# Unit 5

# Registration or Check-in

# Reading

A. Registration Card

After a guest arrives at the hotel, registration or check-in begins. The recep-tionist welcomes the guest. A warm greeting sets the tone for registration or check-in.

The registration process can be divided into several steps:

* Determining the guest’s reservation status;
* Creating the registration record;
* Assigning the room and rate;
* Establishing the method of payment;
* Giving the room key;
* Fulfilling special requests.

The front desk employee creates a registration record (a collection of im-portant information about the guest).

The front office may use a registration card or a computer-based equivalent to check in guests. The registration card may contain blank spaces for the guest to fill in, or may be pre-printed with guest information from the computer file (as often found in automated hotels). Registration cards require the guest:

* to give personal data (name, address, telephone number);
* to indicate length of stay (arrival date and planned departure date);
* to indicate method of settlement for rooms and other hotel goods and services;
* to indicate special guest needs, such as a rollaway bed, a child’s crib or preferred room location.

Guests arriving without reservations (walk-in guests or \walk-ins") require a different registration routine. Guest answers during check-in are an important source of registration information.

Many states require the guest’s signature on the registration card before the relationship between the hotel and the guest is considered legal.

Finally, registration cards usually show the room rate, allowing the guest to confirm it. This reduces questions about the price of the room at check-out.

At check-out, the guest’s registration card may become the primary source for creating guest history record. A guest history record is a record of personal and financial information about a hotel guest that can help the hotel in its marketing and sales efforts. It can also help the hotel in registering and serving the guest on his or her return stay.

Registration cards are either kept in the room rack or attached to the guest’s folio.

Answer the questions

1. What are the main steps of a registration process?
2. What kinds of registration cards are used in American hotels?
3. What information does a registration card include?
4. Why is a guest’s signature important?
5. Why should a registration card show room rate?
6. What is guest history record?
7. Why do hotels create guest history records?
8. Where are registration cards kept?

B. Issuing the Room Key

The registration is complete when the receptionist gives a room key to the guest. For security reasons, receptionists should never announce the room number when they hand a guestroom key to the guest. In front offices that use a special code on keys instead of room numbers the receptionist explains to the guest how to interpret the code or writes the room number for the guest.

If the hotel provides bell service, the receptionist should ask whether the guest would like assistance from a bell person. If so, the receptionist should introduce the bell person to the guest, hand the bell person the guest’s room key and ask the bell person to show the guest to the room. On the way to the room the bell person informs the guest about the special features of the hotel, restau-rant locations, working hours, emergency exits, etc. Inside the guestroom the bell person should make the guest comfortable, answer any questions and hand the room key to the guest.

Answer the questions

* 1. What is the final stage of a registration process?
  2. What measures do receptionists take to protect guest safety?
  3. What does a receptionist do if the guest needs the help of a bell person?
  4. What are the duties of a bell person?

# Essential vocabulary

# Verbs and phrases:

* to register to put information, especially your name, into an official list or record

*The duty of a front desk agent is to register guests.*

*When a guest registers, they need to present proof of identity.*

registration registration card registration record

* to check in / into sth to say who you are when you arrive at a hotel so that you can be given a key for your room

*Please would you check in at the reception desk and sign your name in the book.*

*When we checked in, the desk clerk gave us our key.*

*After driving all day, I was so pleased just to check into a motel and relax.*

*An elderly couple checked into Room 8 about an hour ago.* check-in

* to fill in / out a registration card / form
* to assign / allocate a room to a guest
* to sign a registration card signature
* to confirm room rate
* to indicate method of settlement / payment method
* to establish / determine method of settlement
* to fulfil special requests
* to give / hand the room key to the guest
* to show / follow / escort / take the guest to their room
* to introduce the bell person to the guest