

**Yashwantrao Chavan
Maharashtra Open University**



V101: B. Sc. (Hospitality and Tourism Studies)
V102: B.Sc. (Hospitality Studies & Catering Services)
HTS 403: ACCOMODATION & FRONT OFFICE OPERATIONS II



**YASHWANTRAO
CHAVAN
MAHARASHTRA
OPEN
UNIVERSITY**

HTS 403

**Accommodation & Front
Office Operations - II**

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ACCOMODATION AND FRONT OFFICE OPERATIONS - II

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UNIT 1 CLEANING OF PUBLIC AREAS

1.00 BEFORE WE BEGIN

Public area in a hotel is a very important part of the establishment; it is practically all the hotel minus the guest rooms. The areas consist of places like entrances, lobbies, lounges, reception, guest corridors, elevators and restrooms. It also comprises of the functional parts like restaurants, banquet halls, bars, and waiting rooms; and leisure areas like swimming pools, spa, and health facilities. These areas are in constant view of the guests and visitors.

If the public areas are neat and clean it will announce your commitment to standards of cleanliness, hygiene and concern to guest's well being. Remember that the guests are going to see these areas first before they commit their stay in your hotel. The housekeeping department is responsible for cleaning of the public area. The activities of cleaning the public area are carried out during the low traffic times like night.

Many hotels get their public areas cleaned by contractors. Similar to the cleaning routines for other parts, the cleaning of public areas may be divided in to daily, weekly and monthly or periodic basis. The dusting, emptying of ashtrays/bins, vaccuming the upholstery, mopping hard floors, cleaning glass surfaces, arranging flowers, cleaning toilets is the activities which are done on daily basis. On the other hand, scrubbing floors, dusting walls, dusting and wiping lighting fixtures, cleaning and polishing hard surfaces and vacuuming carpets are done in th weekly schedules. Periodic tasks include stripping and re-polishing or re-sealing floors, shampooing carpets, washing windows and washing walls.

We will be leaning cleaning the public areas in this unit. We will also introduce you to the concept of taking care of the pest control and safeguarding assets using various security equipments.

1.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the various methods of cleaning like sweeping, dusting, damp-dusting, dust mopping, dry mopping, mop sweeping, spot mopping, wet mopping, manual scrubbing, manual polishing, and spot cleaning
- Explain the cleaning SOPs for areas like Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor
- Explain what is meant by pest control and how it is carried out for certain pests
- Explain concept of safeguarding the assets

1.02 CLEANING PROCEDURE

There are mainly two types of cleaning procedure, manual and machine cleaning. You may use washing where water is used as rinsing and washing agent. You ay also use method of friction, where an abrasive is used for cleaning. The principle of static electricity may also be used for cleaning like

by using static mops. Sometimes principle of suction used for leaning using vacuum cleaner. You may also use force to clean, like in pressured water cleaning.

MANUAL CLEANING METHODS

Let us discuss some of the cleaning procedures. As I explained earlier, there are tow types of cleaning: manual and mechanical. The manual method, obviously, does not require any electrical or electronic machines. They may however use tools like brooms, dustpans, dust bins, mops, buckets, duster cloths, mugs, rags, etc. The methods of mechanical cleaning include sweeping, dusting, damp-dusting, dust mopping, dry mopping, mop sweeping, spot mopping, wet mopping, manual scrubbing, manual polishing, and spot cleaning.

Sweeping

You Need: a broom, dustpan, dustbin for collecting dust.



Fig 1.01: Push broom

(Pic: <https://www.walmart.com/ip/Quickie-Bulldozer-18-Indoor-Outdoor-Push-Broom/19792694>)



Fig 1.02: A corn broom

(Pic: <https://www.amazon.com/Cedar-Heavy-Commercial-Broom-Handle/dp/B0106FW42U>)

How we do it. When floor surface is too rough for a dust mop, you use sweeping to collect dust. When the area is large, you will use push brooms and when you have to clean corners or tight areas, you normally use a corn broom, If you use brooms with large handle you will find them convenient and will not get tired easily. You need to learn the proper way in which the sweeping should be carried out. You should use short and smooth strokes and sweep directly into a long handle dustpan, so that dust will not get dispersed away. Make sure that the head of the broom is flat on the floor at all times. When you use long handle brooms, you should use smooth strokes to sweep away from your body. You should develop a rhythm and bounce the push broom to avoid the rolling of bristles under.

Even though sweeping is very commonplace, it has many disadvantages. The dust becomes airborne and hence sweeping is not very efficient, hygienic or effective way of removing dust.

Dusting

You Need: duster cloth, feather duster and dusting solution



Fig 1.03: duster cloth

(Pic: <https://www.indiamart.com/proddetail/yellow-duster-cloth-14059533897.html>)

How we do it. You should use soft, lint free cloth as a duster. Don't use old rags, because they leave behind their own traces of dust and lint. You have to fold the duster three times and then thrice again. Thus you will have 18 clean folds and the duster will become more effective. Make sure that no corners of the duster are left hanging.

You should start dusting the articles at the door and work clockwise around the room. Begin with the highest spots. Thus the dust will not fall on the surface which you have already cleaned. If you are cleaning with a dusting solution, you may spray a little bit of it on cloth. Do not spray it on the surface you wish to clean. If you do that, it will become sticky or may become stained. It is not a good practice to unfold the duster cloth in the room after dusting or to shake outside the window. You should carry the duster outside the room to a place where it can be washed and dried.



Fig 1.04: Feather duster

(Pic: <https://en.wikipedia.org/wiki/File:OstrichFeatherDuster.jpg>)

Damp Dusting

What you need: cloth duster, water, plastic mug and some neutral detergent.

How we do it. In hotels, damp dusting is preferred as it allows the surfaces to be wiped as well as dusted. Hence any dirty marks or stickiness will be removed at the same time. Make sure that the level of dampness is just correct. It should not be too little or too much. The duster should be lint free and clean so that it does not leave any smears.

Dust mopping or dry mopping or mop sweeping

You Need: dust control mop, dust pan, dust collecting bag and dust bins.



Fig 1.05: Dust control mop

(Pic: <https://pixabay.com/en/feather-duster-dusting-wall-brush-59570/>)

How we do it. We need to be very careful about dust, sand or grit accumulating on floor. If we do not remove them periodically, these will continually scratch the surface finish and make the surface look dull and ultimately may penetrate down to the floor itself. Dust mopping is done using cleaning solution along with dust control mops which come in two variety, impregnated or non-

impregnated. The use of solution ensures that the dust does not rise. It is advised to used figure of 8 strokes while mopping. Ensure the mop head is on the floor at all times. Do not drag the mop straight backwards. After completion of figure of 8, swivel the mop around and on return pass and overlap the areas which have been wiped by around 8 inches. When using in open space, clean in long straight lanes. Thus you will cover that whole of area by moving up and down. You will remember to use dust pan to sweep up accumulated trash. Ensure that you carry mop head is upwards, once you are done, and then shake into a bag to clean. Dust mopping will remove gross soil but also it leaves behind large amount of fine dust.

Spot mopping

What you need: mop and bucket or a mop wringer trolley, cold water, neutral detergent solution (very dilute) (Optional)



Fig 1.06: A double deck mop wringer trolley

(Pic: <https://www.indiamart.com/proddetail/wringer-trolley-10206750191.html>)

How we do it. It is essential to preserve floor surfaces. The liquids and solids, if not removed, will stain the floor surface, making it lose lustre and eventually penetrate to the floor itself. For example, fruit juices contain acids and may erode the surface of floor if not removed immediately. Clean cold water is used to ensure that the finish of floor is not softened. Detergents should be avoided, unless the substance has been allowed to dry on the floor.

Wet or damp mopping

What you need: wet mop and bucket, or mop wringer trolley. Squeegee and detergent solution

How we do it. A damp mop is used to get rid of spills and adhered soil which is not removed during dry removed process. This type of method removes light to heavy soil from floor, which would have embedded to the surface or may get encapsulated in the seal or finish. Dust mop precedes wet mopping. Neutral or Mildly alkylne detergents are sometimes used in the water for wet mopping. The

detergent should be of such types that it does not require any rinsing. You can also spray diluted detergent using a detergent bottle and mop with damp mop. If using mop water, immerse mop in bucket and wring it out until it is merely damp. Begin with finishing mopping near the base boards in smooth strokes, then mop entire areas with figure of eight strokes. Water in bucket needs to be periodically changed as and when it becomes dirty. Use brush on stubborn spots. You can use squeegee for speeding the drying process.



Fig 1.07: Squeegee is used for speeding the drying process

(Pic: <https://www.cleanshop.com.au/contents/en-us/p10505.html>)

Manual scrubbing

You need: Long handled scrubbing brush, mild detergent, squeegee, bucket, water and mop.



Fig 1.08: Long handle scrub brush

(Pic: https://i5.walmartimages.com/asr/b2bc7d5b-40ae-435d-81c5-0b42dbb6507f_1.9136eef6039c3749d3dfcf716227bf23.jpeg?odnHeight=450&odnWidth=450&odnBg=FFFFFF)

How we do it. Most of the surfaces in the modern day hotels require little or no scrubbing. When it is required, you should scrub away from your body in smooth gentle manner, working backwards. Any residual detergents should be rinsed well. To remove excess water from rinsing, we use squeegee.

Manual polish

You need: polish from a good brand and rags



Fig 1.09: Brasso™ polish is used on brass, copper, stainless steel or chrome plated surfaces

(Pic: http://www.wilko.com/content/ebiz/wilkinsonplus/invt/1141040/1141040_1.jpg)

How we do it. We apply polish sparingly using cotton rags and cloth for buffing. We use soft brush for carved articles to reach the difficult areas. Remember to apply appropriate polish according to the nature or material of surface. For example propriety polish brand named Brasso™ is used for brass, copper, stainless steel or chrome plated surfaces.

Spot cleaning

What it is: It refers to the process of removal of stains from the surfaces at a localized level. If only a part of the surface of a fabric, carpet, wall or flooring is stained or dirty, it may not be suitable to clean the complete surface. You will treat only the part which has stain or dirt. It may be important to do spot cleaning as an immediate action if acidic or corroding substance has infected the surface and you don't have time to treat the complete surface.

What you need: stain removing agent

How you do it: You apply the stain removal agent on the part which has become discolored and treat and clean it.

MEACHIZED CLEANING METHODS

Suction cleaning

What you will need: wet or dry vacuum cleaner with attachments, mild detergent (optional)

Why you do it: Vacuuming (short for vacuum cleaning) is the basic and preparatory step for all kind of mechanized cleaning methods and hence done very frequently. It may also be done after the cleaning has been done. The vacuuming removes as much dry soil or dirt as possible and collects it without spreading it on the surface. The finishing of the surface does not get scratched or damaged in this process. Vacuum cleaners with filtration facility picks up, packages and removes the dry soil without spreading it around. Wet vacuum cleaners are the latest addition to the vacuum cleaning fraternity. They are capable of mopping the water from the floor. They can be used both in dry and wet methods.



Fig 1.10: Wet and dry vacuum cleaner

(Pic: <https://sc02.alicdn.com/kf/HTB1MJWiKFXXXXbBXVXXq6xFXXXA/80L-Wet-And-Dry-Vacuum-Cleaner.jpg>)

Spray buffing

What you need: 175 or 300 rpm floor machine, soft pad, brush, spray bottle

- Spray buffing is an important element of hard floor maintenance program. Spray buffing is done to clean the floor as well as help to revive a “like new” look.
- The liquid spray buff is applied to the floor using a floor machine or burnisher, which helps to remove dirt from the floor and revive a glossy “wet look” in the floor, repairing any scuffs or minor scratches at the same time.
- Spray buffing can be labor intensive and is generally only best-suited for small areas and hallways. Many building service contractors perform spray buffing simply because they already have the necessary equipment – a low-speed floor machine or burnisher and floor pads.

Basic Spray Buffing guidelines:

Prepare the area and your equipment. Set out wet floor signs and cordon off your work area.

Apply the spray buff in a fine mist. Do not apply spray buff directly to the floor in a solid stream as this can lead to buildup on the floor and pad. Remember: a little goes a long way, so try not to over-apply the product.

Make two passes with your floor machine on each section of the floor. After you apply the spray buff, move your floor machine back and forth across the floor in small sections of about 2-3 feet wide. Pass the floor machine back and forth, then step back and repeat your passes. Always

work backwards to ensure you aren't walking on your newly buffed floors.



Fig 1.11: Spray buffing on floor

(Pic: <https://media2.cleanfreak.com/cf/images/how-to/spray-buffing-a-floor.jpg>)

If using a low-speed floor machine (175 RPM), you will need to go over the floor twice to achieve good results. On the first pass, apply the spray buff in a light mist and then go over the floor with a red pad to remove the dirt. Next, go over the floor once more using a white pad to bring up the gloss.

If using spray buff with a burnisher (a high-speed floor machine over 1,000 RPM), be sure to clean the floor first to remove dirt and soil. If the dirt is not removed first, it will only be ground into the floor by the burnisher, which will ruin the machine and cause the floor to look yellow and dull.

Linger over scuff marks. Sometimes going over scuff marks with your floor machine can remove them. Other times, you may need to use a little elbow grease and a hand pad to get rid of the mark.

Dust mop the floor after you have spray buffed. This will ensure any residue or lingering dirt is completely removed.

Recommended Procedures:

1. Dust mop entire floor.
2. Using a putty knife or Matrix Chewing Gum Remover, remove gum or any other sticky substance from floor.
3. Using a mop wringer and bucket set dilute cleaning agent. Mop the entire floor. Corners and edges may need to be cleaned by hand. Let floor dry.
4. Using a pump-up sprayer apply the spray buff solution to a 10' x 10' area.
5. Run machine with pad over area with appropriate buffing pad until the area is dry.

6. **Repeat steps 4 and 5** until the entire floor area is spray buffed, replacing pads when necessary.
7. Dust mop entire floor to remove small particles and enhance shine.

Always follow product use instructions, and never mix product unless specified in the label directions. Each situation reacts differently and results may vary.

Polishing



Fig 1.12: Polishing the floor brings back its luster

(Pic <http://hotelcleaningservices.com/wp-content/uploads/2015/06/1311338680.jpg>)

This process involves use of 175 to 1500 rpm floor machine and a soft pad or brush to remove soil and put the shine back on floor. It is followed up by vacuum cleaning or dust moping, which removes loosened dirt or dust.



Fig 1.13: Floor polishing machine

(Pic: <http://www.prochem-uk.com/shopimages/products/normal/GH3143.jpg>)

Burnishing



Fig 1.14: Bosh burnishing machine

(pic: [https://www.4home.co.za/images/stories/virtuemart/product/bosch-professional-burnishing-machine-\(gsi-14-ce\)2.jpg](https://www.4home.co.za/images/stories/virtuemart/product/bosch-professional-burnishing-machine-(gsi-14-ce)2.jpg))

It uses floor machines with extremely high power with 1500 to 2500 rpm. This restores the gloss of the floor finish. The finish is tempered by friction and heat produced in the process. This makes the floor look better for a long time, hence reducing the cost of maintenance. This is because you would be extending times between scrubbing and stripping cycles. Vacuuming and dust mopping is done before and after the burnishing process. What we have described is the process of burnishing of floor and should not be confused with burnishing of silver items using burnishing machines.

Scrubbing



Fig 1.15: Scrubbing machine

(Pic: <http://tomcatequip.com/images/machinepages/magnum/MAGNUM-EDGE-floor-scrubber-stripping-VCT-in-hospital.jpg>)

We use scrubbing to remove embedded dirt, deeper scuffs, marks and scratches from the floor along with some finish. There are various parameters (like, type of brush, type of pad, type of detergent, water temperature, weight and speed of machine) to be checked in order to determine whether you want a deep scrub or a light one. If you use aggressive pads, high pH detergent and heavy and fast machines, you will be getting deep scrubbing. Light scrubbing will remove only one or two coats of finish, while heavy scrub will remove all or most finishes and even the protective sealing coat.

Stripping

This is used to remove all the floor finish and sealers and leaves only floor for re-fitting. A strong stripping agent, a coarse pad or brush hot water are used along with intensive labor work. Obviously, it is a very costly, time consuming and hazardous affair and is used only as a last resort.

Laundering

The cleaning method for washable fabric is called laundering. We use aqueous media to remove stain, dirt and dust from textile. It may involve sub-processes like washing, bleaching, drying and pressing. They may be carried out using special laundry equipments and cleaning agents. We also use other processes like spot cleaning, starching and softening.



Fig 1.16: Commercial laundry machine

(Pic: <https://commerciallaundries.com/wp-content/uploads/2015/07/Refurbished-Commercial-Washing-Machines.jpg>)

CHECK YOUR PROGRESS

What is the best time to schedule cleaning elevators / lifts?
Describe the process of 'sweeping'.
Elaborate the process of 'dusting'.
Discuss the process of 'damp dusting'.
Explain the process of 'damp mopping'.
Describe the process of 'spot mopping'.
Elaborate the process of 'wet mopping'.
Discuss the process of 'manual scrubbing'.
Explain the process of 'manual polishing'.
Describe the process of 'spot cleaning'.
Elaborate the process of 'suction cleaning'.
Discuss the process of 'spray buffing'.
Explain the process of 'polishing'.
Describe the process of 'burnishing'.
Elaborate the process of 'scrubbing'.
Discuss the process of 'stripping'.
Explain the process of 'laundering'.

1.03 CLEANING OF PUBLIC AREAS

Cleaning Elevators / Lifts

Cleaning Elevators / Lift :

- Elevator is cleaned on a daily basis because of their volume of use.
- The best time to schedule the elevator cleaning is either during late night or very early morning in order to avoid high usage.
- Take the elevator out of service as per the properties policies.
- The elevator / lift door should stay open until you have finished cleaning and then place the elevator back to service.
- According to the interior design and materials used on elevator, the appropriate cleaning methods and cleaning solutions to be used.
- The public area attendant should follow the specific method to clean each different surface on elevator for an effective cleaning.
- Start cleaning from the top to down to avoid resoling areas already cleaned.
- Use a step ladder to reach the ceiling and clean ceiling with a feather duster.
- Wipe the ceiling and lights with a damp cloth followed by a dry cloth.
- Clean the mirrors and step back and check the surface for streaks.
- Wipe button with a damp duster, Don't spray cleaning solution on buttons as this may damage them.
- Dust around edges in the elevators.
- Mop floor-eliminating stain.
- Vacuum carpets using a high power vacuum cleaner.
- Report loose or ripped carpeting to your supervisor and note in your assignment sheet.
- Use dry cloth for high polish.

- Mirrors should be stain free, wooden surface polished and dust free, floors spotlessly clean.



Fig 1.17: Elevator Cleaning

Pic <http://desertcleaning.com/gallery/generalcleaning.html>

Elevator / Lift door channel cleaning:

- Elevator door channel should be free of dust and dirt at all given times.
- Stop the elevator on every floor.
- Both the inside and the outside of the elevator door should be wiped down.
- Remove all dust particles, dust with the help of the vacuum cleaner.
- Scrub the channel with a hand scrubbing brush.
- Wipe it clean with a dry duster.

CHECK YOUR PROGRESS

What is the best time to schedule cleaning elevators / lifts?

What type of cleaning method to be followed by public area attendant for cleaning elevators?

Why the cleaning to be done from top to down?

How can you check if the cleaning of the mirrors are properly done?

Steps for cleaning lift door channels.

Corridor Cleaning and Minibar / Mini fridge Cleaning

Floor Corridor cleaning:

- Floor corridor must be cleaned at least once a day based on guest traffic and occupancy.
- Sweep the corridor from corner to corner with feather brush.



Fig 1.18: Cleaning corridor

<https://i.pinimg.com/originals/b7/b5/72/b7b57259bda8b8b29a8dbef7ebc3a13e.jpg>

- Dust the fittings and skirting with a duster.
- Mop the floor with long handle mop.
- Clean the corridor in parts.
- Corridors with carpet have to be vacuumed.
- Corners and edges of the carpet are cleaned with the nozzle of the vacuum cleaner.
- Carpet shampooing should be scheduled only during off season or low occupancy.
- Dust the light fittings, artwork frame and glass with feather brush and duster.
- Any burned-out light bulbs should be replaced.
- Air supply vents and sprinklers should be also dusted and checked for proper functioning.
- If any fingerprints or smudges found on the corridor wall then the same to cleaned immediately.
- Fortnightly clean all shaft niches, sculpture and silk fabric.
- As a final step the room attendant should also clean the front and back of the emergency exit door.
- All corridors have to be spotlessly clean at all times.

Mini Fridge / Mini Bar Cleaning and defrosting:

- The Mini bar should be always clean and smells free at all the time.
- Remove all the bottles and Min bar amenities.
- Switches on the defrost switch.
- Place discard or towel inside the fridge, so that the water does not drip.
- Wipe the fridge dry and clear off water stains.
- Switch on the fridge.
- Replenish all the supplies / amenities.

CHECK YOUR PROGRESS

What is the best time to clean guest corridor?

How to clean the corners and edges of the carpet?

What action to be taken in case you find any burn et-out bulbs on fixtures?

What is the final step while cleaning the corridor?

List Steps for cleaning Mini Bar / Mini Fridge.

Cleaning Front office / Lobby Area

Cleaning front office / Lobby Area:

Hotel lobby should be clean 24 hours of the day. All lobby and front office areas like flooring, ceiling, furniture, glass doors, glass windows, ashtrays, fixtures etc. should be clean at any given time.

Cleaning ashtrays:

- Check all the ashtrays and the main porch area.
- While emptying the ash trays make sure cigarette are not burning.
- Empty ashtrays and ash urns into the trash.
- Clean the ashtrays and return them to the correct spots.

Clear all trash bins:

- Remove garbage from dustbins and clean them if required.
- It is also a good practice to separate the recyclable items from the trash and place them separately.
- If any trash found on the lobby area then pick them up immediately.
- Replace the cleared dustbins to the original spot.

Clean and disinfect telephone, Kiosk touch screen:

- Spray disinfectant on a dry cloth and clean telephone mouth piece, ear piece and telephone instrument.
- Repeat the same procedure on all house phones and telephone receivers on the fax machine.
- Wipe the kiosk touch screen and remove finger print marks using recommended micro fibre cloth.



Fig 1.19: Cleaning Lobby area

Pic: http://www.floorcarespecialists.com/images/marble/marble_01.jpg

Clean stairway handrails:

- Remove cob webs, dirt's etc before cleaning the handrails.
- Apply cleaning solution and wipe the handrails.
- If mild detergents are used then wipe handrails with a wet cloth to rinse away them away.

Clean all glass surfaces and windows:

- Spray windows and glass surfaces with water or appropriate cleaning solution.
- Use a squeegee and pull down from top to bottom.
- Overlap each stroke slightly to remove all water or cleaning solution.
- Use a lint free duster to wipe the glass surface so as to leave the entire glass surface shiny.

Carpet and furniture upholstery vacuuming:

- Furniture is to be dusted and all the upholstery is vacuumed cleaned.
- Connect the appropriate cleaning attachment for vacuuming upholstered furniture's.
- Vacuum furniture arm rest, seat back and the area behind the seat back.
- Use a heavy duty vacuum cleaner to vacuum all the carpeted area on the Lobby / Front office.
- Vacuum under desks and other areas, Move furniture as and when required.
- Once cleaning is completed remove the vacuum dust bag and store the vacuum cleaner on the pantry.

Mop and Sweep lobby floor:

- Sweep the lobby floor thoroughly.
- Place appropriate signage to warn the guest before mopping lobby floor.
- Mop with a damp cloth to remove all dust and dirt from the surface.
- Buff the lobby once in a day also the dustbins and ashtrays are cleared time to time.
- Clean all marble / tile /wood skirting with a damp cloth daily.
- Sweep lobby floor on a regular interval and also when requested by the front office team.

CHECK YOUR PROGRESS

What is the best time mope and wax Lobby?

How to clean kiosk touch screen?

Procedure for vacuuming lobby and front office area?

List steps for cleaning glasses and windows?

Why it is required to wipe the stair railing with wet cloth after cleaning?

W/C or Toilet Cleaning



Fig 1.20: Cleaning toiler

Pic [https://ftmb.tqn.com/mMHbTqNXtPcwxXNbUtoQBkE55HU=/960x0/filters:no_upscale\(\)/toilet-cleaning-resized-56a4e8415f9b58b7d0d9d649.jpg](https://ftmb.tqn.com/mMHbTqNXtPcwxXNbUtoQBkE55HU=/960x0/filters:no_upscale()/toilet-cleaning-resized-56a4e8415f9b58b7d0d9d649.jpg)

- Put on the protective gloves and goggles.
- Flush the W/C or toilet, If the flush is not working properly then inform the control desk to create a maintenance job order for the same.
- Sprinkle the cleaning solution in a circular motion around and inside top of w/c bowl and leave it for 10 minutes.
- Apply cleaning solution on the walls beside and behind the toilet and under the vanity.
- Wipe the outside of the toilet bowl and the walls around the toilet with a damp sponge. (Use this sponge / cloth only to clean the toilet. Mark this sponge with special tag or color coding to identify the same.)
- Wipe the pipes leading to the toilet.

- Wipe the walls under the vanity and the drain pipe.
- Use a toilet bowl brush to scrub the inside of the toilet bowl.
- Clean under the rim and the seats.
- Clean the top of the rim of w/c, in and around the hinges, bottom of w/c seat cover.
- Flush the toilet.
- Rinse the brush in the toilet once the cleaning is done.
- Dry entire w/c, using clean dry cloth removing all marks.
- Polish the walls and pipes.
- Recheck inside w/c bowl especially under rim and ensure water is clear.
- Close w/c seat cover.
- W/C should be cleaned on a daily basis.
- Always make sure that the W/C is stain free, fresh smelling, dry and the water in the bowl is clear.

CHECK YOUR PROGRESS

Why it is important to wear protective glass and goggles while cleaning W/C ?

How long should the cleaning solutions to be kept on the toilet bowl?

What all areas to be cleaned apart from the toilet bowl?

How to dry the entire W/C?

What all to be checked once the W/C or Toilet cleaning is completed?

Cleaning Sink and Vanity area

Materials Required for cleaning:

- A Clean washcloth or hand towel, a sponge, cleaning cloths, a stiff brush and cleaning supplies.
- Make space for cleaning.
- Move guest toiletries when necessary.
- Place a clean wash cloth or hand towel on that spot and keep the guest toiletries on it.
- Move the guest toiletries with the washcloth or towel.
- Wipe the light fixture, towel racks, and other bathroom fixtures.
- Neatly arrange them once the cleaning is completed.
- Wash the ashtrays, wastebasket and washbasin:
- Spray a little diluted LOC in the washbasin.
- Scrub inside the washbasin and the tap fixtures with nylon scrubber.
- Scrub the vanity counter and the side shelves with diluted solution of LOC.
- Wash with generous amount of water.
- Wash the ashtrays and wastebasket with your sponge, rinse them out in the sink and dry them with a clean cloth.
- Set the clean ashtrays aside in the wastebasket.
- Rinse your sponge and cleaning clothes as needed.
- Remove the sink stopper.



Fig 1.21: Cleaning sink

Pic <https://www.criticalshots.com/wp-content/uploads/2017/05/cleaning-bathroom.jpg>

Clean surface area:

- Spray cleaning solutions on the sink, stopper, overflow and main sink drains, fixtures and vanity.
- Use a stiff brush to clean overflow holes in the sink as dirt often collects in sink overflow drains.
- Using a sponge wipe all the surfaces.
- Polish with a dry cloth to prevent water spots.
- Wipe dry with towel discard the entire vanity counter, side shelves and inside the washbasin.
- No watermarks on the chrome features or the counter.
- Dust below the vanity counter, wooden shelves and inside the vanity counter cupboard, which conceals the bottle trap and the plumbing fixtures.
- Sweep and mop below the vanity counter. Vanity counter has to be spotlessly clean with no spots or marks.

Cleaning chrome (Taps and fixtures):

- All chrome in the bathroom are wiped with a damp cloth, and then polished with a dry rag.
- All chrome items are free of watermarks, smears, to make them shiny. These include the polished taps, showerhead, soap holder, toilet paper holder, and towel rack and towel rod.
- All chrome fixtures are cleaned and polished dry showing no smears, dirty marks or fingerprints.

CHECK YOUR PROGRESS

What are the materials required for cleaning guest room vanity area?
How to move guest toiletries?
List Tips for washing ash trays and washbasins?
How to remove water spots?
List Tips for cleaning chrome fixtures?

Cleaning Shower curtain and Bathtub

Shower curtain Cleaning:

- Dip the shower curtain in Luke warm water and few drops of diluted cleaning solution.
- Soak the shower curtain for 1/2 an hour.
- Scrub the curtain nicely from the lower part of the curtain.
- Scrub off soap buildup with a brush.
- Push the shower curtain liner against the wall.
- Wipe the edges and across the bottom of the liner.
- Wash gently with lots of water.
- Spread on discarded sheet in the pantry.
- Spread shower curtain on top of the sheet.
- Wipe it thoroughly.
- Shower curtain has to wipe with discard towel on daily basis.
- Make sure the shower curtain is dry and free of stains.
- Washing of shower curtain has to be done once in every fortnight.
- Hang back the shower curtain in the bathroom.
- Arrange the shower curtain and liner.

Cleaning Bathtub:

- Scrub the tub and skid strips / bath mats.
- Fill about one inch of water into the bathtub.
- Add the cleaning solution and scrub the strips as necessary with the scrubber.
- If necessary step inside the tub for through cleaning.
- Make sure that the strips are white after cleaning.
- Drain the water.
- Spray the all purpose cleaner on the bathtub and wipe it with a clean cloth.
- Look for any hairs and soap remains.
- Polish all chrome fixtures with a dry cloth.

CHECK YOUR PROGRESS

Why it is required to dip the shower curtain in Luke warm water with cleaning solution?
What is the frequency of washing shower curtain?
How to polish chrome bathroom fixtures?
What should be the color of the strips after cleaning?
What to be looked for on bathtub after cleaning?

Cleaning Bathroom tiles and Mirror



Fig 1.22: Cleaning tiles

Pic <https://www.onegoodthingbyjillee.com/wp-content/uploads/2015/07/5372.png>

Cleaning tiles:

- Apply diluted cleaning solution on to the scrubber and scrub top to bottom ensuring dirt/hair are removed from the tiles.
- Clean small area of the tile and grout and then dry with a sponge.
- Wet sponge with hot water and remove detergent.
- Tiles have to be cleaned daily with diluted Cleaning solution.
- They have to wipe dry, leaving no body fats or streaks on the tiles.
- Recheck all tiles to ensure no dirty streaks are left on the tiles.
- Care has to be taken around toilet and bathtub to make sure all tiles are dry.
- Wipe all surfaces with a dry cloth.

Cleaning mirrors:



Fig 1.23: Cleaning mirror

<http://www.1stclasscleaningnyc.com/wp-content/uploads/How-to-Get-a-Clean-Streak-Free-Mirror-in-Your-NYC-Home.jpg>

- Use a damp sponge with water only to wipe the mirror.
- Glass cleaner is not recommended for cleaning mirrors because it may leave streaks.
- Dry and polish the mirror with a dry cloth.
- Wipe entire area of glass.
- Check for smudges and re-wipe.
- From a distance check the mirror for stains and marks and leave the mirror spotlessly clean.
- All glass surfaces have to be clean and shiny.

Cleaning of drain:

- Spray small amount of cleaning solution on the drain cores.
- Scrub with Scrubber on top and below of drain cores.
- Wash with clean water.
- Mop the drain cover and remove any ace of water from the drain cores or holes.
- Drain holes not to have signs of dirt building or moping. They are to be left smelling fresh.

CHECK YOUR PROGRESS

Why tiles to be scrubbed from top to bottom?
What is the frequency of cleaning tiles?
What to be used to wipe the mirror?
What to be done if there are smudges on the mirror?
How to clean the bathroom drains?

Cleaning restaurants / dining area

The Cleaning and up keeping of areas like tables, chairs, changing linen and some light vacuuming is generally done by the restaurant staffs during restaurant operational hours, And the housekeeping staffs are responsible for the thorough cleaning of restaurants and all dining areas after working hours.



Fig 1.24: Cleaning dining area

<https://jan-pro.com/wp-content/uploads/2017/06/DiningRoomMopping-72dpi2.jpg>

Cleaning of Restaurant / Dining Area Cleaning:

- Restaurants and dining areas have to be cleaned daily before their opening time and as and when requested by the restaurant staffs.
- Collect all the cleaning items required for particular Outlets.
- Collect the dining area keys from the security department.
- Turn on the lights so you know what you are doing clearly.
- During morning time open the drapes and blinds to allow the natural light.
- Observer the entire area to plan the work.
- Before starting to clean the restaurant the public area attendant should move all the chairs from the table and make room for proper cleaning.
- Vacuum the entire carpeted area and upholstery.
- If any food spills are found on carpet then follow the do the spot cleaning as per the standard procedure.
- If the floor is not carpeted, sweep and mop the floor.
- Clear the garbage from the service station.
- Dust all the furniture in the Restaurant.
- Polish the furniture if required.
- With a feather duster, dust all the high ceiling, niches, pictures/artwork, and corners.
- Clean and disinfect telephones.

- Wipe the side stations and host stations.
- Dust the Point of sales terminals with appropriate cleaning supplies.
- Polish brass/copper items whichever is present with the proper cleaning supplies.
- Clean the mirrors/windows, as and when required.
- All maintenance should be immediately given to Engineering Department/ control desk.
- If any lost and found items are found then inform the Housekeeping control desk / hotel security.
- Collect all dirty table linens and replenish.
- Replenish cleaning linen supplies on a daily basis.
- Return the keys to the security department.
- Fill the cleaning report / register and submit to the housekeeping control desk.

CHECK YOUR PROGRESS

Who is responsible for the up keeping of restaurant during operational hours?

Why it is required to move the chairs from table before cleaning?

What all to be cleaned in the dining area?

Procedure to be followed for lost and found items found at dining areas?

Steps for cleaning the dining areas in hotels?

1.06 PEST CONTROL

Definition and importance

A pest is any organism that

- Acts as a competitor for food and water to humans, pets or desirable plants
- Causes injuries to structures or possessions in hotels/residence or to humans, pets or desirable plants;
- Causes annoyance to humans or pets
- Act as transmitter or conveyor of diseases to humans, pets or desirable plants.

Pests are everywhere. They cause annoyances, disease and are harmful. Keeping your hotel free of pests is required mandatory by regulations as well as due to sheer market forces. If your competitor has better pest control, most of the guests will go to that hotel. Your customers may, in absence of pest control, get sick, annoyed and may not result in repeat business.

Objectives of Pest Control

The objectives of pest control may be either prevention of pest or suppression of pests or eradication of pest.

Prevention of the pest may be a goal when presence of pest can be predicted in advance. Some pests called continuous pests (which are nearly always present and require regular control) are very predictable. For some other types of pests you can predict their affluence as per the season or climatic conditions. For example you may predict that mosquitoes are most abundant during summer and least during winter.

Suppression is the goal when you want that the level of their abundance does not cross a particular threshold. The threshold may be decided by the management based on aesthetic, health or economic considerations.

Eradication of the pest is rarely a goal for outdoor pest situation in particular, because it is extremely difficult to achieve. Eradication may be the goal when a foreign pest has been introduced accidentally in your habitat and has not yet established itself in the ecosystem.

Eradication may be the goal for indoor pest situation. Such environments are close, smaller, less complex and controllable in comparison to the outdoor situation. In many critical enclosed areas like residences, schools, office, hospitals, food processing, food preparation areas, etc certain pests cannot be tolerated.

Threshold levels are the levels of pest populations, after which the management must take pest control operations. Otherwise it will cause unacceptable injuries or harm to your business or persons. These levels are determined by aesthetic, economic or hygiene considerations. One criteria to determine it may be based on the level where the economic loss to business caused by pest damage exceeds the cost of controlling pests. Such threshold is called 'economic threshold'. The critical facilities like food processing require that not a single rodent or cockroach be present. The threshold for such facilities for rodent is thus zero.

CHECK YOUR PROGRESS

Define a pest.

Why is pest control important?

What are the goals of pest control?

Explain situation under which 'prevention' of pests is carried out as a goal.

Elaborate circumstances under which 'suppression' of pests is carried out as a goal.

Discuss situation under which 'eradication' of pests is carried out as a goal.

Elaborate the concept of threshold level of pest control.

1.07 TYPES OF PESTS CONTROL PROCEDURES

Types of pests

Various types of pest can be found in a hotel, for example:

- Insects (cockroach, termites, beetles, fleas)
- Eight-legged insects, technically known as arthropods (mites, ticks, some spiders)
- Microbials (bacteria)
- Plants growing where they are not wanted technically known as weeds
- Categories of invertebrate (like snails, slugs, shipworms) technically known as mollusks
- Animals which have spine (Vertebrates) like rats, mice, or rodents.

Most animals are not pests (they do not cause discomforts or transmit pathogens or compete with us on food and water). Some species are pests under certain circumstances only.

Categories of pests

There are three categories of pests based on their prevalence, namely, continuous, sporadic and potential.

Continuous pests are those which are always present.

Sporadic pests have a cyclic pattern of prevalence. They may be migratory in some cases.

Potential pests are those animals which need to be controlled only in certain circumstances.

Before you do pest control, you need to know about them. Then you would be able to do a better, cost effective and successful pest control. As a foundation work you need to know

- The physical features of the pest which you need to encounter
- What kind of damage they cause
- Their biology and pattern of development
- Whether they are continuous, sporadic or potential category
- Goals of pest management program (preventive/suppressive/ eradication)

CHECK YOUR PROGRESS

What are the various types of pests according to biological considerations?

What are the various categories of pests according to prevalence considerations?

Describe the continuous pest category

Describe the potential pest category

Describe the sporadic pest category

Discuss what information should be studied before you carry out the actual pest control.

Common pests and how we control them

Bed bugs

They are tiny parasites feeding on human and other animal's blood. They are annoying and do not contribute to much of danger. They can cause irritation in people, leading to loss of sleep and lack of energy particularly in children. They are not known to spread disease. They can not fly and crawl or passively transport to clothing or luggage for migration. During the day they hide in crevices of bed, furniture, upholstery, wall paper and skirting. They come out when hungry (every few days) and feed. They usually feed at night, sucking blood from exposed skin.

They are 4mm long and 3 mm wide have flat head and flat oval body. They are yellow to white when young and become light red to brown when they mature. After feeding they become purple in hue. They transmit unpleasant odour. When they are fully fed they may leave small blood stain on sheet or wall, through their excretion fluid. They lay eggs in crevices which are cemented to the surface.

To eradicate them, it is necessary to fumigate the premises. A professional person is required to do this as thorough treatment of all hiding places of bed bugs require experience.

Sometimes, as a temporary measure, you may pour boiling water to the hiding places of bed bugs.

You may also apply thickly kerosin oil emulsion.

Beetles

They cause damage to material. The variety of beetles include biscuit beetles, carpet beetles and wood boring beetles.



Fig 1.25: Coleopteran at the Staatliches Museum für Naturkunde Karlsruhe, Germany (Wikipedia)

Biscuit Beetles (AKA Drugstore beetles)



Fig 1.26: Biscuit beetle

They are brown with dense layer of yellow hair on their body. Adult are 2- 3 ½ mm long. Not dangerous, but can be irritating and nuisance when they enter cupboard. They attack cereal products, and are known to infest poisonous substances such strychnine. Female beetle lays 100 eggs over a period of 3 weeks. Between temperatures of 19-24 Celsius they hatch very small and active larvae, which wander around food stuff and may even enter into packing. Larvae are capable of even penetrating tin foil and sheet lead. During this period the larvae moult four times and reach length of 5mm. Eventually they become incapable of movement and construct cocoon. This pupa stage lasts 9-18 days. Now adult beetles may wait about 2 weeks before coming out.

(https://en.wikipedia.org/wiki/Drugstore_beetle)

The most effective method of ridding a home of this beetle is to try to discover the source of the infestation. Drugstore beetles often enter a home in bulk items like bird seed, grass seed, or dry pet food, where several generations of beetles can develop unnoticed until some of the adults eventually leave to infest new locations. Telltale signs of infested items are shot-like holes puncturing the outside packaging of food items and pockmarking solid items like crackers and pasta, as well as loose powder at the bottom of storage bags. While adult beetles do not feed, they are adept at chewing holes.

Once inside the home, the adult beetles will lay their eggs on a variety of foods including whole grains, processed grains and vegetative material. Food sources which can become infested include grains, flour, bread, rice, seeds, beans, pasta, cereals, bird seed, grass seed, potpourri, spices, teas, and tobacco. While they are highly adept at chewing out of cardboard, foil, and plastic film to escape the package in which they have undergone metamorphosis to adults, they are somewhat less likely to eat into a sealed, airtight foil or plastic bag. Ideally, all open packages should be discarded in an infested home; however, it is also effective to freeze items if the entire contents can be brought below -20 C (-4 F).

Food storage areas like pantries and cabinets need to be vacuumed thoroughly, including the crevices between floor boards, the corners of cabinets, and areas where mice may have hoarded things like dry dog food. A bird nest within a home can also provide a haven for drugstore beetles, and a professional may need to be consulted to address this. Lowering home humidity levels can be helpful as well. While the use of chemical insecticides may be undesirable in food storage areas, Food Grade diatomaceous earth can be useful sprinkled in corners or even mixed into bird seed (diatomaceous earth is edible, but inhaling it should be avoided).

Carpet beetles

The adult beetle is 2-4 mm long with highly convex body. Color varies between brown and black, mottled with yellow or white scales on back. The scales may rub off making beetle look dull black. It has prominent antenna and grey-yellow scales on abdomen. If it is disturbed it pulls its legs close to its body and become motionless. It attacks carpet, furs and woolen textile. It is called as wooly bear also.



Fig 1.27: Dorsal view of carpet beetle

They are emerging as major pest to hotel textile, benefitting from uniform temperature in centralized heating system used in hotels. They thrive in situations when they may remain undisturbed, like beneath carpet, around skirting, etc.

(<https://en.wikipedia.org/wiki/Dermestidae>)

The larvae of *A. verbasci* are a common household pest. Adult beetles usually lay their eggs in air ducts, in closets, under furniture, or under baseboards. Once hatched and until they pupate into adults, the larvae hide in dark, undisturbed areas and feed on organic material. The larvae are thus responsible for the damage of various items, such as furniture, clothing, blankets, furs, and carpets. They are commonly found in musical instruments which have been stored for lengthy periods of time, feeding on pads and felts most commonly found in woodwind instruments.

Collections of specimens, especially of insects, are also vulnerable to attack, making *A. verbasci* a common pest in museums. In a 1987 survey of British national history museums, at least five noted that *A. verbasci* was categorised as a major pest for biological collections. Larvae are often found in the nests of sparrows and wagtails, and so larvae and adults may enter museums at upper levels through windows and roof spaces.

Infestations can be prevented by removing the larvae and adults through regular vacuum cleaning, dry cleaning or airing clothing outside, placing naphthalene balls in closets, and removing abandoned bird and insect nests attached to the building. Signs of an infestation include the presence of damaged articles, moulted larval skins in dark areas, and an abundance of adult beetles near windows.

Susceptible people may also find that hairs shed from the larvae cause irritated itchy welts that may be confused with bedbug bites. Deterring or killing *A. verbasci* can be accomplished using insecticides, oxygen deprivation, freezing, and pheromone and scent traps.

Furniture beetles

(https://en.wikipedia.org/wiki/Common_furniture_beetle)

They make home in furnitures of unpolished wood. Adults do not feed; they just reproduce. The female lays her eggs into cracks in wood or inside old exit holes, if available. The eggs hatch after some three weeks, each producing a 1 millimetre (0.039 in) long, creamy white, C-shaped larva. For three to four years the larvae bore semi-randomly through timber, following and eating the starchy part of the wood grain, and grow up to 7 millimetres (0.28 in). They come nearer to the wood surface when ready to pupate. They excavate small spaces just under the wood surface and take up to eight weeks to pupate. The adults then break through the surface, making a 1 mm to 1.5 millimetres (0.059 in) exit hole and spilling dust, the first visible signs of an infestation.



Fig 1.28: Furniture beetle (Wikipedia)

The first step in pest control is prevention. Particularly important in this respect is to keep the timber dry - below 16% moisture content. A relative humidity within the building above 60% may lead to an

infestation, and timber moisture content below 12% is too dry for an infection to occur. *Anobium punctatum* normally only attacks seasoned sapwood timber, not live or fresh wood. Also, it usually does not attack heartwood timbers. This is readily observed from infested structures, where one piece of timber may be heavily attacked but an adjacent one left virtually untouched according to whether it is made from the heartwood or the sapwood part of a tree trunk. Infestations are also usually a problem of old wooden houses built with untreated timbers. Some building regulations state that timbers with more than 25% sapwood may not be used, so that wood borer infections can not substantially weaken structures.

Infection, past or present, is diagnosed by small round exit holes of 1 to 1.5 mm diameter. Active infections feature the appearance of new exit holes and fine wood dust around the holes.

Because of the 3–4 year life cycle of *Anobium punctatum*, timber or timber products bought containing an *A. punctatum* infection may not manifest holes until years after the timber has been acquired. Infestation can be controlled by application of a residual insecticide (such as permethrin) to infected areas, by professional fumigation, or by replacing infected timber. Simple aerosol insecticide sprays will only kill the adult borer on the wing but not the burrowing larvae, which remain relatively protected inside infected timbers. Freezing infected timber, or heating to 50 °C for a day or more, will kill beetle larvae, but offer no residual protection.

Silverfish

A silverfish (*Lepisma saccharina*) is a small, wingless insect in the order Zygentoma (formerly Thysanura). Its common name derives from the animal's silvery light grey color, combined with the fish-like appearance of its movements, while the scientific name (*L. saccharina*) indicates the silverfish's diet consists of carbohydrates such as sugar or starches.



Fig 1.29: Silverfish

Silverfish are nocturnal insects typically 13–25 mm (0.5–1.0 in) long. Their abdomens taper at the end, giving them a fish-like appearance. The newly hatched are whitish, but develop a greyish hue and metallic shine as they get older. They have two long cerci and one terminal filament at the tips of their abdomens; the filament projects directly off of the end of their body, between the left and right cerci. They also have two small compound eyes, despite other members of Zygentoma being completely eyeless, such as the family Nicoletiidae.

Like other species in Apterygota, silverfish are completely wingless. They have long antennae, and move in a wiggling motion that resembles the movement of a fish. This, coupled with their

appearance and silvery scales, inspires their common name. Silverfish typically live for two to eight years. Silverfish are agile runners and can outrun most of their predators (including wandering spiders and centipedes). However, such running is possible only on horizontal surfaces, as they lack any additional appendages, and therefore are not fast enough to climb walls at the same speed. They also avoid light.

Keeping moist area clean and treating them with insecticide will help you get rid of them. Pyrethrum and sodium fluoride crystals are effective against silverfish.

Cockroach

Cockroaches are insects of the order Blattodea, which also includes termites. About 30 cockroach species out of 4,600 are associated with human habitats. About four species are well known as pests.

The cockroaches are an ancient group, dating back at least as far as the Carboniferous period, some 320 million years ago. Those early ancestors however lacked the internal ovipositors of modern roaches. Cockroaches are somewhat generalized insects without special adaptations like the sucking mouthparts of aphids and other true bugs; they have chewing mouthparts and are likely among the most primitive of living neopteran insects. They are common and hardy insects, and can tolerate a wide range of environments from Arctic cold to tropical heat. Tropical cockroaches are often much bigger than temperate species, and, contrary to popular belief, extinct cockroach relatives and 'roachoids' such as the Carboniferous *Archimylacris* and the Permian *Apthorblattina* were not as large as the biggest modern species.

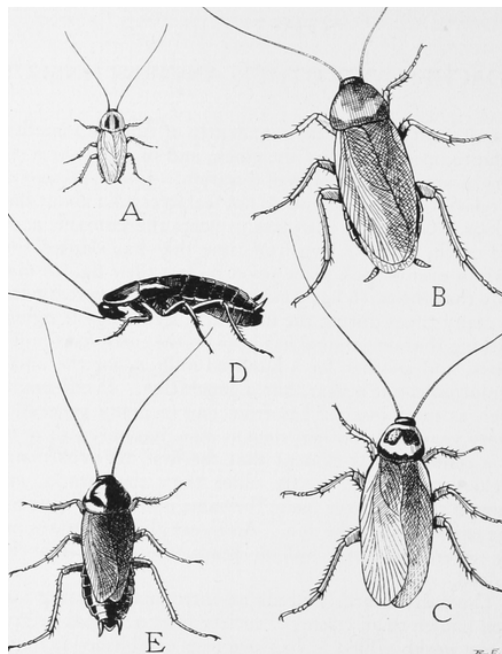


Fig 1.30: Cockroaches (Wikipedia)

Some species, such as the gregarious German cockroach, have an elaborate social structure involving common shelter, social dependence, information transfer and kin recognition. Cockroaches have appeared in human culture since classical antiquity. They are popularly depicted as dirty pests, though the great majority of species are inoffensive and live in a wide range of habitats around the world.

Control

Many remedies have been tried in the search for control of the major pest species of cockroaches, which are resilient and fast-breeding. Household chemicals like sodium bicarbonate (baking soda) have been suggested, without evidence for their effectiveness. Garden herbs including bay, catnip, mint, cucumber, and garlic have been proposed as repellents. Poisoned bait containing hydramethylnon or fipronil, and boric acid powder is effective on adults. Baits with egg killers are also quite effective at reducing the cockroach population. Alternatively, insecticides containing deltamethrin or pyrethrin are very effective. In Singapore and Malaysia, taxi drivers use pandan leaves to repel cockroaches in their vehicles.

Few parasites and predators are effective for biological control of cockroaches. Parasitoidal wasps such as Ampulex wasps sting nerve ganglia in the cockroach's thorax, temporarily paralyzing the victim, allowing the wasp to deliver a second sting into the cockroach's brain. The wasp clips the antennae with its mandibles and drinks some hemolymph before dragging the prey to a burrow, where an egg is laid on it. The wasp larva feeds on the subdued living cockroach.

Cockroaches can be trapped in a deep, smooth-walled jar baited with food inside, placed so that cockroaches can reach the opening, for example with a ramp of card or twigs on the outside. An inch or so of water or stale beer (by itself a cockroach attractant) in the jar can be used to drown any insects thus captured. The method works well with the American cockroach, but less so with the German cockroach.

CHECK YOUR PROGRESS

- Describe the pest 'bed bugs' and how they can be controlled.
- Discuss the pest 'beetles' and how they can be controlled.
- Explain the pest 'biscuit beetles' and how they can be controlled.
- Elaborate the pest 'carpet beetles' and how they can be controlled.
- Describe the pest 'furniture beetles' and how they can be controlled.
- Describe the pest 'silverfish' and how they can be controlled.
- Discuss the pest 'cockroach' and how they can be controlled.
- Discuss what information should be studied before you carry out the actual pest control.

1.08 SAFEGUARDING ASSETS USING SECURITY EQUIPMENTS

(<https://setupmyhotel.com/train-my-hotel-staff/securityandloss/164-guestsec.html>)

Hotel Guest Room Security Equipments

Hotel guest room security may be enhanced by the use of security equipment such as hotel/motel function locks, safety chains, and similar devices.

Secondary access limiting devices on sliding glass, balcony, and connecting room doors, access limiting devices for operational windows, a guest room telephone or other communication device available for use 24 hours a day, a peep hole in or window next to the guest room door etc.

Hotel Guest Room Locks:

Hotel Guest room Security locks can be a critical aspect of guest protection. Locks and locking systems are needed which lend themselves to the smooth and efficient operation of the property, but which are not easily compromised.



Fig 1.31: Hotel card lock

(Pic <http://www.ekinglock.com/products/hotel-locks/ek-5118-y/>)

If a property uses a master keying system in which one key opens all or many of the property's doors, it should face the possibility that a master key may be lost or stolen. If this happens, every lock's code or combination (that is, the arrangement of tumblers in the core of the lock) may need to be changed.

Depending on the type of locks used, this re-keying can be a relatively quick and inexpensive process or a long and costly one. [One of the best ways to avoid this situation is to follow effective key control procedures].

Biometrics:

A new and highly technical access control system involves biometrics. Such a system utilizes human characteristics which are unique to a specific individual. No two Fingerprints are same anywhere in the world , the retina or iris of an eye, and the size, shape, and even the print of a hand.

In Future biometric applications there would be the possibility to include a person's voice being recorded at check-in and immediately being transmitted to the door accessing a restricted guest room corridor, guest room, health club, point-of-sales locations throughout the premises which is only limited to guest access.



Fig 1.32: Use of biometric is getting more popular

(Pic: <https://www.currencycloud.com/news/blog/the-future-of-biometric-banking/>)

Secondary Access-Limiting Devices:

Sliding glass doors another consideration in establishing the security of a guest room. A number of secondary access-restricting devices are currently available and should be examined as possible additions to the single latch provided with each sliding glass door. Hinged bars and metal and wood sections that can be placed in the sliding channel or additional lock units are sometimes used to add to the security of sliding glass doors. A metal peg may be inserted in a hole drilled through both the sliding door and the frame to prevent the sliding door unit from being lifted out of the channel and removed from the frame.

Windows which open may need secondary latching devices. If local fire codes permit, devices which limit how far windows can be opened may be installed to help prevent intruders from entering through ground floor or balcony windows and to reduce or eliminate the possibility of children or even adults falling out of open windows.

View ports:

Consider the need for the guest to be able to identify a caller before opening the door. A view port [door viewer or peep hole] is one device that can serve this purpose. A wide-angle view port maximizes the view of the corridor adjacent to the guest room door.

Room Communications:

Management should consider placing a telephone device in each guest room. This telephone can be used by the guest to notify the property of emergencies or suspicious activities and by the property to notify the guest of emergencies like Fire, Bomb threat etc.

Nowadays hotels are exploring the feasibility of using two-way interactive cable television to provide security for emergency communication with the guest. This facility usually delivers entertainment and programming to the guest room, but it also has the capability to return communication via the same device. This permits monitoring of guest medical alerts, burglar alarms, and fire alarms etc.

In-Room Security Information:

There has been a great effort on the part of the hospitality industry to effectively involve the guest as a member of the security team for a property.

Hotels are required to have a floor plan or an information card be provided which indicates the location of the guest room in relation to fire stairwells. This information card also lists the steps to be taken by the guest in the event of a fire emergency.

In addition to fire protection data, consider including security data on the guest room door. Decals or notices may be posted that:

- How to double lock the guest room door.
- Notification for the guest to indicate that not to open the door without first identifying the person seeking entrance.
- Instructions on a tent card for all guest room security devices.
- Mention the availability of safe deposit boxes at the front desk on the Guest registration card.
- Any additional information about the locality of the property.

CHECK YOUR PROGRESS

Explain the importance of hotel guest room security equipments
Elaborate the critical significance of hotel guest room locks in securing the assets of the hotel.
Describe the use of Biometrics in securing the assets of the hotel.
Describe the Secondary Access-Limiting Devices.
Explain the View ports from the considerations of security.
Explain the need for Room Communications in securing the safety of the guests and hotel assets.
Describe In-Room Security Information.

1.09 CONCERNS FOR SAFETY AND SECURITY IN HOUSEKEEPING OPERATIONS: TYPES OF EQUIPMENTS

(<https://setupmyhotel.com/train-my-hotel-staff/securityandloss/162-safeqment.html>)

Types of Safety Equipment's Used in hotel industry

The basic safety equipment a lodging establishment should have and be aware of includes such things as smoke detectors, fire extinguishers, sprinkler systems, and accident prevention signs.

Smoke Detectors:

Smoke or heat detection units are required by an increasing number of local jurisdictions. Regulations vary from those only requiring smoke and/or heat detectors in corridors, storerooms, and under stairways to those requiring full systems that provide protection in every guest room, guest bathroom, public area, and back-of-the-house location.

Smoke and heat detection units also vary in their characteristics; some have the ability to report a heat buildup prior to evidence of smoke or flame, while others respond only to smoke and other products of combustion.

Automated systems, which integrate all smoke detectors in each location with a master panel, permit staff to immediately determine where a smoke detector has activated and to respond accordingly.

Many local jurisdictions enacted regulations requiring fully automated smoke detector systems in all new construction and the retrofitting of smoke detectors for all lodging establishments.

Fire Extinguishers:

There are four classes of fires that a lodging property should be prepared for

- 1) Class A fires involve ordinary combustibles,
- 2) Class B fires involve flammable liquids,
- 3) Class C fires involve electrical equipment, and
- 4) Class K fires involve cooking oils and fats.

Tips: Although some jurisdictions will permit the elimination of fire extinguishers in a facility with a full sprinkler system, consideration should still be given to the use of extinguishers as they would permit the fighting of incipient fires rather than waiting for a fire to generate enough heat to activate an automatic sprinkler system.

Carbon Monoxide Detectors:

Carbon monoxide is a dangerous by-product of a malfunctioning water heater, kerosene heater, coal boiler, or any other wood, coal, or petroleum product unit. (It is also the most critical toxic gas generated in any structural fire).

There have been tragic incidents in which carbon monoxide from such units has resulted in the death of a guest or staff. Since carbon monoxide is invisible and has no smell, it cannot be detected by natural means.

Sprinkler Systems:

Sprinkler systems are now mandated in an establishment four stories or higher, adhering to the Hotel and Fire Safety laws on each country. This requires a system covering back-of-the-house, public, and all guestroom locations.

Most jurisdictions now require full sprinkler systems in the new construction of any commercial occupancy regardless of the height of the structure.

Accident Prevention Signs:

OSHA classifies accident prevention signs into three categories:

- 1) Danger signs.
- 2) Caution signs and,
- 3) Safety instruction signs.

Danger signs: which indicate immediate danger, should be posted to warn of specific dangers and to warn that special precautions may be necessary. Red should be the basic colour for identification of all danger signs, which include restricted area, in case of fire, do not enter, and emergency exit signs.

Caution signs: should only be used to warn against potential hazards or to caution against unsafe practices. The colour yellow has been used to advantage for marking physical hazards on stairs in both back-of-the-house stairways and fire stairwells. Areas of construction or remodelling should have caution signs. Floor stand signs could warn guests of wet floors and to watch their step.

Safety instruction signs: should be used only where there is a need for general instructions relative to safety measures. These signs are typically green with white lettering. Signs with green arrows, for example, could be used to note the path to follow between buildings or on trails.

CHECK YOUR PROGRESS

Explain the Types of Safety Equipment's Used in hotel industry
Elaborate the critical significance of Smoke Detectors in securing the assets of the hotel.
Describe the use of Fire Extinguishers in securing the assets of the hotel.
Describe the Carbon Monoxide Detectors.
Explain the Sprinkler Systems from the considerations of security.
Explain the need for Accident Prevention Signs in securing the safety of the guests and hotel assets.

1.10 CONCEPT OF SAFEGUARDING ASSETS

(<https://setupmyhotel.com/train-my-hotel-staff/securityandloss/156-hpsclist.html>)

Check list for Hotel security team

Perimeter:

1. Will a fence help protect the premises?
2. If there is a fence in place, is the fence too high to climb or protected with barbed wire?
3. Is the fence in good repair?
4. Is the fence designed so no one can crawl under it?

5. Are materials such as trash containers, incinerators, etc., that could be used in scaling the fence placed a safe distance away?
6. Are the gates solid and in good repair?
7. Are the gate hinges in good repair?
8. Are there flammable materials in the receiving area which should be removed?
9. Is there a frequent trash pickup?
10. Is adequate lighting provided for the entire area?

Doors:

1. Are all unused doors secured?
2. Are door frames strong and securely in place?
3. Is the glass in back doors and similar locations protected by wire-glass or bars?
4. Are all doors designed so the lock cannot be reached by breaking glass or a light sash panel?
5. Are the hinges designed and located to prevent the pulling or breaking of the pins?
6. Is the lock bolt designed and placed to prevent easy displacement with a "jimmy" or other instrument?
7. Is the lock designed or the door frame placed so the door cannot be pried open by spreading the frame?
8. Is the bolt protected or constructed so it cannot be cut?
9. Is the lock securely mounted so it cannot be pried off?
10. Are the locks on the door in good working order?
11. Are the keys in the possession of trusted personnel and are they secured when employees leave the premises?
12. Are padlock hasps constructed so the screws cannot be removed?
13. Are the hasps heavy enough?
14. Are all doors locked and/or barred during non-operating hours? Is emergency evacuation capability maintained at all times on such doors?
15. In non-operating hours, are access locations properly checked by security staff and/or central station or proprietary protection systems?

Windows:

1. Are easily accessible windows protected by gratings, bars, or other access-limiting devices?
2. Are unused windows permanently locked?

3. Are windows which are not protected by bars locked?
4. Are there unneeded windows at lower floors or other areas which could be replaced by glass blocks or other less vulnerable alternatives?
5. Are the windows and locks so designed or located that they cannot be opened by simply breaking the glass?

Other openings:

1. Are unnecessary skylights (which may be subject to hurled objects) protected or have they been eliminated?
2. Are accessible skylights protected with bars, etc.?
3. Are roof hatches properly secured?
4. Are the doors to the roof or elevator penthouses in good condition and securely locked?
5. Are laundry and trash chutes provided with locks?
6. Are all ventilator shafts and vent openings protected?
7. Are entrances to sewers and service tunnels protected?
8. Are fire exits and escapes designed to permit easy exit but to limit illegal entry?

Building Construction:

1. Are the walls of the building(s) of frame construction and fire-resistive or capable of being made so?
2. Is the roof fire-resistive and secure?

Safes:

1. Is the safe fire-resistive?
2. Is the safe fastened securely to the floor or wall, ceiling and floor, set in concrete, or appropriately alarmed?
3. If a vault is used, are the walls as well as the door secure?
4. Is cash on hand kept to a minimum?

Security Officers:

1. Is it feasible to have an in-house security staff? Or, is it more appropriate to employ a contract security service or off-duty police?
2. Do the security officers receive proper screening, training, and supervision, whether they are in-house or contract?
3. If security personnel are armed, are they properly armed and proficient in the use of such arms?

4. If there are full-time security personnel, are they free from "extra duties" so they are able to perform their protective duties fully?
5. If a commercial security service is employed, is the service checked to confirm that it has the ability to provide full services?
6. Would it be beneficial to conduct emergency drills?
7. If available, has complete central station or proprietary supervisory service been considered in addition to standard security services?
8. Has closed-circuit television or a similar monitoring device been investigated as a means of increasing effective surveillance by your security force?

Public Protection:

1. Is proper liaison maintained between the hotel or motel and the police and fire departments?
2. Do the police and fire departments have the phone number of key personnel and vice versa?

Electronic Data Processing:

1. If there is a computer on the property, have proper steps been taken to ensure computer integrity with proper off-premises backup capability?
2. Is the computer facility in a secure location?
3. Is the computer room protected from the danger of hurled objects, flood, or fire?

Communication Equipment:

1. Is the communication center (telephone room, etc.) located in a secured place?
2. Is adequate protection provided for wires and cables, etc.?
3. Has an emergency communications plan been developed?

CHECK YOUR PROGRESS

Explain the checklist of hotel security team in respect of Perimeter
Explain the checklist of hotel security team in respect of Doors
Explain the checklist of hotel security team in respect of Windows
Explain the checklist of hotel security team in respect of Other openings
Explain the checklist of hotel security team in respect of Building Construction
Explain the checklist of hotel security team in respect of Safes
Explain the checklist of hotel security team in respect of Security Officers
Explain the checklist of hotel security team in respect of Public Protection
Explain the checklist of hotel security team in respect of Communication Equipment
Explain the checklist of hotel security team in respect of Electronic Data Processing

1.11 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. What is the best time to schedule cleaning elevators / lifts?
2. Describe the process of 'sweeping'.
3. Elaborate the process of 'dusting'.
4. Discuss the process of 'damp dusting'.
5. Explain the process of 'damp mopping'.
6. Describe the process of 'spot mopping'.
7. Elaborate the process of 'wet mopping'.
8. Discuss the process of 'manual scrubbing'.
9. Explain the process of 'manual polishing'.
10. Describe the process of 'spot cleaning'.
11. Elaborate the process of 'suction cleaning'.
12. Discuss the process of 'spray buffing'.
13. Explain the process of 'polishing'.
14. Describe the process of 'burnishing'.
15. Elaborate the process of 'scrubbing'.
16. Discuss the process of 'stripping'.
17. Explain the process of 'laundering'.
18. What is the best time to schedule cleaning elevators / lifts?
19. What type of cleaning method to be followed by public area attendant for cleaning elevators?
20. Why the cleaning to be done from top to down?
21. How can you check if the cleaning of the mirrors are properly done?
22. Steps for cleaning lift door channels.
23. What is the best time to clean guest corridor?
24. How to clean the corners and edges of the carpet?
25. What action to be taken in case you find any burn et-out bulbs on fixtures?
26. What is the final step while cleaning the corridor?
27. List Steps for cleaning Mini Bar / Mini Fridge.
28. What is the best time mope and wax Lobby?
29. How to clean kiosk touch screen?
30. Procedure for vacuuming lobby and front office area?
31. List steps for cleaning glasses and windows?
32. Why it is required to wipe the stair railing with wet cloth after cleaning?
33. Why it is important to wear protective glass and goggles while cleaning W/C ?
34. How long should the cleaning solutions to be kept on the toilet bowl?
35. What all areas to be cleaned apart from the toilet bowl?
36. How to dry the entire W/C?
37. What all to be checked once the W/C or Toilet cleaning is completed?
38. What are the materials required for cleaning guest room vanity area?

39. How to move guest toiletries?
40. List Tips for washing ash trays and washbasins?
41. How to remove water spots?
42. List Tips for cleaning chrome fixtures?
43. Why it is required to dip the shower curtain in Luke warm water with cleaning solution?
44. What is the frequency of washing shower curtain?
45. How to polish chrome bathroom fixtures?
46. What should be the color of the strips after cleaning?
47. What to be looked for on bathtub after cleaning?
48. Why tiles to be scrubbed from top to bottom?
49. What is the frequency of cleaning tiles?
50. What to be used to wipe the mirror?
51. What to be done if there are smudges on the mirror?
52. How to clean the bathroom drains?
53. Who is responsible for the up keeping of restaurant during operational hours?
54. Why it is required to move the chairs from table before cleaning?
55. What all to be cleaned in the dining area?
56. Procedure to be followed for lost and found items found at dining areas?
57. Steps for cleaning the dining areas in hotels?
58. Define a pest.
59. Why is pest control important?
60. What are the goals of pest control?
61. Explain situation under which 'prevention' of pests is carried out as a goal.
62. Elaborate circumstances under which 'suppression' of pests is carried out as a goal.
63. Discuss situation under which 'eradication' of pests is carried out as a goal.
64. Elaborate the concept of threshold level of pest control.
65. What are the various types of pests according to biological considerations?
66. What are the various categories of pests according to prevalence considerations?
67. Describe the continuous pest category
68. Describe the potential pest category
69. Describe the sporadic pest category
70. Discuss what information should be studies before you carry out the actual pest control.
71. Describe the pest 'bed bugs' and how they can be controlled.
72. Discuss the pest 'beetles' and how they can be controlled.
73. Explain the pest 'biscuit beetles' and how they can be controlled.
74. Elaborate the pest 'carpet beetles' and how they can be controlled.
75. Describe the pest 'furniture beetles' and how they can be controlled.
76. Describe the pest 'silverfish' and how they can be controlled.
77. Discuss the pest 'cockroach' and how they can be controlled.
78. Discuss what information should be studies before you carry out the actual pest control.
79. Explain the importance of hotel guest room security equipments
80. Elaborate the critical significance of hotel guest room locks in securing the assets of the hotel.
81. Describe the use of Biometrics in securing the assets of the hotel.
82. Describe the Secondary Access-Limiting Devices.
83. Explain the View ports from the considerations of security.
84. Explain the need for Room Communications in securing the safety of the guests and hotel assets.
85. Describe In-Room Security Information.
86. Explain the Types of Safety Equipment's Used in hotel industry

87. Elaborate the critical significance of Smoke Detectors in securing the assets of the hotel.
88. Describe the use of Fire Extinguishers in securing the assets of the hotel.
89. Describe the Carbon Monoxide Detectors.
90. Explain the Sprinkler Systems from the considerations of security.
91. Explain the need for Accident Prevention Signs in securing the safety of the guests and hotel assets.
92. Explain the checklist of hotel security team in respect of Perimeter
93. Explain the checklist of hotel security team in respect of Doors
94. Explain the checklist of hotel security team in respect of Windows
95. Explain the checklist of hotel security team in respect of Other openings
96. Explain the checklist of hotel security team in respect of Building Construction
97. Explain the checklist of hotel security team in respect of Safes
98. Explain the checklist of hotel security team in respect of Security Officers
99. Explain the checklist of hotel security team in respect of Public Protection
100. Explain the checklist of hotel security team in respect of Communication Equipment
101. Explain the checklist of hotel security team in respect of Electronic Data Processing

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UNIT 2 SPECIAL PROVISIONS FOR GUESTS, SAFETY, SECURITY AND FIRST AID

2.00 BEFORE WE BEGIN

The persons who are not able to perform various tasks as most of us take for granted need special considerations. Most of us can see the world through our eyes, hear the sound through our ears, move around with our feet and work with our hands. There are many who lack some of these faculties. It was a practice to call such persons, handicapped or blind or deaf. However, with rising concern for the sensitivities of such of our brethren, we now call them visually challenged or hearing impaired or persons with disabilities (PWD) as evidenced by the 2016 Act of India. A better phrase has been invented: “differently abled” persons .

All round the world the governments are regulating to make hospitality industry to rise to the need for treating such PWDs so that their special needs are properly addressed. We will study the situation in India and in USA as sample. We will study how we can take care of the differently abled persons who take our services as guests in our hospitality estate.

We will also be studying the ways which are being followed around the world to make hotels children-friendly. Children are great marketing agents. Parents like to take care of their children and build their character through activities which instill in them courage, piety, sympathy to fellow children, love for animals, etc. Hotels have prepared themselves to undertake various children-friendly activities. This gets them good business also.

2.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the concept of hotels friendly to differently abled persons.
- Explain the regulatory provisions for persons with disabilities
- Explain what is meant by security in hotels

2.02 REGULATIONS FOR DIFFERENTLY ABLED PERSONS

Statutory Support for Differently Abled Persons in India

(Adopted from <http://vikaspedia.in/education/parents-corner/guidelines-for-parents-of-children-with-disabilities/legal-rights-of-the-disabled-in-india>)

General legal provisions relating to the disabled lies in

1. Constitution
2. Education Laws
3. Health Laws
4. Family Laws

5. Succession laws
6. Labour Laws
7. Judicial Procedures
8. Income Tax Laws, &
9. Various Acts
 - The Person with Disabilities Act, 1995
 - The Mental Health Act, 1987
 - The Rehabilitation Council of India, 1992
 - The National Trust for Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation, and Multiple Disabilities Act, 1999
 - Declaration On The Rights Of Mentally Retarded Persons
 - THE RIGHTS OF PERSONS WITH DISABILITIES ACT, 2016

The disabled and the constitution

The Constitution of India applies uniformly to every legal citizen of India, whether they are healthy or disabled in any way (physically or mentally)

Under the Constitution the disabled have been guaranteed the following fundamental rights:

1. The Constitution secures to the citizens including the disabled, a right of justice, liberty of thought, expression, belief, faith and worship, equality of status and of opportunity and for the promotion of fraternity.
2. Article 15(1) enjoins on the Government not to discriminate against any citizen of India (including disabled) on the ground of religion, race, caste, sex or place of birth.
3. Article 15 (2) States that no citizen (including the disabled) shall be subjected to any disability, liability, restriction or condition on any of the above grounds in the matter of their access to shops, public restaurants, hotels and places of public entertainment or in the use of wells, tanks, bathing ghats, roads and places of public resort maintained wholly or partly out of government funds or dedicated to the use of the general public. Women and children and those belonging to any socially and educationally backward classes or the Scheduled Castes & Tribes can be given the benefit of special laws or special provisions made by the State.
4. There shall be equality of opportunity for all citizens (including the disabled) in matters relating to employment or appointment to any office under the State.
5. No person including the disabled irrespective of his belonging can be treated as an untouchable. It would be an offence punishable in accordance with law as provided by Article 17 of the Constitution.
6. Every person including the disabled has his life and liberty guaranteed under Article 21 of the Constitution.

7. There can be no traffic in human beings (including the disabled), and beggar and other forms of forced labour is prohibited and the same is made punishable in accordance with law (Article 23).
8. Article 24 prohibits employment of children (including the disabled) below the age of 14 years to work in any factory or mine or to be engaged in any other hazardous employment. Even a private contractor acting for the Government cannot engage children below 14 years of age in such employment.
9. Article 25 guarantees to every citizen (including the disabled) the right to freedom of religion. Every disabled person (like the non-disabled) has the freedom of conscience to practice and propagate his religion subject to proper order, morality and health.
10. No disabled person can be compelled to pay any taxes for the promotion and maintenance of any particular religion or religious group.
11. No Disabled person will be deprived of the right to the language, script or culture which he has or to which he belongs.
12. Every disabled person can move the Supreme Court of India to enforce his fundamental rights and the rights to move the Supreme Court is itself guaranteed by Article 32.
13. No disabled person owning property (like the non-disabled) can be deprived of his property except by authority of law though right to property is not a fundamental right. Any unauthorized deprivation of property can be challenged by suit and for relief by way of damages.
14. Every disabled person (like the non-disabled) on attainment of 18 years of age becomes eligible for inclusion of his name in the general electoral roll for the territorial constituency to which he belongs.

Education Law for the Disabled

- The right to education is available to all citizens including the disabled. Article 29(2) of the Constitution provides that no citizen shall be denied admission into any educational institution maintained by the State or receiving aid out of State funds on the ground of religion, race, caste or language.
- Article 45 of the Constitution directs the State to provide free and compulsory education for all children (including the disabled) until they attain the age of 14 years. No child can be denied admission into any education institution maintained by the State or receiving aid out of State funds on the ground of religion, race, caste or language.

Health Laws

- Article 47 of the constitution imposes on the Government a primary duty to raise the level of nutrition and standard of living of its people and make improvements in public health - particularly to bring about prohibition of the consumption of intoxicating drinks and drugs which are injurious to one's health except for medicinal purposes.

- The health laws of India have many provisions for the disabled. Some of the Acts which make provision for health of the citizens including the disabled may be seen in the Mental Health Act, 1987 .

The persons with disabilities (PWD) (equal opportunities, protection of rights and full participation) act, 1995

“The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995” had come into enforcement on February 7, 1996. It is a significant step which ensures equal opportunities for the people with disabilities and their full participation in the nation building. The Act provides for both the preventive and promotional aspects of rehabilitation like education, employment and vocational training, reservation, research and manpower development, creation of barrier- free environment, rehabilitation of persons with disability, unemployment allowance for the disabled, special insurance scheme for the disabled employees and establishment of homes for persons with severe disability etc.

Main Provisions of the Act

- Prevention and Early Detection of Disabilities
- Education
- Employment
- Non-Discrimination
- Research and Manpower Development
- Affirmative Action
- Social Security
- Grievance Redressal

Prevention and early detection of disabilities

- Surveys, investigations and research shall be conducted to ascertain the cause of occurrence of disabilities.
- Various measures shall be taken to prevent disabilities. Staff at the Primary Health Centre shall be trained to assist in this work.
- All the Children shall be screened once in a year for identifying ‘at-risk’ cases.
- Awareness campaigns shall be launched and sponsored to disseminate information.
- Measures shall be taken for pre-natal, peri natal, and post-natal care of the mother and child.

Education

- Every Child with disability shall have the rights to free education till the age of 18 years in integrated schools or special schools.

- Appropriate transportation, removal of architectural barriers and restructuring of modifications in the examination system shall be ensured for the benefit of children with disabilities.
- Children with disabilities shall have the right to free books, scholarships, uniform and other learning material.
- Special Schools for children with disabilities shall be equipped with vocational training facilities.
- Non-formal education shall be promoted for children with disabilities.
- Teachers' Training Institutions shall be established to develop requisite manpower.
- Parents may move to an appropriate forum for the redressal of grievances regarding the placement of their children with disabilities.

Employment

3% of vacancies in government employment shall be reserved for people with disabilities, 1% each for the persons suffering from:

- Blindness or Low Vision
- Hearing Impairment
- Locomotor Disabilities & Cerebral Palsy
- Suitable Scheme shall be formulated for
- The training and welfare of persons with disabilities
- The relaxation of upper age limit
- Regulating the employment
- Health and Safety measures and creation of a non- handicapping, environment in places where persons with disabilities are employed

Government Educational Institutes and other Educational Institutes receiving grant from Government shall reserve at least 3% seats for people with disabilities.

No employee can be sacked or demoted if they become disabled during service, although they can be moved to another post with the same pay and condition. No promotion can be denied because of impairment.

Affirmative Action

Aids and Appliances shall be made available to the people with disabilities.

Allotment of land shall be made at concessional rates to the people with disabilities for:

- House

- Business
- Special Recreational Centres
- Special Schools
- Research Schools
- Factories by Entrepreneurs with Disability,

Non-Discrimination

- Public building, rail compartments, buses, ships and air-crafts will be designed to give easy access to the disabled people.
- In all public places and in waiting rooms, the toilets shall be wheel chair accessible. Braille and sound symbols are also to be provided in all elevators (lifts).
- All the places of public utility shall be made barrier- free by providing the ramps.

Statutory Support for Differently Abled Persons in USA

(Adopted from <http://www.burns-htc.com/articles/new-regulations-on-reserving-rooms.html>)

It is important to understand how hotels need to be welcoming to physically disabled guests. New US regulations (2012) will make this welcome mandatory. If you operate a hotel in the United States and your answer to any of these questions is “Probably”, “Maybe”, or “No”, you may have a serious problem.

In 2010 the U.S. Department of Justice issued revised regulations for the Americans with Disabilities Act (ADA) of 1990. The updated regulations, the first issued in 20 years, took effect on March 15, 2011, and those regulations stipulate facilities and services that must be in place beginning March 15, 2012.

Is your hotel prepared?

Are the special facilities in disabled traveler guestrooms described in your reservation channels in sufficient detail so that a potential guest who is disabled can determine if the guestroom and the hotel overall would be suitable for them? Is this level of descriptive detail available on your hotel’s website? On OTA websites in which the hotel participates? In the GDSs used by travel agents? From sales agents answering calls to your toll free reservation number? When they call the front desk?

If they determine your lodging to be appropriate for them, can the traveler reserve a room within that disability-friendly room type as easily as other travelers can reserve in any other available room type?

When they arrive at or after check-in time, is it certain that a room in that room type will be available to them?

If you operate a hotel in the United States and your answer to any of these questions is probably, maybe, or no, you may have a serious problem

The original ADA regulations required physical accessibility and other capabilities within hotels (as well as in other public spaces). The 2011 regulations have added specific requirements that apply to

the reservation process for hotel guestrooms. Moreover, in many respects they apply to timeshare complexes and condo-hotels that operate like hotels as well.

The objective of the reservation-related regulations is to assure that a physically-disabled traveler may reserve, and then occupy, hotel accommodation with the same confidence and convenience enjoyed by their disability-free peers. Specifically, the regulations (described in Section 36.302 (e) require:

- That individuals with disabilities (be able) to make reservations for accessible guest rooms during the same hours and in the same manner as other guests.
- That places of lodging ...identify and describe accessible features of a guestroom... in sufficient detail to reasonably permit individuals with disabilities to assess independently whether a given hotel or guest room meets his or her accessibility needs.
- That the lodging operator holds back the accessible guestrooms for people with disabilities until all other guestrooms of that type have been reserved and the accessible room requested is the only remaining room of that type.hat the lodging operator ensures that a reserved accessible guestroom is removed from all reservations systems so that it is not inadvertently released to someone other than the person who reserved the accessible room.
- That the lodging operator guarantees that the specific accessible guestroom reserved through its reservation service is held for the reserving customer, regardless of whether a specific room is held in response to reservations made by others.

The lodging industry's has long been committed to appealingly describing, and then delivering, accommodation. The updated ADA Title III regulations add a legal responsibility to those longstanding efforts to persuasively present, and reliably provide, accommodation. Plus they call for consistent adherence to these "describe and deliver" requirements through all sales channels.

Primary responsibility for that adherence falls to the lodging operator, but the distribution partners of the lodging organization (including reservations representation companies) share responsibility as well for compliance with these regulations. Achieving this compliance requires review, and possibly strengthening, of room type descriptions, availability management processes, and of front desk room allocation practices. Ensuring full compliance may require consultation with qualified legal counsel.

For many lodging and representation companies, initiatives to ensure compliance with these new ADA requirements have long been in place. On March 15, 2012 the performance bar will be raised. The question to hoteliers is will your hotel – and their reservation presence and practices – now consistently adhere to these new performance requirements?

CHECK YOUR PROGRESS

What are the general provisions for support of the differently abled persons in the Constitution of India?

What are the general provisions for support of the differently abled persons in Education Laws in India?

What are the general provisions for support of the differently abled persons in Health Laws?

What are the general provisions for support of the differently abled persons in The persons with disabilities (PWD) (equal opportunities, protection of rights and full participation) act, 1999?

What are the general provisions for support of the differently abled persons in laws of USA?

What are the regulations for the American hotels as per the 2010 regulations?

2.03 HOW YOUR HOTEL CAN BECOME FRIENDLY TO DIFFERENTLY ABLED PERSONS

Rooms for disabled guests in hotels of St. Petersburg

(Adopted from https://www.saint-petersburg-hotels.com/rooms_for_disabled_guests.htm)

In the modern cities, there should be no barriers to travel for persons with disabilities. For example, in Western countries, disabled people travel as much as healthy people. St. Petersburg in this respect is not inferior to the largest cities of Europe. Many hotels in St. Petersburg feature rooms for people with disabilities. What is the difference between these rooms?

These rooms are especially provided with free access for wheelchairs. For the smooth movement of a wheelchair in the rooms for the disabled there are not any threshold and door openings are wider than usual. Often, most interior doors are missing, or at least they are not equipped with self-locking mechanism. The rooms for people with disabilities are usually larger than the standard ones. For disabled people it is also important how a bathroom and toilet are equipped. In addition to the smooth passage provided by wide door openings and the absence of thresholds, a bathroom for disabled must be equipped with special handrails. For guests with disabilities there are also important such things as the height of the mirrors, the level of the location of outlets, sink, hair dryer, etc. In the well-designed rooms for disabled people all this must be taken into account, as well as the location of the shelves and equipment of the wardrobes with the special mechanisms. Rooms for disabled in some hotels feature special wheelchairs. They are more compact and lightweight, so they are suitable for use inside the room, leaving the usual wheelchair in the hallway, in order to use it only on the street.

Thus, the guests of St. Petersburg can be comfortably placed in hotels, even if they move only in a wheelchair. Of course, some guests may have their own characteristics and special requirements for the rooms. Please refer to our consultants and they will help you choose a hotel and a room corresponding to the requirements to accommodate people with disabilities.

Wheelchair Accessible Rooms at Grand Hotel Reykjavík

(<http://en.grand.is/accommodations/wheelchair-accessible>)

Grand Hotel Reykjavík is wheelchair friendly and the hotel has 15 guest rooms that are handicap accessible and offer the guest all the comfort and elegance. The reception, guest rooms, and showers are designed for wheelchair and handicap accessibility.

The hotel rooms at Grand Hotel are about 30m² and have barrier-free access to all areas of the room. The rooms are on the 2nd to 13th floor with access to a large elevator.

The elevator is 1 meter wide (elevator is total 3,85m²). The door to the hotel rooms is 1 meter wide and equipped with handles which make it easy to open. The bathroom is 4,42m² and the door to the

bathroom is 90 cm wide. The rooms have a wide easy roll in shower and the towels are placed where they are easy to reach.



Fig 2.01: Wheelchair accessible rooms at Grand Hotel Reykjavík

(<http://en.grand.is/accommodations/wheelchair-accessible>)

The room has plenty of space for a wheelchair to move around in. The telephone is within an easy reach from the bed and the TV remote control is moveable.

Practice at the Hilton Hotel York

(http://www3.hilton.com/resources/media/hi/LBAYOHN/en_US/pdf/en_LBAYOHN_York_Accessibility_Pack.pdf)

Following are some of the features provided by the Hilton Hotel, York, UK for the differently able guests.

Arrival at Hotel:

- All disabled guests can use the main entrance of the hotel on Tower Street, there is a ramp provided to the side of the hotel.

The main entrance consists of two pairs of automatic sliding doors, after 12pm, the front doors are locked and a doorbell is located at to the right of the right hand side door.

- There is no official drop off point directly outside the main entrance, as the area has double yellow lines. Customers being dropped off are advised to go to the car park and use the direct entrance to the hotel from the car park.
- The car park entrance is located on the side of the hotel entrance and is via a down hill slope and is accessed by pressing the button for attention. There are 40 spaces of which 1 is designated disabled. The designated space is the second space on your left as you drive into the car park. Opposite the designated space there is a doorway to the lifts from where the hotel lobby can be accessed. The lobby is located on the ground floor.



Fig 2.02 Main entrance at Hilton Hotel, York



Fig 2.03: Car park entrance of Hilton York

- At the doorway to the hotel from the car park, there is a telephone. Please dial 0 for assistance.
- Should you need assistance with luggage, equipment or any guidance, our team of porters and concierge are on duty 24h a day. The concierge desk is located in the lobby to the right of the main reception desk.

Welcome & Reception:

- There are no steps in the main lobby area. The ground floor is completely level with full access.
- If you arrive in the lobby area from the car park by the lift, as you exit the lift proceed to your left where you will find the main lobby area, the check in desk is to your right.
- The front desk is located directly to your right as you enter from the main hotel on the far right of the lobby is a seating area. The restaurant and bar areas are also located to your right.

- Concierge desk is to the right of the reception lobby.
- The surface on the ground floor is marble, with carpet / wood in the restaurant and wood in the bar.
- From the reception area the lifts are on the right, through the double set of doors as you face the reception desk.
- Check in is at the main reception desk, which has a lowered check-in point if required, alternatively should you require a member of staff will also be able to come to the seating area with a clip board.
- There is an Induction Loop at reception.



Fig 2.04: Reception of Hilton York

- Upon check in our staff will brief you on the hotels' evacuation policy. This policy is available in large print should you require it.
- Should you require a large print copy of the registration card this can be provided.

Additional Services:

- Should you wish to order a newspaper, please contact the reception team. Your newspaper will then be delivered daily to your room.
- Wake - up calls can be ordered through the reception team. Alternatively they can be set in your room using either the telephone system or the television.
- Every guest room has a guest directory that contains information regarding the facilities in the hotel. A large print copy is available at reception. For additional assistance to use this directory, please contact a team member.

The Business Centre

- From reception go through the two sets of double doors in to the carpeted area of the Hilton Meetings. The business centre is located on your left, it is accessed via a single door .
- The business centre is manned, Monday to Friday 8.30am – 5.00pm. At weekends please contact reception to have the business center unlocked.

- Full business service can be provided here.



Fig 2.05: Business Centre

Toilet Facilities:

- There are 2 sets of public toilets in the hotel, one for ladies and one for gentleman. This is where our accessible toilets are located; therefore if you require them to be closed for privacy or if you require any assistance accessing these facilities please contact reception.
- Both of the toilets are located in the Hilton Meetings area near the business centre on the ground floor.

Getting round the Hotel:

- All Lifts have tactile buttons at the regulation height.
- The lifts have mirrors on all sides of the lift with a carpeted floor,

Towers Bar & Restaurant:

- Towers Bar and Restaurant is located on the ground floor opposite reception. Access is via a set of double doors.



Fig 2.06 Elevators with disable-friendly facilities



Fig 2.07: Restaurant with facilities friendly with specially-abled persons

The floor is wooden except the section between the bar and restaurant which is carpeted.

- Menus can be provided in large print if required.

- Waiter service is available in both the bar and restaurant.
- Breakfast is served from the carvery which is approximately 1 metre tall.
- Menus are available in large print. Arthritic cutlery is also available

Bedrooms:

- 3 accessible rooms, (Standard Double non-smoking)
- Accessible rooms are located to the right of the lift as you exit them. Through a single glass door.
- All accessible rooms have the following bathroom facilities: - grab rails around the toilet, higher level toilet, emergency pull cord, low level storage shelf. All rooms have grab rails around the bath. Showers are located above the bath
- Accessible rooms can accept a bed hoist if required.
- Accessible rooms have emergency poll cords above the beds
- The following equipment can be added to any room in the hotel for you to use:
 - Derby Toilet Seat
 - Derby Bath board Mark 2 with handle
 - An inflatable chair to assist in getting in and out of a bath



Fig 2.08 Derby toilet seat

(https://www.mobilitysmart.cc/media/catalog/product/cache/1/image/9df78eab33525d08d6e5fb8d27136e95/d/e/derby_primasoft_12.jpg)

□ Your room will have a chair at the desk, a “comfy” chair and a coffee table. Should you require more space in your room any of these items can be removed. Please contact either reservations, in advance of your stay or

Conference Facilities:

- The Hilton York has 4 Hilton Meeting rooms.
- The City of York suite can be divided into 3 smaller rooms
- The City of York suite is located on the ground floor with 2 of the Hilton Meetings Room
- The other rooms can be located via a small flight of steps
- The meeting rooms are all carpeted.



Fig 2.09: Derby Bath Board with Handle

(http://www.gordonellishealthcare.co.uk/content/images/thumbs/0000281_derby-bath-board.jpeg)



Fig 2.10: Inflatable chair to move in and out of bath



Fig 2.11: Another arrangement for moving in and out of bath called 'sliding bathtub transfer bench' is found in many other facilities in hospitals and hotels

(<http://homeability.com/main/wp-content/uploads/2013/12/Sliding-bathtub-transfer-bench.jpg>)

- The hire of Audio Visual Equipment can be arranged prior to your event, please inform the Conference & Banqueting Sales Person when making your booking.

In event of Emergencies:

- The Hotel operates a system of PEEPs (Personal Emergency Evacuation Plans). On check-in to the Hotel, you will be offered the opportunity to discuss and outline any special requirements or assistance you may need should an evacuation of the Hotel be necessary as a result of a fire or other emergency.
- You will be given a copy of this Emergency Evacuation Plan and we will keep a copy for our Hotel Fire Team to refer to in case of an evacuation taking place during your stay.
- The Plan will specify which of our Team Members will be designated to assist you, should you require this.
- Should you have any concerns regarding emergency evacuations, please speak to the Duty Manager.

Features at Hyatt Bangalore for the differently abled persons

<https://bangalore.hyathotels.hyatt.com/en/hotel/our-hotel/service-accessibility.html>

Hyatt Bangalore MG Road offers physically-challenged guests a range of facilities to ensure ease of access and comfort. There is one room designed especially for physically challenged guests, which includes the following facilities:

- Wheelchair-accessible doors

- Audible smoke alarms
- Roll-in showers
- Bathroom grab rails
- Accessible sink and vanity area
- Accessible bathroom towel rack
- In-room check-in
- Guest services officer available on call
- Safety and Security team on hand for assistance

CHECK YOUR PROGRESS

Describe how the hotels in St Petersburg assist the differently abled persons during their stay there.

Explain how the Wheelchair Accessible Rooms at Grand Hotel Reykjavík assist the differently abled persons during their stay there.

Describe the various facilities available at the Hilton Hotel York for the differently abled persons during their stay there.

Elaborate the various features at Hyatt Bangalore for the differently abled persons.

Make your Property a Disabled Friendly Hotel

(<https://www.hotelogix.com/blog/2014/06/11/make-property-disabled-friendly-hotel/>)

While the type of disability may vary, it is important for those in the hospitality industry to try their best to accommodate a wide range of guests with a wide range of abilities. You can't ignore that large market as you could be shutting out a huge number of potential guests from your property.

We offer few suggestions:

Wheelchair Accessible Rooms: By offering a wheelchair-accessible room, you can allow unhindered access to the hotel room and other areas. You need to have barrier-free passages and wheelchair lifts. Your corridors need to be connected to the rooms, lounges and seminar rooms in the hotels for convenient access without using steps.

Spacious Rooms: Offer your guests plenty of freedom of movement to move around in the room by building spacious rooms for the disabled. Most of the hotels are built without limitations and have specially designed rooms for wheelchair users. There has to be a spacious bathroom, double and single bed and wide halls to provide your disabled guests with optimum mobility.

Other Services: Many hotels offer service animals on their property or offer special assistance to guests who need it. Guests can have rooms with amenities like roll-in showers, light alerts for the hearing impaired, lower shelving, multi-level door viewers and communication kits with strobe lights, visual door knocker, shaker alarm clock and TDD teletype.

Having an accessible room for the disabled guests attracts people with disabilities as well as their friends and family. Additionally, it pays to have an accessible property. It is estimated by the Americans with Disabilities Act that by the year 2030, 71.5 million Baby Boomers will be over the age of 65 and in need of amenities and services that address their age-related physical changes.

Hotels must welcome people of all kinds of disabilities across the board. Properties have to be mindful of how they cater to their employees, too. The *U.S. Equal Employment Opportunity Commission (EEOC)* requires that employers provide reasonable accommodation to all qualified employees with disabilities. Western Europe currently leads the world in accessible tourism, so what is holding your property back? You can always look to industry experts like the *Open Doors Organization* for inspiration or support for your efforts.

More Tips

<https://www.euansguide.com/news/top-tips-for-disabled-access-in-hotels/>

Family holidays, weekend getaways, business trips and more; disabled people are an important market that all hotels can be targeting with accessible booking systems, adapted rooms and most importantly, a warm welcome! Here are our top ten tips for making access easier in your hotel:

1. Share your disabled access information online

The Access Survey 2015 found that a venue's website was by far the most popular way for people to search for disabled access information before visiting somewhere new. If it takes more than a few clicks from your homepage to find a description about accessibility, people will think that disabled access isn't important to you and they may take their business elsewhere. Have a dedicated page on your website that tells people what your disabled access is like and who they can contact to find out more specific information. Don't forget to describe details such as door widths and bed heights.

2. Have an accessible booking system

As a review website, one thing that we hear often is how tricky it can be for disabled people to book a room that meets their individual requirements. The reason? Not being able to book accessible rooms online. If you can, include the option to directly book accessible rooms on your website rather than asking guests to phone you. This will save your guest some time and will let them get on with the exciting details of planning their trip!

3. Map out your accessible rooms

Where are the rooms that you identify as accessible? Are they on the ground floor with level access to the street outside? Are they on a higher level near a lift? Some disabled guests may be bringing extra equipment with them, and sometimes this can be bulky or heavy to carry. If you can, try to position your accessible bedrooms and suites in convenient locations. Ground floor is ideal for many disabled people, but bear in mind that some guests may prefer a room with a view. Rooms on higher levels are best located near lifts and not at the end of long corridors. It's great if guests can choose between a variety of rooms and aren't restricted to one part of the hotel.

4. Make it easy to navigate your hotel

Hotels can be like mazes! Make it easy for all guests to find their way around with clear signage and directions. Signs need to be large, contrasting from their background, and in a well-lit place; otherwise all room numbers may look the same. Don't forget to include signage identifying the

location of accessible toilets, the presence of hearing loops, or the availability of a portable ramp for example.

When guests arrive, welcome them by setting the scene and explaining where they can find different amenities in the hotel. Don't forget to mention the spa! It's even better if you can offer to walk your guests to their room, and maybe point out interesting features of the hotel on the way.

5. Check that your bedrooms are easily adaptable



Fig 2.12: Bed rooms should be made accessible to the PWDs.

All bedrooms in your hotel ideally should have some level of accessibility, such as by including sleek grab rails in the en-suite, telephones with large-size buttons, and the option of vibrating pillows to make hearing impaired people aware of emergency alarm soundings. This means that more people will feel comfortable using standard bedrooms, including elderly guests or those with mobility impairments.

In specifically adapted bedrooms, there are more ways you can make access easier for guests. Consider the height of the beds and that wheelchair users may need to transfer from their chair into the bed. This can be difficult and sometimes impossible if the beds in your hotel are too high. In addition to height, there needs to be ample room either side of the bed to allow for an easy transfer.

Try to keep fittings around the room at a reasonable height, including temperature control and wardrobe fixtures. Appliances should be within easy reach and with large-print instructions should they be required. Avoid over-decorating the room with soft furnishings such as rugs or plants which can take up valuable space, especially if guests are bringing extra equipment along with them.

The en-suite bathroom is one of the most important features of adapted rooms. The bathroom needs to be roll in, but not just to the toilet – the shower too! It's best to fit a spacious, wet room with grab rails and a fold down seat in the shower if you can. Space is always key in adapted bedrooms, and the bathroom is no different.

6. Increase staff awareness

Every room will not be perfect for everyone, and just as all guests have specific requirements such as different pillow types, disabled people may also have personal requests. It's important that staff know how to offer their assistance to disabled guests. This could involve identifying the best room for easy access, and knowing where to locate large print information and portable ramps to name a few examples.

7. Include local recommendations

In your bedroom guest books or folders of leaflets and local information, could you include recommendations of local places that are accessible? This is a nice touch and very useful for disabled travellers. You can find disabled access reviews and listings of many places on Euan's Guide for inspiration! In addition, it's helpful to identify nearby parks for exercising assistance dogs, and also which local transport routes are accessible.

8. Have an easily accessible spa or gym

Our reviewers love it when they find accessible spas and gyms in hotels! One reviewer visited Sheraton Grand Hotel and Spa in Edinburgh and submitted a review saying:

'Out of curiosity I ventured off to visit the spa thinking that it would probably not work for me as a powerchair user. How wrong could I be? Well, the spa turned out to be amazing as there was an accessible changing facility, an accessible toilet, access to the gym, access to the swimming pool, and to the various treatment rooms'.

9. Kit out your conference rooms

Hotels aren't just for sleeping in, and you need to ensure access to conference suites for disabled travellers attending your hotel for business. It's important to have good quality audio visual equipment that is fully functioning, and also an induction loop for hearing impaired delegates.

10. Open up your restaurant and bar



Fig 2.13: Accessible restaurant and bars

It's not just hotel guests that are likely to be visiting your restaurant, so if you have multiple entrances to the dining room you need to check that these are accessible. Try to keep plenty of space between

tables and chairs and if you have a bar consider fitting a dropped counter for wheelchair users. Include large print copies of menus and be aware of lighting levels over tables for guests. If it's too dark, some diners may have difficulty reading your menus.

Why do we need accessible toilets? Let's be frank.

<https://www.euansguide.com/news/lets-talk-toilets-world-toilet-day-19th-november/>

Have you ever asked the question, why do we need accessible toilets? Thinking about the answer to this seemingly obvious question can help you to make your facilities as accessible as possible. The function of an accessible toilet is designed to enable disabled people to have quick access to facilities that may differ from regular public toilets in size, layout, or equipment for example. Everybody is different however, and a toilet that is accessible to one person may not be to another.

Tapping in to great toilets

The still-taboo subject of toilets means that many people don't understand how an accessible toilet should function. We've put together seven handy tips to ensure you're offering your visitors the best amenities possible!



Fig 2.14: Fully accessible toilets with high footfall

(<https://www.euansguide.com/venues/changing-places/>)

1. Check what's needed

If you're lucky enough to have a large space and are designing a toilet facility from scratch, be sure to allow as much room as possible for users and their carers to move around. While there are recommended guidelines for accessible toilet sizes and dimensions, it's always good to exceed these if you can, as people often need more space to manoeuvre than you think. Remember to also think about the position of your door; will it open outwards? Is it a sliding door? The best accessible toilets don't open up into a public space as sometimes carers will need to leave the toilet whilst somebody is still in there.

Always remember to think about how people will use your facility. For example, when a wheelchair-user washes their hands and the paper towels are positioned on the opposite wall from the sink, they

have to use wet hands to move their wheelchair elsewhere. So think your toilet through one step at a time to keep things flowing smoothly! This goes for light switch, sink and mirror heights as well.

2. Be toilet proud

A well-maintained toilet is the best kind, so avoid using accessible toilets as storage cupboards and check on the cleanliness regularly. Highchairs and cleaning products should have a designated storage space elsewhere, and also check that there are no obstructions to the entrance of the loo such as furniture or potted plants. Look out for water spilled on the floor as well as this can be a dangerous slip hazard for visitors. Finally, don't be afraid to get creative just because it is an accessible toilet; some bright colours on the walls or tasteful grab rails can make the facility feel a lot more comfortable and looked after.

3. Get to know your toilet

Yes, really! It always helps to have dimensions and measurements of your facilities to hand in case somebody contacts you with an enquiry. While it's great to tell people that you have an accessible toilet, this information isn't as helpful as you might think. Like people, wheelchairs come in different shapes and sizes, therefore not everyone will be able to fit comfortably into a room that meets the minimum dimensions. All of a sudden, you no longer have a wheelchair accessible toilet. In this scenario, a well-informed member of staff is the most accessible feature you have. By being able to tell potential customers the dimensions of your toilet, you are helping them to decide whether or not the facilities on your premises meet their needs before they choose to visit.

4. Attach a red cord card – it's free!

We love our red cord cards! They are a handy tool that come at no extra cost to you; simply request your card and when it arrives easily attach it to your emergency red cord. The purpose of a red cord card is to ensure that nobody ties the cords out of the reach of disabled people. When this happens, it prevents somebody calling for help in the event that they need it. Don't forget to test your emergency alarm system on a regular basis as well.

5. Find out what a radar key is

It sounds like something out of a spaceship, but really these magic-like keys are large and silver and there are most likely over a million of them in use around the UK today. These keys exist to give disabled people quick access to locked toilets without having to ask a member of staff for a key beforehand. But why do they have to be locked in the first place? Sadly, lots of people misuse toilet facilities that are designed with disabled people in mind, and sometimes they are used for inappropriate activity as accessible toilets are often more likely to be unoccupied compared to regular public toilets. By keeping your toilet locked with the RADAR system, patrons will not have to go in search of a key and your venue will benefit from having an accessible loo that can easily be used by people who need them.

6. Is it easy to find?

When you've got to go, you've got to go; and there's nothing worse than not being able to find where the toilet is. The panic begins to build, and your experience of the premises you are on is lowered. Avoid this calamity by having clear signage to your visitor toilets. Position signs at different heights so that they will be visible from various points of the room, either up close or far away. Remember that signs positioned lower on the wall are easier to read by wheelchair users.

Don't forget to set out a clear pathway to your accessible toilet. Many of our reviewers complain that while everything about a venue was fantastic, their experience was let down by furniture obstructing the route to the toilets.

7. Attract more customers

Larger venues with high footfall should consider installing a Changing Places toilet in addition to standard accessible toilets. A Changing Places toilet is a fully accessible toilet with additional specialist equipment including a hoist, a changing bench, a privacy screen, a peninsular toilet and space for up to two carers. Having a facility such as this will open your venue up to nearly a quarter of a million more people and their family and friends in the UK.

(<https://www.euansguide.com/venues/changing-places/>)

A Changing Places toilet is a fully accessible toilet with the following additional equipment: a height-adjustable changing bench, an overhead track or mobile hoist; a peninsular toilet, privacy screen and enough space for up to two carers as detailed in British Standard BS800: 2009. These toilets should be provided in addition to standard accessible toilets.

Research commissioned by Mencap highlights that 230,000 people in the UK need assistance to toilet and/or change continence pads. Users include people with profound and multiple learning disabilities and people with a range of other disabilities including Cerebral Palsy, Motor Neurone disease, Multiple Sclerosis, stroke, some older people and other specific disabilities. Our estimation of up to a quarter of a million users will increase in the future. For some groups the prevalence of individuals will increase, e.g. people with intellectual disabilities and people of advanced age, increasing the need for and relevance of Changing Places toilets.

The Changing Places consortium comprises Mencap, PAMIS, Centre for Accessible Environments, Nottingham City Council, Dumfries & Galloway Council, and the Scottish Government. The Changing Places campaign supports the rights of people with profound and multiple learning, and/or other physical disabilities, to access their community. Without Changing Places toilets, carers are forced to change their loved ones on toilet floors or have to stay at home.

CHECK YOUR PROGRESS

Explain various steps which may be taken to make your Property a Disabled Friendly Hotel.

Explain the importance of Wheelchair Accessible Rooms and how it is achieved.

Elaborate how making Spacious Rooms for your guest helps in making your property a disabled friendly hotel.

Explain why it is important to share your disabled access information online in making your property a disabled friendly hotel.

Discuss the concept of having an accessible booking system in making your property a disabled

friendly hotel.

Discuss the concept of **Mapping out your accessible rooms** in making your property a disabled friendly hotel.

Discuss the concept of **Making it easy to navigate your hotel** in making your property a disabled friendly hotel.

Discuss the concept of **Checking that your bedrooms are easily adaptable** in making your property a disabled friendly hotel.

Discuss the concept of **Increasing staff awareness** in making your property a disabled friendly hotel.

Discuss the concept of **Including local recommendations** in making your property a disabled friendly hotel.

2.04 SITUATION HANDLING / SERVICE DESIGN, FOR TYPICAL MARKET SEGMENT (SAFETY, SECURITY & COMFORT)

Specific target groups may have their own specific needs and requirements. We will study the cases of airline crew, children, single female guests, in the following sections of the Unit.

Let us understand the job profile and features of flight crew.

Aircrew

From Wikipedia, the free encyclopedia <https://en.wikipedia.org/wiki/Aircrew>



Fig 2.15: The aircrew of a Jetstar Airways Boeing 787

Aircrew, also called **flight crew**, are personnel who operate an aircraft while in flight. The composition of a flight's crew depends on the type of aircraft, plus the flight's duration and purpose.

Commercial aviation

Flight deck positions

In commercial aviation, the aircrew are called *flight crew*. Some flight crew position names are derived from nautical terms and indicate a rank or command structure similar to that on ocean-going vessels, allowing for quick executive decision making during normal operations or emergency situations. Historical flightdeck positions include:



Fig 2.16: Bell 212 aircrew from Alpine Helicopters scramble on a medical evacuation mission.

(Wikipedia)

- Captain, the pilot designated as the Pilot-In-Command (PIC), and the highest-ranking member or members of a flight crew.
- First Officer (FO, also called a co-pilot), another pilot who is not the pilot-in-command, and is normally seated to the right of the captain. (On helicopters, an FO is normally seated to the left of the captain, who occupies the right hand seat).
- Second Officer (SO), a person lower in rank to the First Officer, and who typically performs selected duties and also acts as a relief pilot. The rank of Second Officer was traditionally a Flight Engineer, who was often the person who handled the engine controls. In the 21st century second officers on some airlines are pilots who act as "cruise relief" on long haul flights.
- Third Officer (TO), a person lower in rank to a Second Officer, and who typically performs selected duties and can also act as a relief pilot. Largely redundant in the present day.
- 'Relief Crew' members in the present day are fully licensed and trained Captains and First Officers who accompany long-haul airline flights, and who relieve the primary pilots during designated portions of the flight to provide them with rest or sleep breaks (some large wide-body airliners are equipped with special pilot sleeper berths, but more typically reserved seats in the section closest to the flight deck, or cockpit, are used for the relief crew). The number of relief crew members assigned to a flight depends in part on the length of the flight and the official air regulations the airline operates under.
- Flight Engineer (FE), a position originally called an 'Air Mechanic'. On older aircraft, typically between the late-1920s and the 1970s, the Flight Engineer was the crew member responsible for engines, systems and fuel management. As aircraft became increasingly sophisticated and automated, this function has been mostly assumed by the primary pilots (Captain and FO), resulting in a continued downsizing in the number of aircrew positions on commercial flights. The Flight Engineer's position is commonly staffed as a Second Officer. Flight engineers can still be found in the present day (in greatly diminished numbers), used on airline or air freight operations still flying such older aircraft. The position is typically crewed by a dual-licensed Pilot-Flight Engineer in the present day.

- Airborne Sensor Operator, An airborne sensor operator (aerial sensor operator, ASO, Aerial Remote Sensing Data Acquisition Specialist, Aerial Payload Operator, Police Tactical Flight Officer, Tactical Coordinator etc.) is the functional profession of gathering information from an airborne platform (Manned or Unmanned) and/or oversee mission management systems for academic, commercial, public safety or military remote sensing purposes. The airborne sensor operator is considered a principal flight crew or aircrew member.
- Navigator (archaic), also called 'Air Navigators' or 'Flight Navigators'. A position on older aircraft, typically between the late-1910s and the 1970s, where separate crew members (sometimes two navigation crew members) were often responsible for the flight navigation, including its dead reckoning and celestial navigation, especially when flown over oceans or other featureless areas where radio navigation aids were not originally available. As sophisticated electronic air navigation aids and universal space-based GPS navigation systems came online, the dedicated Navigator's position was discontinued and its function was assumed by dual-licensed Pilot-Navigators, and still later by the aircraft's primary pilots (Captain and FO), resulting in a continued downsizing in the number of aircrew positions on commercial flights. Modern electronic navigation systems made the navigator redundant by the early 1980s.
- Radio Operator (archaic). A position on much older aircraft, typically between the mid-1910s and the 1940s, where a separate crew member was often responsible for handling telegraphic and voice radio communications between the aircraft and ground stations. As radio sets became increasingly sophisticated and easier to operate, the function was taken over directly by a FO or SO, and still later by the pilot-in-command and co-pilot, making the radio operator's position redundant.

Cabin positions

Aircraft cabin crew members can consist of:

- Purser or *In-flight Service Manager* or *Cabin Services Director*, is responsible for the cabin crew as a team leader.
- Flight attendant or *Cabin Crew*, is the crew member responsible for the safety of passengers. Historically during the early era of commercial aviation, the position was staffed by young 'cabin boys' who assisted passengers. Cabin boys were replaced by female nurses, originally called 'stewardesses'. The medical background requirement for the flight attendant position was later dropped.
- Flight medic, is a specialized paramedic employed on air ambulance aircraft or flights.
- Loadmaster, is a crew member on a cargo aircraft responsible for loading freight and personnel, and for calculating the aircraft's weight and balance prior to flight, which must be within the aircraft manufacturer's prescribed limits, for safe flight. On non-cargo aircraft, weight and balance tasks are performed by the flight crew.

CHECK YOUR PROGRESS

Discuss the various positions in an aircraft crew,
Explain the various positions in an aircraft cabin,

2.05 AIRLINES CREW GUEST ROOMS

Adopted from <https://unitedafa.org/schedule/on-the-line/hotel/>

Hotel Standards in USA

AFA and United Agree to Hotel Standards

FA HOTEL STANDARDS (per Joint Collective Bargaining Agreement (JCBA))- Required unless mutual agreement

1. Guaranteed non-smoking rooms. Smoking room provided upon request, based on availability.
2. Minimum bed size North American “full” or “double” (interchangeable) size (54’ X 75’ - 137cm X 190.5cm) or its regional equivalent. Fresh linen and cleaning services before each use.
3. Personal check cashing or ATM on property. The parties may mutually agree that an ATM within reasonable walking distance satisfies the requirement. In-room phone activation and room access without credit card. No service charge associated with toll free (i.e. 800) calls. May require credit imprint for signing privileges to cover incidentals. Ability to access services with cash.
4. Business class hotel. Regular maintenance and cleaning performed to keep it in a tenantable condition.
5. Whenever possible, rooms in close proximity to each other. Rooms will be quiet and away from elevators, ice/vending machines, housekeeping closets and construction/renovation noise.
6. Complimentary WIFI in guest rooms. (Hardwire if no WIFI for guests)
7. Meet or exceed all local fire codes and life safety standards, Minimum of smoke/heat detector in each room, hard-wired with battery backup.
8. Food availability 24 hours/day. Restaurant on premises, providing breakfast, lunch and dinner (pantry food does not meet this requirement). Outside of meal time hours; room service, lounge menu and/or food delivery options. Delivery options of at least 3 different eateries (not including fast food outlets) with reasonable delivery time/distance.
9. Effective individual, self-controllable A/C and/or heat as applicable.
10. Safe and secure environment. All hotel entry/egress points (i.e. public, employee, loading/receiving entrances and fire safety exits) locked (e.g. key card authorization requirement) or actively monitored at all times. No direct access to guestrooms from parking garages. All public access restricted and monitored by hotel staff 2300-0600 or dedicated

security staff available. Between 2300-0600, public access shall not be left unrestricted or unattended by hotel staff.

11. AFA has the right to do unannounced visits to hotels based on complaints, which shall be shared in advance with the Company. The AFA Hotel and Transportation Chairperson/designee shall advise the Director of Corporate Travel and Procurement a minimum of 72 hours before visit. The Company shall not contact the hotel prior to such visit.
12. FA HOTEL SELECTION/RETENTION GUIDELINES for consideration
 - Sprinkler system
 - Generator on site
 - Peepholes
 - Dedicated trained security personnel 24/7
 - Windows that open
 - Showers and bathtubs
 - Food and beverage discounts
 - Fitness Center with complimentary access
 - HVAC/fan systems not restricted by motion sensors
 - In-room refrigerator

Using Self Help to Change Hotels

When is it appropriate to go to another hotel?

The answer may vary but can include things such as: no hot or cold water, no power, no heat or air conditioning, broken door locks, bugs or vermin of any kind in your room, no food availability whatsoever, noise that prohibits legal rest or any situation that threatens your safety or well-being.

Take Corrective Action

If you encounter any of these issues, the following action to correct your experience:

1. Calmly attempt to resolve the issue with the people providing the service – the hotel. Always ask to speak to a manager on duty.
2. If this fails to fix the problem, call the United Hotel Desk (FLTLINE, Option 2) and ask for their assistance.
3. If you do not get a resolution to your situation through these two avenues, go to another hotel and take a taxi if necessary. Ensure that you have the names of the hotel and company representatives with whom you've spoken too. Get receipts for all your expenses and submit a company expense report to your Supervisor to start the reimbursement process.

4. Once settled into a different hotel, call Crew Scheduling and let them know where you are. Be aware that the Hotel Desk is not Crew Scheduling.

Don't be afraid to act in your best interests. The company is responsible for your safety on layovers. If they do not respond, take care of yourself.

Expenses and Reports

Ask your supervisor for the Employee Expense Report form. In addition to filling out an expense report with receipts attached, write a TVLLOG detailing the persons with whom you've spoken at both the hotel and the Hotel Desk. Make copies for yourself of the TVLLOG, expense reports and receipts.

The AFA MEC Hotel and Transportation Committee meets with Crew Accommodations once a month to address problems and seek positive resolution. Our advocacy is strengthened when problems are documented and trended through your TVLLOG reports. Help us help you: use TVLLOG every time you experience a problem or conversely, a positive experience.

.CHECK YOUR PROGRESS

Explain the requirements which a hotel should meet for accommodating airline crew.
Explain the FA HOTEL SELECTION/RETENTION GUIDELINES requirements which a hotel should meet for accommodating airline crew.

2.06 SINGLE LADY GUESTS

https://abhinavjournal.com/journal/index.php/ISSN-2320-0073/article/.../pdf_136

Study on Single lady travelers in Pune

Prachi Navare (Assistant Professor & Research Scholar, Maharashtra State Institute of Hotel Management & Catering Technology, Pune, India) and Dr Seema Zagade (Professor, Maharashtra State Institute of Hotel Management & Catering Technology, Pune, India) have studied and reported case study of status of facilities in Pune, India for the single female travelers. Let us study some of their reportings:

About Single Lady Travelers in Pune

About two decades earlier, women used to travel with their families, accompanied by the male members in their family and/or their children. Today the glass ceiling is broken and they have emerged out on their own. Today, more and more women are travelling alone, for work or leisure. Indian hotels have observed that about 10 percent of their guests comprise of this segment, thus contributing to a noticeable amount of revenue earned by the hotel. So, hotels have started paying more attention to this segment and introducing facilities and amenities that go a long way in making their stay safe and comfortable. Pune city has emerged as an important business hub in the country, mainly due to the IT (Information Technology) and Automobile industries that have come up. Software companies like Wipro, Infosys, Tech Mahindra, Cognizant, Amdocs, Symantec and automobile companies like Tata Motors, Fiat, Volkswagen, and Mercedes Benz etc. are a part of the

city's business profile. Also the Pune international airport offers good connectivity to most parts of the country. Thus we see a lot of women business travelers in the city.

Also, due to its proximity to Mumbai, the capital of Maharashtra and good connectivity- rail as well as by road (Mumbai- Pune Expressway), there are a lot of leisure travellers who prefer to make a quick trip to Pune, to experience its historic legacy as well as modern day culture. A lot of ladies prefer to travel in groups to Pune for a couple of day's getaway, to soak in the ambience of a classic mix of modern day living, coupled with the charm of an era gone by.

Most ladies who travel on their own are tech-savvy, aware of on-line bookings and prefer to check out the hotel review on the internet, before making their bookings. These ladies give the most importance to the location of the hotel and the safety and security features. They would like to have lighter meals and also not alert the other guests to the fact that they will be staying alone in the hotel, while checking in.

Travel agencies in India too have recognized the potential in the leisure market segment and have started creating special customized tour packages for the ladies travelling on their own. Femmes' en Voyage, a Bangalore-based travel club, Women on Wanderlust and Kesari Tours Private Ltd, with its special My Fair Lady tour packages is leading the way in inducing more and more ladies to travel on their own and explore destinations.

Literature Survey on Single Lady Travellers

Baraban, (1986), DeLuca, (1986), Hawes,(1988) opined that women travellers have different expectations for travel, different attitudes toward travel and have an important role to play in taking decisions as compared to men.



Fig 2.17: Single lady traveler is becoming an important target group for hotels

(Pic: http://static.financialexpress.com/m-images/M_Id_464299_women_traveller.jpg)

Waters (1988) analyzed from a research study which was carried out in the United States, that although men still have the upper hand as business travellers, women have been increasingly going on an equal number if not more vacations as compared to men in the leisure market.

McCleary and others, (1994) asserted that in terms of lodging preferences, women emphasize mostly on criteria with respect to security details, special services and lesser prices during hotel selection while men give importance to business services and facilities as being more important than those criteria chosen by women

Sammons and others, (1999) reviewed the reasons that made female business travellers' decide on their accommodation while travelling alone and summarized that more than 90% of the respondents

gave importance to a few features that were critical, such as- cleanliness of the hotel, comfortable mattress and pillows, individual room smoke detector, dead bolt door locks, chain locks/latches and parking area lighting.

Wilson (2004) stated that women are recognized as an influential market segment within the tourism industry as they are increasingly active in the participation and consumption of travel.

The review of literature proposes that the concept of the Single Lady Traveller is a burgeoning sector in the hotel and tourism and has evolved into a subtle, though profitable market segment for hoteliers the world over.

Single Lady Floors / Ladies Only Floors/ Pink Floor

A few hotels like the Grand Hyatt, Pune & the Westin, Pune have introduced the concept of Single Lady Floors. These are floors on which rooms are assigned to only female guests. There are fresh flowers kept in the rooms, special toiletries and amenities kept, such as bathrobe, make up items, ladies magazines etc.

In fact the Westin Pune offers ladies a separate area where they can relax, read magazines and have access to a small kitchenette where they can even cook for themselves. Also the staff that comes into contact with these guests is female i.e. There are female butlers and food & beverage room service staff. Female housekeeping staff takes care of the cleanliness and upkeep of the floor. Moreover in some hotel chains, is not possible to even gain access to these floors from the elevator, if the guest does not have the room key card.

The Keys Hotel in Pimpri has a separate wing of one floor dedicated for Single Lady Travellers.

Budget hotels like the Noorya Hometel also have special rooms for the female guests who are travelling on their own.

Special Efforts Taken By Hotels

Safety & Security

Despite India's slogan of 'Atithi Devo Bhava' i.e. Guest is God, in view of the recent attacks on ladies in the country, its image as a safe tourist destination has taken a beating. The 2012 Delhi rape case, news reports of a British tourist having had to jump out of her second floor hotel room's balcony in order to escape from an assault, and a few other similar unfortunate events have raised the question of the safety of women travellers in the country. To counter this fear in the minds of lady travellers, hotels in Pune are taking the following precautions-

- In hotels, where there are no specific floors dedicated to the Single Lady Travellers, there are other precautions taken, like assigning these guests rooms near the elevator, so that the lady does not have to travel through a long corridor to reach her room.
- Rooms are allotted usually on non-smoking and lower floors
- Also, in case of business travellers, single ladies are given a preference of being given rooms close to where the rest of their team is staying. All the ladies of that group are given rooms next to each other, avoiding corner rooms.
- If a lady is checking in late at night, a female member of the hotel staff escorts her to her room, after she checks in.

- All the incoming calls are checked and screened, without revealing the identity of the female guest or her room number.
- There are video door phones fitted, so that the lady can see for herself who is outside her door, before she opens it.

Hygiene

Ladies place special attention to hygiene and cleanliness, so the housekeeping departments of hotels are making sure that this factor is not compromised.

- Clean and fresh-smelling washrooms in public areas are a must, so is liberal use of cleaning agents, sanitizers and detergents.
- Placing a sanitary band around the commode after cleaning has been carried out in the guest room bathroom, that will be broken only by the guest staying in the room assures them that hygiene practices are followed.



Fig 2.18: Hotels also place disposal bags near sanitary bins, in order to promote hygiene standards.

(Pic https://s3.amazonaws.com/cdn.nathosp.com/images/uploads/11630_1311_popup.jpg)

CHECK YOUR PROGRESS

Explain the importance of Pune in relation to the single lady guest as a specific target group. Elaborate various steps undertaken by the hotels in Pune to accommodate the single lady travelers.

2.07 HOW TO MAKE HOTELS ATTRACTIVE FOR CHILDREN

Children are very special. They need attention and wish to play. Playing with children is a great stress-buster for the parents as well. If you plan well, children can be your great brand ambassadors. Let us see what people around the world are doing in this area.

Hotel Maria, Italy

www.hotel-maria.it/en/mariayoung/child-care.html

The right child-care for every age group

Children are our top priority. As a member of the European Kinderhotels and South Tyrolean Familienhotels associations, we are professionals in looking after children and guarantee the highest quality standards, subject to ongoing checks, to guarantee you a hassle-free family holiday.



Fig 2.19: Various activities for children

Fun, games and adventures are guaranteed at the Hotel Maria

Children love to let off steam, play, laugh and make things with their peers. And nature is the best playground of all – out in the snow in winter and out in the mountains in summer!

Babysitters

We would be happy to organise your own personal babysitter for € 12 per hour. Max. 2 children.

Supervision of young children

For children aged 12 months to 2 years (experience of groups and registration required), we offer child-care 5 x per week from 14.00 – 18.00: € 35 per child/day.

Child-care from 2 years

Outside of school holidays, we offer child-care for children from 2 years old:

Child-care from 3 years

All-day child care (for children from 3 years old) if provided by child-care assistants trained in education and nature-based learning. Available from Monday to Saturday from 09.30 – 21.00 in summer and winter. We offer a specially adapted weekly programme to ensure there is something for every child to enjoy.

Teenagers

We have devised a special action-packed youth programme for older children. Includes climbing, bike technique training, face painting, rafting tours, afternoons in the forest, high ropes courses, fixed ropes trails, slacklining, cocktail mixing courses (alcohol-free!) and showtime!

Hotel Maria. Fam. Beatrix & Christoph Kofler, 39050 Obereggen • Südtirol, Italien • Dolomiten

Hotel Woolley Grange, Bradford-on-Avon, UK

<https://www.woolleygrangehotel.co.uk/family-friendly-hotel>

This is what the Hotel Grange, UK has to say in taking care of the children:

We never forget that parents need a little time out and pampering too, which is why we offer free childcare and children's activities, meaning grown ups can relax with a spa treatment, a candlelit dinner or some feet-up time reading the paper.



Fig 2.20: Children need to be engaged in various constructive and creative activities

Offering a warm welcome to families isn't just about providing bibs, cots and highchairs – though of course, we're well stocked with the essentials. More importantly, we expect you to make yourselves at home and treat our hotel like your own family pile.

We want children to be curious, active and adventurous: collect eggs (in the warmer months) from the ducks and chickens in Roald Dahl's 'Chicken House No 1', explore our Good Life garden, get lost in the grass maze during long summer days, pet Simon the rabbit and make a splash in our indoor pool

and summer outdoor pool (open May to September). Join us for Apple Day in October, when the children can take part in crushing the apples and making juice from the fruits of our orchard.



Fig 2.21: The various activities undertaken by children build their character and intellect

While we encourage and inspire you to spend precious time as a family, we never expect you to compromise on quality because you have children in tow. With two hours' complimentary childcare for each day of your stay, and a free baby-listening system, you can take some well-deserved time as a couple, sipping champagne on the terrace or chilling out in the spa. Alternatively, let us know when booking, and we can organise a babysitter in your room.

On Sunday mornings there's also the Children's Breakfast Club. Your children are picked up from your room at 8am, leaving you to indulge in that much needed lie in, a quiet breakfast a deux or a relaxing spa treatment. Please pre-book as, unsurprisingly, this is very popular.

Here are just some of the things we do at Woolley Grange to make life easy with babies, toddlers and older children:

Babies

Baby friendly hotels create baby friendly holidays (and very happy parents). At Woolley Grange, we like to make life easy for you.

- **Baby listening and babysitting** Use our complimentary baby-listening system and enjoy a grown-up dinner date. If your child wakes up or makes a noise, the listening panel at reception will be immediately alerted. If you prefer, we can organise a babysitter – usually our own child care team. (Please note that there is an additional charge for the babysitting service – call us to discuss your requirements).

- **Baby equipment** We like your holiday to start before you've even left home, so we make packing easy. We'll liaise with you before you arrive to ensure your room is equipped with every item you need, including cots, nappy bins, changing mats and bottle warmers. We also offer a bottle cleaning and sterilising service. Please ask if there's anything else you need. Around the hotel, you'll find useful baby equipment, such as changing mats in our spa, and bibs in our restaurant.
- **Baby bottles** We can heat bottles and bring fresh morning and evening milk to your room, free of charge. Our chef is also happy to provide pureed food: just let us know a little in advance.
- **Creche** Babies from 12 weeks are welcome at our well-equipped, Ofsted-registered Woolley Bears Den, with two hours of complimentary childcare on each day of your stay.
- **Baby Breakfast Club** If you book on our Baby's First Stay Away break, we offer a Baby Breakfast Club on the Wednesday morning. Your baby is picked up from your room at 8am leaving you to enjoy a fabulous lie in, a civilised breakfast or a relaxing spa treatment.
- **Baby's First Swim** Also as part of our Baby's First Stay Away break on the Tuesday morning, a qualified baby swim instructor will guide you and your baby through your Baby's First Swim lesson.



Fig 2.22: Kids enjoy playing with toys

Toddlers

Having a fantastic toddler friendly holiday is possible – all you need to do is find a toddler friendly hotel. Thankfully, we're dedicated to making your stay delightfully stress free.

- **Children's club** Toddlers love spending time in our Woolley Bears Den. While you head off for some precious adults-only time, they can enjoy up to two hours of complimentary childcare.

- **Toddler equipment** To make packing easy, we'll liaise with you before arrival so that your room is stocked with everything you need, including bed guards and potties.
- **Children's dining** Our Children's High Tea is served at 5pm each day; a time when you can relax with a drink and nibbles. If you prefer to sit down together, family dining takes place from 6pm. Choose from a special younger ones' menu, complete with parent favourites such as 'hiding vegetable' sauces.
- **'Time for you' Toddler break** This break is especially designed for tired mums and dads. There's 4 hours of childcare per day in the lovely Woolley Bears Den, a Toddler Breakfast Club on a Friday morning (allowing you that much needed lie-in), baby listening whilst you dine a deux and a luxurious spa treatment too.



Fig 2.23: Kids engage in socializing activities making them learn team spirit and camaraderie

Children 5+

Find the right child friendly hotel and an unforgettable holiday suddenly seems so easy. At Woolley Grange, we've got it all taken care of.

- **Children's menu** Our older children's menu features a wide range of age-appropriate dishes to tempt even the fussiest of eaters. Family dining is from 6pm in our restaurant, or if you've got hungry little ones, our children's high tea is served from 5pm.
- **Woolley Bears Den** Children up to 8 years old can spend two free hours in our Den each day. As well as toys, games, and dressing up, there are daily activity sessions to take part in.
- **Hen House** The Hen House provides a perfect escape for older children, with a pool table, computer games and wide screen TV.

Fun for Kids included at Hotel Stegerhof

<http://www.stegerhof.at/en/familienurlaub/inklusive-kinder-sommer.php>

The following is what the Kinderhotel called Stegerhof has to say about activities with children:

Offered only at our original "Kinderhotel": great children's services, exciting kids' activity programs in the Forest Kids Club and at the hotel, big children's play areas at the hotel itself and outdoors, kids' menus, enormous selection of play equipment for kids big and small ...



Fig 2.24: Children enjoy playing in jungle and with freinds

Child Care at the Forest Kids Club

6 x weekly all-day childcare (Sun-Fri)

Well thought-out, age-appropriate adventure childcare program at all age levels:

- **Toddler's care** from 1-2,99 years (daily 6 hours)
- **Childcare** from 3-6,99 and from 7-11,99 years (daily 10 hours)
- **Action-Teen program** from 12-14 years: in July and August 2x per week
- **Baby-care service** up to 1 year on request (extra charge)

5 educated supervisors for:

- **Stegerhof's Adventure Park** at Stegerhof Forest
- Tracking the "Styrian Panther" through the forest
- Forest magic with the help of salt-dough and the forest fairies
- Pony rides
- Panning for semi-precious garnets
- 1 family hike

- Crafts, painting, play
- With bad weather: all kinds of fun in our 3 large children's playrooms, creativity room, action castle



Fig 2.25: Adventure activities inculcate tough character in children which benefit them throughout their life



Fig 2.26: Free swimming lessons for kids

Free swimming courses for children from 3 years

Weekly swimming lessons from Monday to Friday for children from 3 years included!

Your children will playfully learn to swim in our own indoor pool with the help of our professional swimming teachers.



Fig 2.27: Free pony ride to the children may be a great attraction to your hotel

Free pony riding the whole summer long

Our 3 ponies Blueberry, Filou and Mandy are the darlings of all children. As part of our regular childcare, pony rides are included during the entire summer season.

Fun in and around the water at our kid-friendly hotel

- indoor pool, 30°C with water mushroom and slide
- children's play area at our own hotel swimming pond with shallow area
- pedal boats on the swimming pond

5.000 m² play area at our kid-friendly hotel

- witch's house
- playground with giant sand box
- BMX track
- children's bikes, go-karts, scooters...



Fig 2.28: Shallow playing area takes care of the safety of the kids

- beach-volleyball court
- Indian teepees and much more
- practice climbing area for aspiring mountaineers

Super-fantastic: Our 60 m² Action Castle with slide maze, bouncy castle and more, as well as direct access to the playground!



Fig 2.29: Children learn to take care of other animals in a farm

Mini Farm

3 ponies to ride for free as well as animals to pet - rabbits, cats, donkey + baby and sheep - all just waiting to be loved by our younger guests!

And because we want your children to experience even more about nature and the animals, we have designed our barn and the surrounding grounds to be even more kid-friendly.



Fig 2.30: Donkeys make kids enjoy their stay at kinderhotel

New residents on our Mini Farm

Since a few weeks, we are happy to be able to introduce Donkey Mummy and Donkey Baby to you! They are looking forward to your visit!

Smiley Board included especially for kids

- Lunchtime snack buffet, delicious treats including salad, soup and savory favorites, daily from 12 to 1:30 p.m.
- Cake buffet in the afternoon, daily from 3 to 4:30 p.m.
Ice cream for kids free with lunch from 12 to 1:30 p.m., as well as with the cake buffet from 3 to 4:30 p.m.
- All-day juice bar and fruit basket

CHECK YOUR PROGRESS

Explain what we can learn from the experiences of Hotel Maria, Italy in making hotels kids-friendly.
Explain what we can learn from the experiences of Hotel Woolley Grange, Bradford-on-Avon, UK in making hotels kids-friendly.

Explain what we can learn from the experiences of Hotel Stegerhof in making hotels kids-friendly.

2.08 ACCIDENTS, FIRES (CAUSE, PROCEDURE, ACCIDENT REPORT FORM)

Accident

<https://en.wikipedia.org/wiki/Accident>



Fig 2.31: A railing accident at a Texas Longhorns college football game, spilling fans onto the sidelines

An **accident**, also known as an **unintentional injury**, is an undesirable, incidental, and unplanned event that could have been prevented had circumstances leading up to the accident been recognized, and acted upon, prior to its occurrence. Most scientists who study unintentional injury avoid using the term "accident" and focus on factors that increase risk of severe injury and that reduce injury incidence and severity.

Types

Physical and non-physical

Physical examples of accidents include unintended motor vehicle collisions or falls, being injured by touching something sharp, hot, electrical or ingesting poison. Non-physical examples are unintentionally revealing a secret or otherwise saying something incorrectly, forgetting an appointment etc.

By activity

- Accidents during the execution of work or arising out of it are called work accidents. According to the International Labour Organization (ILO), more than 337 million accidents happen on the job each year, resulting, together with occupational diseases, in more than 2.3 million deaths annually.
- In contrast, leisure-related accidents are mainly sports injuries.

Common causes

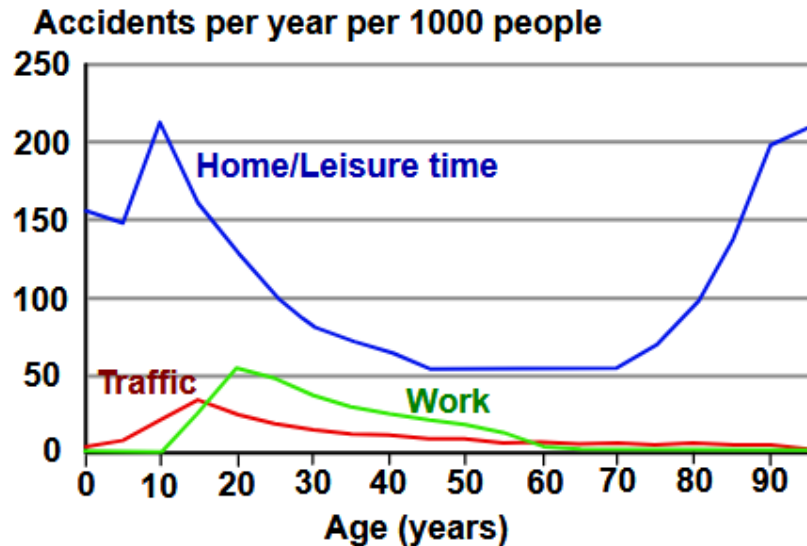


Fig 2.32: Incidence of accidents (of a severity of resulting in seeking medical care), sorted by activity (in Denmark in 2002).

Poisons, vehicle collisions and falls are the most common causes of fatal injuries. According to a 2005 survey of injuries sustained at home, which used data from the National Vital Statistics System of the United States National Center for Health Statistics, falls, poisoning, and fire/burn injuries are the most common causes of death.

The United States also collects statistically valid injury data (sampled from 100 hospitals) through the National Electronic Injury Surveillance System administered by the Consumer Product Safety Commission. This program was revised in 2000 to include all injuries rather than just injuries involving products. Data on emergency room visits is also collected through the National Health Interview Survey. In The U.S. the Bureau of Labor Statistics has available on their website extensive statistics on workplace accidents.

Accident models

Many models to characterize and analyze accidents have been proposed, which can be classified by type. Notable types and models include:

- Sequential models
 - Domino Theory

- Loss Causation Model
- Complex linear models
 - Energy Damage Model
 - Time sequence models
 - Generalized Time Sequence Model
 - Accident Evolution and Barrier Function
 - Epidemiological models
 - Gordon 1949
 - Onward Mappings Model based on Resident Pathogens Metaphor
- Process model
 - Benner 1975
- Systemic models
 - Rasmussen
 - Reason Model of System Safety (embedding the Swiss cheese model)
 - Healthcare error proliferation model
 - Human reliability
 - Woods, 1994
- Non-linear models
 - System accident
 - Systems-Theoretic Accident Model and Process (STAMP)
 - Functional Resonance Accident Model (FRAM)
 - Assertions that all existing models are insufficient

Ishikawa diagrams are sometimes used to illustrate root-cause analysis and five whys discussions.

Fire

CHECK YOUR PROGRESS

Elaborate the concept of accident.
Explain the types of accidents.

Elaborate the various models for accidents.

2.09 SECURITY: SECURITY OF GUEST/ STAFF/ PUBLIC AREAS/ROOMS/ BACK OFFICE AREAS

Hotel Crime Prevention Through Environmental Design

Crime Prevention Through Environmental Design (CPTED) has become a recognized tool for the architect and developer in the construction of a lodging or hospitality facility.

The basic principles of CPTED include target hardening (controlling access to neighborhoods and buildings and conducting surveillance on specific areas to reduce opportunities for crime to occur) and territorial reinforcement (increasing the sense of security in settings where people live and work through activities that encourage informal control of the environment).

Some CPTED considerations for a lodging facility might include:

- Ability to see persons on an elevator at lobby level from the front desk.
- Entrances well-lit and designed so as to eliminate areas in which a person might hide.
- Guest room corridors well-lit and without areas in which a person might hide.
- Lighting on the exterior of the structure that will not be screened-out by landscaping or building features-again,an avoidance of hiding places.
- Pool and health club locations where a ready check might be made by staff passing in the vicinity of the facility.
- In general, a layout that will maximise the sense of openness and a awareness of persons in the territory (territorial reinforcement).

In designing or redesigning the physical security of a hotel or motel, a number of factors should be taken into consideration. In addition, an effort should be made to develop a self-inspection or survey form tailored to the property.

IMPORTANCE OF A SECURITY SYSTEM

The guest, who comes to a particular hotel, comes with an understanding that he and his belongings both will be safe and secure during his stay at the hotel. At the same time it is also quite important that the hotel staff and assets are protected and secure. Hence it is very important to have a proper security system in place to protect staff, guests and physical resources and assets such as equipment, appliances buildings, gardens of the hotel and also the belongings of the guest.

The management must take care that the security and safety systems cover the following areas:

- Guest: Protection from crimes such as murder, abduction and health hazards from outsiders, hotel staff, pests, food poisoning etc.

- Staff: Providing staff lockers, insurances, health schemes, provident funds etc. Protective clothing, shoes, fire fighting drills, supply of clean drinking water use of aqua guards, sanitized wash rooms etc.
- Guest luggage: Secure luggage store rooms and proper equipment such as luggage trolley and bell hop trolley should be provided.
- Hotel Equipments: Lifts, Boilers, Kitchen equipment, furniture fitting and building etc. must be protected and for these the security and safety should cover up fire safety equipment, bomb threat security system, water floods security system, earthquake security system , safe vault security system etc.

Protection of raw materials, goods, provisions and groceries etc. for this the security system should cover proper storage and pest control systems, apart from the application of total material management system.

TYPES OF SECURITY:

- Physical aspect
- Security of persons
- Security of systems

1) Physical aspect is divided into two parts a) Internal b)external

a) Internal security

- Against theft
- Fire safety
- Proper lighting
- Safeguarding assets
- Track unwanted guests

b) External Security

- Proper lighting outside the building
- Proper fencing of the building
- Fecing of pool area to avoid accidents in the night
- Manning of service gates to restrict entry
- Fixing of closed circuit TV cameras

2) Security aspects of persons

a) Staff

- Effective recruitment and selection
- Identification of staff
- Key control
- Red tag system
- Training
- Locker inspection

CHECK YOUR PROGRESS

What is the importance of security in a hotel?

How can management can take precautions in hiring staff?

b) Guests:

- Check scanty baggage guests
- Guests suspected of taking away hotel property should be charged according to hotel policy
- Guest room security:
- Provide wide angle door viewer, dead bolt locks, night torch, chains on doors etc
- Employees should be trained to not give any information about in house guests to outsiders
- While issuing a card key ask for key card if in doubt of the guest.
- House keeping staff should never leave keys expose on unattended carts in corridors

3) Security aspects of systems:

- Record of all losses and missing items immediately
- Inventory control should be proper
- Auditing should be done on a regular basis
- Proper system for cash disbursements should be made

The term system implies the operations of the hotel eg: all the equipment used for operation, procedures laid down for operations and policies to be followed. Systems procedures and policies if followed properly shall safeguard the assets and increase life span of equipment as well as avoid any breakdown maintenance

This would mean the following:

- Fix duties and responsibilities: Fix duties of staff members so that they don't interfere with others' work.
- Make surprise checks
- Staff who have access to liquid assets should be made to sign a bond so that in case of theft the concerned person can easily be caught
- Hiring of some independent security company to check the security system of the hotel

Safety issues

When we take the same hotel as example, it is management's duty to ensure "safety" in several areas, such as:

- The structure itself
- Installations and fixtures (check electrical, plumbing, air-conditioning and other installations)
- Public and work areas (e.g. slippery floors, hazardous obstacles in traffic areas), safety of furniture, equipment, appliances, and utensils.

This is followed by:

- Health safety (nontoxic cleaning material and detergents used)

- Good quality air (what we breathe, dependent upon the type of equipment, installations and fixtures used, and regular repairs and maintenance)
- Food safety
- Safety against outbreak of fire

CHECK YOUR PROGRESS

What is the meaning of system and system security?

What are the aspects of security of system?

Security Issues

Security at the hotel include areas like security of the property itself, company assets, employees' and customers' personal belongings and valuables, life security, personal security etc.

Even though all the hotels maintain (as policy statements) that “the hotel is not responsible for valuables and employees personal belongings (their handbags, items kept in the personal lockers, etc.)”. However management have to take all possible measures to prevent theft making guests suffer. Otherwise the name of the property is destroyed as the word of mouth spreads that the hotel is not a safe place to be. The management may take such measures and adopt such policies that will make the property safer, including:

- Background checks of selected applicants
- Policies related to employees' entry to, and exit from, the workplace
- Spot checks of locker rooms and lockers
- Effective supervision and control during the work cycle
- Policies related to the discovery of criminal records and wrongdoing among, and by, employees
- Control of people entering and exiting the workplace

With regard to guest valuables, management should inform its guests that the hotel is not responsible for valuables left in the room, advising them to secure these in safety deposit boxes provided by the hotel.

Besides taking care of security issues related to the the employees (as outlined above), management must undertake some necessary steps, among which:

Providing safety deposit boxes or lockers to keep valuables

Policies and practices to regarding the security of these boxes and areas

Management and operational policies to ensure the security of guest rooms

Management and operational policies about the security of public areas

Security policies and practices for the back-of-the-house areas

Training and Employment of security staff

Policies and practices to minimize the "presence" and "support" of "dubious characters" (like criminals, verification of registration and check-in personal data and documentation submitted, and

minimizing free movement of unknowns on the premises, as well as direct, free flowing communication with local, national and international security authorities)

Training of staff in guest and valuable security

Effective supervision and control procedures.

SECURITY MEASURES FOR HOTELS

Some of the security measures taken by hotels:

Use of Key Card Locks:

While key card locks on guest rooms are quickly becoming the standard, some hotels still don't take advantage of the added safety provided to guests.

Guest room locking systems these days include punch and magnetic key cards which have locks with flash memory and other productivity linked functions. The system can directly be linked with PMS.

Use Security Guards:

Most hotels do not have security guards while some employ them only at night. It is recommended to employ sufficient number of security guard who are properly trained to handle situations.

Defibrillation Units:

Many of the important hotels are now maintaining defibrillation unit which is proving to save lives of important guests.

Security Cameras:

Security cameras with digital technology, intelligent access central system, software interface with CCTV for matching undesirable visitors and criminals, interfacing with motion detectors, pocket lie detectors and spy cameras and use of biometric readers like hand key reader or face recognition system etc. may enhance the security profile of the hotel by considerable extent.

Fire Alarms:

While most hotels now have smoke detectors and fire alarms, Some hotels have a state of the art alarm system with smoke detectors in each guest room and throughout the entire complex that is monitored 24 hours a day, 7 days per week that pinpoints the exact point of the alarm allowing our security staff to respond immediately to the area of any alarm condition.

Emergency Power:

Very few hotels have any provision for emergency power in case of an electrical outage while a few hotels provide limited emergency stand-by power to provide elevator service and some lighting. Some hotels has a 2-Megawatt stand-by generator that provides 100% emergency power that can provide uninterrupted guest service during a power outage.

Emergency Manual:

Hotels maintain an emergency manual, detailing operations in the event of a variety of emergencies.

Employee Photo ID:

For added security, some hotels have employees wearing a photo ID nametag allowing quick identification.

In-Room Safes:

In addition to the safety deposit boxes offered by most hotels at the front desks, Some hotels provide in-room guest safes capable of holding a lap-top computer that use the guest's own credit card as the key.

Guest elevators:

Elevators can also be interfaced with a room electronic locking system, so that a guest may swap his digital room key to the elevator and the elevator would know which floor to stop at and that the person is an authorized person.

Bomb threat security:

Precautions and measures that may be taken in the above case:

Security nets and body searches for guests not known to the staff.

Banqueting suites and other non-public areas should be security checked and locked after use
Goods received and bags should be checked and kept tidy.

If a bomb threat is received via telephone, the telephonist should note carefully what exactly is said, the time of the call received the accent of the caller and background noise if any. After the alert the GM should stay put in the lobby where he can be reached easily.

Duties and responsibility of staff during an emergency should be well-defined.

The hotel should work closely with the police to keep them updated.

Chamber maids and HK supervisors should be trained to conduct security checks in the guest rooms.

Security measures for women travelers

-Mirrored walls of the guestroom floor elevators so that you can see who is walking behind you

-Well-lit public areas such as lobby bars

-Valet parking services to avoid the need of a woman to enter the parking lot

-Assigning rooms closer to the elevator

- -If a woman traveler is not assigned a room on the special executive floor , hotels most often on request, upgrade her accommodation to that floor without an increase in room rate. The floor is staffed almost 24 hours a day with a concierge.

CHECK YOUR PROGRESS

Which measures are taken in case of bomb threats?

What precautions should be available for women travelers ?

2.10 GUEST SAFETY PROCEDURE DURING FIRE AND OTHER EMERGENCIES

2.10.01 FIRE

Factors of Hotel Fires

Complexity

Hotel fires are more complex than many other occupancies because of:

- 1) High occupancy loads
- 2) Guests' unfamiliarity with the building.
- 3) Many guests may not speak English and/or may have difficulty understanding oral or written directions.

Causes

The major causes of fires in hotels are smoking materials, electrical, cooking fires and arson.

Hazards

Common fire and life safety hazards to watch for include:

- Missing/broken fire safety equipment Locked exit doors
- Accumulated trash Blocked stairways
- Open fire doors Burned out exit lights
- Human Error

Many major hotel fires have shared several characteristics of human error:

- 1) Delayed notification of the Fire Department
- 2) Delayed notification of guests
- 3) uncorrected hazards (electrical, cigarette in mattress, etc.)

Critical Life Safety Features

- 1) Smoke detectors in every room save occupant's lives. If a fire starts in a guest room, the occupant has, on average, two minutes to get out alive. A smoke detector will give the necessary warning to facilitate escape.
- 2) Self-closing doors (fire doors, stairwell doors) save lives by confining the smoke, flames and heat and leaving evacuation routes clear. It is imperative that these doors are not blocked or propped open.
- 3) Sprinklers work to limit fire spread to the room of fire origin. 96% of fires in which automatic sprinklers are present are extinguished or contained by three or fewer sprinkler

heads. There has been no multiple loss of life in the United States in buildings in which sprinklers were functioning correctly.

Fire Response Plans

Have a fire emergency plan.

It is important for your hotel to have an updated fire emergency plan. This plan should be in writing, and easily available to all employees. This includes those who work weekends and nights. If your hotel is a high rise, the Seattle Fire Department requires that you maintain an Emergency operations Plan for your facility. A copy is to be filed with the Fire Marshal's Office, another copy kept at the fire alarm panel. For further information, visit the local Fire Department website or call the appropriate toll free number.

Become familiar with your facility's fire and life safety systems.

Prior to your program, become familiar with your facility's fire and life safety systems. Know which of the following your building has, as well as their location and use:

- Manual pull alarms Fire extinguishers
- Smoke detectors Fire alarm monitoring service
- Exit doors & stairwells Voice alarm system/Intercom
- Sprinklers Fire doors

When a fire happens...

- Treat every alarm as though it is a real emergency, even if the initial source is unknown.
- It is imperative that every alarm is treated as though it is a real emergency, even if the initial source is unknown. If the alarm sounds, or a fire is suspected, call the Fire Department immediately. After calling the Fire Department, if you determine that there is no fire, but rather a malfunction of your equipment or a false alarm, call 911 and relay this information. Never wait to investigate the situation before notifying the Fire Department. Any delay will allow a fire to grow and further endanger the building occupants and property.
- DO NOT silence the alarm until given permission to do so by Fire Department personnel or by the emergency operator. DO NOT reset the alarm until the Fire Department arrives and has investigated the source of the alarm. All fire alarms are to be investigated by the Fire Department.
- Remember your emergency number – 9-1-1 (USA) or 101 (India)
- It's important for employees calling 101 (India) or 911 (USA) to be able to give the following information: nature of the problem, location, address, nearest cross street, any specifics known. The caller should not hang up until told to do so by the emergency operator.

Do not use elevators (lifts).

Elevators should never be used by building occupants during a fire emergency. The reason is three fold:

1) Elevators may fail during a fire, trapping occupants; 2) elevator shafts may fill with smoke; and 3) the elevator needs to be available for the use of arriving firefighters. Occupants must exit by way of stairwells only. For information on evacuation procedures for non-ambulatory persons, refer to the handout Fire Evacuation Procedures For Persons Unable To Use Exit Stairs. Call 386-1337 for a copy.

If trapped, create an area of refuge.

If guests or staff are unable to leave the building, they should create an area of refuge. Seal the room. Use wet cloth to stuff around cracks in doors and seal up vents to protect against smoke. Do not break windows. Flames and smoke can come back in from the outside. If you need air, open the window a crack. Stay low under smoke. The freshest air is near the floor. Keep a wet cloth over your nose and mouth, breath through your nose only. Signal for help. Use the telephone, or hang something in the window.

Fire extinguishers

- Fire Code requirements specify the size, number and location of fire extinguishers within your facility.
- These requirements help establish a protection level appropriate for the hazard class of your building.
- Make sure you know the types, sizes and maintenance requirements of your extinguishers, as well as the basics of extinguisher operation.
- Review your facility's Emergency Response Plan
- Make sure all employees have access to a copy of your facility's written emergency response plan.
- Review the procedures as a group and make sure that they are clear to everyone.
- Discuss what to do if a fire is discovered

Staff should understand that their quick response is important if they:

- 1) discover a fire.
- 2) see smoke coming from under a door.
- 3) hear the fire alarm, but don't see or smell fire.

Most importantly staff should understand the need for quick evacuation and calling 911 or 101 immediately.

Discuss your building's fire and life safety systems.

Discuss your building's fire and life safety systems. Does everyone know what and where they are, and how they work? Which of the following does your building have and what is their importance in a fire...smoke detectors, manual pull alarms, elevators, stairwells, fire doors, alarm system, sprinklers, etc.?

Discuss hazards of your facility.

Discuss hazards particular to your facility. What can you identify and what precautions should be taken? Have staff from different areas identify hazards common to their work area (kitchen, laundry, housekeeping, maintenance, night staff, etc.)

Hold a fire drill.

Have a drill within a month of your program in order for staff to practice the emergency response plan.

Everyone have the opportunity to physically run through the procedures. Studies indicate that unless adults actually practice safety behaviors, they very well may not be able to perform them correctly when the need arises.

CHECK YOUR PROGRESS

List the activities to be done and checked in case fire breaks out?
What are the causes of fire?

2.10.02 HANDLING EMERGENCY SITUATIONS

Apart from fire and bomb threat etc. the front office staff at some point of time have to handle a lot of unusual situations also. Some such situations may be death and illness of guests, theft in hotels etc and many others.

1) Death of a guest in the hotel :

Once the information comes to the front desk it should directly be reported to the front office manager.

The front office manager will then report it to the GM or resident manager

The security manager should also be informed immediately

The police is informed and the hotel doctor is summoned who will check and confirm the death

Meanwhile the hotel will locate the residential address of the deceased and will inform the relatives.

Once the police complete all formalities and activities and gives the permission, the dead body is fully covered and then removed from the room on a stretcher. For this purpose the service elevator and not the guest elevator is used

A death certificate is obtained from the doctor

A report should be prepared as to who informed of the death, time, room number and date of death. In case there is any luggage of the deceased in the room a list should be prepared and the luggage should be kept in the luggage room and the person performing this activity should sign this report

The guest room is locked and sealed.

After obtaining clearance from the police the room is opened and thoroughly disinfected and spring cleaned and only after permission of the police and subsequent permission of the GM or resident manager the room should be sold.

Some important facts to be kept in mind are:

Do not enter the room alone always take the lobby manager and security officer with you

In case you are aware that the deceased was under the treatment of a specific doctor, the same should be called instead of the hotel doctor. His physician will also be helpful in knowing and notifying the incident to the relatives and people known to him

Do not disturb the body or touch anything before the arrival of the police as this may be a murder or suicide case.

2) Handling accident cases:

Aknowledge of first aid would come very handy in such situations. In general the following points should be taken care of :

- Remove the person who has met with accident from the site of accident {as early as possible and take him to a more comfortable area, use a stretcher in case the need be }
- Call the doctor and if possible give him the details of accident and gravity of the accident.
- Take someone along with you to the site of the accident as you may need help
- Keep alert you must serve the victim immediately by providing first aid
- Try to protect your establishment from any false allegations
- Prepare a full report of the whole accident giving details of the date and time who reported the incident, room no., site of the accident etc. Also make your comments as to the reason of the accident and how could it have been prevented and what action is to be taken to avoid the same in the future.

The accident book:

An accident book is usually maintained in all organizations and the receptionist should record all details of accidents which have occurred to employees whilst carrying out their daily activities.

The book must be kept in a place easily accessible by any injured person or a person bona fide

Particulars of an accident may be entered here in either by the injured person himself or by a person acting on his behalf

The accident book when filled up should be preserved for a period of three years after the date of the last entry

Every employer is required to take steps to investigate the circumstances of the accident recorded and if there happens to be any discrepancy between the circumstances found by him and the entry made, he is required to record the circumstances so found.

3) Situation of Theft:

Theft is divided into four categories:

I. Theft by employees of the hotel can be avoided by:

Work business and personal references should be checked before the employee is hired.

A detailed record of all employees who enter the guest room such as chamber maids bellboys room boys maintenance etc

All hotel keys should be returned to the department concerned and no employee should be allowed to take keys out of the hotel's premises.

CHECK YOUR PROGRESS

What are the important issues in avoiding and dealing with accidents?
What steps are taken if a guest dies ?

II. Damage of hotel property by the guest can be avoided by:

The hotel staff should identify the main cause for the damage.

If the damage is appears to be done intentionally the hotel can ask the guest to pay compensation for the same. For this it is necessary that the front desk is well versed with the cost of the damaged item.

III. Theft of hotel property by the guest:

Can be avoided by taking the following steps:

- Installing automatic locks on the guest room doors
- Appointing a security officer who would walk and take rounds at regular intervals
- Inform guests to use the safe vault of the hotel and not to keep valuables in the guest room
- Keep a watch on walk in as their likelihood of being a thief is more as compared to a guest who has undergone a process of making a reservation in the hotel
- Avoid giving room numbers of resident guests to visitors or over the telephone callers.
- In case the guest loses his key and asks housekeeping to open the room door for them, HK should direct them to front desk
- Master key should be kept under strict supervision and control

IV. Theft by outside visitors can be avoided by:

- being aware of suspicious persons
- regular and irregular schedule of vigil and rounds
- Stagger lunch and rest periods of employees so as to keep one person on duty on each floor at all times
- Instruct the telephone operator not to connect calls to the guest room incase the request is made by the caller by room number. The receptionist should insist on knowing the name of the guest who the caller wishes to speak to.
- Guest should be informed to keep the balcony door closed to avoid anyone entering the rooms from the balcony
- Closed circuit televisions should be used

4) Situation of illness and epidemics:

The receptionist may be called for assistance during sickness of a guest.

Patient should be advised to consult the house physician but in case the guest has his own physician the same should be called.

Housekeeping needs to be notified about the sickness and instructions if any

If the case of serious sickness, the guest should be moved to a nursing home

During epidemics all precautionary measures especially in food and beverage service area should be followed

5) Handling a drunk guest :

The guest should be removed from the lobby as early as possible but being careful not to irritate/offend him.

Preferably taken to the back office or to his room.

If he behaves unruly, the hotel security must be called.

6. Safe deposit facility in the hotel for security of guests' valuables:

It is the responsibility of management to develop and maintain proper safe deposit procedures for its property.

If this facility is available for guests, notices regarding it should be put up in various conspicuous/noticeable places in the hotel and also should be mentioned to the guest.

Safe deposit boxes should be located in an area, in vicinity of the front desk and which has limited access. Unauthorized guests or personnel should not be permitted inside the area.

Front office staff should be well-versed with the procedures regarding safe deposit boxes.

Strict control should apply to the storage and issue of safe deposit keys.

At any point of time there should be only one key issued for each safe even if more than one person is using the safe.

Two keys are required to open a safe deposit box: one being the guest's key and the other being the control key/guard key put in by the cashier/safe deposit attendant.

After the verification of the identity of the guest, the safe deposit attendant/cashier should accompany the guest to the safe deposit area where in clear sight should make use of the control key and the guest's key to open the safe.

Sometimes the hotel may not be able to meet the demand for individual safe box; in that case a large box containing the belongings of more than one guest is used. Each guest's belongings are put in an envelope which is sealed. The key to this box is stored in a secure place and a log is maintained which records an entry each time the key is used to open the box

CHECK YOUR PROGRESS

How can the situation of epidemic be handled?

What precautions are to be taken in respect of the cash boxes ?

2.11 FIRST AID AND ELEMENTARY TREATMENT OF BURN, SCALDS, INJURIES AND SIMILAR SITUATIONS

Treatment for Burns and Scalds

Burns and scald can be caused by dry and moist heat, radiation or by chemicals. A superficial burn causes redness and discolouration and can also result in the formation of blisters. A deep burn destroys skin or muscle cells. The following are some methods of treating superficial burns;

- Submerging the whole area in cold water to stop further burning
- Covering the burnt area with a clean dry cloth.

The following measures can be taken for burns

- Remove or cut away clothing from the burned area
- Wash the area thoroughly with cold water
- Cover the burnt area with a sterile cloth from the first aid box
- Do not use ointments, Salt, spray
- Elevate burnt feet ,legs or arms and sit the victim up if the burns are on the face
- Keep a check on breathing
- Avoid breaking blisters or removing shreds of skin.

PREVENTION OFFALLS AND ADMINISTERING FIRST AID FOR ELECTRIC SHOCK

The following must be kept in mind to prevent falls

- Keep walking area clear of obstructions
- Keep the drawers and oven doors closed
- Pick up things immediately after they are dropped
- Always look where you are walking
- Never run in the kitchen
- Keep floors dry and free of grease spills, wet spots and wipe up
- Warn people when passing around blind corners

The following must be kept in mind while administering first aid for electric shocks;

- Switch off power supply and take out the plug.
- Do not touch the victim until the power has been turned off; use a dry insulating material such as wood, rubber or a folded newspaper, to push the victim away from contact with the current.
- Feel for the pulse and check if the patient is breathing. If there is no pulse and breathing, start external cardiac compression and expired air resuscitation. If the pulse is present, but breathing has stopped, start mouth to mouth resuscitation. Do not leave the victim until medical help arrives.

CHECK YOUR PROGRESS

Explain the Treatment for Burns and Scalds.

Elaborate the points which must be kept in mind to prevent falls.

Elaborate the points which must be kept in mind while administering first aid for electric shocks.

2.12 CPR (CARDIOPULMONARY RESUSCITATION)

https://en.wikipedia.org/wiki/Cardiopulmonary_resuscitation

Cardiopulmonary resuscitation (CPR) is an emergency procedure that combines chest compressions often with artificial ventilation in an effort to manually preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person who is in cardiac arrest (heart failure). It is recommended in those who are unresponsive with no breathing or abnormal breathing, for example, agonal respirations.



Fig 2.33 CPR Training

CPR involves chest compressions for adults between 5 cm (2.0 in) and 6 cm (2.4 in) deep and at a rate of at least 100 to 120 per minute. The rescuer may also provide artificial ventilation by either

exhaling air into the subject's mouth or nose (mouth-to-mouth resuscitation) or using a device that pushes air into the subject's lungs (mechanical ventilation). Current recommendations place emphasis on early and high-quality chest compressions over artificial ventilation; a simplified CPR method involving chest compressions only is recommended for untrained rescuers. In children, however, only doing compressions may result in worse outcomes.

CPR alone is unlikely to restart the heart. Its main purpose is to restore partial flow of oxygenated blood to the brain and heart. The objective is to delay tissue death and to extend the brief window of opportunity for a successful resuscitation without permanent brain damage. Administration of an electric shock to the subject's heart, termed defibrillation, is usually needed in order to restore a viable or "perfusing" heart rhythm. Defibrillation is effective only for certain heart rhythms, namely ventricular fibrillation or pulseless ventricular tachycardia, rather than asystole or pulseless electrical activity. CPR may succeed in inducing a heart rhythm that may be shockable. In general, CPR is continued until the person has a return of spontaneous circulation (ROSC) or is declared dead.

Medical uses

CPR is indicated (recommended) for any person unresponsive with no breathing or breathing only in occasional agonal gasps, as it is most likely that they are in cardiac arrest.⁵⁶⁴³ If a person still has a pulse but is not breathing (respiratory arrest) artificial ventilations may be more appropriate, but, due to the difficulty people have in accurately assessing the presence or absence of a pulse, CPR guidelines recommend that lay persons should not be instructed to check the pulse, while giving healthcare professionals the option to check a pulse. In those with cardiac arrest due to trauma, CPR is considered futile but still recommended. Correcting the underlying cause such as a pneumothorax or pericardial tamponade may help.

Effectiveness

Type of Arrest	ROSC Survival Source	
Witnessed in-hospital cardiac arrest	52%	19%
Unwitnessed in-hospital cardiac arrest	33%	8%
Out-of-hospital cardiac arrest overall	59%	10%
Unwitnessed out-of-hospital cardiac arrest	21%	4%
Witnessed out-of-hospital cardiac arrest	41%	15%
Witnessed and "shockable" with bystander CPR	53%	37%
Bystander compression-only resuscitation	-	13%
Bystander conventional CPR	-	8%

CPR serves as the foundation of successful cardiopulmonary resuscitation, preserving the body for defibrillation and advanced life support. Even in the case of a "non-shockable" rhythm, such as pulseless electrical activity (PEA) where defibrillation is not indicated, effective CPR is no less

important. Used alone, CPR will result in few complete recoveries, though the outcome without CPR is almost uniformly fatal.

Studies have shown that immediate CPR followed by defibrillation within 3–5 minutes of sudden VF cardiac arrest dramatically improves survival. In cities such as Seattle where CPR training is widespread and defibrillation by EMS personnel follows quickly, the survival rate is about 20 percent for all causes and as high as 57 percent if a witnessed "shockable" arrest. In cities such as New York, without those advantages, the survival rate is only 5 percent for witnessed shockable arrest.

In adults compression-only CPR by bystanders appears to be better than chest compressions with rescue breathing. Compression-only CPR may be less effective in children than in adults, as cardiac arrest in children is more likely to have a non-cardiac cause. In a 2010 prospective study of cardiac arrest in children (age 1–17) for arrests with a non-cardiac cause, provision by bystanders of conventional CPR with rescue breathing yielded a favorable neurological outcome at one month more often than did compression-only CPR (OR 5.54). For arrests with a cardiac cause in this cohort, there was no difference between the two techniques (OR 1.20). This is consistent with American Heart Association guidelines for parents.

When done by trained responders, 30 compressions interrupted by two breaths appears to have a slightly better result than continuous chest compressions with breaths being delivered while compressions are ongoing.

There is a higher proportion of patients who achieve spontaneous circulation (ROSC), where their heart starts beating on its own again, than ultimately survive to be discharged from hospital (see table above). This may be due to medical staff being ultimately unable to address the cause of the cardiac arrest, to other co-morbidities, or to the patient being gravely ill in more than one way. Ultimately, only 5–10% of patients in cardiac arrest will survive after an attempted resuscitation.

Complications

While CPR is a last resort intervention, without which a person without a pulse will all but certainly die, the physical nature of how CPR is performed does lead to complications that may need to be rectified. Common complications due to CPR are rib fractures, sternal fractures, bleeding in the anterior mediastinum, heart contusion, hemopericardium, upper airway complications, damage to the abdominal viscera – lacerations of the liver and spleen, fat emboli, pulmonary complications – pneumothorax, hemothorax, lung contusions.

The most common injuries sustained from CPR are rib fractures, with literature suggesting an incidence between 13% and 97%, and sternal fractures, with an incidence between 1% to 43%. While these iatrogenic injuries can require further intervention (assuming the patient survives the cardiac arrest), only 0.5% of them are life-threatening in their own right.

The type and frequency of injury can be affected by factors such as gender and age. For instance, women have a higher risk of sternal fractures than men, and risk for rib fractures increases significantly with age. Children and infants have a low risk of rib fractures during CPR, with an incidence less than 2%, although, when they do occur, they are usually anterior and multiple.

Where CPR is performed in error by a bystander, on a person not in cardiac arrest, around 2% have injury as a result (although 12% experienced discomfort).

Methods

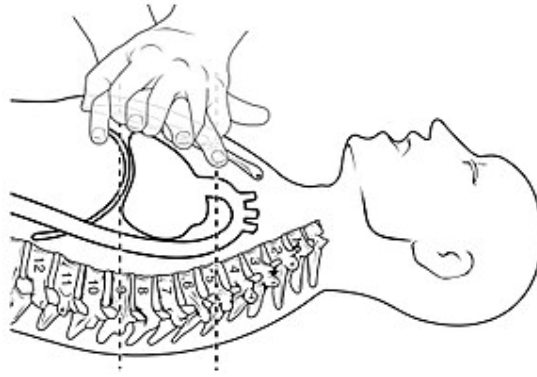


Fig 2.34: CPR technique as demonstrated on a dummy



Fig 2,35: Mouth-to-mouth resuscitation



Fig 2.36: CPR training: CPR is being administered while a second rescuer prepares for defibrillation.

In 2010, the American Heart Association and International Liaison Committee on Resuscitation updated their CPR guidelines.^{:S640} The importance of high quality CPR (sufficient rate and depth without excessively ventilating) was emphasized.^{:S640} The order of interventions was changed for all age groups except newborns from airway, breathing, chest compressions (ABC) to chest compressions, airway, breathing (CAB).^{:S642} An exception to this recommendation is for those believed to be in a respiratory arrest (airway obstruction, drug overdose, etc.).^{:S642} The most important aspect of CPR are: few interruptions of chest compressions, a sufficient speed and depth of compressions, completely relaxing pressure between compressions, and not ventilating too much. It is unclear if a few minutes of CPR before defibrillation results in different outcomes than immediate defibrillation.

Compressions with rescue breaths

A universal compression to ventilation ratio of 30:2 is recommended for adults.⁸ With children, if at least 2 trained rescuers are present a ratio of 15:2 is preferred.⁸ In newborns a rate of 3:1 is recommended unless a cardiac cause is known in which case a 15:2 ratio is reasonable.⁸^{S647}

If an advanced airway such as an endotracheal tube or laryngeal mask airway is in place, artificial ventilation should occur without pauses in compressions at a rate of 8–10 per minute. The recommended order of interventions is chest compressions, airway, breathing or CAB in most situations,⁸^{S642} with a compression rate of at least 100 per minute in all groups.⁸ Recommended compression depth in adults and children is at least 5 cm (2 inches) and in infants it is 4 centimetres (1.6 in).⁸ As of 2010 the Resuscitation Council (UK) still recommends ABC for children. As it can be difficult to determine the presence or absence of a pulse, the pulse check has been removed for lay providers and should not be performed for more than 10 seconds by healthcare providers.⁸ In adults, rescuers should use two hands for the chest compressions, while in children they should use one, and with infants two fingers (index and middle fingers).

Compression only

For adults with cardiac arrest, compression-only (hands-only or cardiocerebral resuscitation) CPR which involves chest compressions without artificial ventilation is recommended as the method of choice for the untrained rescuer or those who are not proficient as it is easier to perform and instructions are easier to give over a phone.⁸^{S643} ^{S643} In adults with out-of-hospital cardiac arrest, compression-only CPR by the lay public has an equal or higher success rate than standard CPR. It is hoped that the use of compression-only delivery will increase the chances of the lay public delivering CPR.

Compression-only CPR is not as good for children who are more likely to have cardiac arrest from respiratory causes. Two reviews have found that compression-only CPR had no more success than no CPR whatsoever.⁸^{S646} Rescue breaths for children and especially for babies should be relatively gentle. Either a ratio of compressions to breaths of 30:2 or 15:2 was found to have better results for children. Both children and adults should receive a hundred chest compressions per minute. Other exceptions besides children include cases of drownings and drug overdose. In both these cases, compressions and rescue breaths are recommended if the bystander is trained and is willing to do so.

As per the American Heart Association, the beat of the Bee Gees song "Stayin' Alive" provides an ideal rhythm in terms of beats per minute to use for hands-only CPR. One can also hum Queen's "Another One Bites The Dust", which is exactly 100 beats-per-minute and contains a memorable repeating drum pattern. For those in cardiac arrest due to non heart related causes and in people less than 20 years of age, standard CPR is superior to compression-only CPR.

Prone CPR

Standard CPR is performed with the person in supine position. Prone CPR or reverse CPR is CPR performed on a person lying on their chest, by turning the head to the side and compressing the back. Due to the head's being turned, the risk of vomiting and complications caused by aspiration pneumonia may be reduced.

The American Heart Association's current guideline recommends to perform CPR in the supine position, and limits prone CPR to situations where the patient cannot be turned.

Pregnancy

During pregnancy when a woman is lying on her back, the uterus may compress the inferior vena cava and thus decrease venous return. It is therefore recommended that the uterus be pushed to the woman's left; if this is not effective, either roll the woman 30° or healthcare professionals should consider emergency resuscitative hysterotomy.

Family presence

Evidence generally supports family being present during CPR. This includes in CPR for children.

Other

Interposed abdominal compressions may be beneficial in the hospital environment. There is no evidence of benefit pre-hospital or in children.

Cooling during CPR is being studied as currently results are unclear whether or not it improves outcomes.

Internal cardiac massage is manual squeezing of the exposed heart itself carried out through a surgical incision into the chest cavity, usually when the chest is already open for cardiac surgery.

Pathophysiology

CPR is used on people in cardiac arrest in order to oxygenate the blood and maintain a cardiac output to keep vital organs alive. Blood circulation and oxygenation are required to transport oxygen to the tissues. The physiology of CPR involves generating a pressure gradient between the arterial and venous vascular beds; CPR achieves this via multiple mechanisms. The brain may sustain damage after blood flow has been stopped for about four minutes and irreversible damage after about seven minutes. Typically if blood flow ceases for one to two hours, then body cells die. Therefore, in general CPR is effective only if performed within seven minutes of the stoppage of blood flow. The heart also rapidly loses the ability to maintain a normal rhythm. Low body temperatures, as sometimes seen in near-drownings, prolong the time the brain survives. Following cardiac arrest, effective CPR enables enough oxygen to reach the brain to delay brain stem death, and allows the heart to remain responsive to defibrillation attempts.

Additional devices

While several adjunctive devices are available, none other than defibrillation, as of 2010, have consistently been found to be better than standard CPR for out-of-hospital cardiac arrest.^{:5644} These devices can be split into three broad groups: timing devices; devices that assist the rescuer in achieving the correct technique, especially depth and speed of compressions; and devices that take over the process completely.

Timing devices

Timing devices can feature a metronome (an item carried by many ambulance crews) in order to assist the rescuer in achieving the correct rate. Some units can also give timing reminders for performing compressions, ventilating and changing operators.

Manual assist devices

Mechanical chest compression devices are not currently recommended for widespread use. There have not been enough high quality studies performed to determine if using mechanical assist devices for chest compression saves more lives compared with using the traditional hand compression technique.

Audible and visual prompting may improve the quality of CPR and prevent the decrease of compression rate and depth that naturally occurs with fatigue, and to address this potential improvement, a number of devices have been developed to help improve CPR technique.

These items can be devices to be placed on top of the chest, with the rescuer's hands going over the device, and a display or audio feedback giving information on depth, force or rate, or in a wearable format such as a glove. Several published evaluations show that these devices can improve the performance of chest compressions.

As well as its use during actual CPR on a cardiac arrest victim, which relies on the rescuer carrying the device with them, these devices can also be used as part of training programs to improve basic skills in performing correct chest compressions.

Automatic devices

Mechanical CPR has not seen as much use as mechanical ventilation. Devices on the market include LUCAS-2, developed at the University Hospital of Lund, and return of spontaneous circulation. and AutoPulse. Both use straps around the chest, LUCAS-2 uses a gas driven piston and motor driven constricting band.

There are several advantages to automated devices: they allow rescuers to focus on performing other interventions; they do not fatigue and begin to perform less effective compressions, as humans do; they are able to perform effective compressions in limited-space environments such as air ambulances, where manual compressions are difficult, and they allow ambulance workers to be strapped in safely rather than standing over a patient in a speeding vehicle. However the disadvantages are cost to purchase, time to train emergency personnel to use them, interruption to CPR to implement, potential for incorrect application and the need for multiple device sizes.

Several studies have shown little or no improvement in survival rates, but acknowledge the need for more study.

Mobile apps

To support training and incident management, mobile apps have been published on the largest app markets. An evaluation of 61 available apps has revealed that a large number do not follow international guidelines for basic life support and many apps are not designed in a user-friendly way. As a result, the Red Cross updated and endorsed its emergency preparedness application, which uses pictures, text and videos to assist the user.

The UK Resuscitation Council, has an app, called Lifesaver, which shows how to perform CPR.

Prevalence

Chance of receiving CPR

Various studies suggest that in out-of-home cardiac arrest, bystanders in the USA attempt CPR in between 14% and 45% of the time, with a median of 32%. Internationally, rates of bystander CPR

reported to be as low as 1% and as high as 44%. However, the effectiveness of this CPR is variable, and the studies suggest only around half of bystander CPR is performed correctly. One study found that members of the public having received CPR training in the past lack the skills and confidence needed to save lives. The report's authors suggested that better training is needed to improve the willingness to respond to cardiac arrest. Factors that influence bystander CPR in out-of-hospital cardiac arrest include:

- Affordable training.
- Target CPR training to family members of potential cardiac arrest
- CPR classes should be simplified and shortened.
- Offer reassurance and education about CPR.
- Provide clearer information about legal implications for specific regions.
- Focus on reducing the stigma and fears around providing bystander CPR.

There is a relation between age and the chance of CPR being commenced. Younger people are far more likely to have CPR attempted on them before the arrival of emergency medical services. Bystanders more commonly administer CPR when in public than when at the person's home, although health care professionals are responsible for more than half of out-of-hospital resuscitation attempts. People with no connection to the person are more likely to perform CPR than are a member of their family.

There is also a clear relation between cause of arrest and the likelihood of a bystander initiating CPR. Lay persons are most likely to give CPR to younger people in cardiac arrest in a public place when it has a medical cause; those in arrest from trauma, exsanguination or intoxication are less likely to receive CPR.

It is believed that there is a higher chance that CPR will be performed if the bystander is told to perform only the chest compression element of the resuscitation.

Chance of receiving CPR in time

CPR is likely to be effective only if commenced within 6 minutes after the blood flow stops because permanent brain cell damage occurs when fresh blood infuses the cells after that time, since the cells of the brain become dormant in as little as 4–6 minutes in an oxygen deprived environment and, therefore, cannot survive the reintroduction of oxygen in a traditional resuscitation. Research using cardioplegic blood infusion resulted in a 79.4% survival rate with cardiac arrest intervals of 72 ± 43 minutes, traditional methods achieve a 15% survival rate in this scenario, by comparison. New research is currently needed to determine what role CPR, electroshock, and new advanced gradual resuscitation techniques will have with this new knowledge.

A notable exception is cardiac arrest that occurs in conjunction with exposure to very cold temperatures. Hypothermia seems to protect by slowing down metabolic and physiologic processes, greatly decreasing the tissues' need for oxygen. There are cases where CPR, defibrillation, and advanced warming techniques have revived victims after substantial periods of hypothermia.

CHECK YOUR PROGRESS

Explain the concept of cardiopulmonary resuscitation.
Elaborate for what persons the CPR is indicated (recommended).
Discuss the effectiveness of CPR for various types of cardiac arrests.
What are the Common complications due to CPR.
Explain the method of administering the CPR.
Elaborate the method of mouth to mouth resuscitation.
Explain how the knowledge of CPR will help staff in serving the hotel guests.
Elaborate how the CPR is to be administered to a pregnant woman.
Explain prone or reverse CPR.
Explain the use of timing devices in use of CPR.
Elaborate the use of mobile apps in connection with the CPR.

2.12 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. What are the general provisions for support of the differently abled persons in the Constitution of India?
2. What are the general provisions for support of the differently abled persons in Education Laws in India?
3. What are the general provisions for support of the differently abled persons in Health Laws?
4. What are the general provisions for support of the differently abled persons in The persons with disabilities (PWD) (equal opportunities, protection of rights and full participation) act, 1999?
5. What are the general provisions for support of the differently abled persons in laws of USA?
6. What are the regulations for the American hotels as per the 2010 regulations?

7. Describe how the hotels in St Petersburg assist the differently abled persons during their stay there.
8. Explain how the Wheelchair Accessible Rooms at Grand Hotel Reykjavík assist the differently abled persons during their stay there.
9. Describe the various facilities available at the Hilton Hotel York for the differently abled persons during their stay there.
10. Elaborate the various features at Hyatt Bangalore for the differently abled persons.

11. Explain various steps which may be taken to make your Property a Disabled Friendly Hotel.
12. Explain the importance of Wheelchair Accessible Rooms and how it is achieved.
13. Elaborate how making Spacious Rooms for your guest helps in making your property a disabled friendly hotel.
14. Explain why it is important to share your disabled access information online in making your property a disabled friendly hotel.

15. Discuss the concept of having an accessible booking system in making your property a disabled friendly hotel.
16. Discuss the concept of **Mapping out your accessible rooms** in making your property a disabled friendly hotel.
17. Discuss the concept of **Making it easy to navigate your hotel** in making your property a disabled friendly hotel.
18. Discuss the concept of **Checking that your bedrooms are easily adaptable** in making your property a disabled friendly hotel.
19. Discuss the concept of **Increasing staff awareness** in making your property a disabled friendly hotel.
20. Discuss the concept of **Including local recommendations** in making your property a disabled friendly hotel.
21. Discuss the various positions in an aircraft crew.
22. Explain the various positions in an aircraft cabin.
23. Explain the requirements which a hotel should meet for accommodating airline crew.
24. Explain the FA HOTEL SELECTION/RETENTION GUIDELINES requirements which a hotel should meet for accommodating airline crew.
25. Explain the importance of Pune in relation to the single lady guest as a specific target group.
26. Elaborate various steps undertaken by the hotels in Pune to accommodate the single lady travelers.
27. Explain what we can learn from the experiences of Hotel Maria, Italy in making hotels kids-friendly.
28. Explain what we can learn from the experiences of Hotel Woolley Grange, Bradford-on-Avon, UK in making hotels kids-friendly.
29. Explain what we can learn from the experiences of Hotel Stegerhof in making hotels kids-friendly.
30. Elaborate the concept of accident.
31. Explain the types of accidents.
32. Elaborate the various models for accidents.
33. What is the importance of security in a hotel?
34. How can management can take precautions in hiring staff?
35. What is the meaning of system and system security?
36. What are the aspects of security of system?
37. Which measures are taken in case of bomb threats?
38. What precautions should be available for women travelers ?
39. List the activities to be done and checked in case fire breaks out?
40. What are the causes of fire?
41. Explain the concept of cardiopulmonary resuscitation.
42. Elaborate for what persons the CPR is indicated (recommended).
43. Discuss the effectiveness of CPR for various types of cardiac arrests.
44. What are the Common complications due to CPR.
45. Explain the method of administering the CPR.
46. Elaborate the method of mouth to mouth resuscitation.
47. Explain how the knowledge of CPR will help staff in serving the hotel guests.
48. Elaborate how the CPR is to be administered to a pregnant woman.
49. Explain prone or reverse CPR.
50. Explain the use of timing devices in use of CPR.
51. Elaborate the use of mobile apps in connection with the CPR.
52. Explain the Treatment for Burns and Scalds.

53. Elaborate the points which must be kept in mind to prevent falls.
54. Elaborate the points which must be kept in mind while administering first aid for electric shocks.

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UNIT 3 THE GUEST STAY WITH HOTEL

3.00 BEFORE WE BEGIN

The registration process begins when the guest arrives at the reception or the arrival section of the hotel. The process terminates when he has signed the registration card or guest arrival register, has been assigned a room and goes to his room.

The registration procedure differs for the different categories of the guests, like guests with reservation, without reservation, foreigners, groups, etc.

This process of registration is very important for the hotel as it not only contributes significantly to the basic information the hotel needs to monitor its business, but it is also a legal requirement. A complete record of present and past guests has to be maintained. It is a legal requirement that each guest must be registered. Guest signature is important as it signifies his consent to pay for all the services provided by the hotel and abide by the rules and regulations of the hotel. It also serves as a proof of his stay in the hotel from a certain date to another certain date. So in short, registration serves as legal contract between the hotel and the guest.

We will be studying the registration process in this unit.

3.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the concept of registration and handling various registration situations
- Explain the processes of handling guest complaints and communications
- Explain processes of pickup and drops of guests

3.02 REGISTRATION

INTRODUCTION :

The registration process begins when the guest arrives at the reception or the arrival section of the hotel. The process terminates when he has signed the registration card or guest arrival register, has been assigned a room and goes to his room.

The registration procedure differs for the different categories of the guests, like guests with reservation, without reservation, foreigners, groups, etc.

This process of registration is very important for the hotel as it not only contributes significantly to the basic information the hotel needs to monitor its business, but it is also a legal requirement. A complete record of present and past guests has to be maintained. It is a legal requirement that each guest must be registered. Guest signature is important as it signifies his consent to pay for all the services provided by the hotel and abide by the rules and regulations of the hotel. It also serves as a proof of his stay in the hotel from a certain date to another certain date. So in short, registration serves as legal contract between the hotel and the guest. We can summarize the objectives of the registration system as follows :

1. To provide guest information about the hotel.
2. To fulfill legal requirements.
3. To provide mode of payment.
4. To provide information about the date of departure.

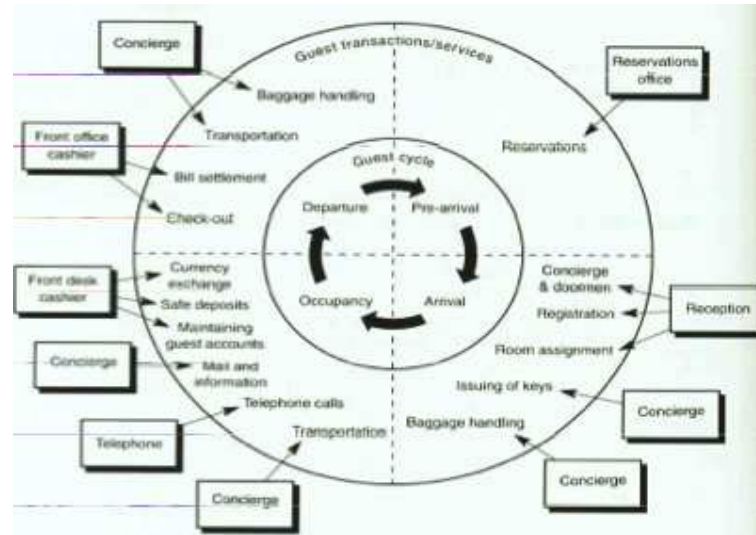


Fig 3.01: Front Office coordinates with various departments for a guest

Pic <http://4.bp.blogspot.com/-dXUbpF4Aamg/UDG2gcN2ebI/AAAAAAAAE2Y/zLL20fekjY0/s640/Guest+Cycle.png>

A registration process is based on the following four concepts.

1. Collection : It helps the hotel in capturing information pertaining to the guest needs, expected or actual date of departure, billing instructions like cash or credit, mode of payment and personal data like his occupation, date of birth, purpose of visit, his office and residential address, etc.
2. Assignment and allocation of room : The assignment of room matching the guest requirement both in terms of type and the rate of the room.
3. Credibility of the guest : Based on the policies like advance payment and credit limits, etc. of the hotel and also on the basis of information provided by the billing instructions, the hotel decides upon fixing the credit limit for the guest.
4. Future planning of the room sales : The hotel can maximize it's occupancy through a knowledge of room availability based on the information from the registration records.

Various Types Of Registration Records:

Information about the guest which may be required by the hotel or police may be registered in two ways

1. In the form of a 'Hotel Register' also known as 'Red Book' or 'F form'.

2. Individual guest 'Registration cards'.



Fig 3.02: A guest has to register in the designated register of the hotel

(<http://www.trbimg.com/img-57cce363/turbine/sdut-police-hotel-registration-privacy-warrants-2013jun20>)

Bound Book Register

The register can be a 'Bound Book Register' which is normally used by small hotels. Thick book which can be used for long time.

Merits :

1. All records are available in one book.
2. No filing is required.
3. Wastage is minimum.

Demerits :

1. Only one guest can register at a time.
2. It is bulky and difficult to carry to other departments.
3. Being very bulky and used for long period, it looks shabby on the counter.
4. Privacy can not be maintained.
5. Pre-registration not possible.
6. If the book is misplaced all the record is lost.

Loose Leaf Register

Another type of register is a 'Loose Leaf Register' which is same as the bound book register in it's contents but the pages are not bound. One page or sheet is used for each day.

Merits :

1. To some extent privacy is maintained.
2. Easy to hand over to customer to write details.
3. If one sheet is lost only one day's record is lost.

Demerits :

1. It can be very easily misplaced.
2. If for a day, one full sheet is not completed, the rest goes waste.
3. Only one guest can register at a time.
4. Filing becomes an additional job.

Individual guest registration cards are most widely used in hotels these days. They may be duplicate or triplicate depending on the hotel.

Merits :

1. Many guests may be registered at the same time.
2. Privacy can be maintained.
3. Storage is easy.
4. No wastage.
5. Guests can be pre registered.
6. More mobile.

Demerits :

1. Expensive.
2. If not properly stored, may be lost.

Documents Generated In The Registration Process :

1. Registration Card : Used to collect guest personal data.
2. Room Rack Slip : A document on which the information is transferred from the registration card in the form of a summary. This slip is placed in the room rack.

3. Information rack Slip : Used to provide guest name and room no. A copy of this slip goes to room service, housekeeping, telephones, etc. These departments also maintain information racks.

4. Bell Boy's Errand Card : It is communicate the guest arrival to the bell desk and to keep a check on the movement of the bell boys.

5. Other Support Documents :

a) Arrival notification slips : These slips are prepared and distributed to all the concerned departments.

b) 'C' Form : The Registration of Foreigners Act 1939 Section 3(e) Rule 14 makes it obligatory on the part of the hotel to send information about the foreigners registered at the hotel. In this connection any person who is not an Indian National or one who does not hold an Indian passport is termed as a foreigner. The form which is used to notify F.R.R.O. (Mumbai, Calcutta, Chennai, Madras) is called as 'C' form. Within 24 hours from the time of registration of a foreigner (12 hours for Pakistani, Chinese and other middle eastern countries) the information should reach the F.R.R.O. In the cities where there is no F.R.R.O. this information should reach the office of the Superintendent of Police of that area or town. Nepal and Bhutan and Shree Lanka nationals are exempted from the 'C' form notification. The 'C' form is made in duplicate pr in triplicate. It is made in duplicate if sent to F.R.R.O. (original copy goes to F.R.R.O.). If it is sent to the S.P. office, it has to be made in triplicate (two copies sent to the S.P. office). A bell boy is debuted to do this work everyday and it is his duty to bring the acknowledgment of their receipt from the F.R.R.O. The 'C' forms are serially numbered and contain all the information about he guest which is collected from the G.R. card (guest registration card).

TYPES OF REGISTRATION SYSTEMS :

Non-Automatic Systems: It refers to a manual system. This system is used for small hotels where the installation of automatic system would prove to be quite expensive and waste. All the forms like 'C' form, room rack slip, information rack slip, arrival notification slip, etc. are produced and distributed manually. It is wholly dependent on guests accurate and legible completion of the registration card.

1. Semi-Automatic System : It is a combination of manual and automated systems which involves the usage of the office machinery, clerical equipment and people.¶2. Fully Computerised System : It is system in which various section of the front office department are connected to each other with the help of computer interfaces. The data collected at one point can be transmitted and utilized at any other location. This system speeds up the process and reduces the no. of errors.

CREATIVE OPTIONS IN REGISTRATION

Hotels have experimented with different techniques to make registration more efficient and effective.

Techniques tried with varying degree of success include:

1. Eliminating the front desk: Instead of the front desk, a host waits at the reception area with a list of expected guests and their pre-assigned rooms. The host identifies the guests, completes an abbreviated registration process. Marriot, Hilton and several other hotel companies are currently using this procedure at selected hotels. Credit is established at the

time of reservation, through a special interface between the central reservation computer and the credit card company. With everything else in place, all the hotel staff has to do is pre-register the guest and attach a room key to the registration card. When the guest arrives at the hotel a simple verification of information on the registration card completes the process.



Fig 3.03: Hotel Greeter

(Pic: <http://nowstar.net/disney/art/resorts/beach-club-greeter.jpg>)

2. Having 'Hotel Greeter' registering the guests at a special lobby location: The regular front desk is screened off and used only for sorting and filing records. The screen can be temporarily removed, for check-in and settlement at peak time.

3. Creating a unique, separate registration area for VIP guests : This concept is similar to hotel greeter concept, but is only available for VIP guests.



Fig 3.04: Self Registration kiosks

(Pic: <https://cdn.trendhunterstatic.com/thumbs/self-service-hotel.jpeg>)

4. Self-registration : Self registration terminals are usually located in lobbies of fully automated hotels. These terminals can vary in design. Some resemble the Automated Bank Teller Machine (ATM), while the others possess both video and audio capability. Recent technological advances allow hotels to place these terminals at off premises locations such as airports, car rental agencies, etc. To use an advanced self registration terminal, a guest generally must have made a reservation which led to creation of reservation and registration record.

FLOW OF ACTIVITIES AT THE SELF-REGISTRATION TERMINAL

1. Guest enters his reservation confirmation number or valid credit card.
2. Terminal reads information from the magnetic strip, passes the information to hotel computer to locate the reservation record.
3. Terminal prompts the guest to feed in additional data with the help of key pad.
4. Computer which is interfaced with computerised room management system, enables automatic room and rate assignment.
5. Some terminals print & request the guest to sign the registration card & deposit it in a card drop box.
6. Some terminals then direct the guest to a guest room key pick-up area. In other cases, the terminal dispenses the guest room key.

STEPS IN REGISTRATION PROCESS

Registration procedure can be divided into six steps -

1. Pre-registration activity

2. Creating a registration record
3. Assigning the room and rate
4. Establishing the method of payment
5. Issuing the room key
6. Fulfilling special request

(a) Pre-registration activity

Information is taken from the reservation record for quick check-in. It includes printing of the registration card, room and rate assignment, creation of a guest folio, other functions may also be part of the pre-registration activities. Sometimes room number is not assigned especially when the occupancy is high. Pre-registration can help plan for special requests. This leads to innovation in registration.

Option- when the driver goes to the airport to pick up the guest. He can get the guest signature on the registration card, take an imprint of the credit card, the room key can be given to the guest even before reaching the hotel. The check in can be carried out at the airport itself.

(b) Creating registration record

Registration cards- have details about the guest taken from the reservation record such as name of the guest, address, contact no., date of arrival, date of departure, type of room, special request etc. At check out they are stored as guest history record. It is a database for future trends.

Flow of guest registration information:

- Room rack slip
- POS charge status
- Guest folio slip
- Registration record
- Housekeeping schedule
- Information rack slip Guest history card

(c) Room and rate assignment

Involves identifying and allocating an available room in a specific room category. If not available, identify an acceptable available room. The room can be pre- assigned. A variety of room rates exist for similar types of rooms. Rates differ based on room view, location, furnishing etc.

I. Room status

Effective room and rate assignment depends on accurate and timely room status information. Housekeeping uses status- occupied, vacant, on- change, out of order. The housekeeping status should be communicated to the front office and it should be checked against the front office status. The discrepancy should be rectified. Communication between front office and housekeeping is written,

spoken, through telephones, computers, interface in- room telephone. Occupancy report is sent by the housekeeping to the front office.

Use of Computers in Registration Process

Computers give instantaneous access to the room status. Pagers can be connected to the computer terminals. At times the rooms are ready in all respect but there could be a delay in clearing the rooms as the housekeeper may be clearing a number of rooms together. It can be made faster when the telephone and computer are interfaced.

Room rates

A room rate is the price a hotel charges for overnight accommodation.

Rack rate – standard rate for each room.

Food plans – room rate is inclusive of breakfast, lunch or dinner. Eg. Continental plan, European plan, American plan, Bermuda plan, modified American plan.

Special rates – these are discounted rates.

- Commercial or corporate rate – for frequent guests
- Complimentary – for business promotion
- Group rates – for groups, tour operators etc.
- Family rates – for families with children under 12.
- Day rates – hourly rate generally for a minimum of four hours. Applicable only during slack seasons.
- Package plan rates – room rate includes room rent and some facilities.
- Frequent traveler rate – for regular guests or guests who are flying with the airline that is part of the intersell agency or the co- marketer of the hotel.

Room locations

Front Office assistants should know the location of each room in the hotel. Room rack should contain information about the room types, rate, décor etc. computers record this information in their room history records.

Future blocks

Future blocks implies the showing of reservations on charts. Example: advance letting chart, density chart etc.

(d) Methods of payment

Hotels accept different modes of payment such as cash, credit card, direct billing, special programmes and groups. Hotels have policies regarding the different modes.

(e) Issuing the room keys

By issuing the room keys the registration process is complete. Hotels have guidelines for the issue of room keys. Never announce the room number to the guest. When using key card draw the attention of the guest on the room number while writing it on the key card. Bell boy escorts the guest.

(f) Fulfilling special request

Part of registration is making sure that any special requests made by guests are acknowledged. Sometimes even the room could be blocked in advance. Example inter connecting room.

CHECK YOUR PROGRESS

- Describe four concepts on which registration process is based.
- Explain various types of registration records.
- Elaborate on the advantages and disadvantages of Bound Book Register.
- Elaborate on the advantages and disadvantages of Loose Leaf Register.
- Elaborate on the advantages and disadvantages of Individual guest registration cards.
- Describe the various documents generated in the registration process
- Discuss the types of registration systems.
- Describe the various creative options in registration.
- Explain the Self-registration process.
- Elaborate the steps in registration process.

3.03 REGISTRATION FORMS

FRONT OFFICE LOG BOOK

FORMAT OF REGISTRATION CARD

S.No. Particulars Time

(given) Time

(completed) Completed by Transferred

Name

Surname first name

Arriving from _____ Company Design. _____

Next destination _____ Organisation _____

Date of birth _____ Address _____

Residential address _____

Arrival on _____ Dep. On _____

FOR FOREIGNERS:

PURPOSE OF VISIT : Business ()

Conference ()

Leisure ()

Date of arrival in India: _____

Duration of stay in India: _____

MODE OF PAYMENT: Cash ()

Traveller Chq ()

BTC voucher

Credit card () Visa () Master() Amex()

Passport no. _____

Nationality _____

Date of issue: _____

Credit card no. _____ Place of issue: _____

Expiry date _____ Certificate of registration

(Only for foreigners residing in India)

No. _____

Bill to _____ Date: _____

Room to be charged to _____ Issued at: _____

Room types _____ Room no. _____

Room rate

No. of guests

Room type

I agree to release my room(s) by 12 noon on the date of departure. Should I fail to check out, I authorise the management to pack and remove my belongings to the hotel check room so that my room will be available for incoming guests with confirmed reservations. The management is not responsible for any theft or loss of the valuables from the room.

Signature of the receptionist _____ Guest's signature _____

FORM 'C'

<https://boi.gov.in/content/form-c>



BUREAU OF IMMIGRATION Ministry of Home Affairs, Government of India Immigration Visa Foreigners Registration and Tracking

According to Bureau of Immigration, Ministry of Home Affairs Government of India, the following is required:

Any Hotel/ Guest House/ Dharmashala/Individual House/ University/ Hospital/ Institute/ Others etc. who provide accommodation to foreigners must submit the details of the residing foreigner in Form C to the Registration authorities within 24 hours of the arrival of the foreigner at their premises. This will help the registration authorities in locating and tracking the foreigners. This document provides the functionality of registration process of Hotel/ Guest House/ Dharmashala/Individual House / University/ Hospital/ Institute/ Others etc. owners for Form-C.

<i>The Registration Of Foreigners Rule 1939</i>	
Form-C	
Hotel Arrival Report (Rule 14)	
(To be completed in duplicate)	
Sl.no.....	
Name of the hotel.....	
Name of the guest in block letters.....	
Nationality.....	
No., date & place of issue of passport.....	
Address in India.....	
Date of arrival in India.....	
Proposed duration of stay.....	
Whether employed in India or not.....	
No., date and office of issue of Certificate of registration, if any.....	
Date and time of arrival at the hotel.....	
Date.....	Guest's
signature.....	Signature of the Front desk

FORMAT OF AMENITIES VOUCHER

Date: _____

From : Front Office

To : Room Service / Housekeeping / Pantry

Please supply:

() fruit basket (small / large / special)

() flower arrangement (small / large)

() bottle of wine

To _____ Room no. _____ at _____

(Guest's name) (time)

Authorised by _____

Card to be attached of _____ Signature _____

Copies: 1. Room service/ Pantry / Housekeeper

2. F & B Controls

3. File copy

Format of KEY CARD

Guest name _____

Room no. _____

Arrival Date _____ Departure date _____

Signature of the guest _____

Room key, on presentation of this card.

Purpose: This card is an authorization for guest to collect key.

CHECK YOUR PROGRESS

What are rules for communicating the foreigner guest to the authorities?

What is the procedure for registering a F.I.T. guest?

What is the C form?

3.04 REGISTRATION SITUATIONS

DNS (Did Not Stay):

The guest sometimes wants to move-out almost immediately after being shown the room. If the room is not satisfactory to the guest the receptionist should try and provide alternative accommodation to this guest in the same hotel. If that is not possible then she should try and accommodate the guest in some other hotel of similar standard.

If the guest departs for reasons, which are beyond hotel's control, the receptionist should express her regret and should assist the guest with departure. If the room is not being used, no charges will be made to the guest. All the forms and records will be marked 'DNS'. Management is informed about these DNS cases and the reasons for the same.

DNA (Did Not Arrive):

At the end of the day, the receptionist should take following steps:

1. Check for reservation slips in the reservation rack.
2. Check the room rack to verify that the guest has not checked-in already.
3. Double check the arrival dates.
4. Check with the airline company for delay in the flight (if flight no. is given)
5. Time stamp the reservation form and attach it with folio card (in case of advance payment), mark it as 'DNA'.
6. These reservation forms are kept with the next day's reservations as the guaranteed reservation guest may arrive the next day.

RNA (Registered Not Assigned):

A guest arriving early in the morning, when the rooms are not available, may be asked to register himself. He is requested to deposit his luggage in the left luggage room and return to the hotel for room assignment later in the day (by hotel's check-in time). The registration card is marked 'RNA' and kept at the reception counter. As soon as room of the required type is available, room assignment will be done. Room no. is then mentioned on the registration card.

PIA (Paid In Advance):

At arrival, if the guest has very little luggage (scanty baggage/ scanty luggage), then payment in advance is normally requested. This situation should be handled with extreme care and tact. Guest with cash payment should be informed about the hotel's policy, very politely and advance should be collected. All the other revenue centers should be informed that the guest has to pay in cash for all the services and products provided to him. A 'Cash Only Slip' or a 'PIA guest list' is sent to all the service outlets.

If the guest holds a credit card and wants to make the payment through the same, then his card is validated and an imprint of the card is taken on the credit card voucher.

No Information:

The guest may request that no information regarding his/her presence in the hotel be given to any caller or visitor. 'No Information' should be clearly marked on the slips so that the staff can respond appropriately.

Signature check in:

The Registration card is filled in before the arrival of the guest as a part of the pre registration activity. The details are taken from the reservation record. The guest only signs on the registration card at the time of arrival. This saves a lot of time and is found convenient by guests as well as the hotel.

WHEN GUEST CANNOT BE ACCOMMODATED

In case of guaranteed reservation: Hotel makes arrangement for the guest in a hotel of the same standard in the vicinity. Hotel may go to the extent of paying for the accommodation of the guest when it is walking the guest.

Walk in guest: hotel is not liable to provide accommodation to a walk in guest if there is no room available. But hotel can offer to assist the guest in finding accommodation in a similar hotel in the vicinity. The hotel may make reservation for the guest in the other hotel.

Guest with non- guaranteed reservation: reservation is held till the reservation cancellation hour, in case the room position is minus the hotel can release the room. The hotel must be tactful in dealing with non guaranteed reservations. Guests should be told about the hotels policy regarding the cancellation hour at the time he makes the room reservation.

SOP for handling situation of non-availability in case of Guests with guaranteed reservation:

- Review all front office transactions to ensure full occupancy.
- accurate counts of occupied rooms, compare room racks.
- Telephone due outs/ expected check outs.
- Check the condition of Out Of Order rooms.
- Identify pre- blocked rooms.
- Guests are encouraged to return to the hotel as VIPs.
- Management should prepare a follow up letter.
- For members of a convention, the planner should be informed.
- In case of a tour group, tour operator should be informed.
- If no room is available in the hotel guest can be sent to another hotel.

CHECK YOUR PROGRESS

What is the process of handling situation DNS (Did Not Stay)?

Explain the process of handling the situation of DNA (Did Not Arrive).

Discuss the process of handling the situation of RNA (Registered Not Assigned).

Elaborate the process of handling the situation of PIA (Paid In Advance):

Explain the process of handling the situation of No Information.

Discuss the process of handling the situation of Signature check in.

Describe the process of handling the situation of when guest cannot be accommodated.

3.05 ROOMING OF GUESTS

ARRIVAL STANDARD OPERATING PROCEDURE

Guest Arrives At The Hotel:

- Doorman greets the guest, opens door of the vehicle and helps guest alight.
- Bellboy unloads guest luggage, carries it to the bell desk, directs the guest to the reception counter.

Guest arrives at the reception counter:

- Check expected arrivals list.
- Reconfirm accommodation requirements and mode of payment and special instructions with the guest.
- Check correspondence file for clarification if necessary.
- If the guest is an unknown FIT, if the mode of payment is cash ask the guest for an advance voucher or the pre-typed GR card or registration record and give it to the guest for completion.
- In the mean time check for the mail and messages for the guest.
- Decide on the room to be allocated from room rack availability of the type of room required.
- Prepare the key card and/ or welcome slip.
- Collect key, prepare lobby attendant's errand card.
- Check that the registration card is properly filled.
- Ensure guest signature and then sign.
- In some hotels details of advance voucher are noted on the registration record at this stage.
- Hand over to the guest to the guest key card and / or welcome slip.
- Call for the Bell boy, enter his name on the errand card.
- Hand key to the Bell boy and instruct him to escort the guest to the room. (announce guest name and room number clearly but softly, at the same time indicating guest to the bell boy so as to avoid mistakes).
- After the guest leaves the counter inform Telephone department and Room Service immediately on phone.
- Prepare rack slips for room rack and Information rack.
- If hotel policy dictates prepare rack slips for Room Service and Telephone department. Also the slips themselves serve as arrival notification slips (permanent notification slips). Otherwise temporary notification slips may be prepared and sent.
- Housekeeping department has to be informed.
- Attach reservation form and relevant correspondence to the guest registration card and sent to the Cashier to open the guest folio.
- In some hotels, guest folio is opened by the Receptionist and sent to the cashier with the rest of the forms to be maintained till the guest departure.
- Make entries in the arrival and departure register.
- Prepare 'C' Forms for foreigners.

FORMATS:

- Expected arrival list
- Registration card,
- C Form
- Key card / Welcome slip

- Arrival-Departure register
- Bell boys errand card
- Bell captains control sheet
- Arrival notification slip

SOP for Pre-arrival procedure:

- Refer log or memorandum.
- Calculate room position.
- Block room for existing reservation.
- Make amenities voucher if required.
- Keep registration cards ready.
- Use Formula for calculating room position:

$$\text{Room position} = \text{Available rooms} - \text{Expected arrivals} + \text{Exp. Dep.} - \text{Out of order / blocked rooms.}$$

F.I.T (Free Independent Traveller) ARRIVAL PROCEDURE

Guest without a reservation (walk in guest):

- Find out the requirement of the guest and allot a room as per the guest request.

Guest with a reservation:

- Obtain the name of the guest.
- Check for the name of the guest in the expected arrivals list and tick it off.
- Check if the room is already blocked or allocated from the room rack. If not, then identify a suitable vacant room from the room rack to be assigned to the guest.
- Confirm the mode of payment. If cash, then request an advance payment. If the guest is paying by credit card, take an imprint of the credit card and validate the card.
- Offer a blank registration card if the guest is not pre-registered.
- Let the guest fill up the registration card and check it to see if all details have been entered.
- Prepare the key and welcome card.
- Summon the bell boy and fill the errand card for the bell boy.
- Let the bell boy escort the guest to the room.

CHECK YOUR PROGRESS

Explain the arrival standard operating procedure.
 Elaborate the free independent traveler arrival procedure.

3.06 MESSAGE HANDLING

Handling Hotel Guest Messages and message format

In Hotels the telephone guest messages are usually handled by the telephone operator or by the Hotel front office staff. Regardless of whether front desk agent or telephone systems operator handling the incoming calls, all employees should be courteous and helpful.

The telephone is often the first point of contact with the hotel and the way that callers are treated the type does a lot to create the hotels image. Messages taken by the staff should be time- stamped and one copy of the same should be placed on the guest's mail rack and another copy to be slipped under the guest room. If the guest room telephone is equipped with the message light indicator then, the same has to be switched ON in order to alert the guest that a message is waiting at the front desk.

Nowadays the messages can be directly typed into the property management software (PMS) and are relayed to the EPBX or telephone system, which turns on the message light automatically when it receives a new message notification from the PMS. Similarly the messages can be also displayed on the guest room television if the hotel has a interface between the In-Room-Entertainment system and the PMS.

Voice mail is the newest technology available in the area of guest mail and message service. Voice mail are devices which can record messages for guests. A caller wishing to leave a message to the guest simply speaks into the phone, the same is recorded by the voice mailbox system. To retrieve the message the typically dials a special number or simply press on the voicemail dedicated key to connect to the voice mail box and listen to recorded messages.

Hotel Hari Krupa International. Ludhiyana
(Hotel logo and address)

Message for Mr Jayant Kharate (Guest Name with salutation)

Room No : 133

Message: Insert the message content here

There was a call from Ministry of Home Affairs, Government of India about duration of your stay. Please contact 011-11011011

Message created by: Mrs Sonal Wadekar (User who Created the message)

23. February 2011 08:52 (Date time stamp)

Fig 3.05: Format of message

Taking messages and handling complaints

Taking messages in HK control Desk:

While taking a message the following procedure has to be followed:

- Name of the person for whom the message is intended.
- Name of the person leaving the message.
- The contact number of the person leaving the messages.
- Date, Time, and Initials.
- Details of the Guest request / Messages.
- Request forwarded to Staff.
- Status of the request.
- Repeat and confirm the message / request with the guest/caller.
- Pass on the message immediately to the concerned person or department.
- When taking a message, staff member has to ensure to collect accurate and adequate information and pass it on to the appropriate person.
- Follow up with the concerned person and take update on the task until it is completed.

Handling complaints:

- Do not argue with the guest.
- The guest is always right.
- Listen attentively to the guest and understand what is exactly wrong.
- Write pertinent details down on the guest request tracking sheet.
- Apologize for the inconvenience caused.
- Rectify the situation if you can. These are some instances where common sense will prevail and so as long as you are aware of the standard procedure of rectifying complaints.
- Inform the Manager of all complaints immediately, even if you have successfully resolved the situation.
- Note down the incidence on the log book and give handover to the next shift the issue is still not resolved.
- Complaint has to be handled positively and with empathy for the guest, aspiring for 100% guest satisfaction as the outcome.
- If the problem is out of your authority, inform the manager or Duty Manager.
- Guest should be kept informed of the developments.

- Record all the details in Guest Call Register.

CHECK YOUR PROGRESS

What all details to be noted down while taking a guest request?

Why it is important to repeat the message / request with the guest?

Why it is required to follow up with the task owner?

What are the tips for handling guest complaints?

Whom to be reported in case the problem is out of your authority?

INCOMING MAIL

http://oer.nios.ac.in/wiki/index.php/Mail_and_Message_Handling

Mail that is coming from various destinations to the hotel is called incoming mail. Such mail can be either for guests or for the employees of the hotel. Such Mails and Parcels are first stamped with the date and time of receipt and details like senders name, date of receipt, time of receipt, receivers name etc entered in a register for future record. Sorting mail

All mail and parcels received at the hotel is sorted or separated as for Guests or Hotel Employee. Guest Mail is handed over to the Front office Department and the Employee mail is sent across to the respective departments of the employee for further distribution. Guest Mails and Parcels The Hotel could receive mail or Parcels for

Guest currently staying in the hotel are called in-house or Present guests.(Voice Over) In case the guest is in the hotel then the mail for such guests is either sent to the room with the Bell Boys (Pop up of a bell boy in uniform knocking at the door of a hotel room) or handed over to the guests in person when they come to the Front desk. In case the mail is marked urgent then the guest is immediately contacted whether in the room or on his contact number to inform him of the same .

Guest who have already left the hotel are called as Departure or Past Guests.(Voice Over) If a guest is expecting mail or parcels to arrive at the hotel post his departure the contact details or forwarding address should be asked for from the guest at the time of leaving. In other situations when there is no forwarding address mentioned the contact details on the Registration card (Link to the unit for Registration of guests) are use

Guests who are expected to arrive at the hotel at a future date are called Future Guests.(Voice over) If the hotel receives any mails or parcels which do not belong to either the Past guests or Present Guests or the employees of the hotel, then the name on the parcel or mail is verified with the Expected Arrival Guest list and once the recipient is identified the mail or parcel kept in the Front Office to be handed over to the guest on arrival.

OUTGOING MAIL

In House guests or departure guests may have mail or parcels that need to be posted to the desired destination. Here the Hotel needs to ensure that the correct and complete address of the receiver as

well as the contact details of the sender are mentioned clearly on the mail or parcel and the required charges be paid in advance to the hotel.

CHECK YOUR PROGRESS

Explain how incoming mail is handled at the hotel.
Elaborate on the process of handling outgoing mail.

3.07 DEALING WITH GUESTS REQUESTS AND COMPLAINTS

Guidelines for Handling guest complaints

Front office management and staff should keep the following resolution guidelines in mind when handling guest complaints.

When expressing a complaint, the guest may be quite angry. Front office staff members should not make promises that exceed their authority.

Honesty is the best policy when dealing with guest complaints.. If a problem cannot be solved, front office staff should admit this to the guest early on.

Front office staff should be advised that some guests complain as part of their nature. The staff should develop an approach for dealing with such guests.

Top Ten ways of handling guest Complaints:

1. Listen with concern and empathy.
2. Isolate the guest if possible, so that other guests won't overhear.
3. Stay calm. Don't argue with the guest.
4. Be aware of the guest's self-esteem. Show a personal interest in the problem, Try to use the guest name frequently.
5. Give the guest your undivided attention. Concentrate on the problem, no on placing blame. Do NOT Insult the guest.
6. Take notes. Writing down the key facts saves time if someone else must get involved. Also, Guest tends to slow down when they see the front desk agent trying to write down the issue.
7. Tell the guest what can be the best done. Offer choices. Don't promise the impossible, and don't exceed your authority.
8. Set an approximate time for completion of corrective actions. Be specific, but do not underestimate the amount of time it will take to resolve the problem.
9. Monitor the progress of the corrective action.

10. Follow up. Even if the complaint was resolved by someone else, Contact the guest to ensure that the problem was resolved satisfactory.

Guest Service Request Tracker Form

A guest service request tracker is used to track requests made by guest to front desk / housekeeping staff.

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Hotel Name (www.harikrupahotel.com)		HOTEL HARI KRUPA INTERNATIONAL, NASHIK										Date:	
Address		Near Ram Setu, Nashik										FOA:	
admin@harikrupahotel.com												Shift:	
												Initial:	
Guest Request Tracker													
Sl No.	Room #	Guest Name	Request	Req. Forwarded to	Followup By	Status / Remarks							

Fig 3.06: Format of Guest Service Reesust Tracker

As the center of the hotel front office is responsible for coordinating most of the guest services. Typical guest services involves providing the guest with information, special equipment, supplies and requirements.

The Front desk agent or the guest service staff need to respond knowledgeably to guest requests for information and special request.

Guests may request special equipment and supplies during any stage of the guest stay cycle. Their should be a reliable method of recording this requests and then also to relays this requests to the appropriate service center or hotel department for processing.

Finally they should also follow up on this requests to ensure that this requests has been processed and the guest is satisfied.

CHECK YOUR PROGRESS

Explain the guidelines of handling guest complaints.
 Explain how using guest complaint form helps in resolving the issues.

3.08 TRAVEL DESK AND CONCIERGE

Job Description for Concierge in a hotel



Fig 3.07: A Guest relations service

(https://www.google.co.in/search?q=travel+desk+hotel&dc=0&source=lnms&tbm=isch&sa=X&ved=0ahUKEwjsr5HJi-TYAhUaSo8KHZOvBd8Q_AUICygC&biw=1366&bih=656#imgrc=KGUPGywmx3jNIM:)

JOB TITLE: CONCIERGE

REPORTS TO: Front Office Manager

POSITION SUMMARY:

Serves as the guest's liaison for both hotel and non-hotel services. Functions are an extension of front desk agent duties. Assists the guest- regardless of whether inquiries concern in-hotel or off-premises attractions, facilities, services, or activities. Knows how to provide concise and accurate directions. Makes reservations and obtains tickets for flights, the theatre, or special events.

Organizes special functions such as VIP cocktail receptions. Arranges for secretarial services. Good through knowledge of property management software (PMS) or hotel reservation software.

CONCIERGE DUTIES AND RESPONSIBILITIES:

- Develops a strong knowledge of the hotel's facilities and services and of the surrounding community.
- Provides guests with information about attractions, facilities, services, and activities in or outside the property.
- Makes guest reservations for air or other forms of transportation when requested.
- Obtains necessary itinerary tickets.
- Makes guest reservations for the theatre and other forms of entertainment when requested. Obtains necessary tickets and provides directions to facilities.

- Organizes special functions as directed by management.
- Arranges secretarial and other office services.
- To ensure a proper use of the telephone etiquette standards.



Fig 3.08 Concierge Services are important parts of hotel services

(<https://static1.squarespace.com/static/51ef28c5e4b04f8f7e2114d8/51ef28c6e4b04f8f7e2114ef/52ea601de4b0cc7da82e7063/1429636246401/827340.jpg?format=1500w>)

- To oversee the concierge operations, doormen, bellmen, valet parking and to supervise the area ensuring that all standards and procedures are fully known and followed.
- To ensure that all necessary equipment are maintained properly with sufficient stock for day to day operations.
- To ensure that all sections have proper coverage of staff at all times.
- To ensure that guest luggage records are accurately maintained and all special requests are met.
- Process and deliver messages for Guests.
- Deliver and safely storage Guest luggage.
- Stay current and up to date with all hotel services as well as daily VIP requests and special events.
- Ensure orderliness and safety guidelines around the lobby and front door areas.

- Provide support to Management as required, in cases of emergency.
- Project a professional manner with an emphasis on hospitality and Guest service.
- Maintain a clean, healthy, and safety working area.
- Coordinates guest requests for special services or equipment with the appropriate department.
- Contacts roomed guests periodically to ascertain any special needs.
- Handles guest complaints and solve problem to the degree possible.

PREREQUISITES:

Education: Minimum two year of college degree. Must speak, read. Write, and understand the primary language used in the workplace. Must be able to speak and understand the primary language used by the guests who visits the hotel.

Experience: Minimum two years sales experience, experience with a minimum of one year supervisory experience.

How to Check guest car before pick-up

Check Grooming & Personal Hygiene of Drivers:

- Drivers are the first point of contact with the guest.
- They represent the hotel and the company
- Uniform to be crisp, clean and well ironed
 - Well shaved
 - Hair and mustache to be trimmed
- Deodorant to be applied
- Shoes to be well polished
- Nails to be clipped
- No chewing of pan / gutka.
- Avoid smoking, Need to wash hands and mouth refreshments to be taken.

Check for Driver and Vehicle documents:

- Driving license
- Vehicle Registration paper.
- Validity of vehicle Insurance.
- Pen and a small note pad
- Name tag.



Fig 3.09: Guest car pick-up and drop services

https://www.ahstatic.com/photos/1404_ho_04_p_2048x1536.jpg

Check Car Condition:

- Check car service due date.
- Car to be clean and washed from outside.
- All windows / screens should be cleaned.
- Seat covers to be clean.
- Car should be smelling fresh.
- The front seat of the car should always be pulled to the front to the maximum.
- Check Tyre pressure and Wheel rim to be washed.
- Radiator coolant level.
- Fuel Level (Low / Med / Full).
- Engine oil level.
- Window washer water lever and Wiper working.
- Check A/C working condition.
- Check Music system and CD / USB as per hotel standard.

- First Aid Kit.
- Fire Extinguisher.

Check Car Facilities:

- Trip Sheet / Duty Slip
- Daily newspaper to be in place – neatly folded & placed in the back pocket of the drivers seat.
- Choice of Magazines as per hotel standard should be kept on other seat pocket.
- Local city guide book which shows places of interest map etc.
- 2 Note pad and pen to be kept in a folder.
- Car air freshener should be present.
- 2 Box of tissue paper.
- 2 bottles of mineral water(room temperature), 2 Soft drink, 4 Cold towel
- The front seat of the car should always be pulled to the front to the maximum
- Seat pockets should be cleaned.
- Coat Hangers
- Mobile Car Charges and Pins.

Check the placard:

- The board and the handle rod to be clean.
- The paper on which details are printed to be clean and free of creases & folds.
- The hotels name with the logo to be printed bold and clear.
- The full name guest to be printed with salutation and without any spelling mistakes.

Placard / Paging Board used for hotel guest pickup

A paging board or placard is always used by the hotel travel desk / concierge while picking up guests from Airport, Railway station, Bus terminals etc. This paging board has the name of the guest mentioned on it with his details.



Fig 3.10 Format of a placard

The concierge department prepares the paging board or placard during the night shift for all guests who had requested a pickup the next day by printing the arrival list with pickup request report.

Following details are printed:

- Name of guest (First + Last Name)
- Name of the company
- Flight Number
- Flight Time

Tips while preparing the placard / paging board:

- Do not use salutation if the same is not sure, as names can be misleading at times.
- Double check the spelling, as no guest will like to see their name is wrongly spelt.
- The A4 paper used for placard printing should be clean, not crumpled and also stain free.
- Always use font size between 60 to 72 depending upon the length of the guest name.

Hotel Guest Airport Pick up / Drop report format

This report is used by the Travel desk / Concierge to arrange pick up and drops for the hotel guests.

Report contains fields like Guest Name, Company Name, Arrival Flight no, ETA , Departure Flight No., ETD , Guest mobile number, Special requests etc. We give here two formats with varying degree of complexity.

	A	B	C	D	E	F	G	H	I
1		Pickup Report for date :			23-12-2018				
2									
3	SIno	Name	# Room no:	VIP Code	Arr Time	Date	Arrival Flight Details	Pickup Preference	Adults
4	1	Mr. Shasher Singh	111	VIP	14:00	01-12-2011	AI 202 @ 12:00	Pick up by Limo	1
5									
6									

Fig 3.11: Format for pickup/drop style 1 (simple)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Pickup / Drop Report for date :					12-08-2018								
SIno	Name	# Room no:	VIP Code	Adults / Child	Arr Date	Arr Time	Arrival Flight Details	Pickup Preference	Dep Date	Dep time	Departure Details	Drop Preference	Company / TA / Group	
1	Col. Sham Bahud Thapa	111	VIP	2/3	12-08-2018	13:00	AI 202 @ 12:00	Airport Pick up by BMW	17-08-2018	15:00	Via Tapowan Express	Railway station drop by Ferrari	IBM Pune	
Total No Of Pickups			1											

Fig 3.12: Format for pickup/drop style 1 (more details)

CHECK YOUR PROGRESS

Why should we check grooming & personal hygiene?

What should be checked in grooming & personal hygiene?

What should the driver be checked for?

What should be checked in the car?

What should one check on the placard?

Explain the job description for Concierge in a hotel.

Elaborate the process for Checking guest car before pick-up.

Describe the Placard / Paging Board used for hotel guest pickup.

3.09 LEFT LUGGAGE HANDLING PROCEDURE

SOP – Housekeeping – Lost and Found procedures

SOP Number: HK - 11 (SOP serial number and department code)

Department: Housekeeping – General

Date Issued: DATE THE DOCUMENT WAS CREATED

Time to Train: 30 Minutes

- An item left behind by guest either in the room or in public area identified by any staff and brought under the notice of Housekeeping is termed as “Lost and Found” item.
- There should be one dedicated location to receive lost and found items whether it is found in guestrooms, meeting rooms, public area or restaurants.
- The lost items must be secured in a locked closet or area that has highly restricted access.
- Employees are instructed to bring items to lost and found area, with valuables receiving immediate attention.
- All items received to be recorded in a lost and found register.
- All items regardless whether it is valuable, non valuable items and perishable items must be recorded on the Lost and found register.
- Items should be put in a plastic bag noting the serial number from the register, place found, date, name of the person found the item etc.
- Valuable items like Jewellery, mobile, wallets, laptops, ipads etc. must be stored in a locker.
- If the Property management system has Auto trace functionality then put a trace on the guest profile stating the there is a lost item held with the housekeeping department.
- Send Email to the guest to notify the guest about the lost item (as per the hotel policy)
- When guest calls up the hotel to ask about the lost item, only the person who maintains the lost and found register should revert to the call.
- Once the item is sent to the guest / collected by the guest authorized person an appropriate entry to be made on the system.

Sample lost and found register:

Lost and Found Register										
Sl No.	Date	Time Found	Area / Room where Item Found	Item	Description	Found By	Item collected by	Address	Date	Signature

Fig 3.13: Format of Lost and Found register

The lost and found items are classified as follows:

1. Valuable items.
2. No valuable items.
3. Perishable items.

Valuable items :

- One separate Register is maintained for Valuable lost and found items and the items are kept in a safe Deposit Locker.
- Valuable items are kept for a period of six months (as per the hotel policy),
- If there is no response from the guest, auction to be conducted.

Non valuable items:

These category items are kept for three months in safe custody after making necessary entries.

If there is no response from the looser till the time, these items are to be disposed off. Eg: To be distributed to the finder.

Perishable items:

- Perishable nature lost and found items are kept for three days.
- In case of any quarry and need to keep further is to be done accordingly.

Training Summary questions:

CHECK YOUR PROGRESS

Explain the term 'Lost and found'?

What is the process for valuable objects?

Where should the valuable items kept?

Why it is important to record all items on the lost and found register?

What is the procedure for non valuable items?

3.10 FOREIGN CURRENCY HANDLING

Currency Exchange receipt format and procedure in hotels

Foreign currency exchange and travellers cheque exchange is a facility offered to their guests by the hotel. Usually hotels have tie-up with authorized currency exchange dealers like Thomas Cook etc. and do the exchange on their behalf after procuring license for the same.

These dealers send currency exchange rate to the hotel on a daily basis, which is updated on their software and also displayed on the cashier desk.

Some hotels provide this facility only for in-house guest, this can also depend upon the government regulation on that particular region where the hotel is located.

Hotel may also charge a commission percentage on top of the normal exchange rate as a fee to the service provided to the guest.

FORMAT

ECR

(To be issued by Restricted Money-changer on official letter-head indicating name and address)

(Valid for three months from the date of purchase of foreign currency)
RBI Licence No.

Encashment Certificate

Serial No.

Date:

We hereby certify that we have purchased today foreign currency from holder of Passport No.
(Name of the person)
Nationality and paid net amount in rupees after adjusting the amount towards settlement of bills for goods supplied/services rendered as per details given below:

A. Details of Foreign Currency Notes/Coins/Travellers Cheques Purchased

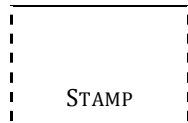
Currency purchased (indicating clearly notes and travellers cheques separately)	Amount	Rate	Rupee equivalent
(1)	(2)	(3)	(4)

B. Details of adjustments made towards settlement of bills for goods supplied/services rendered

Bill No./s	Date/s	Amount

(1)	(2)	(3)

C. **Net amount paid in rupees:** Amount in words (Total under A minus Total under B)



.....

(Signature of Applicant/Authorised Official)

(First holder/Power of Attorney holder)

Name:

Designation:

Registration No:

NOTE: This certificate should be preserved by the holder to facilitate reconversion of the rupee balance, (out of the amount stated at C) if any, into foreign currency at the time of departure from India and/or for payment of passage/freight cost in rupees, if necessary.

3.11 ARRIVAL AND DEPARTURE REPORTS

Arrival Report format used in hotels



Fig 3.14: Guest Arrival

An arrival report used in to check the Expected guest arrivals to the hotels on any given date.

This report is to be designed to give arrival guest details like, Arrival Date, Arrival time, room blocked, VIP code, Any special guest specific request or room specific requests etc.

Arrivals: 30-01-2019									
Name	Room No:	Room Type	Arrival Time	Departure Date	Adults/Child	RateCode	Room Rate	VIP	Reservation Status
Col Jung Bahadur	111	MIIT2	11:00	31-01-2011	02-Mar	RLBAR01R	21,020.00	Y	Confirmed
Total Rooms: 1									
Total Adults/childr.: 2 / 0									

Fig 3.15: Arrival Report Format

Departure Report Formats

A Departure report is used to track the expected departures for any given date.

Report mainly contains the Guest Name, Room number, Departure Date and time, Billing instructions, Aripport transfer details etc.

Departure Report for :																		
Sr No	Room No	Reserva tion No	Guest Name	ROOM TYPE	Adlt. / Child	Arrival Time	Departure Time	Currency	Price	Rate code	Balance	Stat.	Group Name	Company Name	Travel Agency	Source Name		
1	111	33353	Mr. David Camron	STD	1/2/	30-01-2019 12:00	31-01-2019 16:00	INR	2000	XYZ	20000	GTD Credit Card						

.Fig 3.16: Departure report format

CHECK YOUR PROGRESS

- Explain the procedure for handling foreign exchange.
- Describe the guest arrival report with its importance.
- Explain the guest departure report with its format.

3.12 COMMUNICATING WITH GUESTS

Your hotel staff may have come to you with a wealth of knowledge in the customer service industry or a heap of amazing people skills, but it's important to have all of your employees on the same page. They may have come from different backgrounds of work, so you want every member of staff to have the same principles. Your receptionist may have previously worked in a 5* Hotel, but that particular 5* Hotel could do things differently to yours. Train *all* of your employees to your standards. Of course when hiring new staff you will want the best and most experienced but you will also have to show them how things work, the ins and outs of the everyday tasks at *your* hotel and how they differ to the last job they had.

No matter what part of the hotel your employee is working in, there should be an overall common standard of excellent customer experience. Set out standard processes and procedures to follow in

daily situations that arise, making sure all of your staff deal with things in the exact same manner. Give your guests a steady, consistent experience throughout their stay.



*Fig 3.17: It is important to maintain eye contact and polite etiquets while communicating with guests
(https://c1.staticflickr.com/9/8205/8230232529_54c79d74be_b.jpg)*

Encourage Your Staff To See Everything From Your Guests' Point Of View – Ask them what way they would expect to be treated in a hotel. Can your staff say that everything went perfectly and there was no need for complaint in any way from the customer through their entire stay? Unless there is something completely out of their control, your guests should have no reason to speak negatively about your employees.

Keep It Consistent – Make sure that every member of staff interacts with guests on the same level. Your front of house staff shouldn't be the only ones with 5* manners and appearance. If a guest happens to be speaking with laundry staff, housekeeping, if they run in to someone from your accounting department around the property, they should be greeted and treated the same as if it were an interaction with a receptionist, spa therapist or waiter. Everyone should have the same vision. Consistency is key!

Staff Etiquette – Speaking of manners and appearance, your hotel staff should carry themselves in a way that makes them approachable at all times. Provide your staff with a clear dress code or uniform. Your employees should look presentable and fresh at all times. They are there to make sure the customers stay exceeds expectations, having rude or scruffy staff isn't going to make a great impression. The type of service your guests receive will determine their future relationship with your hotel. It may also determine the future guests, word of mouth can work in your favour or against it!

Customer Communication – At the heart of customer service is communication, at all levels. All staff should be trained to be calm, accommodating and supportive to all guests, at all times. Every member of staff should be trained to deal with any situation that may arise. They need to learn how to deal with both easy going and hard to deal with customers. You don't want your employees to be caught off guard with a scenario that they may not be able to handle. Constant development of skills in this area should be a priority.

Be Personal – Content guests turn in to loyal guests. Guide your staff to provide a top class service from the moment of booking to the time your guests check out. Emails sent back and forth and any phone calls to customers should be seen to with the same amount excellent service as in-person communication. If you have a return guest, make sure your front of house staff are up to speed with their preferences of room etc before arrival. Little personal touches like this will keep your customers with you and not sway to the dark side of your competition!

CHECK YOUR PROGRESS

Explain the various points to be remembered while communicating with guests.

Discuss the importance of encouraging the staff to see everything from your guests' point of view.

Elaborate the importance of being personal.

Explain the importance of keeping communications consistent.

3.13 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. Describe four concepts on which registration process is based.
2. Explain various types of registration records.
3. Elaborate on the advantages and disadvantages of Bound Book Register.
4. Elaborate on the advantages and disadvantages of Loose Leaf Register.
5. Elaborate on the advantages and disadvantages of Individual guest registration cards.
6. Describe the various documents generated in the registration process
7. Discuss the types of registration systems.
8. Describe the various creative options in registration.
9. Explain the Self-registration process.
10. Elaborate the steps in registration process.
11. What are rules for communicating the foreigner guest to the authorities?
12. What is the procedure for registering a F.I.T. guest?
13. What is the C form?
14. What is the process of handling situation DNS (Did Not Stay)?
15. Explain the process of handling the situation of DNA (Did Not Arrive).
16. Discuss the process of handling the situation of RNA (Registered Not Assigned).
17. Elaborate the process of handling the situation of PIA (Paid In Advance):
18. Explain the process of handling the situation of No Information.
19. Discuss the process of handling the situation of Signature check in.

20. Describe the process of handling the situation of when guest cannot be accommodated.
21. Explain the arrival standard operating procedure.
22. Elaborate the free independent traveler arrival procedure.
23. What all details to be noted down while taking a guest request?
24. Why it is important to repeat the message / request with the guest?
25. Why it is required to follow up with the task owner?
26. What are the tips for handling guest complaints?
27. Whom to be reported in case the problem is out of your authority?
28. Explain how incoming mail is handled at the hotel.
29. Elaborate on the process of handling outgoing mail.
30. Explain the guidelines of handling guest complaints.
31. Explain how using guest complaint form helps in resolving the issues.
32. Why should we check grooming & personal hygiene?
33. What should be checked in grooming & personal hygiene?
34. What should the driver be checked for?
35. What should be checked in the car?
36. What should one check on the placard?
37. Explain the job description for Concierge in a hotel.
38. Elaborate the process for Checking guest car before pick-up.
39. Describe the Placard / Paging Board used for hotel guest pickup.
40. Explain the term 'Lost and found'?
41. What is the process for valuable objects?
42. Where should the valuable items kept?
43. Why it is important to record all items on the lost and found register?
44. What is the procedure for non valuable items?
45. Explain the procedure for handling foreign exchange.
46. Describe the guest arrival report with its importance.
47. Explain the guest departure report with its format.
48. Explain the various points to be remembered while communicating with guests.
49. Discuss the importance of encouraging the staff to see everything from your guests' point of view.
50. Elaborate the importance of being personal.
51. Explain the importance of keeping communications consistent.

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UNIT 4 THE GUEST DEPARTURE AND POST DEPARTURE SERVICES AT FRONT DESK

4.00 BEFORE WE BEGIN

Accounting section of any business or organization tracks, records, and manages the financial transactions of the business with its customers and clients. The accounting department handles the financial health and tracks the performance of any business directly. It is helpful for the management to take appropriate decisions.

When it comes to a hotel business, accounting is managing expenses and revenue. It provides a clear information to the guests thereby avoiding any unpleasant surprises to the guests. Let us know more about the accounts section of front office.

The hotel is a business enterprise and hence, it has to have system and procedures for accounting the income and expenditure. The accounting system of hotels is formulated to record the income from the various sources like restaurants, selling of rooms, etc. The special features of the accounting processes and the principles of accounting for hotel front office is narrated in this unit.

4.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the various types of financial transactions encountered by a guest with a hotel
- Explain the objectives of a Front Office Accounting System
- Explain what is meant by accounts, folios, ledgers, vouchers, POS.
- Distinguish between the concepts like guest accounts and city accounts; cash advances and due back; cash bank and net cash receipts; account allowance and account correction, city and guest ledgers, vouchers and folios.
- Explain how guest accounts are created and maintained.
- Elaborate on the after departure activities
- Discuss the check out and settlement processes

4.02 THE FINANCIAL TRANSACTIONS BY A GUEST

A guest makes financial transactions throughout his guest cycle. We will now see how.

1. PRE-ARRIVAL: At the time of making reservation an advance is received to confirm or guarantee the reservation. The track of payments and deposits is systematically taken care of.

2. ARRIVAL/CHECK-IN: The various formalities are completed to form a contract between hotel and the guest. Signing of guest registration card by the guest and issuing of welcome card/ key card by the hotel to guest is a part of the contract signed between hotel and the guest. Room rent, meal plan, tax at registration is agreed upon. The bill folio is opened immediately on arrival and the opening telephone meter reading is noted in case of hotel is extending direct dialing facility from the guest room.

3. DURING THE STAY: A guest signs various bills (vouchers) and these are debited to his weekly bill (bill folio). In case of groups, a master bill is raised for all the group members. Usually a consolidated bill/ master bill is made for room rent only which is settled by the group leader and for extras individual bill folios are opened for all members of the group so that the individual bills can be presented to them for settlement. At times hotel pays on behalf of the guest and visitors paid out voucher is raised and debited to his account. Guest also deposits an advance during the stay towards his room account.

4. CHECK-OUT: At the time of check out, the hotel bill is either settled in cash or it can be settled by signing and transferring to city ledger/non guest account.

5. POST CHECKOUT: Non guest accounts are properly maintained at respective city ledgers and their payment schedules are monitored by the able staff of accounts department, either managed by front office cashiers or by the accounts department.

A guest makes various types of payment in connection with his stay at the hotel. Let us see some specific types of payment situations.

Visitor's paid out/cash paid out: Hotel at times pays on behalf of the guests. When a guest connects directly from foreign country, he may not be having Indian currency and hotels pays on behalf of the guest to taxi driver for his fare from airport to the hotel and debits the guests account with the same amount. Visitors paid out payments are made from the impressed or float issued to front office cashier. During the stay, a guest may ask hotel to buy tickets (air, rail, cinema, etc.) and also pays from the hotel account as guest is instructing on phone. Hotel pays on behalf of the guest debits his account (bill/folio). Before debiting the guests account a visitors paid out voucher is raised, signed and approved by the authorized person from the hotel, guest is also requested to sign (guest can sign when he comes to reception).**Paid-outs are the payments made by the hotels on the behalf of the guest.**

Restaurant Bills/Debit vouchers: During the stay guest avails various services. Usually he does not pay in cash and instead signs the bills for the services. These signed bills are referred as debit vouchers. The guest's name and room number is written on the bill and sent to the front-office. In case of fully computerized hotels, restaurant cashier posts the guest's bill on his computer and simultaneously the bill is also posted to respective guest's master folio at front office and the charged bill/voucher can be sent to front office for records purposes. In case of manual system of accounting, the restaurant cashier sends the charged bill to front office either manually or dispatches through pneumatic tube.

Tips/Service charge: It is customary to pay cash as tip to waiter. Guest staying in the rooms find it convenient to debit their bills with tip amount. When the bill is presented to guest for settlement, guest at times add cash to be paid to waiter on his behalf as tips. The tips are immediately paid in cash to waiter and the amount is debited to guest account. The guest settles the bill along with the tip amount either at the time of check-out or subsequently. The tip amount is shown separately in the restaurant sales summary sheet from the food and beverage sale. While posting this bill at front office bills department to guest's account the total amount of the bill/cheque/voucher is debited to the master bill/ bill folio.

CHECK YOUR PROGRESS

Discuss the various instances of financial transactions which a guest has with a hotel where she or he stays.

Explain the concept of paid-out.

Elaborate on the service charges which the guest pays to a hotel and how it is recorded in the folio.

4.03 THE FRONT OFFICE ACCOUNTING SYSTEM

We saw that a guest makes various types of payment to the hotel in exchange to the various goods and services, which he or she receives from the hotel. A system is required at the hotel to record how much service was rendered to a guest at what charges and how much payment was received or is expected to be received from a guest or from all the guests. If you do not have a reliable and robust system for this purpose, the customers may not pay you for the services which you have provided them and you will end up in a soup. Also, this information helps you understand the status of your financial soundness. You will need to pay for the consumables which you purchase, the payments to your employees and other charges. If you know the status of the occupancy and amount which you receive or are likely to receive you may take various managerial decisions.

The Front Office Accounting System is the part of the accounting system which the customer sees. There is another facet of the hotel accounting system which is not visible to the customer which we call as the Back Office Accounting System. The back office accounting system feeds on the front office accounting system and reports to the management of the hotel. We will be concentrating on the Front Office system only.

What is Front Office Accounting?

It can be said that front office accounting system creates, operates and maintains accurately account files for both guest and non-guest accounts. During the entire guest cycle front office cashier/accountant tracks financial transactions and records all transactions in proper ledgers and collects payment either at the time of checkout or transfers the guest ledgers to city ledgers and subsequently collects the payment. During the entire cycle both the internal control and daily night auditing is carried out to ensure the correctness of accounts. Public limited hotels require statutory auditing by chartered accountant and audited reports are made public. A proper receipt is issued for all cash receipts. The cash receipt book is serial numbered and it contains minimum of three copies. The original is handed over to the guest as his receipt, the first carbon copy is sent to control department the third copy is sent to accounts department.

It is a systematic process in which the front office accounting staff identifies, records, measures, classifies, verifies, summarizes, interprets, organizes, and communicates financial information for a hotel business.

A front office accounting system monitors and prepares charts the transactions of guests and businesses, agencies and other non guests using other hotel services and facilities.

The front office's ability to perform accounting tasks in an accurate and complete manner will directly affect the hotel's ability to collect outstanding balances.

An effective front office accounting system captures and records guest data during each stage of the guest cycle. During the pre arrival stage, a front office accounting system captures data related to the type of reservation guarantee and tracks prepayments and advance deposits. When a guest arrives at the front desk, the front office accounting system documents the application of room rate and tax at registration

Objectives of Front Office Accounting System

The objectives of accounting system are:

- To handle transactions between the guests and the hotel accurately.
- To track the transactions throughout the guest's occupancy.
- To monitor the guest's credit limit.
- To avoid possibility of any fraud.
- To organize and report the transactional information.

Responsibilities of Front Office Accounting System

The front office accounting system is responsible for:

- Creating and maintaining an accurate accounting record for each guest or non-guest in the hotel
- Tracking all financial transactions throughout the guest cycle
- Ensuring internal control over cash and non-cash transactions
- Recording settlement for all goods and services provided

A front office accounting system

- Creates and maintains an accurate accounting record for each guest or non guest account.
- Front office accounting system tracks financial transactions through the guest cycle.
- Front office accounting system ensures internal control over cash and non cash transactions.
- Front office accounting system records settlement for all goods and services provided.

The front office accounting system shall be customized and tailored to track each hotel's needs. Therefore, no two hotels have exactly the same front office accounting systems.

We generally follow two types of accounting system:

a) Fully automated accounting system and b) Semi automated accounting system.

a) Fully automated: In a fully automated hotel, the information from the reservation department and from the reception department is transferred to an electronic folio. Electronic folios are automatically cross referenced with the guest with the guest registration card through local area network. Software has been developed which automatically opens a bill folio on registration of a guest and it also records the telephone meter reading. In this system there is only one column of the amount if amount is debited then a sign of '+' is affixed before the amount and in case of credit the sign of '-' is printed before the amount. there is no need to pick up the balance as the balance is automatically transaction

are just handled once and the computer automatically records the transaction in the respected accounts. This helps in controlling the errors in posting significantly.

b) Semi automated accounting system: In Semi automatic accounting system, a bill folio is specially designed depending upon the system used. All vouchers are posted with the help of accounting machine. For each transaction room number to be updated is selected, the old balance is picked up then date, department/reference number, amount of the transaction is entered. The balancing and posting to visitors tabular ledger/ day book is done simultaneously by the machine. After each transaction the balance of the bill is shown in the balance column. The debit balance is the money owed by the guest to the hotel and the credit balance means that the guest has paid more in advance than the bill due to him and the balance is to be returned to the guest.

CHECK YOUR PROGRESS

Explain the objectives of the Front Office Accounting System.
Explain the functions of the Front Office Accounting System.
Explain the responsibilities of the Front Office Accounting System.
Explain the concept of the Front Office Accounting System.
Explain the concept of the Fully Automated Front Office Accounting System.
Explain the concept of the Semi Automated Front Office Accounting System.

4.04 ACCOUNTS

A Definition

An account (in book-keeping) refers to assets, liabilities, income, expenses, and equity, as represented by individual ledger pages, to which changes in value are chronologically recorded with debit and credit entries. These entries, referred to as postings, become part of a book of final entry or ledger. Examples of common financial accounts are sales, accounts receivable, mortgages, loans, PP&E, common stock, sales, services, wages and payroll.

A chart of accounts provides a listing of all financial accounts used by particular business, organization, or government agency.

The system of recording, verifying, and reporting such information is called accounting. Practitioners of accounting are called accountants.

Alternate Definitions

a) An account is a form on which financial data are accumulated and summarized. An account may be imagined as a bin or container that stores the results of various business transactions. The increase and decrease in an account are calculated and the resulting monetary is the account balance.

b) An account is a set of all transaction between a client (who may be a guest or a group of guest or a sponsor of guests) and the Service Provider (Hotel). This set of transactions may be summarized on a folio or statement of account.

In the domain of front office accounting, the charges are entered on the left side of the 'T'. They increase the account balance. The payments are entered on the right side of the 'T'. They decrease the account balance.

In the simplest form, a front office account resembles English alphabet 'Block-T'.

Account Name	
Charges	Payments

The most widely used representation of accounts is the T-Account, which summarizes debit entries on the left-hand side and credit entries on the right-hand side.

Alternately a pass-book style of folio may also be used which will list all the payment and charges for a day like a bank passbook.

HOTEL HARIKRUPA INTERNATIONAL NASHIK

Room No

119

Guest Name Col. Veer Pratap Singh



Date	Description	Charges	Payment	Balance	
12-12-2019	Deposit		3000	3000	Cr
13-12-2019	Rent	1000		2000	Cr
13-12-2019	Lunch	80		1920	Cr
13-12-2019	Dinner	100		1820	Cr
13-12-2019	Tea	10		1810	Cr
13-12-2019	Snacks	15		1795	Cr
14-10-2019	Rent	1000		795	Cr
14-10-2019	Lunch	80		715	Cr
14-10-2019	Dinner	100		615	Cr
14-10-2019	Tea	10		605	Cr
14-10-2019	Snacks	15		590	Cr

Fig 4.01: Bank passbook type of record maintain for a guest account

An Account is a form on which financial data are accumulated, summarized and brought to its ending balance. Moreover, all accounts shall have two entries referred to as Debit (dr) (or charges) versus Credit (cr) (or payments).

An account may be imagined as a bin or container in which the results of various business transactions are stored. The increases and decreases in an account are calculated and the resulting monetary amount is called as account balance. Any financial transaction that occurs in the hotel may affect several accounts. Front office accounts are recordkeeping devices to store information about guest and non-guest financial transactions.

Hotels operating under the manual system get use of journal forms to account for different front office accounting transactions.

An account is a form on which financial data are accumulated and summarized. It is a record of charges and payments. Adding a charge or payment to the account is called posting to the account. A charge that is posted to a customer is called a debit, and a payment is called a credit. When a debit is posted, the amount of the debit is added to the account. When a credit is posted, the amount is subtracted. The additions and subtractions in an account are calculated and the resulting amount is the account balance

As far as front office accounting is concerned, there are two major types of accounts widely used:

a) Guest accounts describe all charges and payments of guests who are already registered at the hotel.

The final transaction between a guest and the hotel is called guest accounts. At the time of guaranteed reservation or check-in the guest accounts are created.

A guest account is a record of financial transactions which occur between a guest and the hotel. Guest accounts are created when guests guarantee their reservations or when they register at the front desk. During occupancy, the front office is responsible for and records all transactions affecting the balance of a guest account. The front office usually seeks payment for any outstanding guest account balance during the settlement stage of the guest cycle. Certain circumstances may require the guest to make a partial or full payment at other times during the guest cycle. For example, if the front office is to enforce the hotel's house limit, guests who exceed that limit may be asked to settle part or all of the outstanding balance. When there is a house limit, account settlement action is initiated when the account balance exceeds a predetermined limit, not at the time of check-out.

b) Non-guest (house or city) accounts: describe all charges and payments of non-guests. To illustrate, a potential guest sending a certain deposit to guarantee a reservation is a non-guest. Moreover, charges and payments of guests who checkout with any method of payment other than cash, shall be opened a non-guest account. Lastly, visitors and employees with charge privileges shall be opened non-guest accounts.

A hotel may extend in-house charge privileges to local businesses or agencies as a means of promotion, or to groups sponsoring meetings at the hotel. The front office creates non-guest accounts to track these transactions. These accounts may also be called house accounts or city accounts.

Non-guest accounts are also created when a former guest fails to settle his or her account at the time of departure. When the guest's status changes to non-guest, the responsibility for account settlement shifts from the front office to the back office {accounting division}. Unlike guest accounts, which are compiled daily, non-guest accounts are normally billed on a monthly basis by the hotel's accounting division.

Let us see the difference between these two concepts.

Guest Account	City Account
<p>It is the record of financial transactions between the guests and the hotel.</p> <p>Record of all financial transactions that occur between the guest and the hotel when they guarantee a reservation or they are registered at the Front Office</p>	<p>It is the record of financial transactions between the non-guests and the hotel.</p> <p>Refers to all in house charged privileges extended to local businesses or agencies for eg. Banquets & conferencing facilities. These are also created when a former guest fails to settle his bill at the time of departure & the onus to retrieving the balance amount shifts from Front Office to Accounts Dept.</p>
It is created at the time of reservation or registration.	It is created when a guest fails to settle the bill completely at the time of check-out.
It is maintained by the front office completely.	It is maintained by the Accounts section in back office.
It records all financial transactions of a guest from check-in till check-out.	It records financial dues not paid or partially paid by the guests at the time of check-out from the front office to the back office.
Guest account is compiled on a daily basis.	City account is compiled on a monthly basis.

Computers have replaced the use of these T accounts. However the principle behind usage of accounts remains same.

Rectification of bills/folios: Though hotel staff is careful enough to debit and credit the guest bill properly but still some times due to oversight or any other reason guest is over charged or under charged. Over charged bill if presented and paid by guest can create more negative reputation for the hotel. The wrong charging of bills is due to posting error, over charging by mistake, dissatisfactory service, wrong posting of rates, posting a voucher to wrong room etc. The rectification of bills can be done either by correction or by allowance.

Correction: If the mistake is discovered before closing the account for the day then it can be rectified by correcting/ altering the amount. This method cannot be used if the mistake is discovered on the next day. Correction voucher is prepared and authorized by manager before rectifying the error. Sample format of correction voucher is given below.

Allowance: In case the mistake is discovered on the next day to rectify the mistake the allowance voucher is prepared and authorized by a manager. In case guest has been charged and rebate is to be given then credit allowance voucher is prepared and on the contrary if guest is under charged then debit allowance voucher is seen to accounts department and control department.

Credit Monitoring: The front office and accounts department must monitor guest non guest accounts to ensure they remain within house limit. Hotels extend credit to all guests whether known or unknown. All guests who check in and have enough luggages are usually not asked to pay in advance. The guests are required to settle their bill at the time of check-out. But in case the credit limit during the stay of a guest if crosses the house limit then he is requested by the management to deposit cash.

CHECK YOUR PROGRESS

Discuss the concept of account.

Elaborate on the types of accounts used in Front Office.

Discuss the T- form of recording the transactions in an account.

Explain the passbook type of account statement.

Elaborate on Rectification of bills/folios

Explain the concept of Correction as used in Front Office accounting procedure

Discuss the idea of Allowance as used in Front Office accounting procedure

Elaborate on Non-guest accounts as used in Front Office accounting procedure

Explain the concept of Credit Monitoring as used in Front Office accounting procedure

4.05 FOLIO

Front office transactions are charted on account statements called folios. A folio is a statement of all transactions (debits and credits) affecting the balance of a single account. A folio is a statement of all transactions (i.e. debits and credits) affecting the balance of a single account. At Checkout, any guest folio should be balanced to 0 through full cash payment, credit card transfer, personal check transfer, special program transfer, and direct billing transfer.

The process of recording the entries on the folio is called '**Posting**' of transactions. There are two basic types of postings –

- **Credit** – They reduce the guest's outstanding balance. These entries include complete or partial payment, or adjustments against tokens.
- **Debit** – They increase the outstanding balance in the guest account. Debit entries include charges under restaurant, room-service, health center/spa, laundry, telephone, and transportation.

The correct way of maintaining folios starts with proper posting, which is the process of recording transactions on a folio (i.e. proper folio, proper location and proper amount)

Under the manual, semi automated and fully automated systems, folios are called hand-written folios, machine-posted folios, and computer-based electronic folios respectively. Moreover, all folios shall have a unique serial number for internal control and storing purposes.

In the front office department, there are five common types of folios used:

1. **Guest Folios** – Accounts assigned to individual guests or guestrooms.

2. **Master Folios** – Accounts assigned to more than one guest or guestroom, usually applicable for group accounts.
3. **Non-Guest or Semi-Permanent Folios** – Accounts assigned to non-guest business or agencies with hotel charge purchase privileges.

GUEST FOLIO			
HOTEL ABC		Mr./Mrs., _____	Room No. _____
TEL NO. _____		address _____	
1		Bill No.	A/C No.
2			
3			
4			
5			
6			
7			
8			
9			
10	WELCOME BACK		
11	REGISTRATION NO.		
12	NATIONALITY		
13	NO. OF PAX		
14	ARR. DATE.....	DEP. TIME.....	
15	ARR. TIME.....	DEP. TIME.....	
16	telephone reading		
17	TO		
18	FROM		
19	T. CALLS		
TARIFF AND PLAN		ROOM NO.	
CHARGED TO-----			
BOOKED BY-----			
RECEPTION	MANAGER	CASHIER	DEP. DATE: DEP. TIME:
BILLS ARE DUE ON PRESENTATION			signature of the guest.....

Fig 4.02 A Guest Folio

4. **Employee Folios** – Accounts assigned to employees with charge purchase privileges.
5. **Split Folios** – Accounts assigned to a guest on his/her request to split his/her charges and payments between two personal folios – one to record expenses to be paid by the sponsoring business company and the other to record personal expenses to be paid by the guest. In this case two folios are created for the same guest.

Apart from the above mentioned common folios, front office department get use of some other types of folios such as A-type, B-type, C-type, D-type, and E-type folios.

CHECK YOUR PROGRESS

- Discuss the concept of folio.
- Elaborate on the concept of posting, credit and debit.
- Discuss the T- form of recording the transactions in an account.
- Discuss the concept of Guest Folios.
- Discuss the concept of Master Folios.
- Discuss the concept of Non-Guest or Semi-Permanent Folios.
- Discuss the concept of Employee Folios.
- Discuss the concept of Split Folios.

4.06 VOUCHERS

Vouchers depict the details of the transaction information gathered at the source of transaction and is, hence, a supporting documents used only for internal control purposes.

A voucher details a single transaction to be posted to a front office account. This document lists detailed transaction information gathered at the source of the transaction. The voucher is then sent to the front office for posting onto the guest folio.

Usually any service or goods brought on credit by the guest has to be supported by a voucher.

Below are some of the commonly used vouchers in the hospitality industry:

- a) Cash vouchers
- b) Credit card vouchers
- c) Charge vouchers
- d) Transfer vouchers
- e) Paid-out vouchers
- f) Correction vouchers
- g) Allowance vouchers

HOTEL HARIKRUPA INTERNATIONAL NASHIK
PAYMENT VOUCHER



Date
PV No
Amount
Amount (words)

To:
Mode of payment Cash
 Cheque No
 Date
 Bank

Being:

Payee

Approving officer
Paid by
Signature

Fig 4.03: Payment Voucher

Types of voucher:

- Charge vouchers such as Restaurant/ Bar check
- Cash advance/Paid out voucher
- Allowance vouchers and Correction vouchers
- Cash Vouchers

A voucher details a transaction to be posted to a front office account. There are several types of vouchers used in front office accounting system:

1. **Cash Voucher** – A voucher used to support a cash payment transaction at the front desk.
2. **Charge Voucher** – A voucher used to support a charge purchase transaction that takes place somewhere other than the front office.

ALLOWANCE VOUCHER

No: _____

Date: _____

Name: _____ Room A/C No : _____

Detailed explanation	Amount	
	Rs.	Rs.
Rupees in words		
Total Rs.		

Fig 4.04: Allowance Voucher

3. **Allowance Voucher** – A voucher used to support an account allowance.
4. **Cash Advance Voucher** – A voucher used to support cash flow out of the hotel, either directly to or on behalf of the guest.
5. **Correction Voucher** – A voucher used to support the correction of a posting error which is rectified before the close of business on the day the error was made.
6. **Credit Card Voucher** – A form designated by the credit card company to be used for imprinting the credit card and recording the amount charged.
7. **Paid-Out Voucher** – A voucher used to support the cash disbursed by the hotel on behalf of a guest.
8. **Transfer Voucher** – A voucher used to support a reduction in balance on one folio and an equal increase in balance on another. Transfer vouchers are used for transfers between guest accounts and for transfers from guest accounts to non-guest accounts when they are settled by credit cards.

9. **Travel Agency Voucher** – In travel agent guaranteed reservation, the travel agent forwards a voucher to the hotel as proof of payment and guarantees that the prepaid amount will be sent to the hotel when the voucher is returned to the travel agency for payment.

Let us see the difference between a voucher and a folio.

Voucher	Folio
It gives details of a single transaction to be posted at the Front Office. For Eg. A florist or a gift shop might not have provision of posting a particular transaction into a registered guest account. They can send use voucher to notify the FO of guest charge privileges that need posting.	Refers to the statement of all transactions (debits & credits) affecting the balance of a single account. This may include all non guest or guest accounts.
It gives all the information about the transaction gathered at the source of transaction.	This gives details of all the transactions under a particular account. All transactions that increase or decrease the balance.
It can be safely said that the voucher accounts for a single posting.	Whereas a folio lists out all the postings in an account.
Types of Vouchers are cash vouchers, charge vouchers, transfer vouchers, allowance vouchers & paid-out vouchers.	Some of the types of Folios are Guest folios, Master folios, Non-guest or Semi Permanent Folios, Employee Folios, Room folios & Incidental folios.

CHECK YOUR PROGRESS

- Discuss the concept of voucher.
- Elaborate on the types of vouchers.
- Discuss the importance and function of a voucher.
- Elaborate on distinction between folio and voucher.
- Discuss the concept of **Transfer Voucher**.
- Discuss the concept of **Cash Voucher**.
- Discuss the concept of **Charge Voucher**.
- Discuss the concept of **Allowance Voucher**.
- Discuss the concept of **Cash Advance Voucher**.
- Discuss the concept of **Correction Voucher**.
- Discuss the concept of **Credit Card Voucher**.
- Discuss the concept of **Paid-Out Voucher**.
- Discuss the concept of **Travel Agency Voucher**.

4.07 POINT OF SALE (POS)

A point of sale is the location at which goods or services are purchased; sometimes called a revenue center. Moreover, due to technology breakthrough, some non-traditional point of sales emerged such as in-room movie and in-room vending service systems.



Fig 4.05: Point of sale software

Since charges are usually incurred at remote points of sale, and guest and non-guest folios are maintained at the front office department, posting of different guest and non-guest charges shall be performed. An electronic transfer ensures this, under the fully automated system. Under manual and semi automated systems posting shall be done by a physical submission of different vouchers to the front office department.

When posting charges, the following items shall be considered:

- a) Amount of the charge
- b) Name of the point of sales outlet
- c) Room number and name of the guest
- d) Brief description of the charge
- e) Guest signature and employee identification

4.08 LEDGERS

The front office ledger is the collection of front office account folios, which usually include guest ledgers (i.e. charges and payments of all guests staying at the hotel).

At any moment in time, the account receivable includes the addition of guest ledger and non-guest ledger (or city ledger) which refers to charges and payments of all non-guests.

Ledgers used at the front desk

A front office ledger is a collection of front office account folios. There are two main types used at the front desk

1} Guest ledger {Transient ledger/front office ledger and room ledger} Guest ledger is the total set of all account folios of guests registered in the hotel {in-house guest} hence any debit entry to the guest

folio will not only increase the guests balance but will also increase the net outstanding balance of the guest ledger.

2) City ledger {Non-Guest Ledger}

City ledger records all accounts that do not belong to resident guests. At the time of check out if the resident guests outstanding balance is not brought to zero , the same is transferred from the guest ledger to the city ledger.

At the time of account transfer, the responsibility for account collection shifts from the front office to the accounting division (back office).

Let's see the difference.

Guest Ledger	City Ledger
Refers to the set of guest accounts that correspond to registered guests or guests who have sent advance deposits.	Refers to the set of non guest accounts. For eg., if a guest account is not settled in full on check out the balance is transferred to the accounting division for collection.
Corresponds to registered or guests reserved for future	May or may not account to registered guests
Records all financial transactions of a guest.	Contains Credit card payment accounts, Company accounts, direct billing accounts, accounts of guests stayed earlier due for collection.
Also referred to transient ledger, front office ledger or rooms ledger.	It is also called Non guest ledger.
Maintained at front office	Maintained by accounting division (back office)

Accounts which are included in city ledger:

- Credit card payment accounts
- Direct billing accounts { guests' whose bill will be settled by the company }
- Airlines
- Travel agencies
- Skipper's account
- Bad cheques account { Bounced cheques of guests }
- Disputed bills account
- Retention charges account from DNA guests

Account aging:

Most of the city ledger accounts are settled within 30 days of billing which is generally satisfactory. However there will be some which will take longer than 30 days to collect . The hotel should establish methods for tracking past due accounts which may be based on the date the charges were incurred. This practice of scheduled billings is normally referred to as account aging. At large properties the accounting division monitors account aging while at smaller properties the night auditor may assume this role. An account age analysis sheet identifies which account receivables are 30, 60, 90 or more days old. Accounts lesser than 30 days old are considered current. The accounts over 30 days are considered overdue and the ones above 90 days are delinquent The front office should maintain a list

of accounts over 90 days due. Guests asking for reservation on an overdue account may be asked to pay cash or by a valid credit card until the account is considered current

CHECK YOUR PROGRESS

What are the concept , function and importance of Point of Sale?

Explain the points to be remembered while posting charged in a folio.

Describe the concept of account aging.

Elaborate the difference between city and guest ledgers.

Explain the accounts which may be included in city ledger.

Discuss the various types of ledgers.

Explain the concept of city and guest Ledgers as used in Front Office accounting procedure

4.09 CREATION AND MAINTENANCE OF GUEST ACCOUNTS:

All guest folios shall be created during the pre-arrival or arrival stage of the guest cycle. Moreover, folios might be either placed in front desk folio tray [i.e. posting tray, folio well, or bucket] or stored as an electronic guest folios in fully automated systems.

As far as walk-ins are concerned, all their guest folios are created at the arrival stage!

1- Record keeping systems:

- a) Non- automated systems: Ensured through a series of columns listing individual debit and credit entries accumulated during the occupancy stage after which and establishment of an ending outstanding balance is needed.
- b) Semi-automated systems: Under this very system, all guest transactions should be printed sequentially on a machine-posted folio. Later, the front office clerk needs to come up with the folio outstanding balance. It is extremely important here to mention that, under this very system, each account's previous balance shall be re-entered each time a transaction is posted to the folio.
- c) Fully-automated systems: All guest charges are automatically posted to an electronic folio

2- Guest charge privileges:

Potential guests who would like to have guest charge privileges shall present an imprint of an acceptable credit card or direct billing authorization at registration. Failing to do so, guests would have to pay, in full, all their charges through cash, hence called Paid-in-Advance [PIA] guests and have, hence, have no post status.

3- Credit monitoring:

guest accounts.

Elaborate on the credit monitoring system followed in keeping guest accounts.

Describe on the account maintenance system followed in keeping guest accounts.

4.10 TRACKING TRANSACTIONS

Under the manual and semi-automated systems, tracking transactions is ensured through an intensive use of vouchers. On the other hand, under fully automated systems, tracking transactions is ensured through on-line electronic transfer of transactional information from remote points of sale to the front office main frame terminal.

In accounting, a transaction is an exchange of goods and services for cash or a promise to pay. Under this very assumption, "nothing happens until a transaction occurs". This means that front office clerks shall first of all have a transaction, its supporting documents (i.e. vouchers, invoices...) to be able later to debit or credit certain accounts!

In hotels transactions might have the form of:

- a) Cash payment
- b) Charge purchase
- c) Account correction
- d) Account allowance
- e) Current transfer
- f) Cash Advance

1- Cash payment:

In this very transaction, front office clerks shall post cash payment as a credit in the guest folio. Moreover, cash vouchers shall be used as a transaction-supporting document.

2- Charge purchase:

Charge purchases represent deferred payment transactions that increase the outstanding balance of a folio account. In this transaction type, front office clerks shall use charge vouchers as a transaction-supporting document.

3- Account correction:

Account correction is used to resolve a posting error in a folio detected at the day the error is made (i.e. before the closing of the business day). In this transaction, front office clerks shall use correction vouchers as a transaction-supporting document.

4- Account allowance:

Account allowances occur because of two reasons:

- a) Either as compensation of poor service or as rebates for coupon discounts. That way, guest outstanding balance decreases.
- b) As to correct a posting error detected after the closing of the business day.

For both reasons, front office clerks shall prepare an allowance voucher as a transaction supporting document.

Let us distinguish between **Account Correction & Account Allowance**

Account Correction	Account Allowance
This is used to resolve a posting error on a folio.	This is used to decrease in a folio balance for purposes such as compensation for poor services or rebates for coupon discounts.
This is utilized to resolve an error that is detected before the night audit.	This is made when an error is detected after the night audit
This may or may not require managerial approval.	This requires managerial consent and should be properly documented.

CHECK YOUR PROGRESS

Explain how transactions can be traced in manual and automatic accounting systems.
 Discuss on the account keeping system followed in keeping guest accounts.
 Explain on the Cash payment.
 Explain on the Charge purchase.
 Explain on the Account correction.
 Explain on the Account allowance.
 Explain on the Current transfer.
 Distinguish between **Account Correction & Account Allowance**

4.11 INTERNAL CONTROL

In the hotel industry, the main purpose of internal control is to track transaction documentation, verify account entries and account balances, and to identify vulnerabilities in the accounting system. The keyword to internal control is auditing, which is the process of verifying front office accounting records for accuracy and completeness.

Below are some forms that are of extreme importance to internally control, one of the most vital assets in the hotel (i.e. cash):

1- Front office cash sheet:

The front office cash sheet lists each cash receipt or disbursement in order to reconcile cash on hand at the end of a cashier's shift with the documented transaction that occurred during the same shift.

2- Cash, house banks or petty cash:

Petty cash is the amount of cash assigned to a cashier so that he/she can handle the various transactions that occur in a particular work shift.

At the beginning of each shift, all cashiers must sign their cash banks and at the end of the shift, shall deposit all cash, checks, and other negotiable instruments in the general cashier's safe deposit box. Moreover, at the end of each shift, cashiers should watch out for cash discrepancies (i.e. any difference between front office cash sheet and the actual amounts in their cash drawers). Cash discrepancies might have the form of cash overages, shortages, or due backs

Lastly, cashiers might come up with the net cash receipt, which is:

**Amount of all cash, checks, and other negotiable instruments in cashier's drawer –
amount of the initial cash bank + all paid outs**

3- Audit control:

Along with the fact that hotels might employ internal control auditors, at least once in a year, (especially for hotels traded in the stock market) use of external certified public accountants responsible for approving hotel's accounts may be mandatory and desirable.

4.12 SETTLEMENT OF ACCOUNTS

One of the responsibilities of front office clerks is to settle guest accounts, which means the eventual collection of payment for outstanding account balances (i.e.: bringing account balances to 0). This is usually ensured either by full cash payment, transfer to an approved credit card, personal check, special program, or direct billing account.

Recall the Principles of Accounting. Any amount paid by the guest to the hotel is posted in the debit column. A debit{dr.} therefore is moneys owed by the guest to the hotel. Any money received from the guest is posted in the credit column. A credit therefore is any money paid by the guest towards settling his/her bill including advance deposits. The balance column reflects a progressive difference between debits and credits calculated on basis of the formula:

Net outstanding balance = Previous balance + Debits - Credits

$$\text{NOB} \qquad = \qquad \text{PB} \qquad + \qquad \text{DR} - \text{CR}$$

These principles are applicable to the guest folio/bill in which all cash and credit transactions are recorded for each resident guest which increase or decrease the balance of a single account. It is also called as "guest account card". In some hotels it is also called as Guest weekly bill.

The debit transactions are recorded to the left of the folio while the credit transactions are recorded to the right. The outstanding balance is calculated by subtracting the right from the left.

In the manual system the folios are maintained in hard copies in folio racks at the cashier's cabin or back office. In an automated system the folio remains in the computer and a hard copy is printed out only at the time of guest check out. Each entry into the folio is called a posting. Each posting is recorded sequentially in the folio in the order of transactions on a given date.

When an account is created, it is assigned a folio with a starting balance of zero.

A debit entry will increase the guest's outstanding balance while a credit entry will decrease the outstanding balance.

At departure the outstanding balance has to be returned to zero by cash payment or by transfer to an approved credit card or to a direct billing account,

POINTS TO REMEMBER WITH REGARD TO A FOLIO:

1. A folio is raised as soon as the guest checks in.
2. The initial outstanding balance { when it is opened } of the folio is zero
3. Details on a folio: Guest name, Room Number, date of arrival, date of departure, Room rate, address, billing instructions. Each folio has a serial no. which will help keep a control on folios for the purpose of audit.
4. The cashier is responsible for the guest folio till the guest departs.

Types of folios used in hotels:

Individual guest account card/folio: To record transactions made by an individual or independent guest with the hotel. Also called as guest folio

Group folio/master folio: One folio for the whole group and this folio is required to record all transactions made by the group { which are part of the package of the group }

Semi-Permanent or non-guest folios: In this folio the credit financial transactions made by non-resident guests with the hotel are recorded. Also known as city account card or non-resident guest account card.

Employee folio: All the financial transactions {if any} made by the employees are recorded

Permanent/ companies/airlines folio: Separate folios are maintained for all companies, agencies, organizations with whom the hotel has permanent billing arrangements.

Split Folios: Split folios are those when two guests wish to have separate accounts though they share the same room. Room charges will feature on one folio for convenience, other charges would reflect individually in split folios.

Another case of split folios is when a company executive would like to maintain two separate accounts one that is charged to his/her company while the other is to record his/her personal expenses.

4.13 CREDIT MONITORING

The front office accounting system must monitor guest and non-guest accounts to ensure that they remain within acceptable credit limits.

- Guests who present an acceptable credit card at registration may be extended credit facility equal to the *floor limit* authorized by the issuing credit card company.
- Guest and non-guest accounts with other approved credit arrangements are subject to limitations established by the front office called *house limit*.
- The night auditor is mainly responsible for identifying accounts which have reached or exceeded the fixed credit limits. Such accounts are called high risk or high balance accounts. The front office may deny additional charge purchase privileges to such accounts.

- This situation may be resolved by requesting the guest to make a partial payment or requesting the credit card company to authorize additional credit.

DIFFERENCE BETWEEN FLOOR LIMIT AND HOUSE LIMIT

	Floor Limit	House Limit
1	A floor limit is the maximum amount in the credit card charges the hotel can accept without requesting special authorization from the credit card company on behalf of a credit card holder	A House limit on the other hand a property's internal limitations established by the front office. This is the maximum limit on the amount, which the guests can charge to their accounts without partial settlement.

FRONT OFFICE ACCOUNTING SYSTEM FORMULA

Transaction postings in the front office conform to a basic accounting formula, which Previous Balance + Debits – Credits = Net Outstanding Balances

INTERNAL CONTROL IN THE FRONT OFFICE

Internal control in the front office involves:

- Tracking transaction documentation
- Verifying account entries and balances
- Identifying vulnerabilities in the accounting system

Auditing is a process of verifying front office accounting records for accuracy. Certain records are maintained to have a control in front office cash:

- **FRONT OFFICE CASH SHEET** – The front office is responsible for a variety of cash transactions affecting both guest and non-guest accounts. The front office cashiers have to complete a *front office cash sheet* that lists each receipt or disbursement of cash.
- **CASH BANK** – A cash bank is the amount of cash assigned to a cashier so that he/she can handle the various transactions that occur during a particular work shift. Cashiers should sign for their bank at the beginning of their shift and only the person who signs should have access to it.

NET CASH RECEIPTS = Amount of Cash, Checks, Vouchers etc in the Cashier's

Drawer – [Amount of Initial Cash Bank + Paid Outs]

OVERAGES – When the total of cash and checks in a cash drawer is greater than the initial cash bank + net cash receipts

SHORTAGES – When the total of cash and checks in a cash drawer is less than the initial cash bank + net cash receipts.

DUE BACK – A due back occurs when a cashier pays out more than he/she receives i.e. there is not enough cash in the cash drawer to restore the initial cash bank. This may happen when a cashier accepts many checks, or encashes large amount of foreign exchange offered by a guest during shifts. These checks and bills are deposited with other receipts and consequently the front office deposit may be greater than the cashier's net cash receipts, with the excess *due back* to the front office cashier's bank.

AUDIT CONTROL – Internal auditors should make unannounced visits to the front office cashier's desk for auditing accounting records as well as conducting spot checks of the cash bank of the cashier on duty. A report should be completed for management and ownership review.

SETTLEMENT OF ACCOUNTS

The collection of payment for outstanding account balances is called account settlement which involves bringing the account balance to zero. An account can be brought to zero balance as a result of a cash payment in full or a transfer to an approved direct billing or credit card account. All guest accounts must be settled at the time of check out.

CHECK YOUR PROGRESS

Describe internal control in Front Office Accounting system.

Explain how settlement of accounts takes place.

Elaborate the difference between floor limit and house limit

Explain the concept of **OVERAGES**.

Explain the concept of **shortage**.

Explain the concept of **due back**.

Explain the importance of **audit control**.

Explain the concept of **net cash receipt**.

4.10 FRONT OFFICE CASHIERING

Cash Banks/cash float

A cash bank is the specific amount of cash assigned to a cashier at the beginning of his/her shift so that he/she can handle the various transactions that occur during a particular workshift. The amount is to be used for making change when guests settle their accounts, processing paid outs and for providing other cash related services.

The **Bank limit** is the amount the bank should have at the beginning of the shift.

Cashiers have to sign for their bank at the beginning of their shift.

At the end of a workshift, each front office cashier is solely responsible for depositing all cash, cheques etc. The cashier has to separate out the amount of the initial bank and the place the remaining cash, cheques received in a specially designed front office cash envelope. The cashier

itemizes and records and records the contents on the outside of the envelope after which it is sealed and dropped into the front office vault in the presence of at least one other employee. Both employees are required to sign a log attesting that the drop was done and stating the time of the drop.

Net Cash Receipts :

It can be defined as the total amount of cash, cheques and other negotiable items such as prepaid coupons present in the cashier’s drawer minus the initial bank and paid-outs if any.

This term refers to the difference between what the cashier took in and what was paid out.

Let us now distinguish between **Cash Bank & Net Cash Receipts**

	Cash Bank	Net Cash Receipts
	It is an amount of cash assigned to cashier so that he can handle the various cash transactions in shift.	These are the amount of cash, cheques & other negotiable items in the cashiers’s drawer minus the initial cash bank plus advances.

Overages:

An overage occurs when after the initial bank is removed the total of the cash, cheques, negotiables present in the drawer is greater than the net cash receipts.

Shortages:

A shortage occurs when the total amount of cash, cheques and negotiables present in the cashier’s drawer is lesser than the net cash receipts.

Due back/Due bank:

A due back occurs when the cashier accepts many cheques and large bills during a shift making it difficult to replenish the initial bank without including the cheques or large bills. Front office due backs are normally replaced with small bills and coins before the cashiers next workshift thereby restoring the cash bank to its full amount.

REPORTS MAINTAINED FOR CASHIERING

A} Front office cash sheet:

Records each receipt or payment of cash done by the cashier.

It has separate columns for guest account, non-guest account and miscellaneous transactions.

The information on this sheet is used to reconcile actual cash at hand with the total of transactions at the end of the shift

All payments and receipts should be recorded in separately allocated columns of the sheet.

All receipts are recorded on one side such as money received from guests during departure or stay, from non-guests and any other miscellaneous source while cash payments such as visitor's paid out, are recorded to the other side .

B) Front office cashier's report

Each cashier whether at the front desk or any other outlet such as bar, restaurant, or any other point of sale makes a daily cash report. These reports are audited and the total cash received is combined in a daily deposit. The funds are audited by the night auditor during the night.

TYPES OF TRANSACTIONS AT THE FRONT DESK

1) Cash Payment:

Cash payments made at the front desk to reduce a guest's net outstanding balance are posted as credit transactions to the account thereby decreasing the outstanding balance of the account.

The front office uses a **Cash voucher** to support this transaction.

Only cash payments made by the guest at the front desk will appear onto the folio. When cash is paid for goods or services at a location other than the front desk, no entry will appear on the account folio. The "account" for that transaction is opened, increased and settled at that point of sale itself thereby eliminating the need of front office documentation and posting.

Personal cheques and traveler's cheques are treated as cash by the front office staff. The name address telephone number has to be preprinted on the cheque. The bank account number as well as the bank routing number should be clearly printed on the bottom of the cheque. The cheque should be endorsed with a special stamp requiring payment to the hotel only. The signature of the guest on the cheque should be verified by the cashier with a photo id proof. Finally the proof of identification should also be recorded on the check such as driver's license number.

Traveler's cheques are required to be signed by the guest at the time of handing it over to the cashier. The cashier should verify this signature against the original on the cheque

Cashiers should be sure that the payment is in local currency and not in foreign currency A small fee is charged to the guest for currency conversion.

Most hotels use a cheque guarantee service to ensure that the cheques they accept are good. When using a guarantee service, the account number, bank routing number, cheque number and the amount are provided to the guarantee service. Guarantee services charge a fee to the hotel but hotels in most cases absorb this fee as a cost of doing business. Traveler's cheques donot require guarantee services as long as the cheque is properly completed, signed, counter-signed and endorsed.

2) Charge Purchases:

Charge purchases refer to deferred payment transactions. In deferred payment transaction, the guest receives goods and services from the hotel but does not pay for them at the time they are provided. **A charge purchase transaction is a {debit} increase the outstanding balance of a folio.**

These transactions are supported by means of a charge voucher which is used for proper folio posting.

For example when a resident guest dines in one of the restaurants in the hotel he signs a check/bill {charge voucher} indicating that he will pay the amount later. The voucher is made in duplicate and one copy is sent to the front desk folio posting.

If the Point-of-sale terminals are linked to the front desk systems, the staff at the point of sale can query the front office system for guest verification, as well as post charges directly to the guest account.

3) Account Correction:

An account correction transaction resolves a posting error to the folio. By definition an account **correction is made on the same day the error is made before the close of the business** {that is before night audit}.

An account correction can either increase or decrease an account balance depending on the error. For instance, an account would need to be adjusted if the front desk agent mistakenly posted a lower than normal room rate for a particular guest room. So the account correction would increase the guests outstanding balance while if a charge higher than the normal room rate was accidentally posted to the folio, account correction would then decrease a guest's outstanding balance.

A correction voucher is used to document an account correction transaction.

4) Account Allowance:

There are two types of account allowances:

1) This type of account allowance decreases a guest's outstanding balance due to compensation of poor services or rebates or discounts. Allowances may be given to airline crew and in some cases groups. These allowances are strictly controlled and therefore need authorization from the airline or group sponsor, these sponsors give a guarantee to reimburse these amounts to the hotel upon producing the necessary documentation.

Procedure for issuing allowances:

- Get instructions from the front office manager or lobby manager {who deals with airlines}
- Check names and designations of the crew or group members and determine the allowances to be given. Build it into guest folios.
- Take out the required number of envelopes and write down the name, designation, amount of allowance and room number {if pre-registered}
- Upon arrival of the group check guest folios for the amount of allowance authorized by management. Guests claiming allowance but who donot have authorization are referred to the lobby manager.
- Ask each member eligible for an allowance for proof of identification
- Fill in details into allowance voucher.
- The voucher is signed by the lobby manger and guest and by cashier
- Hand over the original copy to the guest

- The second copy is attached to the cashier's report and filled in the paid column.
- The third copy is maintained in the Allowance voucher book

2) The second type of allowance corrects a posting error detected after the close of the business day {i.e. after night audit}. Such an error will be separately entered into accounting records of the appropriate revenue centers, thereby correcting their accounting records. In this case also an allowance voucher is filled up.

5) Account transfer:

This transaction involves two different accounts. For example when one guest offers to pay a charge posted to another guest's folio, the charge will have to be transferred one account to the other.

An account transfer may also occur when a departing guest uses a credit card to settle his/her account. The guests outstanding account balance is transferred from a guest account {folio} to a non-guest account{folio} through the transfer voucher.

6) Cash Advance/ Visitor's Paid out:

They refer to cash payments made on behalf of the guest or the management for any external services rendered to them.

Cash Advances/Paid-outs are debit transactions since they increase a folio's outstanding balance.

Such expenses are usually taxi charges, porter charges, emergency medical expenses, ticket confirmation charges, floral delivery etc.

These payments are made from the cash bank received at the beginning of the shift by the cashier.

Paid outs are only made in local currency.

Procedure for handling paid-outs:

- Confirm the name, room no. and identity of the guest
- Find out details for which the payout is being made
- Fill in details into the paid-out voucher. Every voucher is numbered to maintain control.
- Get voucher authorized by the lobby manager.
- The guest signs in acknowledgement.
- Make the payment in cash to the guest
- Fill in the details in the paid-out column of the front office cashier's report.

DIFFERENCE BETWEEN CASH ADVANCE AND DUE BACK

Cash Advance	Due Back
It is an amount of cash paid by the cashier on behalf of the guest for some expense such as taxi fare etc.	A Due Back occurs when a cashier pays out more than he or she receives. This can happen when a cashier accepts many checks and large bills during a shift.

4.11 CONTROL OF CASH AND CREDIT

The hotel industry is the only business where the guest enjoy the benefit of credit facility right from the time he comes to the hotel and where the business man whose primary objective is to collect revenue when the transaction is over is deprived of that and gets benefit only on or after the departure of the guest and that too sometimes after a period of 30-40 days in normal course. This results in the blocking of money and hence creates a situation of greater risk and this demands higher investment and hence it is important that the hotel takes some definite and concrete steps to ensure that the guest accounts will be settled in full at the agreed time therefore protecting the hotel from bankruptcy due to bad debts. The hotel should control the credit of its guest to also insure a healthy cash flow. Cash flow means the money which moves in and out of the business. The term credit control refers to the various measures taken by the hotel to ensure that the guest settle their account in full either themselves or someone else on their behalf {which may be a credit card company, airline company, corporate office, a travel agent or person} within a specified period of time.

Various steps are to be taken by different front office personnel at different stages of the guest cycle that will help in credit control.

Credit control procedures used for different guests at the front desk during check-in:

Guest paying by credit card:

- Guest is required at the time of check-in to present his credit card
- Credit card is imprinted
- Name on the card is tallied with the name on registration card
- Check expiry date of the card
- Check the hotlist to check that it is not blacklisted
- Check that the hotel accepts the type of credit card presented by the guest

CREDIT CARD PROCESS

1. Present the charge record form to the guest and receive his signature on it.
2. Check the following establish the validity of the card.
 - a. Whether credit card is accepted by the establishment.
 - b. Expiry date of card. The card should be within the expiry date.
 - c. Compare the name and the number with that calculation bulletin circulated periodically and ascertained if the credit card is black listed.
 - d. Any alternations on the card.
 - e. Compare card holders signature on the credit card with that on the charge record form.

3. With the use of an imprinter, imprint the embossed credit card number on the credit card on to the charge record form in the space provided.
4. Enter the date in the appropriate column on the charge record form.
5. Enter the amount that is being charged in the totals column.
6. If the total exchange the authorize limit , look for further instruction from general regulation.
7. Fill check or bill number in the appropriate column of the charge record form.
8. Ensure that the cheque or bill has the guest's signature and tally the signature with that on the credit card.
9. Give the guest's original copy of the charge record form and clip the other two copies with the respective cheque or bill.
10. In the case of a late charge due to which the cheque or bill is not received by the front office cashier in time, fill the shaded area on the charge record for the specific purpose. Under the column " The type of delayed change" Abbreviate the reason in word then fill the amount of delayed change and the new total amount. At no cost should figures be allotted or tampered with, the cheque or bill of the delayed change must be retained carefully by the hotel to present to the card holder should their be an inquiry.
11. The hard copy of two copies mentioned in procedure of all charge record form are collected at the end of the day and totaled.
12. The total of not more than hundred charge record forms are entered in the summary of charge records in the column grand total.
13. Using the special imprinted issued by the credit card company to the hotel, imprint the companies name and account number embossed on the plastic card on to the summary of charge record.
14. The summary of charge records is signed by the authorized representative of the establishment the appropriate box.
15. On the line provided in the summary of charge records, enter the date of summary is being forwarded.
16. Sent the summary of charge record along with all the hard copies of the individual charge record forms to the company.

Guest paying by travel agent voucher:

- Guest presents travel agents voucher at the time of check in
- These are prepaid vouchers
- These are then tallied with the record copy the travel agent has sent the hotel in advance at the time of reservation

- The receptionist will then attach this voucher to the guest registration card and then sends it to the cashier who will open the folio and mark the instruction as required on the folio

Guest checking in with tour groups

- Groups are usually prearranged and pre registered and the credit procedure is established between the tour operator and the hotel much prior to arrival
- The cashier in such a case will open a master folio in case of group charges
- The POS cashiers are informed not to make any credit sales transactions to any group member for their personal incidentals/expenses and charge cash for the same

Guests from Airlines:

There are two types of guests sent by the airlines:

Stayover guests: These guests are provided with PSO {Passenger Service Order} or MAO {Meal and Accommodation Order} which detail the services and facilities that will be provided by the hotel to such guests and the airline will pay for the same. The folio in this case will be signed by the guest at check out and the bill is forwarded to the airline company for payment

Crew: These guests have to sign their bills on checkout which are forwarded to the airline for payment. Services and facilities which are provided by the hotel and paid for by the airline are mentioned in the contract which the airline makes with the hotel

Guests having all their charges billed:

- Look through the billing instructions given at the time of reservation to check what charges are covered by guests and what charges are paid by the company.
- If the room charges are to be billed to company and other incidentals are paid by the guest himself such as laundry, food etc. confirm with the guest at the time of check in itself how he will pay his incidentals and the same instruction must be marked on the folio.
- Examples of such guests are members of FHRAI and TAAI. In such cases a split folio is used where charges are distributed into two {between company/organization and individuals} one for rooms and the other for incidentals.

Guest with scanty baggage:

- These guests are not allowed to purchase anything on credit. All payments are to be settled in cash unless well known to the hotel.
- An advance/deposit is taken from them at the time of check-in to be adjusted against room and incidental charges.
- The registration cards, folio and arrival notification slips will have APC {All payments cash}.
- A credit limit is also fixed in case of well known guests with scanty baggage and the moment his outstanding balance reaches the limit the night auditor prepares a slip which tells the guest to deposit some cash before making any new credit transactions.

Walk-in/chance guests

- To avoid any possibility of a skipper and hence loss of revenue, the hotel will usually ask for an advance payment or deposit at the time of check-in.
- The deposit should be enough to cover the room charges and incidental charges.

CREDIT FACILITY FOR COMPANIES/CORPORATIONS:

Hotels have to check the solvency status of the company first and also cross check with the company's banker before listing the company on the list of credit approved companies of the hotel.

The account department maintains this list and is sent to the other departments of the hotel such as reservations, front desk, bills, sales etc.

Different limits are set for different companies, depending on the size of the company, volume of business provided and the reputation of the company. For example a company with reputation of prompt payment shall get a higher credit limit rather than a newer and smaller company

CREDIT CONTROL DURING STAY OF A GUEST:

A credit limit is set for the guest depending on his credit profile and then in turn must be marked on his folios. The front office must monitor guest and non-guest accounts to ensure they remain within acceptable credit limits. Typically, a line of credit is set for guests who establish charge privileges during the reservations or registration process. Guests who present an acceptable credit card at registration may be extended a line of credit equal to the floor limit {credit limit set by the issuing credit card company}. Guest and non-guest accounts with other approved credit arrangements are subject to limitations established by the front office. These internal credit restrictions are called house limits.

Front office management may need to be notified when a front office account approaches the house limit. Such accounts are called high risk or high balance accounts. The front office auditor, or night auditor, is primarily responsible for identifying accounts which have reached or exceeded predetermined credit limits. Front office management may request the guest to make a partial payment to reduce the outstanding account balance.

4.12 AFTER DEPARTURE ACTIVITIES

If the guest settles his bill through credit card or airlines voucher or travel agents voucher or through a corporate company account his room account is zeroed out at the time of check out and the outstanding balance is transferred to the city ledger.

At the end of a specified period the hotel accounting department sends the bills statement to the concerned company for making the payment and it is expected out of the companies that they will make the payment promptly.

If they are late in doing so a follow up measure will be taken by the hotel requesting them to speed up the payment in case of further failure a strong reminder will be sent and if all these measures don't produce any results a legal notice through a lawyer will be sent.

Hotels must ensure that the guests who are given credit facility from the hotel are able to pay their bill in full within the scheduled period of time and only then the hotel should fix a house limit. Usually the hotel's credit policy allows credit to:

- 1) Guaranteed payment reservation guests
- 2) Company guarantee payment guests
- 3) Credit card guarantee guests
- 4) Deposit/advance payment reservation guests

PROBLEMS IN CREDIT CONTROL MAY ARISE IF:

- 1) Guest is not explained clearly as to which credit cards/foreign currencies are accepted by the hotel.
- 2) The guest is not informed that if his bill exceeds the house limit he will have to pay the balance in cash
- 3) Communication gap between accounts department and cashier or night auditor and cashier
- 4) Negligence by the staff to look at the black list

CASH CONTROL:

- All cash must be kept under lock and key and under the supervision of the cashier.
- The cash bank/float given to the cashier is also controlled and a check is kept on the same
- The cashier should take proper precautions when dealing with foreign currency
- Whenever the guest pays in cash the cashier has to make a cash receipt and hand it over to the guest.
- The cash collected everyday should be sent to the bank for deposit.

Cash control is important from the point of view of hotel as credit sales are usually discouraged.

PROTECTION OF HOTEL FUNDS:

- Cashiers should make frequent money drops to have minimum cash in hand.
- Cash drawers should be accessible to only one cashier at a time and should be kept closed when not in use.
- Alarm systems should be installed in all areas of the hotel where cash transactions take place.
- A consistent system for handling bank deposits and money pickup should be developed and followed.
- Staff handling money like the cashier, security etc should be appointed only after strict scrutiny and cross checking with their previous employers. They should be rotated from time to time and a new combination of staff should be used.

- They must also be trained to react in emergency situations.

4.13 CHECKOUT AND SETTLEMENT



Check out and settlement are part of the final stages of the guest cycle.

It is the final phase of the guest cycle and examines the various activities involved in checkout and settlement.

Check out involves the front desk as also other departments such as housekeeping, bell desk, cashier's desk, Point of sales etc. Main areas for a checkout are the belldesk and the cashier.

The FO performs at least 3 important functions during the checkout and settlement process.

It resolves outstanding guest account balances.

It updates room status information

It creates guest history records.

Guest account settlement depends on effective FO accounting system that maintains accurate guest folios, verifies and authorizes a method of settlement and resolves discrepancies in account balances. Hotels find it most effective to settle a guest account while the guest is still in the hotel.

Guest can settle the bill by paying cash, charging the balance to a credit card, deferring payment to an approved direct billing entity or using a combination of payment methods.

Most hotels require a guest to specify during registration an eventual method of settlement. FO should verify or confirm guest credit card or direct billing information before he/she arrives at the desk for check out.

Pre settlement verification activities ensure that the hotel will be paid for accommodation and services.

DEPARTURE ACTIVITIES AT VARIOUS DESKS:

1) At the Bell Desk:

During checkout a luggage outpass has to be obtained from the cashier stating that the guest has settled his account and returned the room key. Once this is received a departure errand card is made and filled out by the bell boy and will get to the guest room to bring down the luggage.

The bell captain will also make an entry regarding this in the bell captain's control sheet.

On reaching the guest room the bell boy will announce himself, knock on the door enter the room on gaining permission. The bellboy will also ensure the following:

1. Collect room keys from the guest
2. Check the room for any possible damage to the property.
3. Draws the curtains, locks the balcony.
4. Checks bathroom and fittings.
5. The guest is escorted by him to the front desk
6. He puts a “room to be cleaned tag” card on the door after switching of the lights and air conditioner.

The departure room is then inspected by a housekeeping supervisor/ Room attendant to ensure that nothing is left behind by the guest. The housekeeping/ In room dining department will also check the minibar for anything consumed by the guest to be charged to the bill.

At the lobby the bell boy will:

- Keep the guest’s luggage at the bell desk
- Put hotel stickers and mark the luggage with “D” indicating departure luggage.
- Collect the luggage out clearance slip from the reception and loads the luggage in the car/taxi.
- Return the errand card to the bell captain which will then be entered onto the bell captain’s control sheet.

2) At the Reception desk:

The Front desk receptionist checks the list of expected checkouts for the day and will confirm with the guest his date and time of checkout.

Departure notification slips are printed to inform the other departments of the guest’s checkout.

In a manual system the room racks are updated. The departure register is also updated.

Checking for the mail messages and faxes.

Checking for safe deposit box or in room safe keys.

3) At the cashier’s desk:

1. Verifying account information.
2. Posting any remaining charges to the guest’s folio.
3. Presenting the guest folio.
4. Verifying the method of payment.
5. Processing the account payment.

6. Securing the room key.
7. Updating the room status.

The procedures used will vary among Front Offices depending upon hotels level of service and degree of automation. Some Front Offices offer automated or express check out.

Traditionally at check out guest is presented a final copy of his/her account folio for review and settlement. FOA should confirm how the guest intends to settle the account. Guest may establish credit by presenting a credit card but may choose to settle his bill by cash or travelers cheques. VIP or special guests or corporate accounts should not be asked for settlement if their account is marked that all charges are to be Direct Billed.

FOA should bring the guest account balance to zero, called zeroing out. When guest pays by cash or credit card, hotels assume that the payment is full and close the folio. If the account is to be paid through Direct Billing by the hotel, however the account is not brought to a zero balance because it must be transferred to the city ledger and billed through the account receivable system.

METHODS OF SETTLEMENT

A guest account can be brought to a zero balance in several ways. Methods of settlement include cash payment, credit card or Direct Billing transfer or combined settlement method.

I. CASH PAYMENT IN FULL

Cash payment in full at check out will bring a guest account balance to zero. A cash receipt has to be issued to the guest by the cashier. The cashier should mark the folio paid. If the guest has produced a credit card at check in, the cashier should destroy the guest credit card voucher imprinted at registration when the guest pays the account in full with cash.

Guests paying in foreign currency should convert their money to local currency (some international currencies like \$ are accepted). Hotels often charge a fee to convert currencies as banks charge the fee from the hotels. Currency conversion rates are displayed at the Cashiers counter or it can also be taken from business sections of newspapers.

Guests can also use traveler's cheques to settle their bills. Traveler's cheques are issued by banks and avoid the risk of carrying cash. At the time of settlement the cashier should confirm the identity of the guest from the safety and security point of view. Also there is no danger of them being stolen as they can be encashed only when the signature of the holder tallies with the signature signed at the time of issue. A foreign traveler's cheque should be treated as foreign currency and the necessary records, statements and certificates must be maintained like in the case of foreign currency and should be sent to the Reserve Bank of India.

Difference between an ordinary cheque and a traveler's cheque

Ordinary Cheque	Traveler's Cheque
For issuing a person should have a bank account (either current or saving).	No need of any bank account for purchasing and encashing of traveler's cheque.
Any amount can be filled in the cheque as they have blank spaces to fill in amount	Have a fixed amount printed on its face and available in different denominations.
Only one signature is needed of the holder	Two signatures are required (one in the presence of the issuing authority and second in the

	presence of encashing authority).
Ordinary cheques are valid only for 3-6 months.	Valid for indefinite period of time unless dated.
These cheques can be crossed for account payee.	No such provision.
No slip/list of lost, damaged or stolen cheques is issued by the bank.	Many banks issue a stop list for stolen and damaged cheques.
Cheque may bounce as the balance in the account may be less than the cheque	No such possibility as the amount is already printed on the face of the cheque.
Not safe as someone might forge the owner to sign the cheque.	Quite safe because the second signature have to be put in front of the encashing authority.

Procedure for accepting foreign currency:

Request guest passport and determine the credentials such as name and photo identification place of issue and date of expiry of the passport.

Confirm that the guest is a resident of the hotel by asking his room no. If the guest is a non-resident the permission of the lobby manager is obtained who will extend this facility to VIP's and regular guests.

Receive the cash or traveler's cheque in foreign currency.

Calculate the total amount of local currency to be paid by multiplying the foreign currency by the exchange rate displayed.

Fill in details of the foreign currency encashment certificate.

Request the guest to sign the foreign currency encashment certificate and compare the signature with the passport.

Request the guest to sign the traveler's cheque if it is an instrument of exchange.

Give the total amount of local currency with the encashment certificate to the guest

Second copy of the certificate is attached to the notes or traveler's cheques received

Third copy remains in the encashment certificate book.

Fill in details in the record of foreign currency transactions.

Fill in details of the foreign currency transaction in the cashier's report.

FOREIGN CURRENCY ENCASHMENT CERTIFICATE

Guest Name: _____		Date: _____		Reg. No _____	
Passport No: _____		Nationality: _____		Room No _____	
T.Cheque No. or Currency Note No.	Amount	Type of money	Exchange Rate		
State name of the bank In case of T.Cheque			Rs.	Ps.	

Guest Sign: _____ Approved by: _____ Cashier: _____
We further certify that we have adjusted a sum of Rs _____ out of the above mentioned Rupee equivalent towards settlement of own bill numbers----- Totaling Rs.----- encashed from hotel clients.

CASHIER

Fig 4.07: Foreign Currency Encashment Certificate

II. CREDIT CARD TRANSFER

Even though credit card transfer settlement brings a guest account to zero, the amount of the charge must be tracked until payment is actually received from the credit card Co.

Credit card settlement creates a transfer of credit on the guest folio and moves an account balance from the guest ledger to a credit card account in the city ledger (non- guest ledger).

Procedure

Guest signature completes this transaction. In some hotels computer system sends the settlement transactions directly to the credit card Co. guest only signs on the voucher present at FO. There is no need to sign on imprinted voucher. When foreign guests pay by credit card, credit card Co. payment is in local currency.

III. DIRECT BILLING TRANSFER

Like credit card settlement, direct billing transfers a guest account balance from the guest ledger to the city ledger. Unlike credit card settlement responsibility for billing and collecting a direct billing lies with the hotel rather than an outside agency. Billing should be arranged and approved by hotel's credit department. Guest signs the folio and accepts the responsibility to pay the bill should direct billing account not pay the bill.

IV. COMBINED SETTLEMENT METHOD

A guest may elect to use more than one settlement method to bring the folio balance to zero.

E.g., guest may make partial cash payment and charge the remainder of the account balance to an acceptable credit card. FOA must accurately record the combined settlement methods and take care that all required paper work is properly completed. Once the guest has settled the account the FOA should provide the guest with a copy of the folio.

Good evaluation and follow up should be there as it is the last chance to make an impression.

LATE CHECK OUTS

Guests do not always check out by the hotels posted check out time. To minimise late check outs, the front office should post check out time notices in conspicuous places such as back of the guest room door, FO, in departure material etc. some hotels charge late check out fee. Explain to the guest why the fee is charged (management policy, HK can prepare room for other guests arriving that day).

CHECK OUT OPTIONS

Advance in technology with special guest service to expedite departure activities.

1. Express check out

Guests may encounter line at front desk when checking out during the peak hours (e.g., between 7.30 and 9.30 am). To ease front desk volume, some FO initiate check out activity before the guest is actually ready to leave. A common pre departure activity involves producing and distributing guest folios to guests expected to check out. FO, HK or Security staff can quietly slip the folio into the guestroom, while they go for their rounds. By completing such a form, guest authorises the front office to transfer his or her outstanding folio to the credit card voucher created during registration.

Procedure for express check-out:

The receptionist should inform the guest about the express check out facility in the hotel

If the guest wishes to use this facility obtain his card during check in

Take the impression of the card on a charge slip and on the express check out slip.

The charge slip is signed by the guest.

One copy of the express check out slip is given to the guest. Explain to the guest that he needs to wrap his room key in the copy and drop it in the express check out drop box located in the lobby at the time of his departure.

Attach a copy of the charge slip and express check out slip to the registration card

The lobby manager/duty manager files his copy of express check out slip as per the check out date.

A day prior to the guests check out the copy of the guest bill is sent to the room with an ECO sticker attached

An ECO rooms list should be printed every morning which is necessary for monitoring the entire system. The second copy of this list is given to the bell desk.

This system is available only for credit card paying guests and is a facility given to those guests who avoid going physically to the cashier's desk at the time of check out for considerable time saving.

2. Self check out

In some hotels guests can check themselves out of the hotel by accessing self check out terminals in the lobby or in room system interfaced with front office computer intended to reduce check out time and front desk traffic. Some resemble automatic bank teller machines while others possess video and audio capability.

Credit card has to be used (number or magnetic strip). Check out is complete when the guest's balance is transferred to a credit card account and an itemised account statement is printed and dispersed to the guest. This system sends an updated room status to front office computer.

In room folio review and check out usually relies on an in room television or guestroom telephone access via an in room TV. Guests can pick up a printed folio at the front desk on his way out.

In room self check out automatically updates room status and creates Guest History records. Another advantage is guests can look at their folios at any time during their stay.

UNPAID ACCOUNT BALANCES

No matter how carefully the front office monitors guest's stay there is always possibility that the guest will leave without settling his account. Guest may forget to check out or front office may discover late charges for a guest who has already checked out. After departure charges or outstanding balances represent unpaid account balances.

LATE CHARGES may be a major concern in guest account settlement. Restaurant, telephone, room service charges etc are the examples of some potential late charges. Sometimes additional cost of postage, stationary, labor, etc is more than the late charge itself. It is important in maximising the profitability.

FOLLOWING STEPS CAN BE TAKEN TO REDUCE LATE CHARGES:

In automated and semi automated system front office can-

- Post transactional vouchers as soon as they arrive at the front desk.

- Survey front office equipment and voucher and folio racks for unposted charges.

E.g., local telephone, in room movie charge meters may possess information not recorded in a voucher.

- Ask departing guests whether they have incurred any charge purchase or long distance calls that do not appear on the folio.

- Front may appoint runners to collect vouchers or get information on phone at peak hours.

Front office computer system that interfaces with revenue center outlets is often the most effective means of reducing or even eliminating late charges. Room key deposits at reception counter help in reducing unpaid balances.

ACCOUNT COLLECTION

Late charges that are billed to departed guests should not be classified as uncollectible until the front office has exhausted all billing and collection procedures.

A registration card should contain guest address, phone number etc. Procedures for collection of late charges will be different for cash and credit card depending on company policy for late charges.

Guest account not settled at check out regardless of the credit established or prepayments processed during registration are transferred from the guest ledger to the city ledger, from front office to hotels accounting division.

TYPICAL CITY LEDGER ACCOUNT INCLUDES:

1. Credit card billing- to authorised credit card billing.
2. Direct billing—to approved company and individual account.
3. Travel agency account- for authorised tours and groups.
4. Bad cheque account- resulting from departed guests whose personal cheques were returned unpaid.
5. Skipper account- guests who left the hotel without settling their account.
6. Disputed bills account- for guests who refuse to settle their account (in part or in full) because of a discrepancy.
7. Guaranteed reservation account- for billing and tracing no show guests.
8. Late charges account- for guests who checked out before some charges were posted to their account.
9. House accounts- for non-guest business and promotional activities.

To be effective, the front office must establish a policy for billing departed guests with overdue account.

Account receivable billing include determining:

1. When outstanding account balances are payable.
2. The number of days between billing.
3. How to control departed guests whose accounts are overdue.

Collection schedules can range from aggressive (short cycle) to lenient (long cycle) depending on the hotels financial needs, clientele profile, history of collection patterns and so on.

Firm in any encounters involving deferred payment.

Documented procedure for collecting overdoes.

Credit for tour group to be established well before they arrive.

Uncollectible accounts to be sent back to the departments that originally accepted the uncollectible charge.

FRONT OFFICE RECORDS

Front office usually makes two copies of each guest account folio.

1st copy – guest receipt

2nd copy – hotels permanent record

Front office that uses three part folio, file the third copy with credit card voucher or direct billing statement in case the guest later needs a summary of charges.

Registration cards are filed alphabetically whereas guest folios are filed numerically.

GUEST HISTORIES

Front office management can better understand its clientele and determine guest trends when it develops and maintains a guest history file.

It contains personal and financial data of the guest hence it is confidential and proprietary. It is the last step in check out and account settlement. Many hotels build guest history cards from expired registration cards. It has information about the guest's spouse, family etc. the information may help develop ads that appeal to the types of clientele the hotel is attempting to attract. Guest histories may also point out the need for new, supplementary or enhanced services.

MARKETING FOLLOW THROUGH

Hotels marketing department may rely in part on guest history files to develop new marketing strategies. Also, a property-marketing programme may depend on the front office performance and follow through at check out.

E.g., marketing department creates a program to reward frequent guests with a free stay. Front office may be responsible for tracking the number of stays.

Frequent travelers clubs are designed to encourage brand loyalty. Here airlines work as co marketers.

GROUP DEPARTURE:

At the Bell desk:

Sufficient number of bell boys are arranged to handle luggage of the group.

Baggage down time and wake up calls times are important and must be checked and followed strictly.

Allocate floors and rooms to bell boys to bring down the luggage down to the lobby.

If on the day of departure the guests are not in the room the bell boys go to each group member's rooms and "pull" each group members baggage out of the room and bring it down to the lobby until the group is ready to leave. This process is called as "bag pull"

Baggage is brought down to the lobby and counted. Bell captain obtains a baggage outpass.

Room keys are handed to reception

After clearance from the cashier and reception

Finally the baggage is loaded onto the vehicle by the bellboys.

At the reception:

Departure notification slips are issued half an hour prior to actual departure by the receptionist to telephones, housekeeping, room service, and food and beverage etc. to avoid any late charges.

At the cashier:

Cashier prints out the master folio and individual folios {if any}.

Makes a room wise summary for easy collection

Master folio given to the tour leader and the individual bills are collected with the assistance of tour leader.

4.14 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

52. What are the accounting needs during the pre-arrival, arrival, during the stay, check-out and post-check-out stages of a guest cycle?
53. Describe T format and passbook formats of cashbook.
54. Describe fully-automated accounting system.
55. Elaborate on semi-automated accounting system.
56. Explain visitor's paid-out or cash paid out.
57. Elaborate on concept of debit vouchers.
58. Discuss the concept of service charges.
59. Elaborate on Rectification of bills/folios
60. Explain the concept of Correction as used in Front Office accounting procedure.
61. Discuss the idea of Allowance as used in Front Office accounting procedure.
62. Elaborate on Non-guest accounts as used in Front Office accounting procedure.
63. Explain the concept of Credit Monitoring as used in Front Office accounting procedure.
64. What are the objectives of Front Office Accounting system?
65. Explain the concept of Accounts as used in Front Office accounting procedure
66. Describe the concept of Folios as used in Front Office accounting procedure
67. Elaborate the concept of Vouchers as used in Front Office accounting procedure
68. Explain the concept of Points of sale as used in Front Office accounting procedure
69. Discuss the concept of Accounts as used in Front Office accounting procedure
70. Explain the concept of Ledgers as used in Front Office accounting procedure
71. Explain how guest accounts are created and maintained.
72. Discuss on the account keeping system followed in keeping guest accounts.
73. Explain on the monitoring and managing system followed for guest charges privileges in keeping guest accounts.
74. Elaborate on the credit monitoring system followed in keeping guest accounts.
75. Describe on the account maintenance system followed in keeping guest accounts.

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HTS 403: ACCOMODATION & FRONT OFFICE OPERATIONS II