2 Arrival- The registration process is complete once a method of payment and the guest's departure date have been confirmed and duly signed by the guest. The guest may be given a room key and direction to the room or escorted by the guest service associate or guest service manager.

When the guest checks-in to the room the occupancy stage of the guest cycle begins.

### **3. Occupancy**

The manner in which the front office staff represents the hotel is important during the occupancy stage.

As the main contact centre for hotel activity, the front office is responsible for coordinating guest requests. Among those providing information and supplies to the guests.

Front desk should take extra care to respond to the guest in a timely and accurate manner. The main focus of the front desk staff is to provide anticipatory service and to meet or exceed the guest's expectations. This will encourage the guest to repeat to the hotel.

Security is also a main important concern during occupancy of the guest. Issues like protection of funds and valuables are among those. The front desk should also follow the hotel standard operating procedure for handling the hotel and guest keys, property surveillance, safe deposit boxes, guests personal property, and emergencies are also important.

A variety of charges restaurant charges, telephone, internet, travel desk etc. during the occupancy stage affect guest and hotel account. Most of these charges will be posted to the guest account according to front office posting procedures. And also in most cases, the Room charges are the single largest charge on the guest folio.

Other front office financial tasks during the occupancy stage are to verify the charges posted to the guest account and checking guest accounts against the credit limit.

### **4. Departure**

Guest services and guest accounting aspects of the guest cycle are completed during the cycle's fourth and final phase ie departure.

At Departure, the guest vacates the room, receives the accurate statement of the settled accounts, returns the room keys and leaves the hotel. Once the guest has checked out, front office updates the rooms availability status and notifies the housekeeping department. ( For hotels using Property management software the status of the room is updated automatically ).

At this stage front office also collect the feedback of the guest experience in the hotels by handing over the guest feedback form.