

# Check in

## PROCEDURE VALIDATION

Version	Corporate area	Approved by:	Approval date
1	Operations <b>(Process Owner)</b>	Operations Control Director Chief Operations Officer	July 2012
	Internal Audit	SVP Internal Audit	
	Resources	SVP Human Resources	
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	Corporate Counsel	VP Legal Affairs	
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Always find the latest version of this document and all the related ones in the **Business Processes** section of the *Digital Knowledge Workplace*, [Minor – Organization Portal](#).

## UPDATED VERSION

Version	Approved by:	Approval date
4	VP Business Processes – Operations	June 2024

## OBJECTIVE AND SCOPE

This document outlines the tasks involved in guest arrival at the hotel until the room key is delivered.

The check-in process is the guest's first contact with the hotel or Minor Hotels Europe & Americas (MH E&A) and will influence the rest of their stay. Therefore, it is crucial to provide professional treatment and efficient service during this moment.

You must make the guest feel welcome and minimize their waiting time, offering comfort during extended waits (e.g., storing luggage, suggesting the welcome corner), and ensure fast and efficient procedures.

**Never check in a guest in TMSforHotels who hasn't physically arrived at the hotel.**

**This procedure applies to all hotels across all Business Units.**

## SUMMARY

1. Daily Service Performance
  - 1.1 Welcome and identification
  - 1.2 Guests without a reservation (walk-in)
  - 1.3 Request for guarantees
  - 1.4 Verify reservation and room preferences
  - 1.5 Upselling
  - 1.6 Registration Form signature and handover room key
  - 1.7 Farewell
2. Check in of groups (with or without meeting rooms)
3. Online Check in (OCI)
4. What to do when...
  - 4.1 A guest arrives, and we are not able to assist them
  - 4.2 A guest arrives and TMSforHotels is not available
  - 4.3 A guest arrives, and the room assigned is not clean or available
  - 4.4 A guest arrives, and you don't find the reservation
  - 4.5 A guest expresses dissatisfaction with their room.
5. Related documents
6. Templates and file periods

## 1 DAILY SERVICE PERFORMANCE

**Responsible parties: Front Office team**

### 1.1 Welcome and identification

**The whole check in process should be completed within three minutes.**

Guest wait time should ideally be around one minute (maximum three and a half minutes), unless assisting another guest. If there's a queue, acknowledge guests positively within 30 seconds using hand or facial gestures, and offer assistance within a reasonable time (1-5 minutes).

## KEY SERVICE PRINCIPLES

1. **Smile and maintain eye contact** with the guest.
2. **Greet the guest**, asking for their reservation information: "*Welcome to NH Hotels, how can I assist you?*" (Welcome message according to the hotel brand).
3. **Introduce yourself** by name and **use the guest's last name** during the conversation.
4. **Always say YES** or offer alternatives when the guest has requests or questions.
5. Offer **assistance** with luggage whenever possible.
6. **Close** the conversation by wishing the guest a pleasant stay: "*Mr./Mrs. [Guest's Last Name], have a pleasant stay.*"
7. **Remind guests that the Front Desk team is available**, and they can dial a specific extension for any needs.
8. **Continuous Alertness:** Remember that customer service extends beyond check-in - it's an ongoing process!

Greet the guest warmly and proactively and ask for their name and reservation number to identify them in the system.

- If the reservation is not found, request the booking confirmation from the guest.
- If no reservation is found and the guest lacks confirmation, treat them as a walk-in (with specific rates and payment guarantees – see *section 1.2*).

Request the identity document to all the guests and look them up in SAP-CRM using their ID number, full name or email address.

- **If the guest is an EXISTING CUSTOMER:**
  - Update their CRM profile if necessary. In hotels with document readers, guest profiles are updated using information provided by the guest. If there's a discrepancy between the reader data and CRM, the guest's input takes precedence.
  - Verify if they are Loyalty members, employees, etc.
  - Apply corresponding benefits based on their Loyalty category.
  - Briefly inform them about the loyalty program advantages.
  - If interested, provide the Loyalty program form for details and signature (all fields mandatory).
- **If the guest is NEW:**
  - Create a CRM profile following data quality standards.
  - Offer the Loyalty program to the main guest and other non-loyal, over-18 room occupants.
  - Briefly explain the loyalty program benefits.
  - If they agree, provide the Loyalty program form for details and signature (all fields mandatory).

Remember to maintain a friendly and efficient attitude throughout the process!

## KEY TASKS

- Always request **identification from ALL guests** staying at the hotel. Use official identification documents or passports, following legal guidelines specific to each country.
- **Minors under 18 must be accompanied by parents, teachers, or authorized adults.**
- **IMPORTANT:** To enroll a customer in our Loyalty program, it is mandatory to inform a valid and opt-in email in their CRM profile.

## RECOMMENDATIONS

New guest registrations in CRM can be postponed in cases of high check-in volume or system issues, always before executing the night audit process, but it is highly recommended to register guests upon arrival.

## 1.2 Guests without a reservation (walk-in)

Always apply the Best Available Rate (BAR) unless the guest requests a special rate due to a company agreement.

If a special rate is requested, verify the agreement conditions and ask for confirming identification to benefit from this rate.

All walk-in guests must pay for their stay during check-in and provide credit card details as a guarantee for extras.

If a guest declines the guarantee, inform them that extra expenses must be paid at the time of consumption.

### PROCESS RESTRICTIONS

- **Room upgrades and breakfast services are expressly excluded from the upselling program for walk-in guests.**

However, attempt to sell the higher category room at the BAR.

- **Never store credit card information (PAN and CVVs) in any document other than the PCI DSS platform (PCI Bubble).**

Refer to the [PCI Bubble manual](#) for guidelines.

## 1.3 Request for guarantees

From the moment the reservation is created in TMSforHotels, the necessary folios can be consulted for accurate invoice issuance based on the reservation payment methods (on-desk payment, company/agency credit).

Verify prepayments and guarantees according to reservation conditions (refer to the [Prepayments procedure](#)).

- **Direct payment reservations:** Request credit card details or a deposit to guarantee the stay and any extras.
- **Reservations booked through a travel agency:** Request the voucher and additional guarantee (credit card or deposit for any extras). If the travel agency uses electronic invoicing, you may already have the voucher number.
- **No credit:** If no credit is granted during the stay (payment at consumption), indicate this in the system to prevent room charges (in the reservation's "Billing Information" tab, mark "Cancelled" under "Extra credit"). Refer to the [Credit for Extra Charges Procedure](#).
- For **direct payment stays exceeding 7 nights** (medium stay) or 14 nights (long stay), request the following **additional guarantees**:
  - **Medium stays (8-14 days):**
    - Request a deposit (cash or credit card) equivalent to the first 3 nights.
    - Invoice any excess amounts beyond the required balance during the stay.
    - Exception: The deposit may not be required for guests with no previous pending amounts (at least 5 stays).
  - **Long stays (15+ days or unknown departure date):**
    - Request a signed "Long Stay" contract.
    - Confirm deposit charge and real income (if bank transfer).
    - Deposit should cover at least one week's estimated amount.

- Invoices issued every 7 days or when balance exceeds requirements.
- Guest has 24 hours to pay invoices.
- If no payment is received, apply deposit, and charge any pending amounts to the provided credit card.
- If the deposit must be used to settle the debt, kindly ask guests to leave.
- Exception: "Long Stay" contract may not be applied for guests with at least 5 previous stays (reservation <30 days, no pending amounts).

#### 1.4 Verify reservation and room preferences.

Once the reservation is in the system, **verify the following details** with the guest:

1. Departure date
2. Room type requested
3. Number of guests
4. Meal plan
5. Remarks / Actions (e.g., pending voucher, special requests, etc.).

**Assign rooms based on guest preferences** whenever hotel availability allows. Preferences can be indicated in the reservation or the guest's CRM profile (e.g., smoking/non-smoking room, bed type). Consider the following criteria:

- "Best room for the best guest" motto.
- Fulfil possible guest requests.
- Special conditions for Tour Operators.
- Concentrate guests on the same sector or floor if occupancy permits (easier for Housekeeping and Maintenance).
- Avoid assigning rooms with potential inconveniences (e.g., nearby construction or maintenance).

#### 1.5 Upselling

Verify the confirmed services and room type in the reservation. When availability allows, consider upselling by offering superior or non-contracted services (e.g., room upgrade, breakfast, late check-out). Refer to the [Upselling Procedure](#) for details."

#### 1.6 Registration Form signature and hand over room key

In **each stay**, all guests must sign the Registration Form and any applicable registration documents according to the regulations of each country (e.g., Police Records).

The template includes guest information from CRM, booking details, and marketing communication consent (voluntary fields).

See the following documents for more information:

[GDPR Front Desk Impact Registration Form User Guide](#)

[GDPR-Frequently Asked Questions](#)

## KEY TASKS

**The Registration Form signature is mandatory as acceptance of the reservation conditions.**

It's essential for all Front Office team members to be familiar with the [Communication Script](#), which provides guidelines for explaining and completing the Registration Form.

Retain the Registration Form for at least 5 years, following country-specific legislation (see *Templates and File Periods* document).

After guest signature, provide the room key and indicate location (floor) and directions to the room discreetly (never mention the room number in front of others).

Indicate breakfast location and schedule, and inform about hotel facilities (restaurant, room service, spa, etc.).

Offer luggage assistance if the hotel has a porter service (refer to the [Porter Service procedure](#)).

Provide luggage storage if the guest doesn't use the room immediately (see [Luggage Storage and Parcel Service procedure](#)).

Offer a [wake-up call service](#) for late evening arrivals.

For more details, consult the quick guides in the **Front Office Basics** of the [Digital Knowledge Workplace](#).

### 1.7 Farewell

Close the conversation by wishing the guest a pleasant stay, using their name and giving them a warm welcome.

Notify the Hotel General Manager or responsible on duty (if they are not available, notify Guest Relations or Front Office Manager) to greet and welcome loyal or special customers.

If it has not been possible to greet the guest personally, make a **courtesy call** after check-in (5 or 10 minutes later). Take interest in asking if the room is satisfactory and in perfect condition and remain at their disposal for any requests during their stay.

## KEY SERVICE PRINCIPLES

- **Room Escort (only when feasible):**
  - Ask permission to escort the guest to their room.
  - Inform the guest that you will lead the way.
  - During the walk, introduce hotel services, history, and location insights.
  - Upon reaching the room, open the door and let the guest enter first, saying, "Welcome to your room, Mr./Ms. XX."
  - Explain basic details (minibar location, Nespresso availability, thermostat usage, etc.).
- Inform the guest that the entire hotel staff is at their disposal and provide the **contact number** (usually dial 9).
- Conclude by **wishing the guest a pleasant stay**: "*Have a pleasant stay.*"
- **Remain alert**: Service is not finished - it has just started!

## 2 CHECK IN OF GROUPS (WITH OR WITHOUT MEETING ROOMS)

**Responsible parties:** *Front Office team / in-house sales (if applicable)*

When checking in a group, follow the same process as for individual check-ins.

To advance the group check-in, prepare keys and welcome cards based on the available rooming list.

For additional details, refer to the Corporate M&E procedures in the **Business Processes** section of the [Digital Knowledge Workplace](#).

## 3 ONLINE CHECK IN (OCI)

Online Check-in (OCI) is an online service that allows guests to pre-enter personal data, guarantee payment, and choose their room via the NH app or web.

Make sure to have all the necessary materials to check in your guests quickly and efficiently before 3:00 pm:

- Execute transaction ZEY\_ONLINE\_CHECK\_IN in TMSforHotels and review the list of guests who have completed the OCI process.
- Verify there are no issues with pre-assigned rooms and late check-outs.
- Pre-print Registration Form, Welcome Card, and Police Factsheet (if applicable).
- Configure room keys.

## RECOMMENDATIONS

The night shift can do the list of the online check-ins that have chosen their room so far and pre-print the forms needed.

Responsible of the morning shift (between 12:00 and 15:00 a.m.) can complete the process so everything is ready for guests' arrival.

## KEY TASKS

- **All guest that uses the Online Check-in service** have direct **access to your room inventory two days before their arrival** (approx. 10:00 am two days before arrival) so it is important to **make your room pre-assignment process before that time frame**, to make sure you will be able to allocate your VIPs, regular guest, groups, crews, etc. in the best possible area/room.
- **Remember:** Due to GDPR legislation you should keep all the pre-printed documents in a safe and out of sight place.
- **IMPORTANT:** Clients who did not fill out the registrations online, must do this as usual at the reception.

When an OCI guest arrives at Reception or Priority Desk:

- Welcome them and verify CRM information with their identification.
- Request Registration Form signature and hand over the room key (*see section 1.6*).

For more details, consult the [TMS4H OCI \(Online Check-in\) Manual](#) and [Front Office Guide](#).

## 4 WHAT TO DO WHEN...

### 4.1 A guest arrives, and we are not able to assist them.

When a guest arrives, make eye contact, smile, and convey that you'll assist them shortly.

The wait time should ideally be around one minute (up to three and a half minutes at most). If you're already helping another guest, extend the wait time to three minutes (maximum of six minutes).

### 4.2 A guest arrives and TMSforHotels is not available.

#### KEY TASKS

At least once per shift (preferably at each shift change), all the reports located in the **Emergency Reports folder in TMSforHotels menu** must be stored electronically as a back-up in the event of an unanticipated system failure. In case there is a breakdown or failure of the system, these reports will assist you in the operation of the hotel.

#### PROCESS TASKS

- While the system is down, make all necessary **remarks and modifications manually** on emergency reports. Once the system is back online, transfer these annotations into the system (e.g., check-ins, check-outs, room changes, etc.).
- **Apologize** to the guest for the inconvenience caused by the system outage. **Explain** that the system is temporarily unavailable.
- Use information from **emergency reports to assign room** to arriving guests and reach check-in manually (guest name, reservation number, etc.). **Gather the same details as in a regular check-in** (identification data, credit card information, vouchers, etc.).
- Provide guests with a **manually completed welcome card**. Inform them that the system will issue an automatic version once it's operational and that you will request their signature on the Registration Form and any official documents required (e.g., Police Records).
- **Once the system is restored**, register all the check-ins in TMSforHotels and update or create a Customer ID for each guest in CRM.

### 4.3 A guest arrives, and the room assigned is not clean or available.

Change room assignments for immediate check-in, ensuring that you can accommodate the guest promptly. Pay attention to any special requests, such as extra beds or cots, specified in the reservation.

If a guest insists on a specific room and is unwilling to change, communicate the approximate waiting time. Offer to store their luggage while they wait and keep them informed if the wait becomes prolonged.

### 4.4 A guest arrives, and you don't find the reservation.

When a guest arrives and you can't find their reservation, follow these steps to handle the situation professionally:



1. **Stay Calm:** Avoid showing signs of nervousness, such as shuffling papers or looking worried. Maintain a composed attitude.
2. **Check Availability:** Verify if you have any available rooms to accommodate the guest. Use their surname during the conversation.
3. **Inquire About Reservation Method:**
  - If the guest booked directly, politely request all necessary information to check them in (including credit card details).
  - If the reservation was made through a travel agency, ask for the voucher to obtain relevant details without disturbing the guest.
4. **Process as Usual:** Continue the check-in process as you would with confirmed bookings.
5. **Apologize:** Apologize sincerely to the guest for any inconvenience they've experienced. Assure them that you'll do your best to make their stay pleasant.

Remember, maintaining professionalism and a positive attitude is key!

#### 4.5 A guest expresses dissatisfaction with their room.

Follow these steps to address their concerns professionally:

1. **Listen Actively:** Pay close attention to the guest's explanation without interrupting. Maintain a positive attitude throughout.
2. **Express Interest:** Show genuine interest when discussing the reasons for their dissatisfaction. Assure them that you'll do your best to assist.
3. **Follow Procedures:** Adhere to established [Customer Service](#) and [Suggestions, complaints and claims](#) procedures.
4. **Check Room Availability:**
  - If possible, find an available room that meets the guest's requirements and arrange a room change.
  - If no suitable rooms are available, apologize and explain that you cannot offer the requested room. Note their preferences for future stays.

Remember, empathy and professionalism go a long way in resolving guest concerns!

## 4 RELATED DOCUMENTS

All the documents you need for your daily work, as well as videos & tutorials for an interactive learning related to check-in process are available on the [Digital Knowledge Workplace](#).

## 5 TEMPLATES AND FILE PERIODS

Document or template	Responsible	File period
Registration Form	Front Office Department	See Templates and File Periods per BU
Official documents (police registration files, ...)		
Loyalty registration form		