tag

ERRAND CARD

GUEST ARRIVAL ERRAND CARD

Bell Boy No._____   Date_____
Room No._____   Name_____

Suit Case	Brief Case	Hand Bags	Packets	Others

Figure 3.8 Errand Card

Points to be kept in mind for a group Check-in:

1. Concierge has to ensure proper staffing of bell desk for efficient handling of group baggage
2. Bell boy must make sure that they have enough tags for tagging the group baggage

3. Bell boy will immediately take out the baggage from the coach and will keep it in one corner of the lobby, separated from the baggage of the other check Ins if any, taking place at the same time
4. Bell boy will tag the baggage of the entire group
5. Bell boy to make a quick count of the baggage and inform the same to the group leader / tour leader
6. After the group registration is done, bell boy will then request the group leader to identify the baggage for quick delivery
7. Bell boy will write the guest room number on the tags as per the identification
8. On delivery of baggage to each room, bell boy must request the guest to confirm the baggage
9. In case of guest carrying multiple baggages, the Bell Boy should offer extra luggage rack; and the same to be co-ordinated through Housekeeping Desk.

Points to be kept in mind for a group Check-out:

- Ensure that bell desk has enough staffing to handle group baggage efficiently and quickly
- Bell desk has group baggage down time mentioned in the group information sheet
- At said time bell boy will go to the room for baggage
- The entire baggage of group will be arranged in the lobby in one corner and will be tagged
- Bell boy will count the number of baggage in front of the group leader and request him to confirm the same
- After confirming the number of baggage with the group leader/ tour leader, bell boys will load the baggage in the coach
- On departure bell boy must confirm with cashier if the guest bill is settled
- Bell desk control sheet is prepared giving following details
  o Guest Name
  o Room number
  o Pieces of baggage
  o Description of baggage. Example: Suitcase, Trolley bag, hand bag etc.
  o Time of departure
  o Name of the bell boy
  o Room number of group members and total count of baggage in case of group departure

Apart from this the hotel also offers the facility for the guests to store their luggage in the hotel for a few days without any charge. We will discuss this in the following section:

3.6.2 Handling guest mail

Hotels are claimed to be a home away from home. The guests during the stay in the hotel may receive letters, parcels, and packets delivered by postman or courier deliverymen. All the mails addressed to the hotel are received by the front desk / bell desk or information desk as per the house customs. The mail handling may be divided in to two categories:
- Incoming mails
- Outgoing mails

3.6.2.1 Incoming Mails

The incoming mails are stamped with the date and time of receipt by the receiving person at the time of taking the delivery of the mails from the postman or courier deliveryman. The mails received are then sorted as guest mails or hotel mails. After sorting the mails they are arranged in alphabetical order. The hotel mails are further grouped as hotel mails and employee's mails. The hotel mails are delivered in the concerned offices and employees mails are send to time office to be placed in the mail display boards from where the employees may collect their mails. The guest mails are delivered in the guest rooms by the bell boys if guest is present in rooms. In case guest is not in the rooms the mails are placed in the key rack and delivered to the guest when they arrive at the desk to collect the room keys. The hotel may receive the following type of incoming mails:

- Ordinary mail
- Registered mail

Ordinary mail: The mails whose delivery record is not maintained by the delivering agency are known as ordinary mails. Hotel makes the record of all mails receive at the mail receiving desk as shown in figure 9.1.

Registered mail: The mails whose delivery records are maintained by the delivering agency are known as registered mails. The postman maintains the records of delivery and hands over the mail to the addressee and asks to put the signature on the delivery report as a token of receipt of the mail by the addressees. It advisable not to accept tampered registered mails. When registered mails are received they are recorded in the mail log book and guest's signature is taken at the time of delivery as shown in figure 3.9.

		Hotel ABC **Incoming mail log book**				
Sr.	**Date & Time of receipt**	**Name of addressee**	**Type of mail**	**Delivere d to**	**Signatu re**	**Remark s**

Figure 3.9 Mail log book

Procedure of mail delivery: The mails received by the hotel on behalf of the guests are delivered according to the mail handling procedure followed by the individual hotel. The standard mail delivering process is as under:

1. Stamp date and time of receipt on every mail received.
2. Sort the mails as hotel and guest mails.
3. Arrange each category mails in alphabetical order.
4. Sort hotel mails in to official mails and employees mails.
5. Send employees mails to time office for delivering to the concerned employees.
6. Deliver the official mails to the concerned office.
7. Send guest mails to the information section.
8. The information section assistant will further sort the mails in to following category:
   - Resident guest (staying in the property)

- Departed Guest(Who has Check-out from Hotel)
- Future guest (guest yet not arrived but have confirmed reservation)

9. The mails of resident guests are delivered in the guest rooms by the bell boys if they are in the rooms. If they are out of the hotel (room keys are in key rack), then the mails are placed in the key rack for delivering the same when the guest comes to collect the room keys.

10. The mails of departed guests are sent to back office from where the mail forwarding address is taken and mails are re-directed to that address. The format of the mail forward address slip is shown in figure 3.10

Hotel ABC **Mail forwarding address slip**				
This address will be in file for 10 days, unless otherwise requested. Please fill it and handover at reception. Forwarding instructions: Forward until: _____ Hold until : _____ Forwarding Address:……………………… ……………………………………………. Name & Signature of guest				
Record of forwarded mails				
Sr.	**Date**	**Type of mail**	**Forwarding address**	**Forwarded by**

Figure 3.10 Mail forwarding address slip

11. The mails of future guests is send to reservation section where they are placed along the reservation record and on the date of arrival of the guest the mails are attached with the pre-filled registration card and delivered to the guest at the time of registration.

3.6.2.2 Outgoing Mails

The hotel guest may also wish to send their personal mails through hotel. In that case the mails are collected by the guest and posted or couriered on behalf of the guest and charges are made through miscellaneous charge vouchers as shown in figure 3.11

HOTEL ABC **Miscellaneous Charge voucher** **Name of Guest:**_____ **Room No.:**_____ **Date:**_____ **Account No.**_____ **Date:**_____		
Explanation	**Charge**	
	Rs.	**Paisa**
Total:		
Signed by		

Figure 3.11 Sample Miscellaneous charge voucher

The miscellaneous voucher is authenticated by competent authority and should be sending immediately to the front desk clerks for the posting into the guest master folio. A record of the same is maintains in the outgoing mail register as shown in figure 3.12

Hotel ABC
Outgoing mail register

Sr.	Room No.	Name of guest	Addressed to	Description of mail	charges	Received by	Date and time of receiving	Posted by	Date and time of posting	Remarks

Figure 3.12   Sample outgoing mail register

3.6.3 Message Handling

In the absence of the resident guest from the hotel, telephone calls may come for them or a visitor may also come to meet the guest. In such situations the front desk employee takes the messages for the resident guests and delivers the same as soon as possible at the arrival of the guest. The process of receiving and delivering the messages to the resident guest is known as message handling. The prompt and timely delivery of the messages to the guest reflects the degree of professionalism of the front desk employees. In the case, if a resident guest expect a call or visitor during their absence may leave a location slip (Similar to message slip but in different colour) at the front desk so that the front desk assistant may follow the instructions of the guest when he receives the telephone call or a visitor for that particular guest. The format of a sample location form is shown in the figure 3.13

Hotel ABC
Location form

Name of Guest:_____

Room No:_____

While I am out of the hotel room I am expecting:
- Mr./Ms._____ to visit
- Telephone call

In an event if I am not in my room kindly locate me :
- Café shop
- Gym
- Swimming pool area
- Restaurant
- Other (Specify) _____

Or convey my message to caller/visitor

Message:_____
_____
_____
_____

Signature of the guest

Figure 3.13 Sample location form

Message handling procedure

Every hotel has its own standard operating procedure for handling guest messages. The standard message handling procedure is as under:

1. When we receive a telephone call for the guest or some visitor comes to meet them, then we should look at information rack to see whether it is for:
    a. Resident guest
    b. Departed guest
    c. Future guest

2. If it is for the resident guest we must see whether they are present in the room or not. If the guest is not present in the room the look at the key rack to find any instruction/ location form as shown in figure 3.13, if found the same then act according to the instructions of the guest.

3. If guest has not left any location form / instruction at front desk then take the message for the guest in message slip as shown in figure 3.14

```
┌─────────────────────────────────────────────────┐
│                   Hotel ABC                      │
│                 Message Slip                     │
│ Date:_____        Time:_____   │
│ Name of Guest:_____            │
│ Room No:_____               │
│                                                  │
│ In your absence                                  │
│                                                  │
│           Mr./Ms._____      │
│           From:_____      │
│                                                  │
│     ▪ Came in person      ▪ Will call again      │
│     ▪ Telephoned          ▪ Please call back     │
│                           ▪ Waiting for you      │
│                           ▪ Please meet him/her  │
│                                                  │
│                                                  │
│ Message:_____  │
│ _____    │
│ _____    │
│ _____    │
│ _____    │
│                                                  │
│ Signature of Information Assistant               │
└─────────────────────────────────────────────────┘
```

Figure 3.14 Sample Message Slip

4. The message slip is prepared in duplicate, original copy is placed in the key rack and duplicate copy is placed in and message slip envelope and is slipped inside the room through doors by bell boys. The purpose of making the message slip in duplicate and placing them in key rack and slipping inside the room is to ensure the delivery of the message to the guest.

5. If someone has called for the departed guest then inform the caller as per the instructions from the guest.

6. If the call is for the future guest then take the message on message slip as shown in figure 9.6 and send to back office to be placed along with reservation record and while printing the registration form for the date of arrival attach the same with the registration form so that the same can be delivered to the guest at the time of check-in.

   Some hotels are having automated systems in delivering the messages to the guest. The telephone in the guest room has a message indicator that can be put on by the front desk person if any message is waiting for the guest. The message indicator reminds the guest about the message for them and they may call the front desk to receive the message. In some hotel the messages can be read by the guest through dialing some number on the TV Screen in the room.

Regardless to the method of delivery of message to the guest, the main object of the hotel is to ensure the prompt and accurate delivery of the message to the guest.

3.6.4 Guest Paging

Hotels and resorts are customer centric businesses. With guests demanding the best service available, hotels and resorts need more efficient ways of meeting those demands. Pagers and communications equipment, help hotels and resorts improve communication between staff and guests. Paging is a system of locating a guest in the hotel. There are times when the guests expect either a phone call or a visitor in the hotel that they are staying in. In such cases if the guest is not in the room because he plans to visit the spa or the gymnasium or plans to go the restaurant then he/she will inform the Reception / Bell Desk about his/her whereabouts so that if the expected visitor or phone call comes then the guest can be reached immediately. The guest is required to fill a Location form so that he/she maybe easily traced in the hotel. See figure 4 for the details of location form.

Benefits include:

- Directing staff to specific areas immediately
- Communicating specific requests to individuals and/or groups of people
- Improving guest service and satisfaction

There are times when the guest does not inform either the reception or the bell desk about his/her whereabouts. In such cases the bell boy is required to carry a paging board in all public areas to trace the guest. Paging board consists of a small handle, a board and small bells attached to it. The name of the guest along with his room number is written on the paging board. To avoid any embarrassment to the guest no message is written on the paging board. This system can be time consuming if the guest is not found easily because then the bell boy will have to go to various public areas to trace the guest. Few hotels use Public Address System. In this system the name of the guest is announced on the mike which is transmitted to several public areas in the hotel. This system saves time as well as efforts of the bell boy. The communication skills of the person announcing the name of the guest is important because his voice, accent, manner of speech should be easily understood by all.

```
                              HOTEL XYZ

  Date_____                              Time_____

  Expecting        Phone Call_____
                   Visitor _____

  I will be at_____

  Swimming Pool       Gymnasium            Health Spa
  Lobby               Shopping Area        Chinese Restaurant

  Will be back by _____
  Message _____

  Room No. _____               Name _____

  Thank You
```
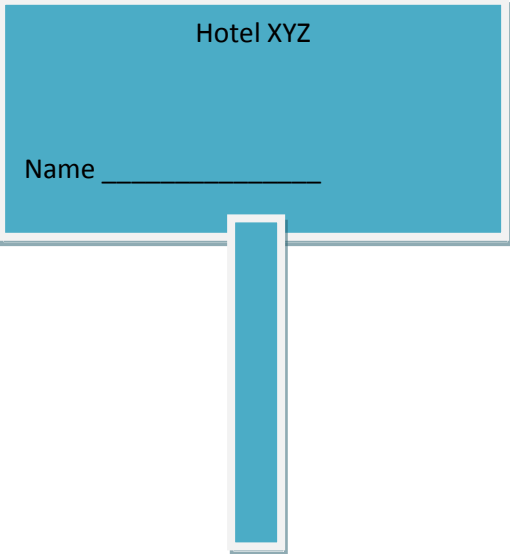
Figure 3.15 Location Form

Hotel XYZ

Name _____

Figure 3.16 Paging Board

3.6.5 Left Luggage Handling

Temporary Storage of luggage
Bell boy is sent to the guest room to collect the baggage of the guest. A left luggage register is maintained and details are entered every time luggage is left behind. A baggage tag which is divided into two parts is filled with the details of the baggage. One part is attached to the luggage and the other part is given to the guest so that when he/she comes to collect the baggage, it can be given to the guest without any inconvenience. The luggage of the guest is kept safely in the luggage store room which is handled by the Bell Desk. In case the guest loses his tag then he is required to give particulars about his luggage and only if he is able to that then the luggage is returned to the guest. The same needs to be notified to the Duty Manager as well.

Date	Room No.	Name of Guest	Bell Boy No.	Luggage Tag No.	Description of Luggage	Date of Delivery	Remarks

Figure 3.17 Left Luggage Register

> *HOTEL XYZ LTD*.
>
> DATE_____   ROOM NO._____
>
> BAGGAGE CHECK
> NO. 354
> NOT RESPONSIBLE FOR GOODS LEFT OVER 30 DAYS
>
> …………………………………………………………………………………………………
>
> Suitcase   Briefcase   Suit Box   Golf Bags
>
> Umbrella   Overcoat   Package   Others
>
> DATE_____   ROOM NO._____

Figure 3.18 Left Luggage Tag

Left luggage facility is used by those guests who have checked out form the hotel and who are on a tour to various cities and find it inconvenient to carry their luggage everywhere they go. Once they return from their tour they collect the luggage from the hotel.

Let us take an example: Mr and Mrs. Thomas from Italy are on a trip to cities like Delhi, Kerala and Goa. After they are finished with sightseeing in Delhi they have to go to Kerala. Therefore, they would prefer to leave their luggage in Delhi and go to Kerala and Goa for sightseeing. Once they are back they will collect the baggage form Delhi hotel and leave.

PROCEDURE FOR RECEIVING AND DELIVERY OF LEFT LUGGAGE
Receiving
    1. Verify if the guest has settled his bills at the time of check out
    2. String the luggage tag on each piece of bag.
    3. Fill the left luggage register with appropriate details
    4. Give the counterfoil of each luggage tag to the guest
    5. Keep the luggage in the left luggage room safely.

Delivery
    1. Request the guest to handover the counterfoil of the luggage
    2. Tally it with the tag attached on the each luggage
    3. Enter the date of delivery on the Left Luggage Register
    4. Retain the counterfoil and the tags of the luggage

Left Luggage Register consists of the following details:
    1. Name and room number of the guest
    2. Number and type of article deposited

3. Date of depositing
4. Baggage deposit tag number
5. Expected date of collection
6. Signature of the guest
7. Name and signature of the bell boy depositing the baggage
8. Date of issuing the baggage

Luggage Inventory: It is procedure wherein a track is done for the entire luggage that is stored with the Bell Desk. It is done on periodic basis. Bell captain keeps a track of the entire luggage stored in the Left Luggage room, with the help of bell boys, to ensure the following:

a) Luggage tag number is the same as written in the register
b) All the details are written clearly and legibly.
c) All the bags have individual luggage tag with details mentioned on each tag.

S.No.	Luggage Tag No.	Guest Name	Room No.	Date of deposit	Description of luggage	Collection Date	Remarks

Figure 3.19 Luggage Inventory Sheet

3.6.6 Room Change

There are several reasons for room change:
- Guest unsatisfied with the room
- Maintenance problem
- Foul smell in the room
- Guest wants a room in smoking zone etc.

Guest calls the reception for changing the room. The receptionist identifies a new room for the guest and gives the keys of the new room to the bell boy for assisting the guest in changing the room. It is the duty of the bell boy to take the new key to the guest and escort him/her to the new room as assigned by the receptionist. He carries the luggage of the guest and hands over the keys to the guest.

3.6.7 Handling and Distribution of Newspapers and Magazines

As per the standard operating procedure of the hotel every guest staying in the hotel is supposed to receive a copy of the newspaper in the morning. The bell boys in the night shift are responsible for delivering the newspaper to all the rooms early morning. The bell boy is responsible for printing the room verification report which consists of the various rooms that are occupied. Once the rooms are identified the bell boy places the news paper in the news paper bag and delivers it in each room. It is imperative for the bell boy to check if the in house guests have any news paper preference. If the guests have any such preference the bell boy should provide only that news paper to the guest.

Procedure for making newspaper requisition:
- News paper requisition – Newspaper order is placed a day prior in the evening

- Check for the following during the requisition:
    - Guest In – House tonight
    - Total arrivals next day
    - Various in house outlets
    - Executive offices
    - Hotel cars
- Examples of newspapers placed in hotels
    - Times of India
    - Hindustan Times
    - Indian Express
    - Economic Times
    - Mint

In case of shortage of newspaper received the vendor should be informed so that the newspaper can be sent by the vendor immediately to the hotel.

3.6.8 Handling No-Show

The term 'No show' refers to those expected guests, who make booking in the hotel but due to reason best known to them or due to unforeseen situation/conditions do not arrive on scheduled date and time of arrival and also o not cancel their reservation. They are also referred to as DNA (did not arrive). In case any advance money has been deposited by the guest, the same may be forfeited, and in case the reservation has been received through a travel agent or some other source, the same may be asked to pay the compensation amount for retaining the room for the guest. This amount is called 'retention Charges'.

Extreme care should also be administered by the Night Auditor while night auditing for the No-show guests. Before posting charges for 'No show' the night auditor must verify the status of reservation and make sure that it was a guaranteed reservation and at the same time should ensure that the guest has not been registered (check for any possible duplicate reservation). Be doubly sure before billing a No-Show guest as, in doing so, the risk of losing the future business, particularly in case of travel agent, may be great.

No Show and Cancellation Chart

Following are the no shows and cancellations For………………………………				
Name	No. of Rooms	Date out	Booked By	Cancellations

Figure 3.20 No Show Record

Guest History Systems: The Guest History System tracks the guest movements, preferences and habits with the objective of providing better personalized services. Registration cards do provide useful information, but they are limited in scope. The kind of information found in a guest history system is as follows:

- Name and Address of Guest
- Arrival and Departure dates
- Frequency of visits
- Length of stay in each visit
- Source of bookings (travel agents, airline, secretary, etc.)
- Choice of rooms (location, smoking/non-smoking, colour etc.)

3.7   Handling Guest Queries

The responsibilities of front office staff do not end with the registration and allocation of room. He may require various information regarding hotel, city, state, country, etc. After having installed in the room, the guest would seek the help of front office for various other needs. There must be messages for him or he may leave some messages for someone. He may require some odd assistance like packaging, un-packing bags, secretariat services, etc. At times he may fall sick and may require doctor's assistance. It is also your job to make sure that his bill is kept up to date. The guest is staying away from his city and country and will be looking at you for all kind of assistance which may or may not be directly related with you. As a receptionist you must have answer and solution for all his needs and queries.

Log Book is one of the key books maintained by senior receptionist in providing better services to the guests. The Front Office employees refer to Log book to know the important events that occurred during previous shifts. A log book contains the information regarding unusual events, guest complaints, requests, etc. Any important packet received on behalf of the guest is also recorded in the Log Book. The next shift receptionist reads and signs the log book. Any complaint received from the room, which has not been carried out due to any reason is also recorded in the log book. Suppose, guest complained in the morning that my phone is not working and due to some reason it has still not been repaired/replaced and this fact along with the room number and action taken by the previous shift will be recorded in the log book. If guest needs extra furniture in the evening for a small get together then this also is recorded in the log book with a note that housekeeping is already intimated. The names and room numbers of all VIP's checked in during the shift are also noted. They should be aware of all important happenings in the previous shifts. The senior receptionist and his team must sign the log book before taking over the shift. Common Guest Queries include:

- The best place to enjoy Indian Classical music along with Indian food.
- Can you get me cab?
- What souvenirs do you recommend and from where can I buy them?
- Way to restaurant, cloakroom, conference hall, banquet hall, house phones, etc.
- What recreational facilities are available in and around hotel?
- How to reach important offices like, P.M. Office, Ministries, etc.

- What are the tourist interest places in and around the city? He may ask specifically like monuments in the city, shopping arcades, any beach nearby, golf course, casino etc.
- Where is the theatre, stadium, race course, etc.?
- Where is the bank or from where can I change my foreign traveler's cheques or currency notes?
- Where is the nearest temple, gurudwara, church, mosque, etc.?
- Can you call a doctor or can you guide me to a nearby Hospital?
- Can you tell which movie is running at which theatre?

A large amount of time is usually spent in providing information to visitors of the guest about guest. An up to date information rack is essential. This may be rotatory type, vertical rack or the latest computer VDU. Follow the following basic principles when answering enquiries:

- Be ready to answer any question the guest may have.
- Find out the answer as early as possible if not immediately.
- Be interested in guest and his or her problems.

3.7.1 Wake-up Call

Wake up Calls are a special service offered by most hotels to their guests. Guests wish to be given alarm calls to wake up. These requests are recorded on a Guest Wake-up Call Sheet. The guest's name, room number and time of wake-up call are double checked by repeating the instruction before recording it. Wake-up calls can be extremely critical for guests who have to catch early morning flights. Some guests are sound sleepers and can even sleep through a wake-up call when repeated calls are made to ensure the guest has woken up. Some guests take sleeping pills or are intoxicated after a late night celebration. They may have to be physically awoken by breaking into their rooms if need be. Wake-up calls are absolutely critical for airline crews who have to be woken up at odd hours to operate their flights. The same goes for groups who have to catch the same flight and will need adequate notice to get ready to assemble in the lobby.

The procedure for wake-up calls is as follows:
- **Step 1** When the guest calls for wake-up call allow him to give the details.
- **Step 2** Fill the Wake-up Call Sheet, column by column and repeating the instruction. The main information would be the guest's name, room number, date and time. One will notice that the wake-up call sheet has time zones to help the operator to control calls within those zones. It must be remembered that the actual wake-up call may be done by another operator. So the information must be precise and clear.
- **Step 3** Repeat the entire information back to the guest once again to be sure.
- **Step 4** At the allotted time zone, call the guest by saying, "Good Morning Mr./Ms…… this is your six o' Clock wake-up call". There could be a few different responses:
  - o The guest may not pick-up the phone.
  - o The guest will pick but will not answer
  - o The guest will pick and give a sleepy grunt
  - o The guest will thank the operator for the call.

- o The guest will ask to be given a wake-up call at another time. Each has a different follow-up.
- **Step 5** Always call guests after five minutes saying, "Mr. /Ms….. This is your second wake-up call. Have a nice day".
- **Step 6** For the guest, who does not respond to the wake-up call, contact the lobby manager immediately who will either instruct a bell boy or go himself to wake the guest by entering the room with the master key. A guest not responding to a wake-up call could also be in a state of medical emergency and therefore, such a category of call has to be taken seriously.
- **Step 7** For a guest asking for another time from the one s/he gave in the first instance, repeat the new time and enter the information in the appropriate time zone of the Wake-up Call Sheet. Cross out the old time on the sheet.
- **Step 8** An operator can use his discretion and call the guest a third time if the guest picks the phone and gives no answer or a sleepy grunt. The operator would like to get a verbal response from the guest.
- **Step 9** After giving the second wake-up call strike the guest off the list on the Wake-up Call Sheet to confirm that the procedure has been followed.

Wake-Up Call Sheet

Date: ………Commencing: 12 Midnight/12 Noon Shift: From: …. To ……

Guest Name	Room No.	1200	1215	1230	1245	1300	1315	1330	1345	1400	1415	1430	1445	1500	1515	1530
Guest Name	Room No.	1600	1615	1630	1645	1700	1715	1730	1745	1800	1815	1830	1845	1900	1915	1930

Figure 3.21 Wake-up call sheet

3.7.2 Safety Deposit Locker

The hotel guest needs safety of their belongings especially cash, jewelry and important document. The hotel provides safe deposit lockers for the same. At the time of check-in guests are advised to keep their valuables in the safe deposit lockers available at the front desk for the purpose. Hotel may also provide safe deposit lockers in the rooms. The safe deposit lockers are having single key. The guest using the locker can only operate the safe deposit locker. Some hotels may have lockers which can open by simultaneous use of two keys in that case one is issued to the guest and other is with the front desk agent. This means that locker will only be opened when both the keys are used. Whenever guest wishes to operate the same the front desk agent uses their key and guest uses their key and lock is opened. The hotel may provide this facility with nominal charges or without

charges depending upon the house customs. The guest who wishes to use this facility has to sign in the safe deposit locker register to get the keys of the safe deposit box .
Procedure for using safe deposit locker: Every hotel has its own operating procedure for allotment of safe deposit locker. The standard procedure can be studied under two headings:

1. issue of locker
2. surrender of locker

Issue of Locker: When guest wishes to use the facility extended by the hotel following procedure is followed:
1. An empty safety locker is allocated with the locker number.
2. Safe deposit box registration card is handed over to the and guest is requested to fill the necessary information.
3. Assign the locker to the guest and hand over the locker keys so that guest can use the locker.
4. Guest can keep their valuables and documents and lock the box and carry the keys.
5. The guest can use the safe deposit box as and when required, each time they have to make an entry in the safe deposit locker register.

Surrender of Locker: Guest can surrender the safe deposit box following procedure is generally followed.
1. Ask the guest to lawfully withdraw the articles placed in the locker.
2. Take the locker keys back.
3. Ask them to sign an acknowledgement that they have received all article placed in the safe deposit box and submitted the safety box and it's key

3.7.3 Foreign Currency Exchange

An international tourist coming to India brings the currency of their country. There are no restrictions on the amount of foreign currency or travelers' cheque a tourist may bring into India provided he makes a declaration in the Currency Declaration Form (CDF) given to them on arrival. This will enable them not only to exchange the currency bought in, but also to take the unspent currency out of India on departure. When ever the tourists exchange their currency, an exchange certificate is issued to them. This should be kept by the tourist, as when they will leave the country; this will be required to re-exchange Indian rupees into their country's currency. Foreigners are not allowed to leave India with any local currency. Basic instruction to fill the CDF is provided to the guest along with the form so that they make correct entry in the form.

Any money in the form of travellers' cheque, drafts, bills, cheque, etc. in convertible currencies, which tourists wish to convert into Indian currency, should be exchanged only through authorized money changers (Many hotel also act as authorized money changer) and banks who will issue an encashment certificate that is required at the time of re-conversion of any unspent money into foreign currency.

Exchanging of foreign currency other than banks or authorized money changers is an offense under Foreign Exchange Regulations Act 1973.

Passengers embarking on journeys to any place outside India from a Customs airport/seaport will have to pay a Foreign Travel Tax (FTT) of Rs. 800 and Rs. 180 on journeys to Afghanistan, Bangladesh, Bhutan, Myanmar, Nepal, Pakistan, Srilanka and Maldives.

FORM (CDF)
Currency Declaration Form

Instructions for passengers:

1.   This form need not be completed in cases where the aggregate value of the foreign exchange brought in by the passenger in the form of currency notes, bank notes, or travellers cheques does not exceed U.S.$ 10,000/- or its equivalent and/or the value of foreign currency notes does not exceed U.S.$ 5,000 or its equivalent.

2. Passengers are advised to produce this form to a bank authorized to deal in foreign exchange or money changer at the time of conversion of foreign exchange into Indian rupees or reconversion of rupees into foreign exchange.

3.   Visitors to India may please note that in case they do not wish to encash all the foreign exchange declared above they should retain this form with them for production to the Customs at the time of their departure from India to enable them to take with them the un utilized balance.

4. Details of travellers' cheques/currency notes need not be furnished.

5.   Foreign tourists need not indicate their address

(To be completed by passenger)

I ....
hereby, declare that the following foreign exchange is in my possession at the time of my arrival in India:

(Aggregate value only)

	Name of the currency	Currency notes	Travellers Cheques	Total
1				

Signature ....
Passport No. ....
Nationality ....

To be completed by Customs Officer

This is to certify that the above named person has brought with him foreign exchange as indicated above. Date	.... (Stamp and Signature of Customs Officer)

(Space for endorsement)

Date	Distinctive Number of Encashment Certificate	Amount changed	Stamp and Signature of Bank or Money changer
1	2	3	4

Figure 3.22 Foreign currency Declaration Form

Let us now understand the currency import and export regulations

---

Currency Import:

- Currency import is allowed
- **Foreign currencies**: unlimited, however if the total value in cash exceeds USD 8,000.-, or exceeds USD 10,000. - (or equivalent) in traveller's cheques, it must be declared (See CDF above).
- **From Saudi Arabia**: special banknotes (Haj notes), issued by the Reserve Bank of India, without limit.
- **Local Currency**: Import of Local currency (Indian Rupee-INR) is prohibited.
  Foreign currencies include currency notes, traveller's cheques, cheques, drafts etc. Exchange should be done only through banks and authorized money exchange points.

Currency Export:

- Currency Export is allowed.
- **From Saudi Arabia**: Special banknotes (Haj notes), issued by the Reserve Bank of India up to the amount brought in.
- **Local currency** (Indian Rupee-INR) by passengers proceeding to:
  a. Nepal: No limit (excl. notes of denominations of INR 100. -
    or higher);
  b. Bangladesh, Pakistan or Sri Lanka: up to INR 20. - per person;
  c. Other destinations: PROHIBITED.
- **Foreign currencies**: Up to the amount imported and declared.

Foreign currencies include currency notes, traveller's cheques, cheques, drafts etc. Exchange should be done only through banks and authorized money exchange points.

CURRENCY EXCHANGE PROCEDURE: To deal in foreign exchange a hotel should take an authorization from the Reserve Bank of India. Front office cashier is the authorise representative from the hotel to deal with foreign exchange with the guest. Whenever a guest wishes to exchange the currency of their country into Indian currency they should contact to the front desk cashier for the same. Following steps are involved in exchange of foreign currency:

1. Request the guest to produce their passport to verify their identity.
2. Ask the guest for amount and the foreign currency to be exchanged and determine whether that currency is exchangeable as per RBI guidelines.
3. Check with the exchange rate received from RBI/ nationalised leading bank of the town.
4. Prepare the currency exchange certificate as shown in figure 13.1.

HOTEL ABC
Foreign currency encashment Certificate

Sr. No.: 0786 786
RBI License No. Hot/ABC/0786

We hereby certify that we have purchase today foreign currency from Mr. /Ms…………. …………………. Holder of passport No. …………………. Nationality ………………………. and paid net amount in Indian currency after adjusting the amount towards the settlement of bills for good supplied / services rendered as per details given below.

A. Details of foreign currency notes/coins/traveler cheque purchased

Currency Purchased (Notes and TC Separately)	Amount	Exchange Rate	Rupees Equivalent

Total:………………………

B. Details of adjustment made towards settlement of bills for goods supplied/ services rendered

Bill No.	Date	Amount

Total:…………………………………

C. Net amount paid in Rupees……………………………Amount in Words……………
   (Total under A- Total under B)

………………………………………
(Authorized Signatory)
Name:……………………………………
Designation:……………………………

Note: This certificate should be preserved by the holder to facilitate the re-conversion of the rupees balance from the amount dispensed in column C, at the time of departure from the India, or to make payment in Indian currency for the services received.

Figure 3.23 Foreign Currency Exchange Certificate

5. Ask the guest to sign the currency exchange certificate.
6. Receive the foreign currency in cash/ travelers check.
7. Calculate the total amount to be paid in local currency by multiplying with the exchange rate.
8. Dispense the amount to the guest along with the original currency encashment certificate. Attach the second copy with the foreign currency/ travelers check and leave the stationary copy in the booklet.
9. Fill the details of daily currency exchange transaction in foreign currency control sheet as shown in figure number 3.24.

HOTEL ABC Foreign currency Control Sheet											
					Foreign currency						
Date	Sr.	Name of Guest	Nationality	Passport No.	Pound Sterling	US Dollar	Euro	Others	Rate	Rupee Equivalent	

Figure 3.24 Foreign Currency Control Sheet

10. If the foreign currency is received at the time of settlement of bills the same procedure is applied and balance if any, returned in Indian currency.

3.7.4 Room Selling Technique
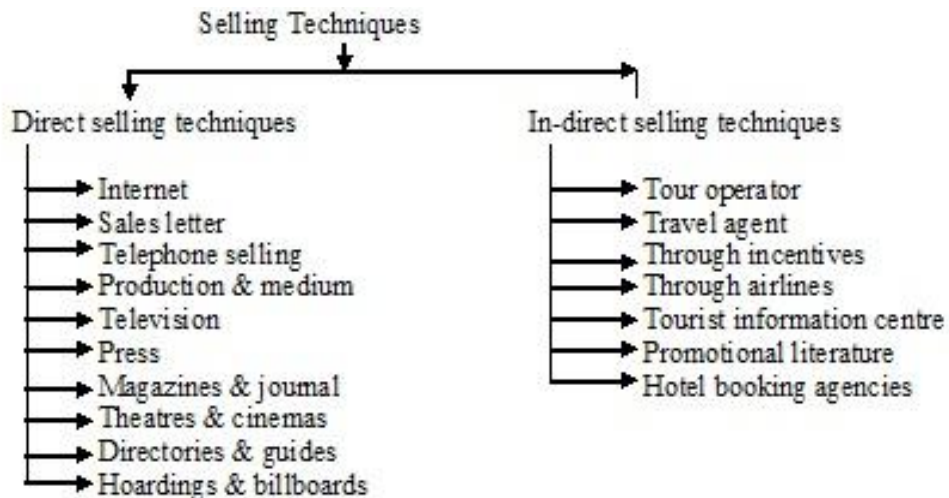
3.7.4.1 Direct Selling Techniques

INTERNET: Nowadays, internet is a very easy, economy, reach-ability, directly booking facility & more informative way of selling & marketing tool. Advance in computer technology make it increasingly easy for the public to access information & make reservation via personal computer.

SALES LETTERS: The hotel management and hotel sales executives are constantly writing sales letter either in answer or an incoming enquiry or in order to stimulate new business. Like every form of selling, writing a successful sales letter requires sympathy. The very first objective behind any sales letter is to grab one's attention so that the reader's attention is grabbed and he has to read on. A really good sale letter requires, planning and research first. It is vitally important to deceive a conclusion, which endeavours to eliminate an immediate response rather than have a generalized open-end letter.

TELEPHONE SELLING: There are many occasions when we could use the telephone more often for outgoing selling and in dealing with incoming enquires. A well-planned telephone sales call can be over and successful in less than thirty seconds. Without going calls you should try to set aside a specific time of the day or week, to telephone new prospects. This kind of telephone selling saves everyone a lot of time and can be remarkable effective.

PRODUCTION AND MEDIUM: The logo of the hotel and name would be printed on napkin, bed sheets and covers, plates text, cards, menu cards, glasses, key chains and stationery so that each time the guests comes in contact with these items, his/her awareness is increased.

TELEVISIONS: This is one media, which has a large number of audiences. Here not only they can hear but they can also see something that is seen tempts to stay in once mind. It is a very important medium as it is used as an adore on sounds.

PRESS: The logo with cater options would be used at here. The logo will be printed once a week in all the leading newspaper and local newspaper in order to promote your hotel sale.

MAGAZINES AND JOURNALS: They usually have a specific and specialized type of readers. Although they have a relatively low circulation compared to newspapers, they have a high readership rate. Magazines like Hotelier Express, India Today, Business India, Airline magazines etc. would be used for this purpose or advertising.

THEATRE AND CINEMAS: Cinemas are places where huge crowds of people gather. Hence the advertisements would be put up on the ticket counters, behind the tickets. The big screen brings enacting to light like television where the costs are high.

DIRECTORIES AND GUIDES: An increasing number of hotel and restraint guides are competing for space on bookseller's shelves. Displays would be places on the yellow pages, as it is widely available display.

HOARDINGS AND BILL BOARDS Advertisements of the hotel will be painted on hoarding in central junctions and busy places. Hoarding will be places in airports, railways, and bus stands, these are the spaces which available at the minimum rate. Billboards can also be placed while shooting movies.

Role of reservation department in selling

The reservation department is a very important inside sales area for many hospitality companies because reservationists may speak with 80 percent of a company's customers. This department is sometimes not viewed as a part of the sales team. It is sometime a separate department, & , unfortunately, the reservations & sales departments within a hotel may have little communication. In worst case scenario, they may actually find themselves at odds. A study of reservation department at Hyatt Corporation revealed that much can be done to improve the effectiveness of this critical inside sale tool. The result of this study showed that reservations training were critical. The training program prescribed was remarkably similar to that for many sales positions. Hyatt focuses on technical aspects, including how to sell. Hyatt's philosophy is that the skills necessary to be an effective salesperson can be taught.

3.7.4.2 Indirect Selling

TOUR OPERATOR: The tour operators work as a middle - men between hotel & potential guests. They provide a bulk business to hotel & for that they charge a commission from the hotel. Reputed tour operator charged their commissions from hotel only while other taking commission from hotel as well as from potential guests. Tour operators have a good knowledge of various destinations & about their history & importance, so they also help to guests while visiting to historical monuments. These tour operators are especially helpful for hotel during the off season. A hotel requires usually sells the hotel room in package plan on lower price to these tour operators.

TRAVEL AGENT: Like tour operator, travel agents are also work as middle men between hotel & guests. Package deals promoted by travel agents are increasingly being used to promote sales during the off − season periods. Sometimes travel agents also provide books of vouchers giving entrance to places of historical or geographical interest, discounted theatre tickets, unlimited travel on the bus or undergrounds & other's promotional incentives.

THROUGH INCENTIVES: These incentives are given to working men & women who are employed in many Multi National Companies, these incentives are given against their good performance. In it, hotel sells some of their rooms (may be individual or in package plan), meals, etc. to these MNC'c against reasonable prices (or discounted prices). Generally, these are also done in off −season in order to promote hotel sales.

SELLING THROUGH AIRLINES: At here, airlines have tie ups with the airport hotels to accommodate their crew members. Hotel room charges have been discussed in advance. Many times, transient guests also used to these airport hotels when their next flight will be delay or after a long period of time.

TOURIST INFORMATION CENTRE: A tourist information centre aims to help customers to book accommodation at any hotel within its own local area. It resembles the hotel booking service, except that it is not a commercial enterprise but a local government

service. If it s a commercial enterprises then it will charge some commission from the hotel otherwise government tourist information centre' employees work on the monthly salaries. Its main role is to provide information about local tourist facilities, including coffee shops, restaurants, bigger shopping malls, historic buildings & other sights, festivals & other celebrations. They also provide the details of local hotels & boarding houses & the great majority will undertake to book accommodation.

PROMOTIONAL LITERATURE: Like brochures, tariff card, etc, are works as a promotional literature, so these should be well designed, colourful & descriptive. If hotel is a part of chain hotel then it is always preferable to include the information & attractive photos of other chain properties. The information regarding other properties includes- its location, types of rooms, etc.

What is brochure & tariff card?

Brochure: Sometime it is also called as "Pamphlet" that is a type of leaflet. Brochures are most commonly found at places where tourist or guests are frequently visits, such as hotel front office, museums, major shops, and tourist information centre. Brochures can be prepared in different styles but the two most common brochure styles are single sheet brochure & multiple page brochure.

Tariff card : Like a menu card, room tariff card is the structure of charges made for the various hotel rooms on different plans & services & facilities provided by the hotel. It is also called as "Rate card, Tariff Plan card". It also shows the extra charges for cribs or for acquiring extra bed or accommodating extra person in the same room. The term "hotel tariff" is most commonly seen in British English, while speakers of American English may use "rate sheet" or "hotel rates" to describe a similar document.

HOTEL BOOKING AGENCIES: Nowadays, it is a very common selling technique because of tough market competition. It also helps in saving the hotel's extra space as well as provides good business. These agencies are usually located in important travel centres like major railway stations & they are particularly useful source for last minute booking like tatkal (an Indian term which means on spot reservation) reservation in trains. Like any other intermediaries, they make their money by charging commission on the bookings to which they arrange. Other hotel reservation agencies deal mainly with travel agents or conference organizers & offer national & international services.

3.7.4.3 Creative Selling Techniques

CONTEST: These contests are organized by the marketing & sales department, these contest support in increasing the sale of hotel's products & services. A contest should be cost effective; that is, increased sales should offset the cost of contest promotion & prizes.

COUPONING: Coupons attract potential guests with a special offer such as free night's lodging after a special number of credits. Coupons can be given out personally, included in direct mail advertising, or in printed newspaper & magazines. A hotel may also increase slack time business by using coupons with other special promotions.

GIFT CERTIFICATE: These are used most often by chains or exclusive properties to increase their sales. They are handled the same way as gift certificate & mainly sold via retail stores.

SAMPLING: Sampling acquaints guests with new food item. Samples help determine whether guests like a new product & also encourage them to order the item is they do.

PROMOTION THROUGH AMENITIES: These amenities are usually placed inside the guest rooms & are designed to create a welcoming impression in the mind of the guest whilst promoting the name & facilities offered by the hotel. It includes – promotion by printing the name & picture of hotel on match box, pencils, writing pads or diaries, calendars & stationary.

PUSH MONEY: It is given by an individual hotel (if chain hotel then by main marketing division) to middlemen (like travel agent, tour operator or tour leader) to push the sale of their hotel's products & services (by preferring guest towards their product & services).

CONTRACT ROOMS: A company that continuously needs hotel space may contract for a number of rooms every day on a yearly basis. For example – airlines will choose a hotel for their flight crews & negotiate a contract (at discounted rate) with the hotels for rooms needed.

3.7.4.4 Personal Selling

It is also called as salesmanship where face to face interaction between seller & prospective buyer is occurred for the purpose of making a sale. In simple terms personal selling or salesmanship refers to the oral presentation to persuade the customer to buy certain goods & services to satisfy his wants at reasonable costs. According to Daniel S. Warner "Salesmanship is a face to face persuasive communication between a seller & prospective buyer".

Personal sales are usually done via telephone. The personal sale call is often the most effective means of customer contact, especially when directed at volume movers of the leisure, business & meeting markets. A personal sale call is used to build rapport with clients or potential clients & sells them the property's products & services. A personal sale call can be divided into three types, these are –

Cold calls: These calls are also called as "Prospect calls" which can either be made in person or by telephone. Cold calls are usually made within a small geographic area with a minimum amount of time spent on each call.

Public relation calls: These calls are made to existing customers in order to enhance the relationship.

Presentation calls: These calls are made to individual committees or groups to explain how your property can meet their needs & ask to their business.

Inside calls: These calls are made to walk ins inquiry about the property or to group buyer, such as tour operators & meeting planners.

Prospecting calls: Prospecting is the life blood of sales because prospecting identifies the individuals & groups that may become the property's client's base in the future. At a minimum, each sales person should be making 10 – 15 calls per week on new prospects.

Courtesy calls. A call given by late shift guest relation person to hotel guest in order to ensure guest's comfortable stays.

Whether by telephone or face to face, personal selling is an art & a good selling technique which can be developed as much as can, so that with quiet confidence, knowledge & enthusiasm for the product the receptionist can highlight the special features of the property, hence that in the mind of the customer that particular establishment has something extra special to offer. All members of staff, in particular the receptionist & contact staff, must be trained in the development of selling technique & good public relation. They must know their product thoroughly & how to promote sales by word of mouth, telephone or correspondence. Staff should be involved in the marketing & sales programmes & targets should be set & staff rewarded when they achieved to previously stated target.

PERSONAL SELLING CYCLE: The personal selling cycle is consist of eight major aspects, these are - prospecting & qualifying, pre-approach, approach, presentation & demonstration, negotiation, overcoming objections, closing & follow up.
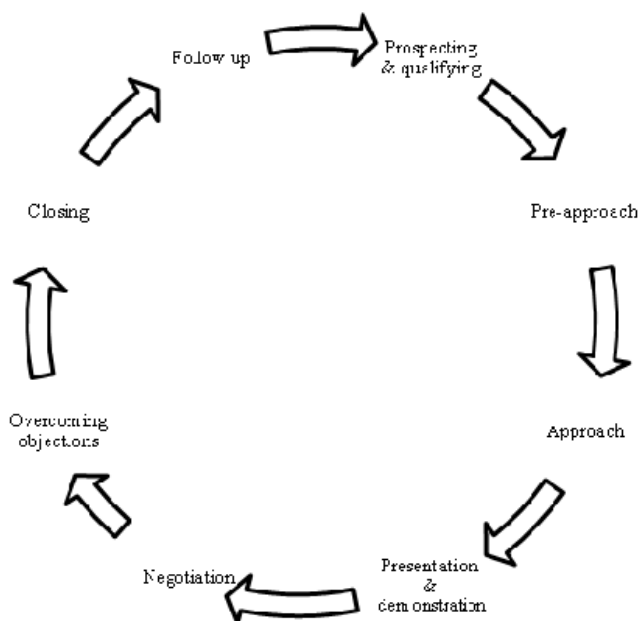
Step 1 Prospecting & Qualifying: The first step in the selling process is to identify the prospects. Although the company will try to supply leads, sales representatives need skill in developing their own. The lead can be developed through many ways such as – through

callings, participating in international trade shows, conducting a sales blitz, using the telephone & mail to find leads & so on.

Step 2 Pre-approach: The sales person needs to learn as much as possible about the prospect company (what it needs, who is involved in the purchase decision) & its buyers (their personal characteristics & buying styles). The salesperson should set call objectives, which might be to qualify the prospect or gather information or to make an immediate sale. Another task is to decide on the best approach, which might be a personal visit, a phone call, or a letter. The best timing should be thought out because many prospects are busy at certain times.

Step 3 Approach: The salesperson should know how to greet the buyer to get the relationship off to a good start. This involves the salesperson's appearance, the opening lines & the follow up remarks. The opening line should be positive, for example, Mr Smith, I am Alice Jones from the XYZ hotel company. My company & I appreciate your willingness to see me. I will do my best to make this visit profitable & worthwhile for you & your company.

Step 4 Presentation & Demonstration: The salesperson now tells the product "Story" to the buyer, following the AIDA formula (Attention, Interest, Desire & Action). The salesperson emphasizes customer benefits throughout, bringing in product features as evidence of these benefits. Sales presentation can be improved with demonstration aids such as booklets, flipcharts, slides, movies & audiocassettes. During the demonstration, the salesperson can draw on five influence strategies – legitimacy, expertise, referent power, integration & impression.

Step 5 Negotiation: Much of business to business selling involves negotiating skills. The two parties need to reach agreement on the price & other terms of sale. Salespersons need to win the order without making deep concessions that will hurt profitability. Unfortunately, for too many hotel salespeople rely almost exclusively on price as their negotiating tool.

Even worse, they often begin negotiating from an already discounted price rather than from the rack rates. Negotiations should always begin with rack rates & price concessions should be given only when absolutely essential. For which numerous bargaining tools exists like – upgrades complementary tickets for the ski lift or golf course, fist class coffee breaks instead of coffee & soft drinks, airport pick up, etc.

Step 6 Overcoming objections: Customers almost always pose objections during the presentation or when asked for the order. Their resistance can be psychological or logical. Physiological resistance includes – resistance to interference, preference for established hotel or airline, apathy, reluctance to giving up something, etc. while logical resistance might consists of objections to the price or certain product or hotel characteristics.

To handle these objections, the salesperson maintains a positive approach, asks the buyer to clarify the objection, and denies the validity of the objection or turn the objection into a reason for buying. The salesperson needs training in the broader skills of negotiation, of which handling objections is a part.

Step 7 Closing: Now the salesperson attempts to close the sale. Some salespeople do not get to this stage or do not do it well. They lack confidence or feel uncomfortable about asking for the order or do not recognize the right psychological moment to close the sale. Salesperson need to know how to recognize closing signals from the buyer, including physical actions, statements or comments & questions.

They can ask for the order, recapitulate the points of agreement, offer to help the secretary write up the order, ask whether the buyers want A or B, get the buyer to make minor choices such as on colour or size or indicate what the buyer will lose if the order is not placed now. The salesperson might offer the buyer specific inducements to close, such as a special price.

Step 8 Follow up: This last step is necessary if the salesperson wants to ensure customer satisfaction & repeat business. Immediately after closing, the salesperson should complete any necessary details on delivery time, purchase terms & other matters. Follow up or foul up is a slogan of most successful salespeople. The salesperson should develop an account maintenance plan to make sure that the customer is not forgotten or lost.

3.7.5 Guest Complaint

When do people complain?: More often it is the result of a series of little things that have been built up to a point where just one more thing makes the customer snap. Most customers hate to complain and will put up with a lot before they will ever say anything

Why Guest Complains?
- ♣ Quality of the product or service may be unacceptable.
- ♣ Choice is limited
- ♣ Wrong product is offered.
- ♣ Timing is wrong
- ♣ Frustration due to the treatment they receive.
- ♣ Being ignored

What Causes Complaints?
- ♣ Where a member of staff has failed to do something properly
- ♣ Where the guest has been kept waiting
- ♣ Where a member of staff had misunderstood the guest
- ♣ Where a guest expects something which is not usually provided.
- ♣ Where a staff member has forgotten to do something.
- ♣ Where a guest feels that he is not getting Value for Money
- ♣ Where a staff member has forgotten to pass on a message.
- ♣ Where equipment and supplies are broken, damaged or missing.

Customers Expectation in Lodging a Complaint
- ♣ To be treated courteously
- ♣ A satisfactory result
- ♣ To be believed
- ♣ Someone to take personal responsibility and make any necessary decisions to rectify the situation (No passing of Buck)

♣ To believe that management values them
♣ To believe that the problem will not be repeated.
♣ COMPLAINT ARE SALES OPPORTUNITIES AND NOT THREATS

3.7.5.1 Types of Complaints

The guests' complaints can be grouped in to four major categories like mechanical, attitudinal, service related, and unusual complaints.

A mechanical complaint is the complaints related with the mal- or non-functioning of the systems and equipment installed in the guest rooms like television, mini-bar, weather control, channeled music, geyser, so on and so forth.

An attitudinal complaint is a condition when guest feels insulted by the rude or tactless hotel staff. Guest who overhears the staff arguments or who receives the complaints from the staff member of the hotel may also make attitudinal complaints.

Service related complaints arise when guest finds delay or fault in services provided by the hotel.

Unusual complaints are complaints over which you do not have any control, example there is no golf course in your hotel, etc.

3.7.5.2 Handling Complaints

Handling guest complaints requires the patience, skills of empathetic listening, experience and decision making skills in the person handling the complaints. Complaints should be taken care tactfully with honesty. If you are unable to handle complaint immediately refer to your superior before situation moves out of control or become worse. Generally a guest does not expect flawless services but, expects whenever there will be a problem, same will be take care immediately by the hotel authority .Following guidelines may be followed while handling guest complaints:

1. Listen silently without interruption with empathy.
2. Show concern and take complaints seriously.
3. Never argue. Remember guest is always right.
4. Never try to win argument, even though you may win the disagreement but the guest is lost forever.(Remember that it requires more expenditure to attract a guest to patronize while requires a little expenditure to make them a repeat guest)
5. Isolate the guest if possible so that other guests may not overhear.
6. Offer choices and never make a false promise.
7. Monitor the corrective measures.
8. Follow up and inform the guest about the solution.
9. If unable to resolve the guest problem refer to superiors.

Benefits derived from Guest complaint
1. They highlight guest views and needs.
2. They reveal weaknesses in standards and systems.
3. They provide free quality control.
4. They highlight priorities.

5. They provide free auditing.
6. They provide free market research.
7. They can be a means of getting company approval for capital expenditure.
8. They identify training needs.
9. They prevent complacency by providing an objective 'eye'.
10. They enable us to prevent re-occurrence of the event.
11. They enable information about competitors.
12. They give an additional opportunity for guest contact.
13. They provide an extra sales opportunity.
14. They allow retaining a customer.
15. They should be used to develop staff morale and inter-departmental communications.
16. They can be used to develop the management team.
17. They develop the social skills of management and staff.
18. They provide feedback on staff/management appraisals.
19. They can involve senior management in hotel problems.
20. They provide a means of monitoring supplier's standards.
21. They lead to increased profitability.

Steps to be followed

1) Greeting and acknowledge the guest appropriately	7) Offer suitable solution and get commitment
2) Invite the guest to AM desk for a discussion	8) Follow up the action
3) Listen to the guest complains carefully, take down any detail if necessary	9) Check with the customer to ensure satisfaction
4) Apologize for the inconvenience caused immediately and show empathy	10) Thank the customer for bringing up the matter to hotel management
5) Inform guest that you will follow up immediately to solve the problem	11) Log down the complaint in the logbook for management review
6) Investigate and get details from department concern	Remarks: If the guest will not quiet down or demands or see the hotel manager, it is advisable to seek assistance from FOM.

The steps outlined below should be followed in order to ensure that the objective is achieved.

Avoid conflict

  − Say "how can I help you?"
  −Try to guide away from other guests and staff.

Listen

  −Allow the guest to tell his story

− Do not interrupt

− Try to identify his needs

Show Empathy

− Apologize

− Show concern

− Display humility

− Avoid arrogance

−If possible, invite him to sit down

Do not justify

−Avoid making excuses

−Only give explanations to satisfy an identified need for an explanation

Ask Questions

− Make sure you know all the facts by asking questions.

−You can also confirm that you have identified his needs correctly

Agree and take action

−Make sure you get his agreement to your proposed course of action

− Remember it is wrong to buy your way out of trouble.

Follow Up and feedback

− Make sure you follow up the actions taken to ensure that it is completed satisfactorily.

− Take preventive action to avoid re-occurrence of complaint.

− Give feedback to guest

CHECK YOUR PROGRESS-III

1. Write a note on Guest Mail Handling.

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2. Explain the procedure of currency exchange in hotel.

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3.8   SUMMARY

In the present unit we have studied the second phase of guest cycle i.e. Arrival. The unit has introduced the process of registration. The registration process starts with the identification of guest status, formation of registration records, room and rate assignments, establishment of credits**,** completion of check in procedure and issuance of room keys and generation of documents during registration process. The registration records are made according to Foreigner's Act 1946 and The Registration of Foreigners Rules, 1992 on the format F provided in the law. The later part of the chapter contains the registration and check-in activity of guest with confirm reservation, walk in guest, VIPs, check-in procedure groups/crew (domestic & international), scanty baggage guest and foreigner.

Hotel can take this advantage by selling its product to regular & potential clientele, for which hotel can use several selling techniques, i.e. direct & indirect selling techniques. Direct selling techniques includes – internet, television, advertisement, sales letter, telephone & so on. While indirect techniques involve some middlemen who assist in encouraging hotel sales against which they take their commission. Indirect selling techniques includes – selling through tour operator, travel agent, airlines, tourist information centre, etc. Nowadays, hotels also have started to use personal selling (by giving prospecting calls, courtesy calls, cold calls, etc.) & creative selling techniques (such as – coupons, gift certificate, sampling, etc.) in order to inculcate their products & services sales.

3.9   GLOSSARY

Bag Delivery - The process of delivering the luggage of group members to individual group members' room after the group has check in to the room.

Bell captain - Also called as hall porter and in charge desk staff i.e. uniform staff.

Bell cart - A luggage trolley used to carry luggage to and from the guest room by the bell boy. Also called "Bell service".

Bell desk/bell stand - The bell desk is a special desk located in the lobby from where the senior bell caption operators with his team. also called as "porters' lodge".

Bell person /boys slip – This is a slip which is prepared to communicate to the bellboy about the room of the guest which has requested for bell service.

Brochure: It is a kind of small booklet or pamphlet, often containing promotional material or product information of hotel's products & services.

Check-in- Procedure of receiving the guest, assigning and allocation of room and registering of a guest in the hotel.

Cold calling: It is the process of approaching prospective customers or clients, typically via telephone, who was not expecting such an interaction. The word "cold" is used because the person receiving the call is not expecting a call or has not specifically asked to be contacted by a hotel sales person.

Computer: An electronic device used to maintain the records of all the transaction of bell desk and quick access of the information.

Concierge—A person usually found in American hotels responsible for providing

Consumer oriented: It is also called as market concept which relies on customer satisfaction. The hotel firmly believe that they have to offer that products & services which excellently satisfy to the guests.

Contract room: A company that continuously needs hotel space may contract for a number of rooms every day on a yearly basis. For example – airlines will choose a hotel for their flight crews & negotiate a contract (at discounted rate) with the hotels for rooms needed.

Date and Time stamping machine - Time Stamping Machine and Date Stamp machines are typically used for document tracking, numbering forms and/or time validation.

Early arrival -A guest who arrives before his expected/scheduled date /time of arrival.

Expertise: The salesperson shows deep knowledge of the buyer's situation & hotel's products, doing this without being overly smart.

Form C: According to 'The Registration of Foreigners' Rules 1992'; rule 14 makes it obligatory on the part of innkeeper to send information about foreigners registered at their

hotel. Any person who is not an Indian national (person having the passport of country other than India except Nepal and Bhutan) is known as foreigner.

Guest history card - A card which is maintained for regular and VIP guest and the personal details such as his liking and disliking, birthdays, marriage anniversary etc. are recorded in his card. Any complains suggestions and number of visits are also recorded in it.

Guest History Card: A record of the guests visits including rooms assigned, rates, special needs and credit rating.

Legitimacy: The salesperson emphasizes the reputation & experience of his or her company.

Lost & found - An area where all items found by the staff is stored.

Luggage Nets - They are used by the bell desk for covering luggage of a particular group to avoid mix-up of baggages with other group.

Luggage pass – An authority for the guest luggage to be removed from hotel.

Luggage Trolley - Baggage carts, luggage carts or trolleys are used by the bell boys to carry individual luggage, mostly suitcases.

No Show: A guest with confirmed reservation that has not turned up.

Overstay - A situation in which the guest does not leave on the day of scheduled departure and continues staying in the hotel.

Pagers - A pager (often called a beeper) is a simple personal telecommunications device for short messages.

Personal selling: This selling technique is also called as salesman ship which refers to an oral presentation to persuade the guest to buy accommodation & its services to satisfy his wants at reasonable price.

Postage Scale - Postage scales in the hotels are used to weigh the mails, parcels and packages of the guest.

Product oriented: Product concept holds that guests will favour to those products that offer most quality, performance or innovative features.

Promotional literature: Like brochures, tariff card, etc, are works as a promotional literature, so these should be well designed, colourful & descriptive.

Prospecting call: It is a call made by hotel's salesperson on routine basis (it may be daily or alternate days or weekly) in order to attract potential guest. Prospecting is the life blood of sales because prospecting identifies the individuals & groups that may become the property's client's base in the future.

Questionnaire: A document that is used to guide what questions are to be asked respondents and in what order, sometimes lists the alternative responses that are acceptable. It works like a feedback or response form.

Registration - A process of completion of check-in and the guest signing a registration card or arrival register.

Registration card - A document where a checking-in guest writes details such as name, address, passport details, nationality , date of arrival, date of departure, purpose of visit etc. and signs..

Rooming - A procedure of directing a guest and installation of his luggage to room at check-in the time.

Sales force: The term sales force depicts to all those positions or people who are involve in hotel's sales & marketing activities whether involved directly or indirectly.

Scanty Baggage: A guest with hand baggage or no baggage.

Second chance selling: In second chance selling, the sales department contacts client who has already booked in event such as a two day meeting. Opportunities exist to sell additional services like airport pick up & delivery to upgrade rooms.

Skipper - A guest who leaves the hotel without setting his bill.

Sleep out- A sold room where the guest did sale but not sold out.

SPATT - A special attention guest, guest, for example, a guest needing a wheel chair.

Stay-over: A resident guest proceeding towards his departure date everyday during his stay.

Suit room: As the name suggests suit rooms are designed to accommodate elite clientele because these rooms are expensive than standard rooms. In suits usually there are two interconnected rooms, with one room as living room & others as bed room & usually expensive in nature.

Tariff card: A tariff card or room tariff card is the structure of charges made for the various hotel rooms on different plans & services & facilities provided by the hotel. It is also called as "Rate card, Tariff Plan card".

Turn away - To refuse accommodation to walk-in guest, because the rooms are not

Under stay - A guest who checks out before his scheduled date of departure.

Up selling: The ability to move a guest from a lower-priced product to a higher-priced product.

Upgrades: The process of offering a better room type than initially reserved

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3.12 TERMINAL QUESTIONS

SHORT ANSWER QUESTIONS

Choose the correct answer

1) ....is a call made by hotel's salesperson on routine basis (it may be daily or alternate days or weekly) in order to attract potential guest. It works as a life blood of sales because it identifies the individuals & groups that may become the property's client's base in the future.
   a) Prospecting calls
   b) Public relation calls
   c) Courtesy calls
   d) None calls

2) A card which contains the information in relation to hotel room rates, applicable taxes & other information is called as........................
   a) Menu card
   b) Comment card
   c) Tariff card
   d) None card

3) A company that continuously needs hotel space may contract for a number of rooms every day on a yearly basis. The room which used for this purpose is called as...........................
   a) Contract rooms
   b) Hospitality rooms
   c) Suit room
   d) None room

4) ....technique is also called as salesmanship which refers to an oral presentation to persuade the guest to buy accommodation & its services to satisfy his wants at reasonable price.
   a) Personal selling
   b) Advertisement
   c) Sales promotion
   d) None

5) A......................is the structure of charges made for the various hotel food & beverage items offered by the hotel.
   a) Brochure
   b) Menu card
   c) Tariff card
   d) None

Match the following
1) Marketing   Product oriented approach
2) Selling   Customer oriented approach
3) Hotel services   Perishable product
4) Hotel room   Non transferable
5) Brochure   Promotional literature

State whether true or false
1) Brochure is more impressive & always cost effective advertisement tools for hotel in comparison to any the promotional literature.
2) Tariff card can also be called as room rate plan or comment card.
3) Nowadays, reservation department works as a sales force team in much close proximity to sales & marketing department than front office.
4) Selling concept is always customer oriented while marketing concept is always product oriented.
5) The "Top down" strategy has the agent quoting a rate for the hotel's best room type (i.e., most expensive) and moving down to a lower rate if not accepted.

LONG ANSWER QUESTIONS
1. Define reception.
2. What do you understand by pre-registration activity? Explain the importance of pre-arrival activity.
3. What is registration? Explain the legal implication of registration.
4. Explain the flow of registration process.
5. Explain the form F and Form C.
6. Explain the Check-in procedure of Guest with confirm reservation
7. Explain the Check-in procedure of Walk in guest
8. Explain the Check-in procedure of Scanty baggage guest
9. Explain the Check-in procedure of Foreigner
10. What is self check-in terminal? What are advantages and disadvantages of having the same?
11. Differentiate between sales & marketing?
12. Classify the various characteristics of service & explain to each characteristic in brief.
13. What are the various direct & indirect selling techniques (or mode) which hotel uses to inculcate its sale of product & services, explain any 10 techniques in brief (05 under each)
14. Write a short note on personal selling.
15. What are the different types of mails received by the hotel?
16. Explain the procedure of distributing the guest mail followed in hotel.
17. Explain the use of location form in handling telephone in absence of the guest.
18. Explain the procedure by which hotel ensures the delivery of the messages take for the guest.
19. Key control is essential. Comment
20. What do you understand by paging? Explain the paging process.
21. What role does Page board plays in paging?
22. Explain the procedure of allotment and surrendering safe deposit box?
23. Explain the procedure for the wake-up calls.

UNIT: 04
THE GUEST DEPARTURE AND POST DEPARTURE SERVICES AT FRONT DESK

Structure

4.1 INTRODUCTION

In the previous units we have studied about the pre-arrival, arrival, registration and meeting in house guest requirement. In this unit, we will be studying the departure procedure and settlement of guest accounts. This unit will assist you in understanding the guest check-out procedure. This covers the departure stage of guest cycle by examining the Check-out procedure, modes of bill settlement like cash and credit, and about check-out options. This unit begins with departure procedure, covering the standard departure procedure and departure procedure in manual, semi-automated and fully automated system. The modes of settlement are discussed with illustrations. The later part of the unit discusses the various check-out options.

The aim of the hotel business is to generate profit by providing services like accommodation, food and beverage, and use of facilities such as fitness center, sauna bath, Jacuzzi so on and so forth to the guest in return of money. The maintenance of financial transactions with the guest is utmost important. The hotel is responsible to maintain the guest account. The hotel should ensure that the guest account is maintained properly and accurately. The guest's duration of stay is generally very short in most of the cases and they may have a large number of transactions, only timely posting in the guest account will ensure the hotel to make an accurate bill and receive the payment from the guest. The present chapter is aimed to provide an overview of how hotel maintains the guest accounts and ensures the settlement of the same from the guest. The chapter begins with discussing the different type pf account followed by detailed study of folios, vouchers, and ledgers. The process of creating and maintaining of guest account is discussed in the later part of the chapter. The present chapter also deals with credit monitoring and foreign exchange at the end.

4.2 OBJECTIVES

After reading this unit you will be able to understand:
* Departure procedure
* Mode of settlement of bills
* Check out option
* Types of accounts
* Folios
* Vouchers
* Ledger
* Front Office Accounting Cycle

4.3   CHECK-OUT AND SETTLEMENT

The last contact of the guest with the hotel takes place during check-out activity. In fact, this is the last face to face interaction between the guest and hotel employee. This phase is very important as guest settles the financial transactions with the hotel. This is the time when hotel can impart the long lasting impression on the guest. Generally the check-out activity are more during specific hours, may lead to a long queue. The check-out and settlement process accomplishes following important activity:

- Settlement of guest account balances
- Updating front office records
- Creating long lasting impression

The front desk cashier prepares the guest folio and records every credit transactions with supporting vouchers during their stay. On the basis of the same bill is prepared and presented to the guest. Guest settles the account by any agreed mode of payment. The check-out and settlement activity results updating front office records like room status, in-house guest statistics, creation and updating guest history card. The speed and accuracy in preparation and presentation of bill will lead to maximization of guest satisfaction. The error free bill and speedy processing of check-out request reflects the professional image of the property. An efficient handling of guest during this phase imparts lasting good impression on guest.

4.4   DEPARTURE PROCEDURE

Departure is a very critical time because it may add to guest's total satisfaction or it may ruin the entire effort of the hotel to make a pleasurable stay at hotel. Departure is the last phase of guest cycle. In this phase guest settles their accounts and proceed for their next destination. As the maxim goes "all well that's ends well", same is the case with the experience of stay at hotel. If departure is pleasant guest considers the memorable stay at hotel and to attain the same every hotel has its coordinated activity for check-out to impart the last good impression on guest. The sequential steps involved in check-out are known as departure procedure. The steps may slightly vary according to the degree of automation of the organization. Normally following sequential steps are involved in departure procedure:

- Check out request
- Front desk sends bell boy to carry luggage down
- Front desk sends Departure notification to all department
- Front desk informs all point of sales to rush last minute credit transitions
- Front desk updates guest folio
- Guest arrives at front desk for departure and room keys are collected from them.
- Guests bill is prepared and presented for their review
- Method of payment is determined
- Payment is revived from the guest
- Luggage out pass is made
- Marketing follow through
- Communication about departure of the guest to housekeeping and all department
- Updating front office record

Check Out Request

Check out request is received from the guest either at front desk or at bell desk. The intimation regarding the departure is communicated to all the department and point of sales. While processing the check-out request front desk employee should proceed as under:

- Greet the guest
- Confirm guests details like name, room number etc.
- Check departure date; in case of early departure inform other departments.

Front Desk Sends Bell Boy

Front desk inform bell captain to sends bell boy to carry down the guest luggage. The bell boy will fill the departure errand card. The bell captain will make entry   in bell captain control sheet. The bell boy move to the guest room and announces himself and knocks the room and enter in the guest room with due permission from guest. Apart from carrying the luggage of the guest the bell boy is also expected to following:
- Have a brief look of the room for any damage to property.
- Draw the curtains and lock the balcony and windows.
- Check for any guest belongings left by mistake.
- Collect room keys from guest
- Check the mini-bar consumption or politely enquire from the guest about the same.
- Lock the room and hang "clean my room" tag on door knob so that housekeeping department can quickly clean the room for next occupancy.

Hotel MNO				
Reception	**Cashier**	**Information**	**Departure Date & Time**	**Room No.**
Bell Boy Name:				Call Time:
Name of Guest:				Room No.:
Articles				
Suitcase	Hand Bag	Package	Briefcase	Overcoat
Others				
Baggage brought down by Signature	Baggage Loaded by Signature			

Departure Errand Card

Informing Point of Sales to rush latest credit transitions

The front desk informs housekeeping and all point of sales to rush the latest credit transactions to the front desk so that the cashier can add them to the guest account and payment is received.

HOTEL ALPHA

Reception:……………..
Department:…………………

This is to inform you that following guest are departing from the hotel kindly rush the credit charges to front desk.

Name of Guest………………   Room No……………………
Date of Departure:………………   Time:…………………

Authorised Signatury

Sample of Departure Notification Slip

Front Desk Updates Guest Folio

The front desk cashier updates the guest folio by:
- Adding latest credit transactions received from the point of sales
- Checking if any late check-out charge is applicable.
- Checking for any late charges
- Examining the current entries in the guest account

HOTEL DELTA				

Name of the Guest: Mr. Karim Khan
Date of arrival: 10th November, 2007
Date of Departure: 11th November, 2007
Number of Pax: one
Rom No.: 2010
Rate: Rs. 5000
Folio NO.: 21786

Date	Item	Description	Debit	Credit
10/11/2007	1	Cash		6500
10/11/2007	2	Room	5000	
10/11/2007	3	Dinner	500	
10/11/2007	4	Gazal Bar	800	
11/11/2007	5	Breakfast	300	
11/11/2007	6	Cash		100
Amount to be settled by the guest: **Nil**				
Balance: Rs 00.00				

A Sample Guest folio

Bill Preparation and Presented

Guest bills are prepared on the basis of guest folio. While preparing the bill the front desk staff must ensure about late check-out charges, if applicable should be added in to the master bill. Check-out time is the time at which a departing guest is expected to vacate the room. Normally the check-out time is 5 noon. Late check-out charges are normally a Point of contention, to avoid such situation; guests are often asked abut their expected departure time at the reservation stage. They are also informed about the addition of extra charge in case of late check-out at the time of registration.

Late charges are another problem for the front desk cashier in preparation of guest bills. A late charge is the charge for the services or use of a facility by guest which reaches to front desk cashier when he has prepared the master bill of the guest. The common examples of late charges are:

- Laundry bill
- Local or long distance call
- Morning break fast
- Mini bar consumption
- Valet service

The late charges can be a potential loss for the hotel if they reach to front desk when guest has already settled the bill and possibly left the hotel. In order to reduce the losses due to late arrival of charges, cashier should confirm from point of sales about any charges left for the departing guest and should also enquire about the mini-bar consumption from the guest, before preparing the master bill.

In the case of manual operation the following procedure is normally used to prepare the guest's bill:

- Bills are prepared in duplicate.
- Check the room number
- Take out the guest folio
- Calculate the correct number of room night and establish whether a late check-out charge is to be added.
- Enter the guest's credit transitions in the bill in order of occurrence.
- Enter the method of the payment (Cash, Credit Card or bill to company)
- The bills along with supporting, prepared by the cashier is presented to the guest for his review. The guest verifies all the charges made in the bill.
- Give the top copy of the bill to the guest.
- File the second copy in the night auditor's file.

Determination of Mode of Payment

The method of settlement of the bill is generally established during registration or even before at reservation stage. The front desk is generally aware about the mode of settlement of the bill. This information will help the front desk cashier to make guest bill easily. He will be able to take necessary authorization from superiors in case bill is settled

by personal Cheque (normally not entertained by most of the hotels). The methods of payment of bills are Cash in local and foreign currency notes, Cash equivalents like demand draft, traveler's Cheque, Debit Card, Credit payments like Charge cards, Credit Card, Travel Agent Vouchers, Corporate billings.

Reviving Payment

The guest reviews the bill and makes the payments in pre-decides mode. The payment may be made through Currency Notes, Traveler's Cheque, Personal Cheque, Demand Draft, Debit Card, Credit Card, Charge Card, Travel Agents Vouchers, and Corporate billings. The front desk cashier follows the house policy in collecting the payments from guest.

Marketing Activity

Check-out is the last opportunity for face-to-face contact with the guest. The same can be utilized for marketing efforts in following way:

- The front desk employee can ask guest about their experience with the property.
- Any problem occurred during stay can be noted and provision should be made for their rectification.
- The front desk employee can ask for future reservations:
- In the same property for return trip
- In the same chain at next destination of the guest

Communication of Departure to All Departments

The front desk informs about the departure of in-house guest to all other department for smooth operation of the hotel. The point of sales will be aware that they should not offer credit facility to a guest who has already has settled their bills. The housekeeping department will do the following:

- Up date the status of room from occupied to vacant
- Hasten the cleaning of room so that the room can be allotted to next guest.
- Block the room for special cleaning process like spring cleaning
- Look for maintenance requirement in the room.
- Re-furnish the room for future sales.

Updating Front Office Record

Departure of guest from hotel results in:
- The room occupied by them becomes vacant
- The guest does not remains an in-house guest

Hence it is very important for the front desk employee to update front office records as soon as possible. The following records are updated:

➢ Records related to room status
➢ Guest history card

Records related to room status

As soon as a guest checks out the rooms status changes from occupied to vacant and after cleaning by housekeeping department it is again ready for next guest. A front desk employee will update following records related to room status:

- Removal of guest name from room rack at information desk
- Change the room status from occupied to vacant/dirty

Creating/Updating Guest history card

Generally most of the hotels prepare a record of existing guest having details like previous arrival and departure, type of room and rate charged, their likes and Dislikes, amount spend by them. This record is known as Guest History Card. The guest history card should be updated after the departure of the guest. Every hotel has its own policy to decide which guest should be to guest history records. The guest history record of corporate clients is also prepared. A guest history card plays following role:

- It provides current marketing data
- The demographical data like age, sex, income, occupation, marital status etc. helps to develop new marketing strategy.
- The guest's personal likes and dislikes will help the front desk to serve a guest in better possible way.
- The data from GHC revels about the frequency of visit by the guest, if guest is a frequent user of the hotel, his name may be entered in frequent users list and promotional offers may be offered to them.

Hotel Club Inn
Sr.No. 000786
Guest History Card

Name………………………
Company……………
Designation…………………
Address………………
Credit………………………
Date of Birth…………
Marriage Anniversary………………

SN.	Arrived	Room	Rate	Departed	Amount	Special Instructions	Remarks
1							
2							
3							
4							
5							

Sample Guest History Card

4.4.1 DEPARTURE PROCEDURE IN MANUAL SYSTEM

Following steps involved in departure procedure if hotel is running on manual system:

- Check out request received on front desk or at bell desk
- Front desk sends bell boy to carry luggage down
- Bell boy will fill the Departure errand card.
- Front desk will send the Departure Notification Slips to point of sales and other departments of the hotel (the number of DNS will be equal to the number of department to whom it will be send).
- Front desk informs all point of sales to rush recent credit transitions.
- Front desk casher updates guest folio on the basis of recent charges is received from the point of sales.
- Guest reaches to the cashier's desk.
- Master bill is prepared manually with supporting vouchers/ bills and presented for guest's review
- Method of payment is determined and payment is revived from the guest
- Luggage out pass is made.
- Front desk Communicate about departure of the guest to housekeeping and all department
- Updating front office record
- Removal of name slip from room rack at information desk
- Up dating the current room status
- Entries are made in guest history card.
- Entry is made on arrival/departure register

HOTEL SAMPLE INN
No. 0024500786
Name of Guest……………………….   Room No………………
Date of Departure:…………………   Time:……………………
Bill No…………………………………………….
Billing Settlement
☐Complete   ☐Partial   ☐orporate Settlement   Othe☐……….
…………………………………………………………………………………
(_____)
(_____)
Authorised Signatury   **Date**

Luggage Out Pass

4.4.2 DEPARTURE PROCEDURE IN SEMI-AUTOMATED SYSTEM

Following steps involved in departure procedure if hotel is running on semi-automated system:

- Check out request received on front desk or at bell desk
- Front desk sends bell boy to carry luggage down
- Front desk will inform point of sales and other departments of the hotel. Through telephone and send Departure Notification Slips.
- Front desk informs all point of sales to rush recent credit transitions to avoid late charges.
- Front desk casher updates guest folio
- Master bill is prepared using national cash register with supporting vouchers/ bills and presented for guest's review
- Payment is revived from the guest
- Luggage out pass is made
- Front desk Communicate about departure of the guest to housekeeping and all department
- Updating front office record
- Removal of Name slip from room rack at information desk
- Up dating the current room status
- Manually updating guest history card.
- Entry is made on arrival/departure register

4.4.3   DEPARTURE PROCEDURE IN FULLY AUTOMATED SYSTEM

Following steps involved in departure procedure if hotel is running on semi-automated system:

- Check out request received on front desk or at bell desk
- Front desk sends bell boy to carry luggage down
- Front desk will inform point of sales and other departments of the hotel through interlinked computer network.
- Since all the point of sales terminals are interlinked hence any credit transaction of guest will instantaneously added in the guest folio.
- Master bill is prepared by selecting the bill option of the cashier module. Master bill along with supporting vouchers is presented to guest for review.
- Payment is revived from the guest
- Luggage out pass is made
- Front desk Communicate about departure of the guest to housekeeping and all department
- Updating front office record
- Auto removal of name of the departed guest from the in-house guest name list.
- Current room status is automatically updated from occupied to vacant/dirty.
- Guest History Card (GHC) is automatically updated

CHECK YOUR PROGRESS-I

1. Explain departure procedure.
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

2. What is Guest History Card? Explain its use.
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

4.5 MODE OF SETTLEMENT OF BILLS

Most of the hotels, at the time of registration or even at the time of reservation request determines about the mode of settling the accounts. This makes it very convenient for the front desk employee to prepare the guest accounts, when intimation about the check-out is received from the guest. There are following modes of account settlement:

- Cash settlement
- Credit Settlement

4.5.1 Cash Settlement

Cash payment option is one of the most preferred modes of settlement of guest account. This leads to the zeroing of the guest accounts. The cash settlement includes following modes of account settlement:
- Currency Notes
  - Local currency
  - Foreign currency
- Travelers Cheque
- Personal cheque
- Demand Draft
- Debit Card

Currency notes

      The guest can settle their account by paying the currency notes. This is one of the widely accepted modes of account settlement. While accepting currency notes the cashier should check that the currency notes are genuine. Following procedure is generally adopted for accepting cash payments:

- Check the daily currency conversion rate if accepting foreign currency.
- Retain the amount out side the cash drawer till the transaction is completed.
- Count the value of currency in front of the guest.
- Make the currency encashment certificate if accepting foreign currency.
- Issue a receipt for the transaction.
- As per the government regulation, accept only foreign currency from foreigners and change; if any should be made in local currency.

Travelers Cheque

      Travelers Cheque is also among the widely accepted mode of account settlement. A traveler's cheque is issued by the bank. The guest purchases the traveler's cheque (TC) by paying the charges to the bank. The value of the TC is written on it. The purchaser of the Traveler's cheque put two signatures, one in front of the issuing authority and a second signature in front of encasing authority. The traveler's cheques are safe. The loss and theft of traveler's cheque should be reported to the issuing bank and local police authority. While accepting traveler's cheque from the guest for settlement of the bills the front desk cashier should proceed as follows:

- Ensure that the second signature is done in front of him.
- Check the guest's passport to establish identity.
- Note down the passport number at the back of the traveler's cheque.
- If traveler's cheque is in foreign currency calculate the correct exchange as per daily rate.
- All change must be given in local currency

Personal Cheque

      Personal cheques are normally not accepted mode of account settlement. In case if a guest insists to settle their bills by personal cheque ask them to get authorization from the lobby manger. When authorization from lobby manager is received, give them the application for payment by personal cheques. Check the following details:

- Match the signatures (in application form and on cheque)
- Cheque is crossed by "A/c Payee only"
- Check the amount written in figures and words are matching
- Check the date on cheque; it should not be post dated.
- Accept only MICR(Magnetic Ink Character Reader) cheques
- Do not accept second or third party cheques

Date:………………….

Pay   …………………………………..or   Bearer   sum   of
………………………………………………………………………………
……………………………………………………………

Rs.

A/c No.	045888	Initials

Industrial Bank of India   Dinesh Pratap Singh
H-Block, Red squire,
Lucknow

" 024 649"   "2000 0000 45"

Sample of Personal Cheque

Demand Draft

Demand drafts are issued by the bank. The person who wishes to obtain a demand draft makes a request by filling the required form to bank for issuing a demand draft. The bank charges commission and issues demand draft. Demand draft is a negotiable instrument, used for making payments. It can be crossed; when it is crossed the payment will be made to payees account only. Demand draft is secured mode of payment.

Debit Card

A Debit Card is a plastic card issued by the bank. It can be used to make payment against purchases at merchant establishment. In many countries it also acts as ATM Card (Automated Teller Machine) to withdraw money from ATM. Debit card is safer for account settlement as the amount is directly debited from the guest's bank account and instantly credited into the hotels account. When the card is swiped the EFTPOS (electronic fund transfer point of sale) terminal contacts the computer network of the bank to verify and authorize the transaction.

4.5.2 Credit Settlement

A credit settlement is settlement for which hotel does not receive any payment on the day of departure of the guest. It includes:

- Credit Card / Charge Card Payments
- Travel Agents Vouchers
- Corporate Billing

Credit Card / Charge Card Payments

Credit cards are among the most favored mode of account settlement. It is very convenient for the traveler to carry the credit card rather carrying the cash. Most of the

hotels accept the major credit card. The credit card companies issues the list of lost and stolen credit cards. A credit card is issued and processed by bank e.g. Visa, Master. A charge card is issued and processed by privet credit card companies' e.g. American express, Diners club carte blanque etc. Credit Card and Charge card are widely accepted in merchant establishments. A charge card is a specific type of credit card. The balance in charge card account is payable in full when the statement is received and can not be rolled over from one billing to the next. While processing payment through credit card the front desk cashier may follow these steps:

- Check the expiry date of credit card
- Check the credit limit of the card, if amount of bill exceeds the limit of the credit card request to pay the balance in cash.
- Swipe the card through the EFTPOS terminal for verification and authorization from the issuer of the credit card.
- Ask the guest to sign on transaction slip.
- Verify the guest signature on transaction slip from the signature panel at reverse of the credit card.
- Return the credit card and carbon copy of transaction slip to the guest.
- Follow the standard operation procedure to process the payment of the guest folio as per the house customs.

Travel Agents Vouchers

Most of the tour operators and travel agencies, selling package tour receives the payment for accommodation, food and beverage, and other services from the travelers at the time of selling the tour package.

The travel agency makes the bookings on behalf of the traveler. They send a voucher containing the details about the billing instructions and services to be provided to the traveler. Apart from the travel agency and tour operator airlines (having contract with hotel) also send MAO (meals and Accommodation Order) or PSO (Passenger Service Order) to layover passenger or incase of delay of flights. In both the cases the hotel obtains the payments from Travel agency or Airlines.

While processing the travel agent vouchers or MAO/ PSO front desk cashier should proceed as follows:

- Read vouchers carefully.
- Refer to the list of approved Travel agencies
- Check the billing instruction
- In case of foreign travel agency voucher get authorization from the lobby manager
- Check the expanses covered by the voucher.
- Collect the payment from the guest for the services utilized by them and not covered by the voucher.
- Attach all the vouchers duly signed by the guest with the master bill and ask guest to verify and sign the bill.
- Do not give the copies of signed bills to guest.

- Send the guest bill and voucher to accounts department for collection of the amount.

Corporate Billing

The companies whose executives are traveling on the expanse of the company normally make an agreement with the hotel regarding the stay and other facilities to be offered to their executives by the hotel. The company negotiates the rate for the types of room and meal plan to be offered. The terms and conditions of the payment are also pre-determined. The reservations are made by company on behalf of the traveling executives. The executives carry the letter from the company regarding their stay and services to be offered. The front desk cashier proceeds as under:

- Establish the identity of the traveler
- Checks and verifies the company in the CVGR (Company Volume Guarantee Rate) list.
- Checks the services covered by the agreement of the company
- Any service or facility utilized by the guest not covered by the company should be charged separately from the guest.
- Cashiers prepare the guest bill along with all supporting vouchers and ask the guest to verify and sign the bill.
- Do not give the bill to the guest
- Send the duly signed bill to accounts department for collection from company.

Sometimes guest utilizes facilities and services like telephone, laundry and drinks; which are not covered by the Travel Agent Voucher or company agreement. In that case the guest should settle these sundry accounts by direct payment to the hotel either in cash or by credit card.

CHECK YOUR PROGRESS-II

1. List the modes of cash settlement of bills.
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2. List the modes of credit settlement of bills.

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4.6   POTENTIAL CHECK-OUT PROBLEMS

Check-out is a very critical step of the guest cycle. A guest who leaves the hotel having last good impression will return and also advice their friends to patronize the same property. Though hotel takes all necessary steps to eliminate the problems during check-out, still one of the following problems may occur during check-out:

- Long queue at the cashier counter
- Improper posting of charges in the guest folio
- These can be rectified by using:
- Self check-out terminals
- Express checkout system
- Accurate guest accounting system

4.7   LATE CHECK-OUT

Most hotels have a stated check-out time at which departing guests must vacate their rooms. Late check-out means that the guest is not vacating his room on or before the check-out time on the date of departure. Late check-out may create a problem in efficient operation of the hotel as it may lead to make a long queue of the guest arrived in hotel having confirmed booking.

Minimizing late check-out

A hotel may take following preventive measures to minimize the late check-outs:

- Check-out time should be informed to the guest
- The information regarding the same should be printed on the key card and it should be displayed at the back of the room doors.
- Late check-out charges may be added in the guest bill. They must be informed about the same at the time of registration.
- Guests may be advised to vacate the room and their luggage may be kept in luggage room without any extra cost.
- In case of groups, hospitality rooms should be provided without any extra charges.

4.8　CHECK-OUT OPTION

The standard check-out requires more time as it involves several sequential steps. The guest needs and technologies are changing at a fast pace. The guest wishes a queue free speedy check-out procedure. All these led hotels to develop alternatives to standard check-out and settlement procedure. The combination of technologies and guest requirement evolved the matching queue free and flawless check-out and settlement procedures. They are:

- Express check out
- Self check out

4.8.1　Express Check Out

The front desk is flooded with check-out requests at peak check-out time generally in the morning hours. The preparation and settlement of bills are time consuming. This leads in creating a long queue at the front office cashier's desk. To avoid this situation some properties have developed a speedier check-out procedure known as express check-out. The express check-out service reduces the pressure at cashier's desk. The guest gets the benefit of avoiding long waiting time at cashier's desk during the peak check-out time.

The express check-out procedure involves the express check-out form and a pre-departure folio. The express check-out form is an authorization by guest to charge the outstanding balance through their credit card. By signing the express check-out form guest agrees to account finalized by front desk cashier after they have left the hotel. These forms are available at front desk or send to guest on the morning of date of departure. The ECO from is accompanied with a copy of guest's folio indicating the approximate total. By signing the ECO guest transfers their outstanding folio balance to credit card voucher that was created at the time of registration (some hotel have developed a policy to take imprint of the credit cards of the guest) .The guests may also be informed about variance in the amount of approximate total due to use of any chargeable facilities after they have signed the ECO and actually departed from the hotel. The variance may also be there in case of any late charge received by the front desk cashier. After signing the ECO the guest can leave the hotel at their convenience without arriving at cashier's desk before check-out time.

The front desk cashier will finalise the account including any late charges a complete the imprinted credit card voucher. The signature on ECO form will replace the signature on the credit card voucher as guest's agreement to the payment. The hotel will send the signed ECO and the filled imprint of the credit card company for settlement of the accounts. The hotel may mail a copy of the guest's final bill at their mailing address so that they can check the monthly statement of their credit card.

4.8.2　Self Check Out Terminal

Self check-out terminal is a combination of technology and need of speedy check-out. This facility is only possible in a fully automated hotel. The self check-out terminals are

interfaced with PMS (Property Management System) of the hotel. The self check-out terminals may be located in the lobby. The model and design of the self check-out terminal will depend up on the manufacturer of the same.

By using the Self check-out terminal the guest can access to their folio and can review the folio and settle their account through their valid credit card. The check-out completes when the guest's outstanding balance is posted to their credit card account. The terminal will dispense a printed statement of account settlement. Simultaneously the system will communicate and updated room status to front desk computer. The front office module of PMS will automatically update the room status and other records like guest history card. The self check-out terminals have following benefits:

- Minimize guest wait time
- Simplifies guest check-in and check-out
- In case of check-in, dispense room keys
- Integrated with existing hotels Property Management System
- Guest's verification by credit card or key card
- It is available in options like Check-out only, Check-in/Check-out, and cash acceptor.

CHECK YOUR PROGRESS-III

1. What do you mean by express check-out?

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2. Explain the procedure of self check-out.

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4.9   FRONT OFFICE ACCOUNTING

The hotel has guests staying in the hotel known as resident guest. The hotel in order to maximize revenue may offers services like use of fitness and health center, swimming pool, club facilities, food and beverage outlets to the non-resident guest as well. The number of financial transactions that a hotel enters with the guest is very high. The front desk cashier should maintain the accurate record of the same. The guests who are staying in the hotel seldom pay on the spot for use of the services like dining bills of restaurant, laundry services, use of health center services, postages, telephone usages and so on, rather they sign these bills to verify the amount and use of services and the same is posted in their folio and a final payment is received at the time of their departure. This means that the hotel provides credit facility at the time of utilization of hotel services to the guest. An accurate posting of the same is very essential otherwise will lead to loss of revenue and may also affect guest satisfaction if some thing wrong is added to their bills at the time of bill settlement. The services and facilities that are opened to the local public like use of swimming pool, health center etcetera when offered on credit the account of the same is maintained by the front office cashier. The collection of such account is not the responsibility of the front desk rather the same is collected by the accounts department. When a resident guest whose account is settled by company check-out from hotel after verifying their bills, it also turns to a non-guest account and the collection responsibility shifts from front desk to account section. The major function of front office accounting system is as under:

- Creation and maintenance of guest and non-guest account accurately
- Tracking of financial transactions of the guest throughout the guest cycle.
- Monitoring credit limit of the guest and ask for deposit in case of high balance
- Make high balance report for collection and information to management for the same.
- Provide an effective internal control over the financial transactions.
- Provide an efficient MIS (Management Information System) to management on departmental revenue generation.
- Effective control over cash and credit transaction.
- Efficient and effective record keeping of the financial transaction.

8.10 ACCOUNTING

Accounting may be defined as the process of collecting, recording, summarising, and communicating financial information. According to American institute of Certified Public Accountants (AICPA), "accounting is an art of recording, classifying and summarising in a significant manner and in terms of money, transactions and events which are, in part at least, of a financial character, and interpreting the results thereof".

4.11 TYPES OF ACCOUNTS

Our classification of accounts is based on the accounts that are maintained by the front office. On the basis of the account maintained by the front desk, accounts are of following types:
- Guest accounts

- Non-guest accounts

4.11.1 Guest Account

The record of financial transactions between hotel and a resident guest is known as guest account. A guest account is created either during registration of guest at the time of check-in or it may be created at the time of reservation if any payment is received from the guest as advance. The front office maintains all the financial transaction during the stay of the guest. On the basis of the same guest bills are prepared and presented for collection. Hotels generally extend a credit facility to use the services and products sold by them. The credit offered to the guest is not unlimited, however hotel fixes a limit to which credit facility may be extended to a guest in normal circumstances. The upper limit of credit extended by hotel to guest is known as house limit. When the credit balance of the guest exceeds the house limit the front desk cashier may as the guest to make part or full payment of their outstanding balance. An individual folio of each guest is created and all transaction between hotel and guest is recorded in that.

4.11.2 Non-Guest Account

A non-guest account is the record of the financial transaction between hotel and a non-resident guest. This is also known as city account. The front desk cashier also maintains the records of financial transaction between hotel and a local resident whom hotel has extended the facility of credit transaction. A non-guest account may include following type of transaction:

- Transaction between hotel and local business people using facility and services of hotel for entertainment of business meeting.
- Guest who turns to skipper (leaves hotel without settlement of their account), becoming a non-resident guest. The account is sent to city ledger for waiting eventual payment or after a stipulated wait time the same is written off as **bad debit**.
- A guest whose status changes from resident guest to non-resident guest, if the account is not settled by them (in case of bill to company), the balance is transferred to the city ledger and payment is collected by the accounts department.
- The advance payment received for a guaranteed reservation and sub sequent no-show. The account is normally recorded in city sales ledger.

4.12 VOUCHERS

The financial transactions are recorded with details. A voucher contains the written statement about a transaction. It is documentary evidence that a financial transaction has taken place. The point of sales presents the bills to the guest and receives the cash. If cash is received from the guest a cash receipt is given to the guest. If a charge purchase is made the gust signs the bill and the same is send to the front desk for posting the same in to the guest account to be collected at the time of departure of the guest. In a hotel following type of vouchers are used:

- Visitors paid out

- Miscellaneous Charge voucher
- Cash Receipt voucher
- Telephone Call voucher
- Travel agent voucher
- Commission voucher
- Guest allowances
- Restaurant / Bar Check

4.12.1 Visitors Paid Out

The cash payments made by hotel on behalf of the guest are known as visitors paid out. A visitor paid out is generally made for following activities:
- Payment for taxi, travel agency services
- Porter charges
- Postage and courier
- Tips
- Emergency medical expanses

The paid outs are made from cash bank maintained by the casher. A proper authorization should be taken in making the paid out. Before making paid out one should:

- Confirm the name, room number and identity of the guest
- Prepare the paid out voucher mentioning the details of services provided as shown in figure below.
- Get is authorized by the lobby manager.
- Make the payment
- Post the entry in the guest folio and place the voucher in the folio docket.

<table>
<tr><td colspan="2" align="center">**HOTEL ABC**
Visitors Paid Out Voucher</td></tr>
<tr><td colspan="2">Date:…………………………...   Room No.…….................................
Name of Guest:_____   Room Account No.:_____</td></tr>
<tr><td>Explanation</td><td>Charge
Rs.
Paisa</td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
<tr><td>Rupees (in words)</td><td>Total:</td></tr>
<tr><td colspan="2">**Signature of Recipient**   **Approved by**   **Sign.**   **of Cashier**</td></tr>
</table>

<p align="center">**Visitors Paid Out Voucher**</p>

4.12.2 Miscellaneous Charge Voucher

A miscellaneous charge voucher is made in case of payments like laundry, health club, fitness center, beauty saloon etc. A miscellaneous charge voucher is made and signature

of the guest is taken for verification. The same is sent to front desk cashiers for posting the charges into the guest folio for collection. The format of miscellaneous charge voucher is shown in figure.

<table>
<tr><td colspan="2" align="center">HOTEL ABC
Miscellaneous Charge Voucher</td></tr>
<tr><td>Date:…………………………..
Name of Guest:_____</td><td>Room No.……......
Account No._____</td></tr>
<tr><td>Explanation</td><td>Charge
Rs.
Paisa</td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td align="center">Total:</td></tr>
<tr><td colspan="2">Prepared By   Approved by   Checked by</td></tr>
</table>

<div align="center">Sample Miscellaneous Charge Voucher</div>

4.12.3 Cash Receipt Voucher

A cash receipt voucher is prepared and issued to the person depositing the cash as proof of remittance of the cash. The sample cash receipt voucher is shown in figure.

<table>
<tr><td align="center">HOTEL ABC
Cash Receipt Voucher</td></tr>
<tr><td>Sr.#.........................
Date:……………..

Received from: …………………………..
Address:……………………………………………………………………
…
……………………………………………...
Amount in figure:……………………………………………………………
Amount in words:……………………………………………………………
On account of…………………………………….............................
<div align="center">Signature of cashier</div></td></tr>
</table>

<div align="center">Sample Cash Receipt Voucher</div>

4.12.4 Telephone Call Voucher

Now-a-days most of the hotels are using computerised system, the call accounting module of the same automatically transfers the charges to the guest folio as soon as the guest makes the call. In the small hotel where the out going call is routed through operator, the responsibility of billing on the basis of usage is on the telephone operator. The telephone operator makes the charges with details on a telephone charge voucher and sends to the front desk cashier for posting into guest account. The sample of a telephone call voucher is shown in figure.

HOTEL ABC		
Telephone Call Voucher		
Date:…………………………..... **Room No.:**……..............		
Name of Guest:_____ **Account No.**_____		
Explanation	**Charge Rs. Paisa**	
	Total:	
Signature of Telephone Operator		

Sample Telephone Call Voucher

4.12.5 Travel Agent Voucher

Most of the tour operators and travel agencies, selling package tour receives the payment for accommodation, food and beverage, and other services from the travelers at the time of selling the tour package. The travel agency makes the bookings on behalf of the traveler. They send a voucher containing the details about the billing instructions and services to be provided to the traveler. Apart from the travel agency and tour operator airlines (having contract with hotel) also send MAO (meals and Accommodation Order) or PSO (Passenger Service Order) to layover passenger or incase of delay of flights. In both the cases the hotel obtains the payments from Travel agency or Airlines. While processing the travel agent vouchers or MAO/ PSO front desk cashier should proceed as follows:

- Read vouchers carefully.
- Refer to the list of approved Travel agencies
- Check the billing instruction
- Incase of foreign travel agency voucher get authorization from the lobby manager
- Checks the expenses covered in the voucher.
- Collect the payment from the guest for the services utilized by them and not covered by the voucher.
- Attach all the vouchers duly signed by the guest with the master bill and ask guest to verify and sign the bill.
- Do not give the copies of signed bills to guest.
- Send the guest bill and voucher to accounts department for collection of the amount.

4.12.6 Commission Voucher

Hotel offers commission to a person who provides business to the hotel. Whenever a commission is paid by the cashier a commission voucher is made. The commission voucher should be authorized by the competent authority of the hotel. Generally it is authorized by Lobby manager. The most frequent commission voucher is made for the:

- Taxi driver fetching the walk-in guest to the hotel.The commission is offered to taxi driver in case guest brought by them stays in the hotel.
- Any agency working on commission basis

- Travel agent/tour operator working on commission basis
- A sample of commission voucher is shown in figure below.

HOTEL ABC		
Commission Voucher		
Date:…………		Name of
Recipient:_____		
Explanation	**Charge Rs. Paisa**	
	Total:	
Prepared By **Approved by** **Signature of Cashier**		

Sample Commission Voucher

4.12.7 Guest Allowances

An allowance is cash paid to the guest by the hotel. There are following circumstances when allowance is paid to the guest:

- If guest has deposited a large sum as advance and amount exceeds the hotel bill.
- To the crew of airlines or group send by tour operator, if they guarantee the reimbursement of the same.
- If there is any wrong posting of the charges in the guest folio, an allowance is given and voucher is made to zero the guest folio balance.

Guest allowances are strictly controlled; it requires an authorization from the competent authority before payment. Figure below shows the format of an allowance voucher.

HOTEL ABC		
Allowance / Rebate voucher		
Date:………………….....		Room
No.:………….....		
Name of Guest:_____		Account
No._____		
Explanation	**Charge Rs. Paisa**	
	Total:	
Prepared By **Approved by** **Checked by**		

Allowance Voucher

4.12.8 Restaurant / Bar Check

A resident guest may enjoy their meals in any of the food outlets of the hotel. Whenever a guest consumes food or beverage in a restaurant a bill is raised, if a resident guest wish to

utilize credit facility by hotel should sign the bill. Such restaurant bills are the primary source of proof of financial transaction and treated as vouchers for posting the charges to their folio. A sample of restaurant / Bar Check is shown in figure below

Hotel EFG **Tabbasum Bar** Name of Guest:_____ Room #_____ Sr. No._____ Date:………… Table No…………… No. of Pax………… Served by………………..				
Sr.	**Description**	**Quantity**	**Rate/unit**	**Amount**
Total				
Please do not sign if paying cash or credit card **Cashier POS**				

Sample Bar Check

4.13 FOLIOS

The financial transactions which are recorded in the vouchers are then transferred in to individual guest records or concerned account folio. A folio is created at the time of starting a book of account in name of the person having the financial transaction with the organisation. A Folio is statement of all the transactions that takes place between hotel and guests. The initial balance at the time of opening of folio is zero. It changes with the credit and debit transactions. The balance (Cr. / Dr.) could be known at any point of time. The folio balance should be zeroed at the time of closing the folio.

- Guest folio
- Master folio
- Non-guest / city folio
- Employee folio

4.13.1   Guest Folios

A guest folio is created for each individual guest. A folio is created as soon as a financial transaction between hotel and guest takes place. Generally folio is created at the time of the guest registration but when an advance is received at the time of reservation the folio for that particular guest is created at that time with the posting of the advance amount in credit side.

Hotel ABC Guest Folio				
Name of the Guest: Dr. Subhash Chand Ramola				
Date of arrival:10th November, 2010				
Date of Departure:11th November, 2010				
Number of Pax: one				
Rom No.:810				
Rate: Rs. 8000				
Folio NO.:21786786				
Date	**Item**	**Description**	**Debit**	**Credit**
10/11/2010	1	Cash		6800
10/11/2010	2	Room	8000	
10/11/2010	3	Dinner	800	
10/11/2010	4	Tanha Bar	800	
11/11/2010	8	Breakfast	300	
11/11/2010	6	Cash		100

Sample Guest Folio

4.13.2   Master Folios

Master folio contains the account of more than one guest. In small hotels having less number of room's master folio contains the record of all the guests staying in the hotel. Having a glance of the master folio one can find the net balance (Cr. / Dr.) on a particular day.

4.13.3   Non-Guest / City Folio

A city folio contains the financial transaction between the hotel and non- resident guest. The hotel may offer credit facility to local businessmen to attract additional business for the hotel. A city folio is created for credit services like use of club facilities, fitness centre, health centre, sport facilities etc. that are open to local people.

4.13.4   Employee Folio

An employee folio contains the credit transactions between hotel and its employee. This folio is created and maintained in case of employees whom hotel has permitted for credit/charge purchase. The amount is later collected from the employee or it may be deducted from their salary depending upon the hotel policy.

CHECK YOUR PROGRESS-IV

1. List the various types of Folios used in hotel.

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2. List the various types of vouchers used in hotel.

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_____

4.14 LEDGER

A ledger is a grouping of accounts. The front office ledger has a collection of folios. There are normally two ledgers maintained by the front office. One of them is designated as guest ledger containing all the folio entries of resident guests; another contains the folio entries of non- resident guest accounts known as city ledger.

4.14.1 Guest Ledger

A guest ledger contains the details of financial transactions between hotel and a resident guest. All the financial transactions including charge purchases and the payment received from the guest is recorded. It has two parts debit and credit. Having a glance on the guest ledger one can find the credit or debit balance of individual guest as well as entire credit or debit balance on date. The guest ledger can be prepared in two ways if operating on manual system. They are:
- Horizontal tabular ledger
- Vertical tabular ledger

4.14.2   Horizontal Tabular Ledger

Tabular ledger is the oldest and most commonly used method of recording guest financial transactions. It is also known as tab ledger. The tabular ledger has horizontal and vertical columns. In horizontal tabular ledger all the credit expenses of the guest are recorded in one horizontal row and at the end of the row guests' credit or debit balance is shown. The vertical row of the table contains the room numbers. At the end of vertical column daily sales balance can be seen. A format of horizontal tabular ledger is shown in figure below.

Room No.	Name of Guest	No. Of Pax	Rate	B/fwd	Room Rent	B'fast	Lunch	Dinner	Phone	Misc. Expanse	VPOs	Total	Credit	Cash	C/fwd
201	Shivansh Tripathi	02	1500.00												

Day:.................   Date:......................

Signature of Cashier

Horizontal Tabular Ledger

4.14.3 Visitors Tabular Ledger

A vertical tabular ledger is a variation of horizontal tabular ledger. The row depicts the room number and in columns the details of the guest and their credit expenses as well as payments are mentioned. At the end of every column one can find the account balance of individual guest staying in a particular room. It is a loose sheet and prepared on daily basis by the front desk cashier. A format of VTL (Visitor's/Vertical Tabular Ledger) is shown in figure on next page.

Hotel ABC
Visitors Tabular Ledger

Room No.	101	102	201	202	301	303	Total
Name	Mr. S Shukla	Mr. SP Mishra	Ms. Pooja	Ms. Poonam	Mr. KK Shukla		
No. of Persons							
GR No.							
Plan							
Room Rate							
Tea							
Breakfast							
Lunch							
Dinner							
Beverages							
Room Service							
Telephone							
Laundry							
Tobacco							
VPO							
Others							
Beer							
Wine							
Miscellaneous							
Daily Total							
Cash Deposit							
Allowance							
Balance C/fwd							
Total Dr. / Cr.							

Visitors Tabular Ledger

4.14.4 City Ledger

A city ledger contains the collective accounts of all non- resident individuals/ agencies to which hotel provides the credit facility. City ledger also contains the accounts of resident guest who has left the hotel without settling their accounts; their accounts are settled at a later date by third party. The account of skipper is also maintained in city ledger for a specific period (as per the hotel policy), after that the same is written off as bad debts.

4.15 FRONT OFFICE ACCOUNTING CYCLE

The importance function of front office accounting system is to maintained an accurate and up to date record of all the financial transaction (credit and debit) between the hotel and each guest so that all the outstanding account are settled to prevent any loss of revenue by the hotel. The front office accounting cycle has following three distinct phases:

- Creation of accounts
- Maintenance of accounts
- Settlement of accounts

Creation of Accounts:

A guest account starts as soon as a financial transaction between the hotel and guest takes place. The financial transaction between a guest and hotel may start:

- At the time of reservation, if guest pays any advance (part or full)
- If hotel receives any advance payment after reservation and before arrival of the guest.
- At the time of guest registration when a room is allotted to the guest (a credit transaction in which the room charges are posted of the day).

A guest folio is created and the transactions are recorded in order of occurrence. The creation of account is done manually or automatically depending upon the level of automation in the hotel. A credit limit known as floor limit is set for each guest.

Maintenance of Accounts:

All the monetary transactions that take place between the hotel and the guest throughout the stay of the guest in the hotel are recorded in the guest folio in order of their occurrence. An entry in the guest folio may be either debit or credit. The most common debit entry includes: Room charges:

- Food and beverage charges (restaurant, bar, coffee shop, room service etc.)
- Telephone and fax charges
- Health centre, business centre, fitness centre charges.
- Laundry
- Postage
- Transportation
- Visitors paid- out

The credit entries in the guest account may include the following:

- Partial or full prepayment (at the time of reservation)
- Part payment during the stay.
- Allowances given to the guest.
- Adjustments made in case of any error in postings in guest folio.
- Final payment for the settlement of accounts at the time of check- out.

Settlement of Accounts:

This is the final and concluding phase of the front office accounting cycle. The settlement of account means zeroing the balance in a guest folio. The guest account may have a credit or debit balance during the stay of the guest. At the time of departure the final bill of guest is produced and outstanding balance is received from the guest, in case if the advance amount received from the guest is higher than the total billing amount; the same is refunded to the guest to settle the guest account.Settlement of the guest account may be cash or credit. In case of credit settlement the account balance is transferred to the

city ledger and responsibility of collecting the balances transferred to accounts department.

Hospitality industry is among the major foreign exchange earner for the nation. All the foreign visitors to the hotel can settle their accounts in foreign currency of their country or dollar/ euro except people employed in UN and its agencies, Embassies, Consulates and High commissions. In case if they have already converted their currency into Indian currency even they have to pay the rupee equivalent amount of the room rent mention in dollar. Hotel has to take a valid license from Reserve Bank of India to deal with the foreign exchange. The RBI issues two types of license to deal with foreign exchange based on the purchase and sale of the foreign currency. Hotel generally has the purchase license, this means that a hotel having purchase license can only purchase foreign currency, all the refund exceeding the bill will only made in Indian currency.

CHECK YOUR PROGRESS-V

1. List the various types of ledgers used in hotel.
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2. Write a note on 'Front Office Accounting Cycle'.
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4.16 SUMMARY

The check-out is the final stage of the guest cycle. This is a very crucial stage in the guest cycle because the guest will be departing from the hotel. The hotel should be able to collect all outstanding charges from the guest before they leave the premises, and at the same time it is a time for creating the long lasting impression on the guest. The departure procedure should be simple and less time consuming. The guests who are departing may

be in hurry to catch the flight. The long queue at the front desk during peak check-out period (generally morning hours) should be avoided. The speedy check-out procedure, queue free front desk at departure time and efficient and error free billing are the key factors for imparting the last minute impression on guest.

The mode of billing is established at the time of registration. The front desk cashier should collect the payment in accordance. The front desk cashier should be efficient in making the guest bills. They should contact point of sales and minor revenue producing sections for latest credit transactions so that an accurate bill is prepared. In order to assist the guest, hotel may offer the facility of express check-out. The guest is requested to fill the ECO form, which is an authorization to transfer the charge to their credit card account. The guests who fill the ECO forms may leave the hotel by handing over the filled form and room keys to bell boy or deposit in the drop box located in lobby.

Another facility for speedy check-out is installation of self check-out terminals in hotel. This is the result of combination of technology and guest need for speedy check-out. This is the feature of fully automated hotel.

4.17 GLOSSARY

A.A.U.I - Automobile Association of Upper India.

A.H.M.A - American hotel & motel association. It publishes a booklet called red book. Now AHMA is called AHLA(American ,Hotels & lodging Association)

A.S.T.A - American society of travel agent. The largest of worldwide trade association of retail and wholesale trouble agent and allied industry service. Its headquarters are in New York.

Account payable transaction - A financial procedure in which goods and services are received by the hotel before the hotel makes payment for them.

Account posting machine - A device used to post, monitor & balance charges and credits to guest account.

Ageing statement- A statement which shows how old the unpaid account has become.

Account receivable load - out of the total sales, that proportion of sales that are charged to accounts, and which are to be collected on later dates.

Account receivable transaction - A financial procedure in which goods and services are provided to the consumer for which the payment shall be received in future. The consumer may be an individual or a company or an organization.

Account settlement - the payment of outstanding balance on the folio or city account by the consumer, either by cash or by credit (i,e .an agreement of the amount of outstanding bill at a later date).

Accounts receivable ledger - A ledger of the aggregate of individual account receivable.

Advance deposit - An amount of money that is sent by the prospective guest in advance generally deposited in the guest account. also called as deposit reservation. This cash is in anticipation to cover the estimated use of hotel services/product. also called as "Anticipated Usage Amount".

After departure - Also called as late charge and refers to any credit purchase money voucher which reaches the bill section after the guest has settled his bill and checked out. This requires late charge billing.

Agent - Does not stock. Sells the goods on commission basis.

Allowance - An accounts term which refers to the amount which is reduced from the guest folio as an adjustment against improper, unsatisfactory or no service to the guest. It may also be a posting error. Also called as account allowance.\

A.P.C - All payment cash.

Audit - The review, test and verification of financial transactions in an accounting system.

Audit trial - Serves as documented history of transactions.

Authorization approval code - It is the authorization approval by credit card company for the extension of credit facility in case the credit card holder's credit is about to exceed the assigned floor limit.

Average rate per guest - It is the average of the revenue earned per guest by the hotel for an accounting period. For example, average rate per guest for a day will be equal to the total room revenue collected for the day divided by the total number of guests accommodated for that day.

Average room rate/revenue – It is the average money collected from sale of total number of room by the hotel for an accounting period. For example the average the daily room rate is equal to total room revenue collected for divided by the total number of rooms sold for that day. This average is also referred total sales per room occupied.

Back office -It is that branch of the hotel which is responsible for coordinating all support services. All managerial activities and maintaining the ongoing status of the business and their activities are called back office function. Department that usually don't come in direct contact with the guest. Also called Back of the House.

Bill to account - This situation refers to the case when the unpaid bill or guest's account is transferred to a non-guest ledger for billing (of course approval of both parties is necessary).

Breakage - If an individual guest or a group does not avail of some service or amenities such as meals /food included in the package than the gain which accrues to the hotel is called breakage.

Cash discount- An allowance offered by a creditor or debtor to encourage prompt payment.

Cash flow- It is the time period between the goods or service sold to a customer to the period actual cash for that sale is received.

Cash payout transaction- A cash transaction in which the hotel makes cash advance to a guest or non-guest account.

Cash register-A device used to record and maintain cash balance. The device may be mechanical, semi-automatic or automatic or electronic.

Cash sheet- A document in report form prepared by cashier, carrying all transaction against folio accounts, cash payouts, and departmental cash sales. This document serves as a primary cross-reference document in the hotel's audit.

Cash transaction- An exchange of goods or services for cash.

City ledger- A collection of city, or non guest, receivable account balances.

Control folio - Also called as master folio some time, refers to group folio.

Credit Risk – Credit extended to an individual or company that may be unable to pay.

Coupons - These are documents issued by airlines or travel agents to their passengers or facilities respectively, to be produced to the hotels and specify the various service and facilities etc. which the guest can get on the basis of these vouchers and used by guests to settle their hotel accounts.

Credit - An account term which means that the transaction will reduce the accounts receivable.

Credit limit - This is the limit of amount of money up to which the guest is allowed credit facility .After the limit is reached the hotel requests the guest to clear his bill either party or fully .

Direct Bills - These are the bill of those guests who have checked out without setting their bills because the instructions about them are that their bill is to be forwarded to companies, etc.

ECO - Express Check Out.

Electronic Cash Register (ECR) - An electronic cash control device

Electronic folio - The making and maintenance of guest folio in computer memory. a soft copy record.

Express check out - An activity which involves compilation and early morning distribution of guest folios to all those guests who are expected to check out that morning.

Folio header - Upper portion of folio showing columns such as room number and personal details like date of arrival, date of departure, room tariff etc.

Folio/Guest folio - A statement of guest account shows the balance the balance of guest's financial obligation to hotel. Also called as guest bill or account card.

Group plan rate - A special discounted rate offered to groups as an incentive to attract large number of guests and hence sell more rooms.

Guest history card - A card which is maintained for regular and VIP guest and the personal details such as his liking and disliking, birthdays, marriage anniversary etc. are recorded in his card. Any complains suggestions and number of visits are also recorded in it.

Guest ledger -The accounts of registered guest are recorded in it. It is also called as 'Room ledger' or 'Transit ledger'.

Incidental account - Charges which are guest's own responsibility; not paid by a company or travel agent.

Late check out - A guest who with the permission of the hotel checks out of the hotel checks out of the hotel after the check out time, without extra charge.

N.C.R. - National Cash Register.

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4.20 TERMINAL QUESTIONS

1. Explain the departure procedure.
2. What do you understand by late charges? How late charges can be avoided?
3. What role a bell boy plays in departure of a guest apart from the currying the guest luggage?

4. What precautions you will take while preparing the guest bills?
5. Discuss the difference between cash and credit settlement.
6. Updating front office records after guest's departure is very important. Comment
7. Guest history card is a tool for marketing the hotel. Discuss.
8. Explain the advantages of express check-out facility offered to guest.
9. What are the advantages of a self check-out unit?
10. What precaution the front desk cashier should tale while accepting Currency notes, credit card, and travel agent vouchers for settling the guest account?