FRANCHISE OPERATIONS MANUAL

Franchise Operations – Standard Operating Procedure	
01. Operations - Checking Guests in	RES - 011

Overview

Checking guests in can be tricky as there are more than one way to do so depending on how the booking was made. This step will show you how to and what to look for when checking in Corporate and Leisure guests.

Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain data integrity throughout the network, whilst performing operational duties.
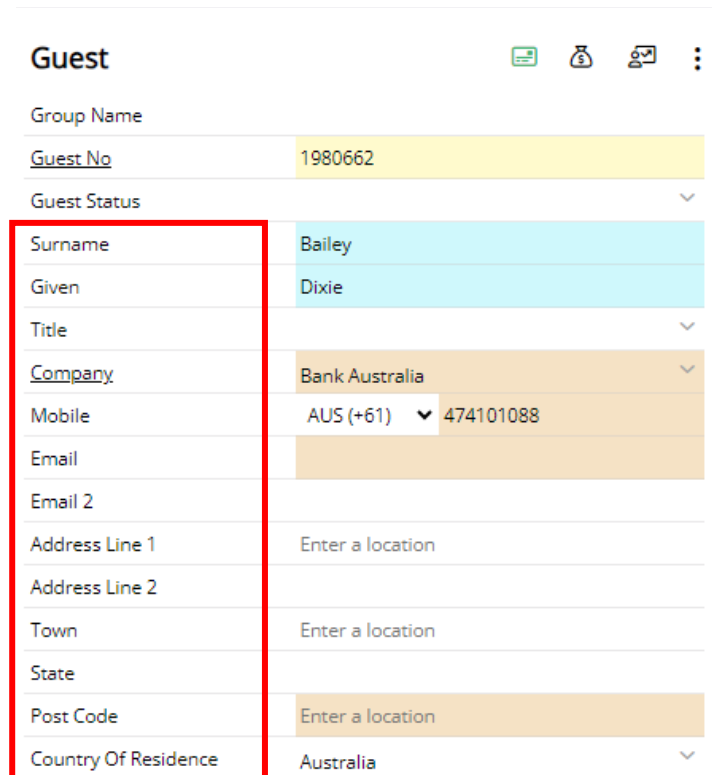
Procedure

Checking in a Leisure Guest:

Always confirm the following details:

→ Surname – Naming convention must be adhered too. Surname begins with a capital letter followed by lower case. e.g.: Smith not smith

→ Given - Naming convention must be adhered too. Given names begin with a capital letter followed by lower case. e.g.: John not john

→ Title (list field)

→ Company (list field) – Always confirm this by asking "what brings you to the area?"

→ Mobile (Enter field) – Details are to be entered beginning with country code eg: +61 423 456 789

→ E-Mail – Email entered need to be associated with the guest, if they have one.

→ Address Line 1

→ Town

→ State

→ Post Code

→ Country of Residence
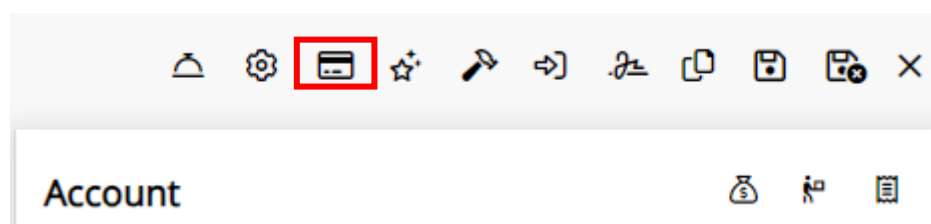
FRANCHISE OPERATIONS MANUAL
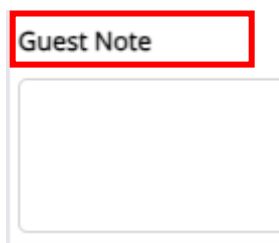
The other important thing to look at when checking a guest in is any Guest Notes or Requirements. This will tell you if there is anything specific the guest requires or if there was a note form the guest previous stay which may help us to provide better service during their stay.

Once that is all checked you will move onto payment and processing preauth. All leisure guests should be Pre-authed unless authorised not to by management.

→ Process preauth first by selecting:

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→ Once Pre-auth has been taken successfully, you may proceed to processing the payment for their stay. Please make sure the credit card matches the ID of the person checking in for the reservation. If these do not match due to somebody else being in charge of paying for the stay, we will need a credit card authority form to be completed authorising us to charge that person's card. This step should have been completed prior to the guests arrival when we follow out 3 day conf calls.

Checking in a Corporate Guest:

Confirm all details before moving onto payment

→ Surname – Naming convention must be adhered too. Surname begins with a capital letter followed by lower case. e.g.: Smith not smith

→ Given - Naming convention must be adhered too. Given names begin with a capital letter followed by lower case. e.g.: John not john

→ Title (list field)

→ Company (list field) – Confirm company details and gather as much information as possible. Best done by asking for a business card as all details will be on there.

→ Mobile (Enter field) – Details are to be entered beginning with country code eg: +61 423 456 789

→ E-Mail

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Once all that information is completed, check and confirm with the guest the payment mode. Usually, corporate guests will have a TA or the Company send through this information prior to their arrival. However, sometimes the TA or company can forget to send this in time. If this happens and the guest has never stayed before or if you're not familiar with the company, ask the guest for a credit card while you contact the right people to get their chargeback sent through.

Pre-auths are not necessary with return corporate guests who have rates and accounts with us. Again, this is something to discuss with your property manager as it is up to their discretion.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	31 July 2023	Business Transitions	Sarah Begbie	