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## Assisting Guests on Arrival and Departure

This document is designed to provide you, the employee, with all the appropriate information to assist guests who visit your establishment.



### Introduction

Good first impressions are crucial and efficiently assisting guests on arrival is an extremely important part of their stay. It is essential to effectively learn how to welcome guests and deal with any customer enquiries or complaints. Having an approachable manner, positive body language and efficient communication with guests is imperative for you to satisfy each guests needs. Remember that a warm welcome will make guests want to stay, whereas a cold one will send them back out of the door.

This document will assist your understanding of dealing with guest arrivals and departures. It will cover specific important topics, such as visitor check in, providing information, team work and resident check out.

### Preparation

- ✓ Planning is essential to ensure that all guests are dealt with immediately upon arrival.
- ✓ If you are prepared for each resident to arrive, you will be aware of who is going to enter the building next and whether they have requested any special requirements.
- ✓ All supervisors must communicate with the Front Office Manger/ Reception Manager, to access who will be checking in and out that day.
- ✓ It is necessary to keep all check in and check out information organised and ensure that each porter has a copy of the residents he/she will need to assist throughout the day.
- ✓ The Porter's desk and reception desk must be kept tidy and stocked up with the relevant stationary, keys and information brochures.

### Teamwork

- ✓ Working as a team in the arrival and departure of guests is essential.
- ✓ Although each member of the team will have their designated jobs, there may be times when unexpected jobs arise or people get held up/ are too busy, therefore another member of the team will have to step in to ensure no guests are kept waiting. Team work will enable you to do this.
- ✓ Remember there may also be time when you need help yourself, never be afraid to ask.
- ✓ Every team member must respect each other and the jobs they each perform.
- ✓ A great team working atmosphere will boost morale and positivity. This will also be noticeable to the guests.

## TWO MORE PAGES OF USEFUL INFORMATION ON THE FULL RESOURCE

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OneCall Hospitality (01524) 64654 [www.onecallhospitality.com](http://www.onecallhospitality.com)