

Reception Shifts

PROCEDURE VALIDATION

Version	Corporate area	Approved by:	Approval date
1	Operations (Process Owner)	Operations Control Director Chief Operations Officer	July 2012
	Internal Audit	SVP Internal Audit	
	Resources	SVP Human Resources	
	Management Committee		Steering Minutes 09/07/2012
2			April 2013
3	Operations	VP Business Processes	October 2021

Always find the latest version of this document and all the related ones in the **Business Processes** section of the *NH Digital Knowledge Workplace* <https://nhorganization.nh-hotels.com>

OBJECTIVE AND SCOPE

This procedure defines the common tasks of all shifts and responsibilities of the Front Office Department, which focus on obtaining the satisfaction of the guest.

This procedure applies to all the hotels of all the Business Units.

SUMMARY

1. Basic tasks of the Reception
 - 1.1 Change of shift
2. Tasks of each Reception shift
3. Related documents
4. Templates and file periods

1 BASIC TASKS OF THE RECEPTION

Responsible parties: Front Office Manager / Front Office Staff

The basic tasks of the Front Office Department are the following:

- Customer Service (public relations, information, reception, etc.).
- Coordination and information to the other departments of the hotel.
- Management of reservations (if available).
- Customer Service during the stay.
- Invoicing / Check out.
- Control the cash register.
- Telephone calls (managing the switchboard of internal and external calls).

Following are the main tasks (common for all the reception shifts) which include the previous tasks and the correct way to implement them:

- Manage the arrivals (Check in) of the clients of the hotel, following the [Check in Procedure](#).
- Manage the departures (Check out) according to the procedure established [Check out and invoicing](#) checking that all the invoices are correctly issued and settled.
- Provide all the necessary information to our clients by following the procedure [Customer Service](#).
- We should know the occupancy of the hotel as well as the events being held in each banqueting room of the hotel and its details. Therefore, whenever someone requests information, we will be able to respond immediately.
- File correctly all the generated documentation and specially those charges signed by the guests.
- Take note in the shift book each incident or situation we should transmit to the next shift (or following shifts). In this way, all the information will be known to the rest of the Reception team.
- Take note of any suggestions, complains and claims received by the guests in the registration form by following the guidelines established in the procedure [Suggestions, complaints and claims](#).
- Register in the system, by **Notices for Reception**, any relevant information, special request, incidents, etc., related to the arrival/stay/departure of guests who require a follow up or simply remember to do this upon check in or check out. This tool is especially useful in the following cases:
 - When we receive an item, which should be delivered to the guest upon arrival.
 - When we should remember information upon the departure of the guest.
 - When we should hand in an object to a guest.
- Maintain all the areas of the reception and main entrance tidied up. We will make sure to have enough material to be able to carry out our job (stationery, check in, etc.) as well as provide any request from the guest (spare amenities, maps, etc.).

1.1 Change of shift

The communication between the Reception staff is vital to provide a service without any complications. For this, it is necessary to exchange information with the Reception staff to carefully explain the information during the change of the shift.

- We will carefully read the shift book and clarify any doubts we may have. The team members who start their shift as well those ending their shift must sign the book to confirm they have changed their shift.

Reception shifts

Business Processes - Operations

- Transmit all the information about the guests (arrival of a special guest, incidents, provide a requested service...) discreetly making sure there is no other client present.
- The shift leaving should inform the colleagues starting their shift of any incident, complaint or claim which is being handled to adopt the correct measures and do a follow up.
- During each shift, it is recommendable to retrieve a list of the *Notices for Reception* to be explained and ensure they are transmitted correctly.
- Never write rude words or expressions as well as descriptions of the clients.
- Do the cash counting or cash audit at the beginning as well as at the end of the shift and always with the person ending or starting the new shift respectively. Both should sign the sheet with their approval (see procedure [Hotel Cash handling](#)).

2 TASKS OF EACH RECEPTION SHIFT

Responsible parties: Front Office Manager / Front Office Staff

For a good control and follow up of the tasks to be carried out by the Front Office Department, we will always complete, whenever the Front Office Manager and the General Manager consider it necessary, the tasks in the template [Front Office Check List per Shifts](#) depending on the shift that corresponds.

The use of this tool is highly recommended for the new employees, trainees, etc. It will be completed daily and during the period considered necessary.

It lists all the tasks to be carried out during night, morning and evening shifts.

It will be up to the Front Office Manager and the General Manager to decide on whether to add more tasks to those specified in accordance with the characteristics and the organization of the hotel concerned.

The key tasks of the night shift, responsible for the closing of the day (night audit), are described in a separate procedure, given its importance in the management and daily control of the hotel (see procedure [Daily Closure](#)).

4 RELATED DOCUMENTS

Check in Procedure
 Check out and invoicing Procedure
 Customer Service
 Suggestions, complaints and claims
 Hotel Cash handling procedure
 Front Office Check List per Shifts
 Daily closure

5 TEMPLATES AND FILE PERIODS

Document or template	Responsible	File period
Shift book (hand over during shift)	Front Office Department	See Templates and File Period per BU
Emergency Reports	Front Office Department	