

Precheck-in

PROCEDURE VALIDATION

Version	Corporate area	Approved by		Approval date
1	Operations (Process Owner)	Oper. Control Director Chief Oper. Officer	Anja Loijens Ramón Aragonés	June 2012
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources		
	Strategy&Development	Chief Commercial Officer		
	Strategy&Development	SVP Quality & Competition		
	Management Committee			Steering Minutes 09/07/2012

UPDATES

Version	Approved by	Approval date
2	SVP Operations	June 2018
	Organization Director	

OBJECTIVE AND SCOPE

Describes the tasks to be performed daily prior to the guest's arrival to the hotel so as to ensure that the check in is more efficient, quicker and minimizes the waiting time of the guest and resolves any possible errors.

This procedure applies to all hotels in all Business Units.

SUMMARY

- 1 Daily service performance
 - 1.1 Checking the arrivals
 - 1.2 Control of the guarantees of the reservations
 - 1.3 Control of the special reservations
 - 1.4 Control of the guest's requests
 - 1.5 Assignment of the rooms
 - 1.6 Check the occupancy of the day
- 2 Related procedures

1 DAILY SERVICE PERFORMANCE

Responsible: Front Office Staff

1.1 Checking the arrivals

Check daily all the arrivals of the same day, emphasizing on the notes that have been listed during the previous check of the reservations: duplicate bookings, correction of errors, special requests, prepayments, etc.

You will find additional information on the link [Reservation Review Procedure](#)

1.2 Control of the guarantee of the reservations

Check daily all the guarantees of arrivals:

- **No guarantee (18h, 16h...)**

In case of high occupancy, pay special attention in order to contact guest to guarantee this reservations.

- **Guaranteed**

Control the vouchers, mails and faxes of the agencies and/or companies that must be previously sent. In many cases, the vouchers are handed in by the guest upon arrival but in case we do not have the voucher, we can request from the travel agency to send it to us once the client is in the hotel.

- **Prepayment**

Check that we have received the prepayments of the reservations that require to be prepaid and if registered correctly in TMS.

To consult the pending prepayments, we will look for the guarantee 30. Prepayment-Guaranteed – CXL&MOD CO in the TMS report Guarantees Status - /CCSHT/RS_06_60_ALV". This report shows all the final reservations that require the payment as it is the condition established and which has not been paid by the client and or registered in the system. Those reservations with prepayment conditions should be charged manually at the hotel with a credit card provided by the guest. See the management of the procedure: [Prepayments](#), [Prepayment Guarantee Management](#), [Website Prepayment Reservations Management](#)

If the required guarantees have not been received, we will take note of this in the corresponding remarks/observations field in TMS and request this from the guest upon arrival.

In case of the prepayments by bank transfer, it should be identified with number of the reservation from TMS or the booking file number from TMS4M.

1.3 Control of the special reservation

We must also check that the **internal reservations** have been authorized and if we receive the Provision of Services Request template fulfilled.

See the management of the procedure [Provision of Services at NH Hotel Group](#)

1.4 Control of the guest's preferences and requests

If there is no party ID in the reservation and if it is possible, it will proceed with the search of it to review all the preferences noted into the guest profile.

In the same way, all the special requests of the guests should be revised before the check in.

- **Notices for Reception:** They serve to gather all the important requests or comments that should be taken into account at the time of the check-in or the check-out of the guest. (For example: adjoining rooms, non-smoking, voucher missing, ask for credit card details, etc.)
- **Actions:** They are to be used for internal communication. The actions should be processed in order to continue with the task we are handling. (For example: empty minibar, deep cleaning, etc.)
- **Remarks:** Main, Billing, Chain remarks, Hotel remarks, External remarks, Internal remarks and TMS4Connectivity. There are many options in order to communicate with the guest through the booking confirmation, to reflect the comments on the invoice, etc.

1.5 Assignment of the rooms

It is recommendable to assign the rooms for any type of reservation so as to be able to manage and adequately control the bookings as well as minimize the waiting time upon check in.

There are situations where it is highly recommended to assign the rooms beforehand due to the type of reservation and the resources available so as to provide a service according to the expectations of the guest:

- **Groups:** The rooming list of the groups should be prepared before the arrival of the groups in order to speed up the check in process. In addition to this, the key cards and welcome cards should be ready upon their arrival.
- **Special / Preferred clients and or loyal clients:** Those clients who have indications on the reservation that they should receive special treatment (VIP, I'm Special Owner, etc.). If the guest is a member of the NH Rewards program, this information should be reflected and we should take into consideration when previously assigning the room, in order to guarantee guests receive the granted benefits according to their category (room upgrade, welcome letter, welcome detail, etc.).
See the management of the procedure [Customer Personalization](#).
- **Individual Reservations:**
 - The rooms could be assigned beforehand once we foresee a large number of arrivals in order to reduce tasks during check in. Remember the TMS transaction Room assignment - /CCSHT/RS_PREASIG_HB where it is possible to assign in a massive way.
 - The assigning beforehand of the rooms must be done if we foresee an overbooking of the same type of rooms or when we detect preferences or special requests of a client.

Bear in mind! The Choose Your Room tool will allow to our customers to make their room assignment from 10 a.m. two days before arrival until 12 p.m. of the day of check-in so it is highly recommended that the front desk proceed with the assignment for the rooms, that require it, at least 3 days before the check-in date.

The previously rooms assigned by the clients through this tool, will not be modified unless it is for an improvement of them or for an operative matter. For more information, see the [Online Check-In Manual](#).

The rooms will be assigned according to the preferences of the guest always whenever possible taking into consideration that this is subject to the availability of the hotel. The preferences should be indicated in the reservation and in the client's personal file in case we have the Party ID number indicated.

When assigning the rooms, we should take into consideration the following criteria:

- Take into consideration the motto “the best room for the best guest”.
- Check the room type occupancy also of the following days
- Try our utmost to provide the possible requests of the guests.
- With regular guests, review the “guest history” information so as to check if their preferences have been reflected and or indicated.
- Take into consideration all the special conditions which have been provided by contract to some Tour Operators.
- Try to assign the clients all in the same section or floor if the occupancy of the hotel enables us to do this, so as to facilitate the work of the Housekeeping and Maintenance Department and also reduces management costs.
- Avoid assigning rooms that due to special circumstances (construction work nearby, maintenance of rooms nearby, etc), can cause inconveniences and discomfort to the guests.
- Take into consideration the possibility to use upselling techniques (room upgrade) before assigning the rooms based on the arrivals of the day

1.6 Check the occupancy of the day

Once the rooms have been blocked / assigned, check the availability of the hotel in TMS and the Front Office Manager will inform the Front Office staff about how to manage the overbooking situation (if apply), how to handle walk-ins, upselling, etc.

2 RELATED PROCEDURES

[Reservation Review Procedure](#)

[Prepayments](#)

[Prepayment Guarantee Management](#)

[Website Prepayment Reservations Management](#)

[Provision of Services at NH Hotel Group](#)

[Customer Personalization](#)

[Room Upgrade assignation priorities](#)

[Online Check-In Manual](#)