QUICK PRE CHECK IN GUIDE

FRONT OFFICE BASICS
Business Processes – Operations
March 2025

CHECK ARRIVALS LIST

ZTMS_COM_CHECK
CHECK RESERVATION REPORT

- Review contract rates, conditions and check commissions data
- Modify reservation if needed
- Special attention to commissions applied to manual charges
- Report incidences if applicable

COMPARE RESERVATIONS AND CHECK GUEST PROFILE IN SAP

DATES OF STAY | BOOKING RATE | ROOM TYPE | NUMBER OF GUESTS | DISCOVERY MEMBERSHIP

ATTENTION TO COMMENTS AND SPECIAL REQUESTS (EXTRA BED, COTS…)

When managing a reservation, identify the guests and add their Guest ID in TMS whenever possible. Ask for the guest's details to find them in CRM:

"Have you stayed in Minor Hotels before?".

If **YES**, quick search with full Name + (…):
> ID Number - DNI *(Spain)*
> Postal Code *(Holland)*
> Birthday or Mail address *(other nationalities)*

GUEST IDENTIFICATION

GUEST ID NOT INFORMED

SEARCH IN CRM IF THE GUEST IS ALREADY CREATED

YES → MINOR | DISCOVERY

NO → MINOR DISCOVERY RATE?

NO → PRE-ASSIGN THE TYPE OF ROOM BOOKED

YES → SET NOTICES AND REMARKS WITH MEMBERSHIP ID AND TIER → PRE-ASSIGN THE TYPE OF ROOM BOOKED

Due to the **Choose Your Room** tool, it is highly recommended to pre-assign, at least, 3 days before the check-in date.

GUEST ID INFORMED

UPDATE CONTACT DETAILS IN SAP WITH THE RESERVATION DATA (E-MAIL)

CHECK IF THEY ARE A PREMIUM DISCOVERY MEMBER/ SPECIAL GUEST

YES → **SYNC DISCOVERY MEMBERSHIP ID WITH CRM & PRE-ASSIGN SUPERIOR OR BETTER ROOM.**

PAY ATTENTION ON COMMENTS & REQUESTS

FOLLOW SPECIAL GUEST PRIORITIZATION:

1. VIPs (HQ1, TOP)
2. Minor DISCOVERY VIP Titanium
   DISCOVERY Red level
   Leaders Club Aurelian
3. DISCOVERY Titanium / VIPS (others)
   TOP external programs
4. DISCOVERY Platinum
   Leaders Club & Sterling
   Public persons (celebrities, personalities, influencers, politicians)
5. DISCOVERY Gold
6. DISCOVERY Silver
7. Airlines crews program / another loyalty (FFPs)
8. Other Minor customers

NO → SET NOTICES TO OFFER MINOR DISCOVERY → PRE-ASSIGN THE TYPE OF ROOM BOOKED

SET ACTIONS TO REMIND REQUIRED DEPARTMENTS OF:
IN-ROOM BENEFITS OR SPECIAL TREATMENT,
BREAKFAST/ROOM UPSELL

PREPARE THE WELCOME CARD BEFORE THE GUEST ARRIVAL (ATTENTION ON GROUPS, HIGH END LUXURY PROGRAMS, DISCOVERY MEMBERS & VIPS)

GROUPS | HIGH END LUXURY PROGRAMS | VIP GUEST: DISCOVERY SPECIAL MEMBER | INDIVIDUAL RESERVATION