FRONT OFFICE ROUTING

START

BOOKING ENQUIRY

TRAVEL AGENT 9088 | OTA | DIRECT | MICE

ENTER THE BOOKING IN ENQUIRY FORM

IS BOOKING MATERLIZED?

YES

NO → STOP

UPDATE IN ARRIVAL FORM 660

CHECK FOR THE PAYMENT DETAILS

UPDATE SPECIAL GUEST INSTRUCTION AND PLAN MEMORABLE EXPERIENCE 538,667

ROOM ALLOCATION AND UPDATE TO ALL DEPTS

IS CHECKED MANPOWER AVAILABLE AND CARS AVAILABLE ? 4070, 4066,663,

CHECK IF F&B KNOW MEALS PLANS AND CHECK MINIBAR ARRANGED?

CHECK ALL ROOMS, PUBLIC AREA ARE CLEANED AND MAINTENANED? 8,1069,3711,3706,

CHECK SECURITY AND PARKING ?

GUEST ARRIVAL AND WELCOMING, LUGGAGE CHECK 7

UPSELLING OF HOTEL P&S 673,4017

FILL GRC AND UPDATE ABOUT HOTEL FACILITIES AND PRODUCT AND SERVICES - GUEST CHECKIN 666, 660,1391, 3705

BILLING AND UPDATE TO ACCOUNTS 654,913

GIVE STAYING GUEST ROOM SERVICE 543, 1065

GUEST CHECKOUT PROCESS AND CROSS CHECK FROM ALL DEPT. REPORTS

GUEST FEEDBACK AND UPDATE IN TTP ADVISOR 1070

STOP