



QUICK CHECK OUT GUIDE

FRONT OFFICE BASICS

Business Processes – Operations

March 2025

THE
PROCESS
SHOULD NOT
TAKE MORE
THAN 3
MINUTES



RECOMMENDED TASK

Whenever possible, the night shift could **review** that the **credit invoices** of next day's check-outs match with their voucher information (nº of nights, voucher number, pax, price, fiscal data, commissions...) or if there is a **Virtual Credit Card** for payment and bill them after the Night Audit.

SMILE & EYE CONTACT

CRITICAL TASK

ASK FOR ROOM NUMBER TO DISPLAY RESERVATION

Good morning/afternoon, Mr./Ms. XX,
What can I do for you?

INQUIRE ABOUT THEIR STAY

Have you enjoyed your time with us?

- ✓ Thank the guest.
- ✗ Apologize and manage the complaint internally.

CONFIRM CHARGES
(MINIBAR, BREAKFAST, PARKING, ETC.)

CRITICAL TASK

CHECK WITH THE CLIENT THE BILLING INFORMATION

- ASK FOR FISCAL ID NUMBER OR COMPANY NAME
- CHECK IF THE COMPANY IS CREATED IN SAP CRM

IN SAP CRM

REMEMBER TO SEARCH COMPANIES PER BRANCH

Folio headers by Reservation

NOT IN SAP CRM

CREATE A JIRA TICKET IN CDM
(Customer Data Management) > Party Management >



Creation

To create a new account.



Invoice Request Form

For a faster resolution, remember to offer the guest to use the QR code to send the company information.



Modification

To include a new branch in any account already created.



YES

MINOR

DISCOVERY



NO



INFORM ABOUT DISCOVERY DOLLARS (D\$) BALANCE TO DEDUCT FROM THE INVOICE (IF APPLICABLE)

OFFER TO JOIN DISCOVERY EXPLAINING BENEFITS

4% in D\$
welcome gift

Exclusive
rates

Minimum earning
D\$ 5 per stay

Payment discount on
eligible net spend

CONFIRM PAYMENT METHOD

•REDEEM D\$ •CASH •CREDIT CARD

CLOSE THE INVOICE AND PROCEED WITH THE PAYMENT

- PAYMENT BY CREDIT CARD: CHECK IF THERE IS A PREAUTHORIZATION AND CONFIRM WITH THE GUEST IF THEY WANT TO USE IT TO PAY.
- INSERT THE CARD INTO THE PIN PAD AND HAVE THE CUSTOMER VALIDATE IT WITH THE PIN CODE.

PRINT OR E-MAIL THE INVOICE TO THE CLIENT

CRITICAL TASK

"It has been a pleasure to have you staying with us. We hope to see you again in any of our Minor Hotels around the world."



OFFER ASSISTANCE WITH LUGGAGE



Check with the client if they need assistance with future bookings.