



Check in and Check out



Definition Hotel is an establishment that provides lodging and usually meals, entertainment, and various personal services for the public.

Part of Front Office:

Reservation, Reception, Information, Telephone Operator, Concierge, Front Office Cashier.

Hotel front desk agents or receptionists are responsible for checking guests in and out of a hotel. They are often the first point of contact for guests and have many other responsibilities, including:

- Answering guest inquiries
- Providing information about the hotel
- Helping with guest requests
- Taking deposits
- Directing guests to parking
- Liaising with housekeeping and maintenance staff
- Managing the booking system
- Communicating with potential guests
- Creating key cards and check-in information packs
- Managing public areas like the lobby, pools, and gyms
- Dealing with guest complaints
- Providing baggage storage
- Keeping the entrance and lobby clean

Check-in and check-out are important stages in building a relationship with guests, and both can have a significant impact on the guest experience. Check-in is often the first impression a guest has, and check-out should be quick, friendly, and simple.



Function Areas



Interdepartmental Communication



Hotel check-in and check-out are the processes that establish the relationship between a guest and a hotel. Check-in is the process of registering a guest's arrival, while check-out is the process of a guest formally leaving the hotel.

Check-in

Guests register their arrival at the hotel, usually at the reception desk. The staff verifies the reservation, provides room keys or access cards, and may offer to accompany the guest to their room.

Check-out

Guests formally leave the hotel, settle any outstanding bills, and return their room keys. The standard check-out time is typically between 11 AM and 12 PM, but guests can often check out as early as they need to. Late check-outs are often available upon request.

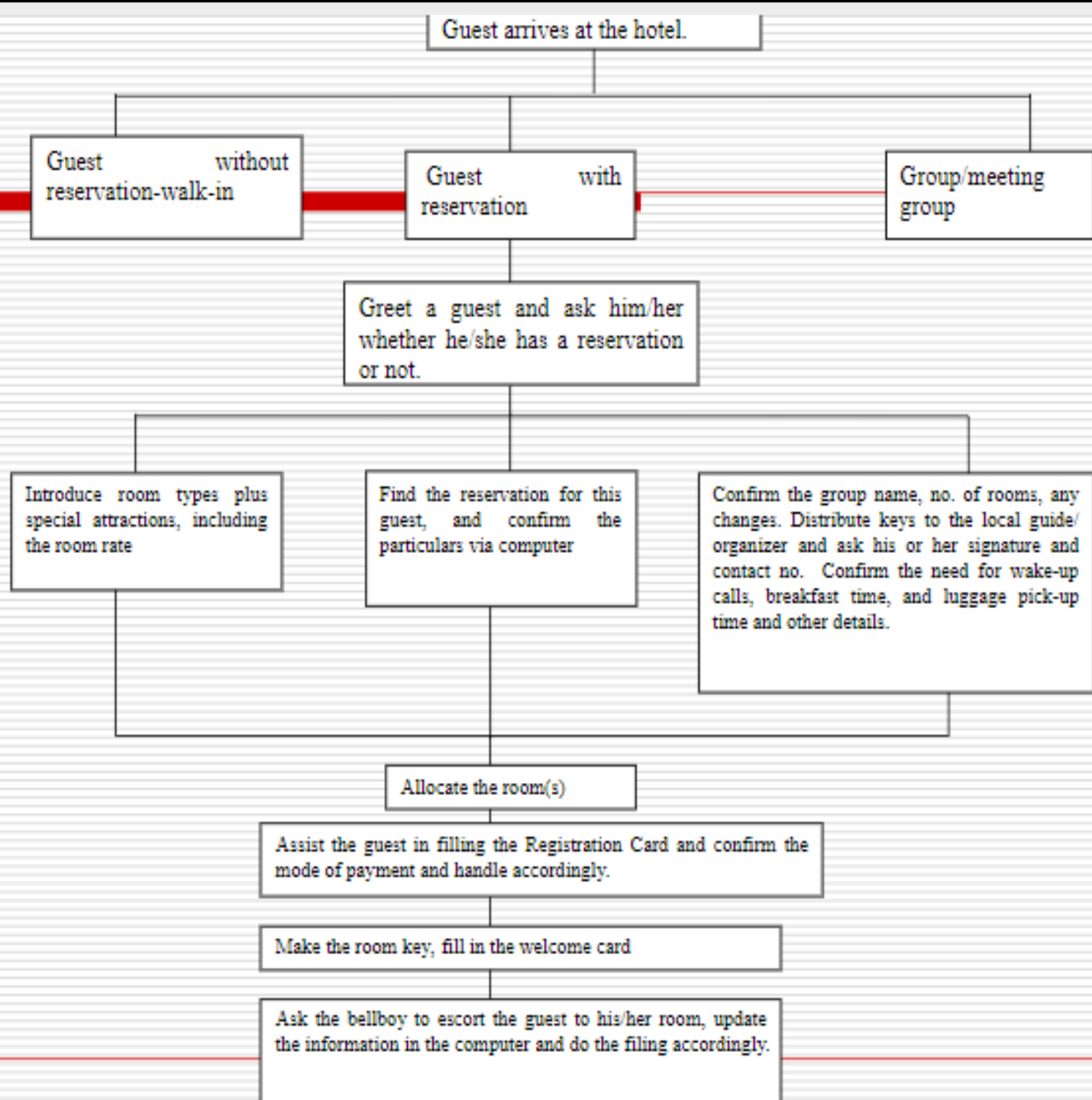
Early check-in is a service that allows guests to check into a hotel or other establishment before the normal check-in time. This service is often offered to guests who request it in advance

Early check-in can be **beneficial** for a number of reasons, including:

- **Resting:** Guests can use the room to take a nap or freshen up after a long day of travel
- **Napping for children:** Guests with small children can provide a quiet space for them to nap
- **Luggage storage:** Guests can leave their luggage at the hotel while they go out and explore

Early check-in may be available for a fee, or it may be free depending on the hotel and the circumstances. Some hotels may offer early check-in to important guests or members, while others may offer it to all guests if the room is available

A late check-out is a hotel service that allows guests to leave their rooms later than the standard check-out time. This service is usually available upon request, subject to room availability, and may incur an additional fee



Check-out procedure

- Politely ask the guest to return the room key
- Inform Housekeeping to look in the rooms for mini-bar consumption and forgotten items.
- Present the bill to the guest
- Write an invoice with information provided by the guest
- Settle the account according to mode of payment
- Say farewell using the guest's name and extend an invitation to come again
- Sort out any checks, credit card slips or cash
- Settle the account in the computer

CHECK IN

Guest: Excuse me, I would like to book one room for two people, for two nights.

Reception: Yes, sir. Please fill in the following form for registration.

Guest: OK, just a moment.

Reception: Do you need breakfast service?

Guest : Yes, please. That's great.

Reception: Breakfast time is from 7 to 10 every morning in third floor.

Please, here is your room key. Your room number is 471, on the fourth floor.

Guest : Very good.

Reception: My pleasure. Do you need help with your suitcases?

Yoga : Yes, please.

Reception: Sure, I will call the bellboy to carry your suitcases.

Guest: Thank you.

Receptionist : Enjoy your stay, sir.

Guest : Thank you

CHECK
OUT

Guest: Good afternoon, How May I assist you sir?

Receptionist: Good afternoon. Do you want to check out now?

Guest: Yes. I'm sorry for being a bit late.

Receptionist: No problem, Sir.

Guest: Is there any extra charge for that?

Receptionist: No, Sir. May I know your room number?

Guest: It's 324

Receptionist: Mr. John Smith, room booked from August 3rd until 5th. Is that correct?

Guest: Yes, it is.

Receptionist: So, the total of your bill is \$845. How would you like to pay, Sir?

Guest: I will use cash.

Receptionist: Alright, Mr. Smith. Please sign here.

Guest: Sure

Receptionist: May I know if you enjoyed your stay here?

Guest: Every thing's great, I loved the meal so much.

Receptionist: Thank you, Sir. I hope you will be back to visit us again soon.

Guest: I will.

😊 END 😊

