



QUICK CHECK IN GUIDE

FRONT OFFICE BASICS

Business Processes – Operations

March 2025

THE PROCESS SHOULD NOT TAKE MORE THAN 3 MINUTES



IMPORTANT:

The order of the steps is not mandatory; flexibility is key to providing excellent service.



If there is a porter...

- Greeting and welcome
- Offer help



SMILE & EYE CONTACT



CRITICAL TASK



GREETING & WELCOME

"Welcome to Minor Hotels,
What can I do for you?"



ASK FOR IDENTIFICATION & CREDIT CARD



FIND RESERVATION



CRITICAL TASK

RESERVATION WITHOUT CUSTOMER ID

RESERVATION WITH CUSTOMER ID



SEARCH IN SAP CRM

CUSTOMER IS NOT CREATED

CUSTOMER ID IS CREATED

CREATE CUSTOMER ID IN SAP CRM



VERIFY AND UPDATE ID DATA

MINOR | DISCOVERY



CUSTOMER IS NOT DISCOVERY MEMBER BUT INTERESTED

CUSTOMER IS DISCOVERY MEMBER



BENEFITS EXPLANATION & LOYALTY CONSENTS SIGNATURE
(printed/tablet RF or Sign Up From)
CREATE DISCOVERY MEMBER (GHA BUTTON)



SYNC DISCOVERY MEMBERSHIP ID WITH CRM (GHA BUTTON)
RECOGNIZE DISCOVERY CATEGORY & BENEFITS

Earn D\$ for eligible spend at all GHA DISCOVERY hotels worldwide

Minimum earning D\$ 5 per stay

4% in D\$ welcome gift

2 stays or USD 1,000 spend to upgrade from Silver to Gold

5% discount and extra D\$ booking through minorhotels.com

Benefits at hotel (CRM alert information)

Payment Discount on eligible net spent

Discount booking (DISCOVERY Rates)

DISCOVERY Dollars (D\$) accrual



VERIFY RESERVATION DATA & ASK FOR ROOM PREFERENCES



Check-out date



Number of pax



Room type



Meal Plan



Guarantee



CRITICAL TASK

BUSINESS TRAVELERS NEED AN INVOICE?

If the company is not created in SAP CRM, hand over the **Invoice Request Form (QR Code)** or open a JIRA ticket (CDM > Party Management)



UPSELLING OFFER



REGISTRATION FORM



CRITICAL TASK
Consult "Communication Script" document for more RF information

CLAUSES DO APPEAR

CLAUSES DO NOT APPEAR

CUSTOMER CONSENTS



UPDATE CLAUSES IN TMS

- Scan RF, or
- Tablets in Reception, or
- Manually (GDPR button).

SIGNATURE ON THE TABLET OR PAPER



RECOMMENDATION
Meanwhile, you can do the pre-authorization and/or prepare the room key.



Activate the Online Check Out when:

- Credit card pre-authorization
- Valid email address in CRM



HAND OVER ROOM KEY



OFFER ASSISTANCE WITH LUGGAGE



GREETING THE GUEST GOODBYE

"We wish you a pleasant stay Mr./Ms. XXX."