### **Hotel Front office department sections**

1. 1. FRONT OFFICE SECTIONS IN HOTEL Dr. Bhavya Khamesra
2. [2.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-2-638.jpg?cb=1501914243)′ Part of rooms division along with housekeeping ′ Accommodation operations ′ First and last point of contact for guests ′ Increase sale of hotels ′ Create right image of the hotel ′ Solve guest complaints
3. [3.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-3-638.jpg?cb=1501914243)FUNCTIONS OF FRONT OFFICE ′ To sell hotel rooms ′ Reserve rooms for guests prior to their arrival ′ Register guests on arrival ′ Assign rooms ′ Coordinate with other departments, hk, fp, rs ′ Control guest room keys ′ Provide information about hotel and facilities ′ Provide information about city, sightseeing etc ′ Maintain accurate room status information ′ Maintain guest accounts and settle bills accurately
4. [4.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-4-638.jpg?cb=1501914243)FUNCTION AREAS OF FRONT OFFICE ′ Reservations ′ Reception ′ Telecommunications ′ Guest relation desk ′ Front office cashier ′ Lobby desk ′ Concierge ′ Bell desk ′ Transport section
5. [5.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-5-638.jpg?cb=1501914243)RESERVATION ′ Book rooms in advance, through CRS( central reservation system) ′ Assist guests to choose the best rooms suitable ′ Up selling the rooms, if guests are booking deluxe room , convince them to book suite room. ′ Process, properly document, store and retrieve the booking/reservation information for guest arrival and smooth check in
6. [6.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-6-638.jpg?cb=1501914243)RECEPTION ′ To welcome the guest ′ Complete registration , fill registration form, take photocopy of valid ID like driving license, adhar card, passport, visa, ′ check billing information, take advance payment ′ After registration , allot room to the guests and issue keys, ′ Give information to guests about hotel facilities and city , if required, ′ handle mail and messages of guests ′ In smaller hotels also handle telephone, make bills , take payment and settle bills
7. [7.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-7-638.jpg?cb=1501914243)TELECOMMUNICATIONS ′ Handle telephone and telecom systems ′ Internal as well a external calls handling ′ Give information on phone
8. [8.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-8-638.jpg?cb=1501914243)GUEST RELATION DESK ′ Guest relation executive ensures comfort and convenience of guests ′ Take care of VIP arrivals and amenities ′ Maintain guest history cards manually/ electronically ′ Take guest feedback on guest comment card
9. [9.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-9-638.jpg?cb=1501914243)FRONT OFFICE CASHIER ′ Maintain guest accounts during his stay ′ Monitor credit limit of guests ′ Prepare and Settle bills by cash / credit , then only guest can check out ′ Maintain a cash bank for small expenditures ′ foreign currency exchange
10. [10.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-10-638.jpg?cb=1501914243)BELL DESK ′ Smooth movement of guest luggage and baggages on arrival and departure ′ Fill errand cards ′ On arrival of guests, after allotment of room number, put a tag on guest luggage ′ Handle left luggage ′ Distribution of newspapers ′ Maintain the first aid kid and assist
11. [11.](https://image.slidesharecdn.com/frontofficedeptsections-170805062016/95/hotel-front-office-department-sections-11-638.jpg?cb=1501914243)CONCIERGE ′ Provide information to guests about the city, its places of tourist interest, sightseeing , ′ Plan tour and make a schedule/ itenary for the guest ′ Book taxi for local sight seeing or excursions ′ Book rail , air, ticket, transportation