



The service managers / executives are to ensure that they give courtesy calls to all guests in house with the exception of groups and conference guests during the course of the day.

To call Long Staying guests on Sunday or once a week.

Reason

Courtesy Calls are done to make the guests feel cared for, to offer any assistance required and check satisfaction.

This is also done to follow up on departure details, billing instruction and guest feedback.

Procedure

1. Front Office prints the in-house guest list and personally calls the guests in the room preferably between 0900 to 1200 hrs. and then from 1800-2100 hrs.
2. Before making the calls the GRE (Guest Relations Executive or anyone else from who is deputed to make these calls) is to check the previous day's list, to check on guests already called upon and guests having made a complaint or a request for assistance. This is done so that not more than one courtesy call is given to a guest during his stay. (For Long Stayers we call once a week)

If a guest has made a complaint/ requested for assistance a follow up can be done with the guest.

3. Check with the manager if any follow up is required with guests regarding departure details, billing instructions, etc.

4. A standard phrase has to be used such as

“Namaste or Good Morning / Afternoon / Evening

Mr./ Ms. _____ this

is _____ (the staff' name) from the Front Desk,

I am calling, to check if there is anything I could do to make your stay more comfortable?”

If the guest tells you something, please record the same & action it.

If the guest says No or Nothing, please say

‘In case you require any assistance do contact us at the AYS/Front Desk. Thank you very much. Have a wonderful stay ahead.”

5. In case a guest is unavailable, a Courtesy Card can be sent to the room.

For more resources, visit www.eclathospitality.com/resources

6. Once the guest's feedback is received the same is communicated to the hotel management

7. In case of immediate action to be taken, a detailed hand over is to be given to a fellow duty manager/ guest relation executive to follow up and complete the job.

This again should be notified in the log book for check at a later date

8. The courtesy call report is to be given to the Manager with guest's remarks on a daily basis

9. Standardized phrases for checking on:

-Billing instructions: "Mr./Ms _____ we wanted to reconfirm the mode of settlement of your bills"

- Departure details: "Mr./ Ms _____ would you like me to book a car on your departure from the hotel or would you require any other assistance then (hence reconfirming the day and time of departure)"

The courtesy calls are also made to update guest preferences in the system by personally meeting the guest to build better relations between the customer and the hotel.

Standard

-Ensure that all guests staying in the hotel are spoken with by the FO at least once during the course of their stay to ensure that they are comfortable