

Wake-up call service

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	Operations	October 2018
	Organization Director	
	Experience&Quality	

OBJECTIVE AND SCOPE

Following procedure for carrying out a proactive wake - up call service for our guests.

The applicability of this procedure includes all the reception employees of NH Hotels who can attend a request for a wake-up call.

SUMMARY

1. Daily service performance
 - 1.1 Requesting a wake-up call
 - 1.2 Management of the wake-up call
 - 1.3 Recommendations and steps to follow when you forget the wake-up call
2. Aspects to take into consideration and key principles of services of service

1 DAILY SERVICE PERFORMANCE

Responsible: Front Office Staff

1.1 Requesting a wake-up call

We will answer a call within 3 ring tones (3 are a multitude), speak slowly, not in a hurry and also with a pleasant voice (proactive attitude and smile at the telephone).

Register the hour indicated by the guest on the internal form designated for this purpose taking special care to place the document out of sight of other guests. If there is an interface integrated with TMS4H, the request of the guest will be programmed directly in the system through the transaction /CCSHT/CE_DESP – Alarm call service.

We must confirm the information with the guest before hanging up: the hour in digital format, the room number, the name and surname as well as check this information in the computer to avoid possible errors.

Say farewell to the guest and wish him/her a pleasant rest (*good night, etc.*)

1.2 Management of the wake-up call

Program the time of the call and revise the program at night and in the morning. The morning shift will check if the programs of the calls are correctly programmed. Execute the wake-up call at the indicated time by the guest (-5+5 minutes), preferably in a personalized way.

In case the guest does not answer, make a second call after 5 minutes approximately. If the guest still does not answer, we will go up to the room and knock on the door to ensure there is no problem and that we have completed our duty.

1.3 Recommendations and steps to follow when you forget the wake-up call

If in case you did not call the client at the requested time, call to the room as soon as possible and proceed in the following manner:

- Apologize and inform the guest of the actual time.
- Initiate concrete actions with the objective to avoid the least possible repercussions on the guest's plans (request a taxi, etc.) and try to compensate the inconveniences caused.

2 ASPECTS TO TAKE INTO CONSIDERATION AND KEY PRINCIPLES OF SERVICE

- Write clearly the numbers so that it is comprehensive to all our colleagues
- Personalize the call by using the guest's name whenever possible:
"Good morning Mr./Mrs. XXX, It is XX hours, I wish you a pleasant day/night".
- Call manually instead of using the program whenever possible
- Speak the same language of the guest if you know it
- Speak slowly and clearly
- Smile on the telephone.
- Stagger the calls when a lot accumulate at the same hour
- Confirm to the guest the digital hour (07:35 hours)
- Never lie to the guest regarding the real time
- Never justify a delay or an oblivion with internal problems
- Never use an inappropriate tone of voice