

Visits, calls and messages

PROCEDURE VALIDATION

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

UPDATES

Version	Approved by:	Approval date:
2	SVP Operations	November 2018
	Organization Director	

OBJECTIVE AND SCOPE

Manage quickly and effectively the visits, phone calls and messages of the guest's in house always ensuring the confidentiality during the stay.

The applicability of this procedure includes all the reception employees of NH Hotel Group.

SUMMARY

1. Visits
2. Phone Calls
3. Messages
4. Related procedures

1 VISITS

Responsible: Front Office staff

In case an external person from the hotel visits a guest in house, we will proceed in the following manner:

- Request the visitor to indicate to us his/her name and surname and we will ask if they know the room number of the guest. If that is the case, then we will inform the guest about the visit.
- In case the visitor does not know the room number the guest is staying in, we will verify if the guest is actually in the hotel. We will advise the guest of the visit and request his/her authorization to confirm to us whether to provide information regarding his stay or the room number.
- We will ask the guest if he prefers to receive the visitor in the lobby or in his/her room.
- If the guest indicates to us that he does not know the visitor or does not want to receive anyone, we will inform the visitor, avoiding at all times to provide confidential information about the guest.
- If the guest is not found in the room and only upon the visitor's request, we will accept to leave a note or message for the guest, following the guidelines indicated later.

In no case and under no circumstances will we offer the visitor information about the guest. See *Personal Data Protection Law LOPD (FAQ's)*.

Depends on the country laws, in case the visitors goes to the room of the guest must be registered following the full check-in procedure.

2 PHONE CALLS

Responsible: Front Office staff

We answer the phone call within 3 rings, we try to talk slowly, not in a hurry and with a pleasant voice (being proactive and with a telephone smile- "Smile at the telephone").

"Good morning/afternoon, NH XXX, my name is XXX, How may I help you?"

If the caller asks to talk with a guest room or leave a message, we will ask for the guest's name. We will check if the guest is registered and we will transfer the telephone call, being aware of the guest's confidentiality, avoiding saying the room number.

"One moment, please"

If the telephone is not answered in the room, we take the call back, offering to leave a message, following the guidelines indicated later.

"Do you want to leave a message?"

We will say goodbye to the customer, thanking him/her for the call.

If the caller does not know the guest's room number, we will call discreetly the guest to request his/her authorization to confirm the accommodation. If yes, proceed with the transfer of the call.

Some hotels transfer the phone call to the voicemail in the room in order to leave the corresponding message.

3 MESSAGES

In case we have to take a note for a guest's message, we fill in the official form, checking all the details of the caller, filling the form in a clear writing in all the required fields (person, date, hour, telephone contact). We close the message envelope, taking special care of the confidentiality of the guest's message.

Otherwise, we can inform the message on the system using the "Messages" tab. We will print the message in order to deliver it on the next way.

Later, the message will be delivered to the guest, checking if he/she is still registered in the hotel, and verifying the room number with the name.

- If the guest is still registered in the hotel: the message should be delivered under the door immediately, in a reasonable period of time (max 60 minutes) after the call. We will not enter to the room, respecting the guest privacy.
- If the message is collected before the guest's arrival, we deliver the message during the "check in" process (look for the reservation and introduce a trace)
- In case the guest has left the hotel, We contact him/her in case we know that he/she was expecting the message, and the guest has given us a telephone contact. Otherwise, the message (fax, mail, etc.) must be kept during 48 hours. If after that time, no one has collected, we will destroy it/them.

In case the message arrives for a guest allocated in a meeting room, it will be delivered during the for coffee break or lunch break, unless the message is urgent.

RECOMMENDATIONS

- Verify the room number with the name of the guest
- Verify the text of the message
- Write clearly and accurately and in the language of the guest (if we know it)

PROCESS RESTRICTIONS

- Provide the name and room number of the guest. Consult *Personal Data Protection Law*.
- Provide any type of information regarding the stay of the guest (telephone number, if the guest is accompanied or not, etc.) *Personal Data Protection Law*.
- Take note of the message on another form which is not the standardized stationary.
- Transfer a call to a guest who previously has informed us that they do not want to attend any calls.

4 RELATED DOCUMENTS

Personal Data Protection Law (FAQ's)