**Hotel guest cycle----**

The hotel's guest stays cycle can be divided into four main stages. Within these four stages, there is an important task related to guest services and guest accounting.

Front office employees must be aware of guest services and guest accounting activities at all stages of the guest stay. Front office staff can effectively serve the guest if they have a clear understanding of the flow of business in the hotel. Guest Cycle also represents a systematic approach to front office operations.

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| **Guest Cycle** |
| **Stages** | **Activities** |
| **Pre-Arrival** | Reservation, Reconfirmation, Pickup request, Pre Arrival Letter |
| **Arrival** | Doormen, Bell Desk, Travel Desk, Registration, Room Assignment, Issuing of Key, Baggage Handling, Welcome Letter |
| **Occupancy** | Safe Deposit, Telephone Calls, Concierge, Travel Desk, Currency Exchange, Mails |
| **Departure.** | Bill Settlement, Key Return, Bell Desk, Travel Desk, Concierge, Check-out, Thank-you Letter |

**Diagram for Hotel Guest**

pre arival

The Guest chooses a hotel during the pre-arrival stage of the guest cycle. Choice of the guest can be affected by many factors, including previous experiences with the hotel, advertisement, word of mouth referral by friends and colleagues, location, corporate, travel agent booking, hotel name, hotel loyalty program member etc.

The guest's decision of making the reservation can also be affected by the ease of making the reservation and the way reservation agent interacted and described the facility of the hotel like room type, room rate, recreational facilities and other attractions near the hotels etc.

We can certainly call the reservation area as the sales office for non-corporate or group bookings. Its employees should be sales orientated and present positive, strong image of the hotel.

If a reservation can be accepted, the reservation agent creates a reservation on the hotel management software. The creation of this reservation record starts the hotel guest cycle.

### **. Arrival**

The arrival stage of the guest cycle includes registration and room assignment process. After the guest arrives, he or she establishes a business relationship with the hotel through the front office. It is the front office staff responsibility to clarify any query of the guest especially the details of room rate of packages he/she is booked on.

Front office staff should determine the guest's reservation status before beginning the check-in/registration process. Guest with reservation and guest without reservation commonly known as walk-ins also provides an opportunity for business for front desk staff.