

## Guest Relations Manager Checklist

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Task	Task Description	Frequency	Tool	Document Related
<strong>GENERAL TASKS</strong>				
Email and phone communication	Manage the guest relations email inbox and respond to all inquiries promptly while also handling incoming phone calls with professionalism and efficiency.	Daily	Outlook, Switchboard	
HOD briefing	Attend the daily Heads of Department meeting to stay informed about hotel operations, share guest feedback, and coordinate on VIP arrivals or special events.	Daily	N/A	
Concierge labours	Process and manage guest requests for internal and external services including restaurant reservations, guided tours, transportation, spa treatments, and ticket bookings, ensuring all arrangements meet guest expectations.	Daily	N/A	
<strong>TASKS RELATED TO RESERVATIONS MANAGEMENT</strong>				
Pick-up previous day	Review the previous day's reservations to identify any VIP no-shows and ensure that any in-room courtesies prepared for them are promptly removed.	Daily	TMSforHotels <a href="#">View reservation - /CCSHT/RS03_IN</a>	<a href="#">No show reservations procedure</a>
VIP arrival assignment	Assign VIP arrivals based on guest status, loyalty program level, special occasions like birthdays or anniversaries, and quality standards, always aiming to meet guest preferences with care and attention.	Daily	TMSforHotels <a href="#">Room assignment - /CCSHT/RS_PREASIG_HB</a>	<a href="#">Pre check in procedure</a>
VIP report	Prepare the daily VIP guest list to coordinate with all relevant departments, ensuring benefits are applied and service standards are elevated to deliver an exceptional guest experience.	Daily	TMSforHotels <a href="#">VIP arrivals - /CCSHT/RS_06_014_ALV</a>	
Check-in with Wireless tablet	Check potential check-ins to be done with Wireless tablets	Daily	TMSforHotels <a href="#">Expected arrivals report - ZEY_RS_06_011_ALV_EX</a>	<a href="#">Tablets key documents</a>
General hotel availability	Check the day's room availability, preassign all VIP reservations, and in case of overbooking, prioritize protecting VIP bookings from being displaced.	Daily	TMSforHotels <a href="#">Occupancy by room type - /CCSHT/RS_06_04</a>	
Book outs	Monitor and respond to guest requests submitted through online booking platforms such as Booking.com and Expedia, ensuring timely and accurate communication.	Daily		<a href="#">Book out procedure</a>
Requests on websites	Handle and answer the specific customer requests through the online portals (Booking, Expedia, etc.)	Daily	OTAs' portals	
Future reservations	Review and assign upcoming VIP reservations, send welcome emails when appropriate, and contact guests in advance to tailor their stay according to their preferences.	Daily	TMSforHotels <a href="#">Room assignment - /CCSHT/RS_PREASIG_HB</a>	<a href="#">Reservation review procedure</a>
In house reservations	Maintain regular contact with in-house guests, especially during key moments like meals and check-in/out, to ensure satisfaction and share memorable details about their stay.	Daily	TMSforHotels <a href="#">In-House VIPs - /CCSHT/NA_0012</a>	
Personalized treatment	Create memorable arrival and departure moments for VIP guests by offering a warm welcome and a thoughtful farewell. Work closely with Front Office to ensure the check-in and check-out processes reflect the guest's preferences and expectations.	Daily		<a href="#">Quick check in guide</a> <a href="#">Quick check out guide</a>
<strong>TASKS RELATED TO QUALITY MANAGEMENT</strong>				
VIP benefits	Ensure all VIP guests receive their entitled benefits in accordance with the VIP policy established with the General Manager, maintaining consistency and attention to detail.	Daily	TMSforHotels, VIP treatment guidelines per brand	<a href="#">MHZone Minor Hotels</a>
Loyalty	Review loyalty guest lists and implement tailored commercial actions for regular customers, including informing them of upgrades, loyalty point accruals, and resolving any duplicated IDs.	Daily	TMSforHotels	<a href="#">DISCOVERY Loyalty Procedures</a>
Quality standards	Monitor and ensure that all quality standards are fully implemented and consistently exceeded, positioning the hotel as a benchmark for the Premium brand.	Daily		
Room and public areas supervision	Collaborate with the housekeeping manager to inspect VIP rooms and public areas, ensuring cleanliness, proper maintenance, decoration, and floral arrangements meet brand standards.	Daily	Brand Operational Standards	<a href="#">Brand Operational Standards</a>
Guests reviews	Monitor and respond to guest reviews from internal surveys and external platforms such as TripAdvisor, Expedia, Booking, and Google, following the hotel's official response strategy.	Daily	ReviewPro, Websites	<a href="#">ReviewPro Support</a> <a href="#">Guest reviews Answering comments guide</a>
Claims management	Address and track guest comments, suggestions, and complaints, coordinating with department heads to develop and implement effective action plans.	Daily		<a href="#">Suggestions complaints and claims</a> <a href="#">FO Quick Guides Collage</a>
Lost items	Oversee the management and follow-up of lost items to ensure they are returned to guests efficiently and satisfactorily.	Daily	TMSforHotels <a href="#">View Lost and Found - /CCSHT/HK_03_PERDI</a>	<a href="#">Handling lost and found items</a>
Quality results	Review quality performance results with the General Manager and share them with relevant departments; if targets are not met, define and implement improvement plans.	Regularly	ReviewPro	<a href="#">ReviewPro</a>
Quality actions	Support and execute the specific quality initiatives promoted within your Business Unit, ensuring alignment with broader service excellence goals.	Monthly	Quality Calendar	
<strong>TASKS RELATED TO EVENTS MANAGEMENT</strong>				
Events	Support the organization and execution of PR events held at the hotel, ensuring smooth coordination and following up on guest satisfaction afterward.	Daily	TMSforMeetings	
Site inspections	Participate actively in site inspections, delivering a warm and professional experience to ensure guests feel exceptionally welcomed and impressed.	Regularly	N/A	
<strong>TASKS RELATED TO TEAM MANAGEMENT</strong>				
Shift schedule	Prepare and maintain the shift schedule for the Guest Relations team, ensuring adequate coverage and operational efficiency.	Regularly	Excel	
Processes and Procedures	Monitor compliance with established processes and procedures, reinforcing training and guidance whenever necessary to maintain service standards.	Regularly	Digital Knowledge Workplace	<a href="#">Minor Hotels Organization Portal</a>
Trainings and Knowledge	Ensure completion of all mandatory company trainings, e-learnings, and evaluations, including topics such as the loyalty program, workplace safety, and service excellence initiatives.	According to calendar	Talent	<a href="#">Talent</a>

