Unit 9

Hotel Services

# Reading

Handling Guest Requests for Service

Most hotels provide not only accommodation but also various services. It is important that guests should be aware of these services and should know how to use them as it will make their stay more comfortable and pleasant. Guests often learn about these services and facilities from a printed directory placed in each guestroom.

Front desk employees must also be familiar with these services and facilities so that they can answer guest questions properly.

Front desk is also responsible for coordinating guest services: it refers guest requests to the appropriate person or department, and follows up. Front desk employees first record special requests properly. Then they contact the appro-priate service centre or hotel department in order to meet the request.

More and more hotels employ a concierge or other staff member to handle guest requests. A concierge should embody the warmth and hospitality of the hotel. In automated hotels a concierge plays a very important role: he provides a personal touch in hotel services.

Guests often ask for special equipment and supplies, such as roll-away beds, cribs, o–ce equipment, etc. They may do it when they make a reservation, at the time of registration, or during occupancy.

Guests may also ask for wake-up calls, newspaper delivery, secretarial ser-vices, transportation arrangements, entertainment reservations.

Business travellers may ask for two or more separate accounts. One account may record room and tax charges; this account may be billed to the guest’a company. Another account may record other charges, such as telephone calls, food, and beverages; this account is usually directly paid by the guest.

Some special requests may be exceptions to standard front office procedures, but in the guest’s best interests. Therefore front desk staff are allowed to handle the request and satisfy the guest, if at all possible.

Welcome Information

# Dry cleaning and laundry

A laundry bag, list and tariff are in your dressing table drawer. All items placed with Reception by 9.00 a.m. will be returned the same day. This service is not available at weekends.

# Entertainment

We hold current brochures for major local attractions, and Reception will be pleased to advise on local cinema and theatre programmes.

# Games

A chess set, draughts and children’s games, etc. are available on loan from Reception.

# Golf

An excellent 18-hole golf-course is at your disposal. Equipment can be hired if necessary. Please contact Reception who will make arrangements for you.

# Iron

An electric iron and ironing-board are available on loan by contacting Reception.

# Taxis

Please contact Reception who will gladly book a taxi for you.

Writing paper / Stationery is

provided in a special folder in the dressing-table drawer.

# Night porter

If you need a drink after the bar has closed, call Night Porter. He has a supply of drinks and is on call from 10.00 p.m. to 7.00 a.m.

# Newspapers

May be ordered from Reception and will be delivered to your room in the morning.

# Safety deposit / valuables

The management cannot accept responsibility for guests’ personal things left on the premises, but a valuable item may be deposited for safe keeping against a receipt signed by the Manager or a member of the Reception staff. The receipt must be retained as it will be required as the authority for the item to be withdrawn from deposit.

# Food and Beverage Service

Breakfast is served from 7.00 to 10.00 a.m. in the restaurant or can be delivered to your room by Room service.

Lunch and dinner are served in the restaurant only. Reservations can be made through Reception. Orders are taken till 10 p.m. Cocktail Bar is open from 12.00 a.m. to 12.00 p.m.

## **Comprehension Check**

Answer the following questions.

1. 1. How can a hotel inform a guest about its services and facilities?
   1. What is the role of front desk employees in meeting guest requests?
   2. Why do more hotels employ a concierge?
   3. What special equipment and supplies do guests most often ask for?
   4. What special requests may business travellers have?
   5. Should front desk employees handle unusual requests? Why?
2. 1. What services does the hotel provide?
   1. What equipment is available on loan?
   2. According to the text, what are the duties of a night porter?
   3. Is laundry service available all through the week?
   4. What meals can be served in a hotel guestroom?
   5. What is the policy of the hotel concerning guest personal things left on the premises?