

STANDARD OPERATING PROCEDURE

Topic : **The Reservation**

ACHIEVEMENT:

To provide professional and efficient service

PROCEDURE:

- ◆ That you thank the caller for their call
- ◆ That their call is answered quickly
- ◆ That they receive a warm greeting and know to whom they are speaking
- ◆ That the person who answers the telephone can either deal with his or her reservation or be directed someone who can
- ◆ That the reservation request is dealt with in an efficient and professional manner
- ◆ That the information given is confirmed back to them
- ◆ While taking the reservation you have to use the guest request form and fill it according to the guest request and sign it
- ◆ Reservation Executive will update the request in the system then pass the message to department
- ◆ The request form should be signed by the Reservation Executive /F.O.M
- ◆ Answer the telephone within three rings
- ◆ Introduce your department and yourself by name reservation office, X speaking, how may I help you
- ◆ Offer assistance and listen attentively

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Topic : **The Reservation ... Contd**

- ◆ When transferring a call, inform the customer with whom he/she will be connected to
- ◆ Thank, the customer for holding when you return too serve the call
- ◆ Don't keep the customer on hold for more than 2 minutes
- ◆ Use callers name while communicating
- ◆ Summarize booking details and check accuracy
- ◆ Be familiar with all room types and be able to convincingly explain the difference in room types and rates
- ◆ When dealing with caller, inform caller of your next actions
