



UNIT 5

REGISTRATION

The first stage of guest cycle deals with reservation. The second stage - arrival – deals with the activities involved in the processes of pre-registration and registration. The activities carried out before the arrival of a guest to ensure a speedy check-in are termed as pre-registration activities. The registration process, which involves the formalization of a valid contract between a guest and a hotel, begins with the arrival of the guest at the hotel front desk.

Hotels follow different check-in procedures for different types of guests- individual, groups, crew, VIP, walk-in, scanty baggage, and so on.

Pre-registration:

The activities that are carried out by the front desk agents before the arrival of guests, which help accelerate the process of guest registration, are termed as **pre-registration activities**.

Purpose of Pre-registration

1. It helps in more effective registration.
2. Speedy check in.
3. Time saving
4. More time for receptionist to give personal touch in service to the arrival and avoids any confusion at the reception counter on arrival of the guest.

Preparation in the reservation section is done 01 day/ evening prior to the arrival of the expected guest. It involves checking of records which were made for the arriving guest at the time of booking & generating guest documents based on already available information and transmitting the same to the front desk

Procedure of Pre-registration

1. The **expected arrivals list** is prepared on a daily basis to indicate the number and names of guests expected to arrive the next day, along with their time of arrival, date of departure, rooms requested, reservation status, special requests, and instructions.
2. Then the **room position** is calculated, i.e. the room availability status for the next day is arrived at.
3. Amenities vouchers are prepared. It is a list of amenities to be given or kept in guestroom for VIPs etc. Amenities vouchers are send to all departments such as F&B Department, Housekeeping etc., so that they can make necessary and appropriate arrangements in advance. Depending on the status of guest, a no. Of amenities can be provided in the room and bathroom, such as fruit basket, flower arrangement, assorted cookies platter, assorted nuts platter, cake, champagne etc.
4. Allotment of room numbers to the arriving guests with confirmed reservation after checking their room preferences.
5. Guest Registration Card is kept ready i.e. it is filled up with all the available transaction data, such as names, address, billing instruction ,type of rooms and the rate of room etc. and are kept ready for the signatures of the arriving guest.

ARRIVALS

A) **Preparing for guest arrivals at reservation and reception.**

At Reservation Section

- Done one day prior to the arrival of expected guest.
- Checking of records of arrival guest made at the time of booking. (Arrival time, Confirming, Mode of Payment, Travel Desk Arrangement)
- Preparing a correspondence envelop of each and individual guest which contains the set of document pertaining to each reservation request which is later send to the front desk. (The correspondence envelope consists of documents such as request letters from the guest, copy of offer letters of the hotel, confirmation letter from the guest and copy of acknowledgement letter sent to the guest by the hotel.)
- Sending the expected arrival list to all the major departments in one day advance.

At Reception Desk

- Checks the room position whether it is in plus or minus.
- Checks about the number of expected arrivals and departures and the room availability position and calculates the latest room position.
- Information about the vacant room can be found from room rack and housekeepers reports of available rooms or from computers.
- Check up for instruction about the blocking of rooms and shall book the rooms accordingly for groups, airlines, crews, VIPs, SPATTs etc.
- Check for the registration card is up to date.
- Bell desk staff is ready and equipped fully to receive the arriving group and crews.
- Lobby manager shall ensure personally that rooms are ready and amenities such as fruits and flower, cookies, etc have been arranged properly.
- Checks for the hold mails for expected arrivals.
- Keep the keys ready.

B) Receiving of Guest

It is an activity of greeting and welcoming the guest by the hotel front office staff and begins with the first employee that comes in contact with the arriving guest.

- Doorman opens the door of the car/taxi when it reaches the portico and after that the entrance door of lobby.
- Bellboy carries luggage from the car to bell desk and further accompanies the guest from bell desk to front desk.
- The receptionist greets the guest & welcome drink is offered.
- Filling up of registration card.
- Receptionist would try to access the requirement of the guest.
- Assignment of rooms.
- Handover the keys.
- Escorting the guest till the room.
- Explain the features of the room.
- Thanks the guest and wish him a pleasant stay.

Registration is the process of gathering information from the guest that is mandatory as per the laws prevailing in the country. According to the Foreigner's Act, 1946 and the Registration of Foreigners' Rules, 1992, the innkeeper should keep the records of the guests staying in his premises as per Form F (of the Registration of Foreigners' Rules, 1992). Registration is the formalization of a valid contract between the guest and the hotel, in which the hotel offers safe and secure boarding and lodging facilities to the guest and the guest accepts to pay for the services and facilities received.

In case of foreign visitors, the front desk staff should fill **Form C** and verify the passports and visas of guests.



**Hotel ABC
Guest Registration Card**

No. _____
 Surname _____ First Name _____ DOB _____
 Company Name _____ Designation _____
 Passport No. _____ Date of Issue _____
 Nationality _____ Place of Issue _____
 Permanent Address _____
 Date of Arrival in India _____ Proposed duration of stay in India _____
 Date of Arrival in Hotel _____ Time of arrival _____
 Whether employed in India () Yes () No
 Arrived from _____ Registration Certificate No. _____
 Proceeding to _____ Date of Issue _____
 Purpose of visit _____ Place of Issue _____
 Date of departure from hotel _____ time _____
 Credit card no. _____

I agree to abide by the rules and regulations of Hotel.

(Guest's signature)

**Check-in/ check-out time: 12 Noon
 All valuables and cash should be deposited with the cashier.**

(Manager's Signature)

FOR OFFICE USE ONLY

Nationality Code _____ Payment Code _____ Resv. No. _____

Room No.	Pax.		Room Rate	Billing Instructions	Booked by	FOA Signature
	Adult	Children				

Form C – According to the Registration of Foreigners' Rules, 1992, Rule 14, it is obligatory on the part of the hotel owner to send information about foreigners registered at the hotel. Any person who is not an Indian national (i.e., a person holding a passport of any country other than India, except Nepal and Bhutan) is known as a foreigner. The hotel is liable to send the information in the format of Form C to the nearest Foreigner's Regional Registration Office (FRRO) or to the Local Intelligence Unit (LIU) or local police station, within 24 hours of the arrival of a foreign national; in case of Pakistani, Bangladeshi, and Chinese nationals, this information should reach within 12 hours to the nearest FRRO or LIU, and also to the local police station. It should reach the FRRO every day by 1500 hours. Form C should be prepared in duplicate. Top copy is sent to the competent authority and second copy is kept for permanent records for the duration as specified in the law related to the same. Form C may also be submitted online to FRRO these days through website – www.indianfro.gov.in.

**Hotel ABC
Form C
(Rule 14)
Hotel Arrival Report**

S.no. _____
Date _____

Name of the hotel: _____
 Name of foreign visitor: _____
 Nationality: _____
 Passport No.: _____
 Date of Issue: _____
 Place of Issue: _____
 Address in India: _____

 Date of Arrival in India: _____
 Arrived from: _____
 Whether employed in India: _____
 Proposed duration of stay in India: _____
 Proposed duration of stay at hotel: _____
 Proceeding to: _____
 Registration Certificate no.: _____
 Date of Issue: _____
 Place of Issue: _____

Front Office Manager's signature

Passport

The word Passport has originated from the French meaning 'passer', i.e., to pass through any port, or harbour. Passport is an official document which is issued by a government or competent public authority, identifying a traveller as a citizen or a national of a country, giving particulars about him/ her, and recognizing his/ her right to return to that country.

Types of Indian Passport –

1. Ordinary or normal passport: dark blue coloured passport issued to any ordinary citizen of India.
2. Official Passport: white/ grey coloured passport issued to government officials or persons travelling on government missions.
3. Diplomatic consular Passport: red coloured passport issued to persons holding diplomatic or consular status as per international law and custom.

VISA

Visitors Intended to Stay Abroad (VISA) is a permit which allows a citizen of one country to enter into another country for a designated period and for a specific purpose. The visa is issued in the form of an endorsement or rubber stamp on a passport.

REGISTRATION SYSTEM or RECORDS

MANUAL SYSTEM

This system is used by small hotels. In this system all the documents such as 'c' form, arrival notification slips, guest folio etc are prepared and are distributed manually. The accuracy shall depend upon the guest's legible and accurate completion of the card. This is rather a slow and time consuming method and having errors not suitable for large hotels.

1) **Bound Book OR Hard-bound Register**

It is a big bound register usually used by small hotels only. In such a register, all the pages are bound in a thick book. It is kept on the reception counter and the arriving guest fills up the register and writes information about him in one time.

The **advantage** of this system is that since the book is bulky and cannot be moved, all information about the guest is available at one place only. Also no filing is required in this case. A **disadvantage** of this method is that since it is bulky and kept on the counter, with frequent usage it becomes loose and it looks dirty. The biggest disadvantage is that the information provided by the guest cannot be kept confidential as it can be seen by the next arriving guest. Another disadvantage is that pre-registration of VIPs and DGs cannot be done. If the book gets misplaced although it is very unlikely, all the records are lost.

2) **Loose leaf register**

Almost similar to bound book. Each day a separate page is used instead of a consolidated register.

Advantages are that sheet need not be kept on counter and hence a neat clean look can be given to the counter. In the event of the loss of one sheet only one day's information is lost and the other information will be safe. **Disadvantages** is that the sheet can be easily misplaced if the desk clerks are careless. Further the sheet may not be fully filled on days when there are very few arrivals and rest of it may be waste. Only one guest can register at a time and if there are heavy arrivals, other will have to wait. Filling also becomes a problem. It is suitable only for a medium sized hotel.

SEMI AUTOMATIC SYSTEM

All those hotels which do not operate on computers and are either medium or large in size use this method. Office machinery such as typewriter and various clerical equipments racks and filing rack etc. are used in this method.

1) **Individual Registration or Guest Registration card (GRC)**

This is the most prevalent system these days. In this system one separate card is used for each guest. They are given to the guest at the time of arrival to complete the registration formality. The card may be designed so as to serve various purposes. In some case arrival notification slip can also be made side by

side. They may also be used to serve the purposes of guest history card. The **advantages** of the system are that complete privacy of the guest information can be maintained. Another advantage is that at rush hours many guests can be registered at the same time. Guest can be pre-registered which will give more time to the reception to give more personal attention and concentrate on providing services to the guest at the time of arrival. The card is more mobile and at the time of group arrival a separate group arrival counter can be opened for registration. The cards can be stored more systematically and arranged either alphabetically or in the order of date of arrival.

Major **disadvantages** are that they are quite expensive. Also, if not stored properly, they can be lost or misplaced.

AUTOMATIC SYSTEM

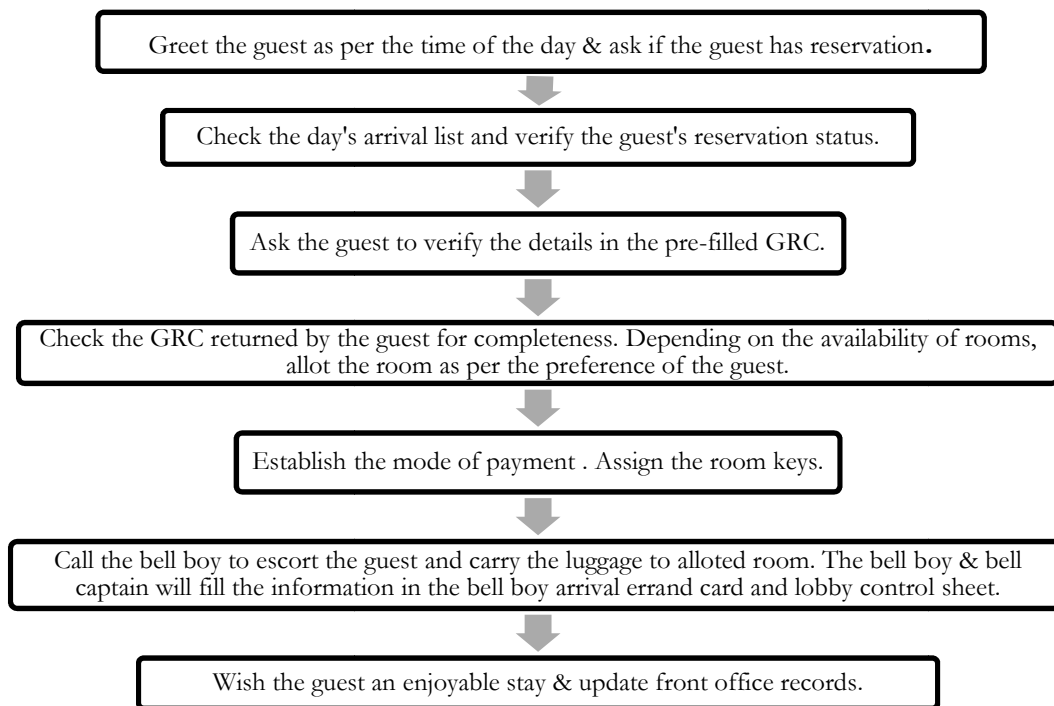
It is very efficient, time saving, accurate and fast system of registration due to the use of computers, etc. Reservation and registration are interfaced i.e. various reports can be generated. It helps in smooth and speedy check in .All documents needed for registration can be computer generated. The guest has to simply sign the document.

Express Check In / Self Check-in Terminals

In some fully automated hotels such as Hilton, Marriott, Fairmont and Starwood, the arriving guest can self register himself through self registering machine located in the lobby. To facilitate and speed up the registration process these registration machines of the hotel may also be located at airport, international bus terminals and car rental agencies. This system is generally used for that guest who has reservation record in the hotel reservation office. The guest uses his credit card and inserts it in the machine. The name of the guest and number of his card is automatically transferred to the hotel reservation office where it locates his reservation records. Then the computer, which is interfaced with a room management system, locates a suitable room for him, register the guest and assign room to him. The machine may dispense the key itself. This system lacks the personal touch, which is an important aspect of hotel industry but is very fast method of registration

CHECK-IN PROCEDURES

a. **Front Office Tasks for the Check – In of Guests with confirmed reservation –**





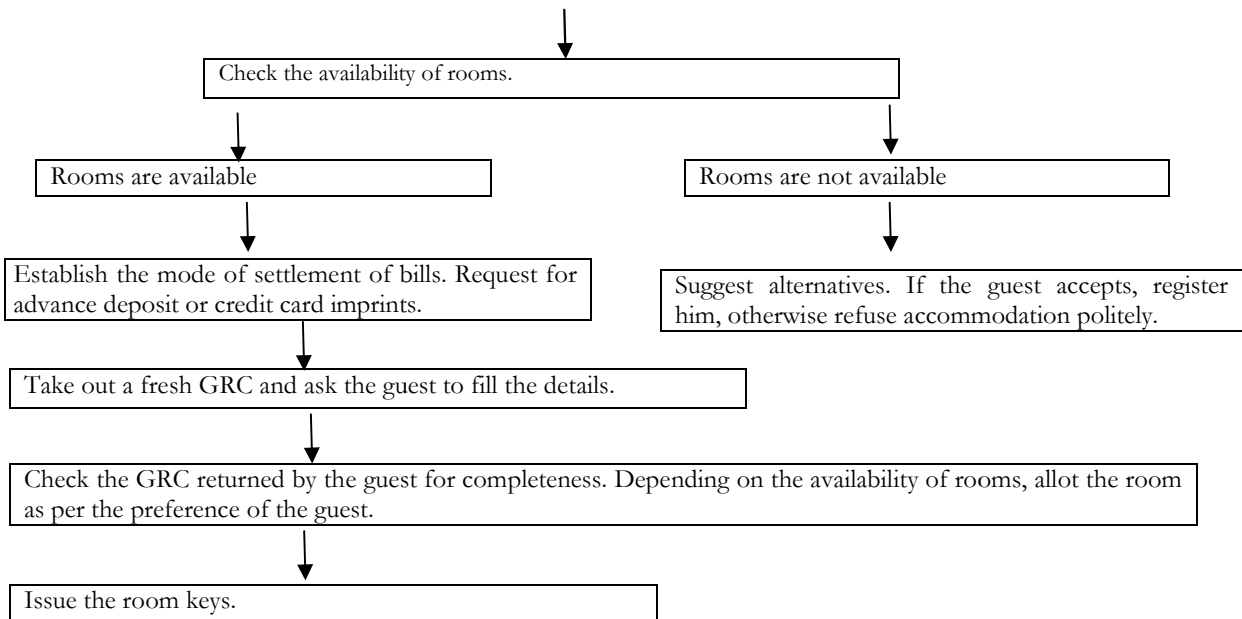
Hotel ABC Expected Arrival List						
						Date: 26/03/2017
Name of Guest	No. of guests		Type of room	No. of room nights	Arrival time	Remarks
	Adult	Child				
Sh. Anurag Sen	1		STW	2	0900 hrs	Garden facing room

Hotel ABS Bell Boy Arrival Errand Card			
Bell Boy Name:			Call Time:
Name of Guest:			Room No.:
Articles			
Suitcase	Hand Bag	Package	Briefcase
Overcoat	Others		
Signature (Bell Captain)		Signature (Receptionist)	

Hotel ABS Lobby Control Sheet						
Bell Captain _____			Sheet No. _____			
Shift _____			Date _____			
Room No.	Bell Boy Name	Arrival Time	Departure Time	Service Call Time		Remarks
				From	To	
Bell Boy's Signature: 1. _____ 2. _____ 3. _____						
Bell Captain's signature: _____						

b. Walk-in Guests –

Greet the guest as per the time of the day & ask if the guest has reservation. In case the guest is undesirable or blacklisted, politely deny rooms.



Wish the guest an enjoyable stay & update front office records.



Call the bell boy to escort the guest and carry the luggage to allotted room. The bell boy & bell captain will fill the information in the bell boy arrival errand card and lobby control sheet.

c. Front office tasks for the check-in of VIP guests

Arrange for the pick-up of the VIP from the airport



Welcome the guest traditionally on arrival in the hotel lobby (with aarti, tilak & garlands). The Front Office Manager or General Manager should receive the guest personally.



Registration formalities should be carried out in the guest room over a welcome drink or by an authorised representative during the airport transfer.



Room is pre-allotted to the VIP. In case of political VIPs, the same is done in accordance with the advice of the security in-charge of the VIP.



Call a bell boy to take the luggage of the VIP to his room.

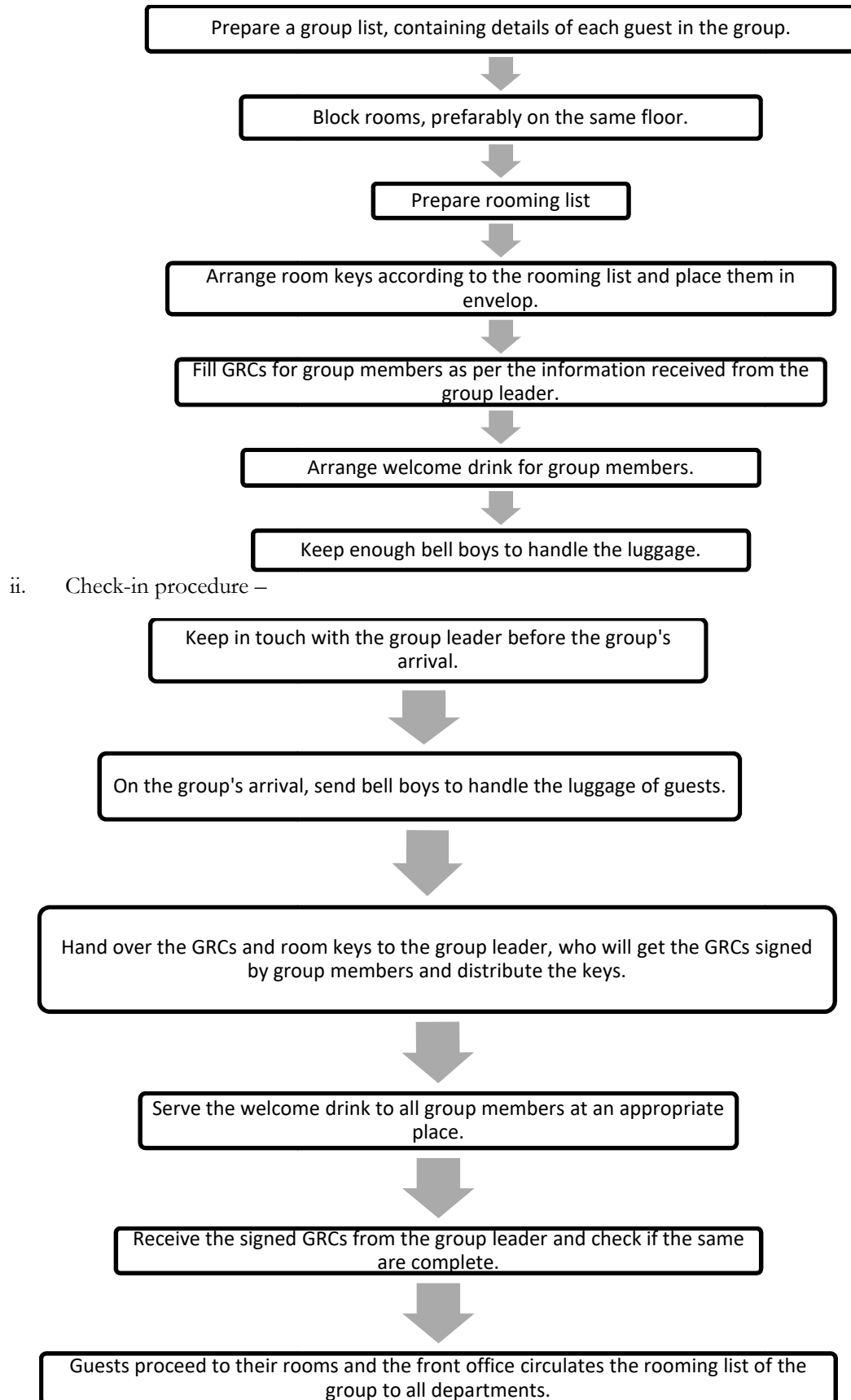


Update the front office records and send the VIPs in-house list to all concerned departments.

d. Front office tasks for the check-in of groups and crews –

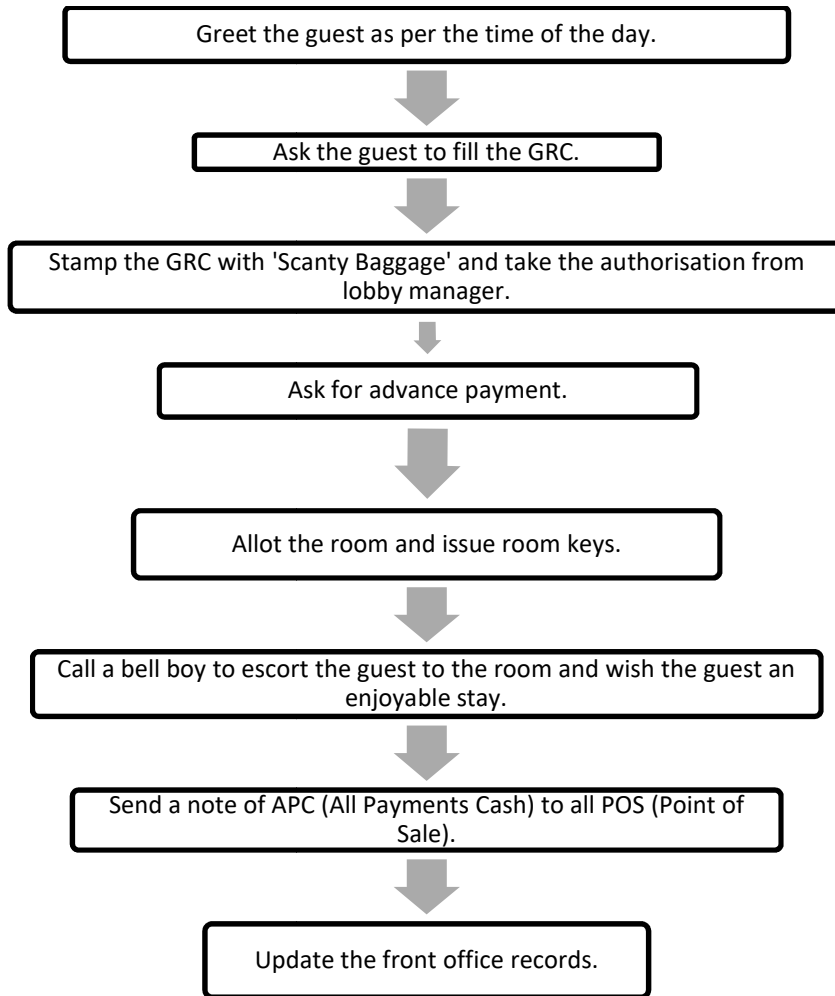
The check-in procedure for a group or crew requires specialized pre-registration activity as a group contains a large number of people who have to be registered at the same time.

i. Pre-registration activities -



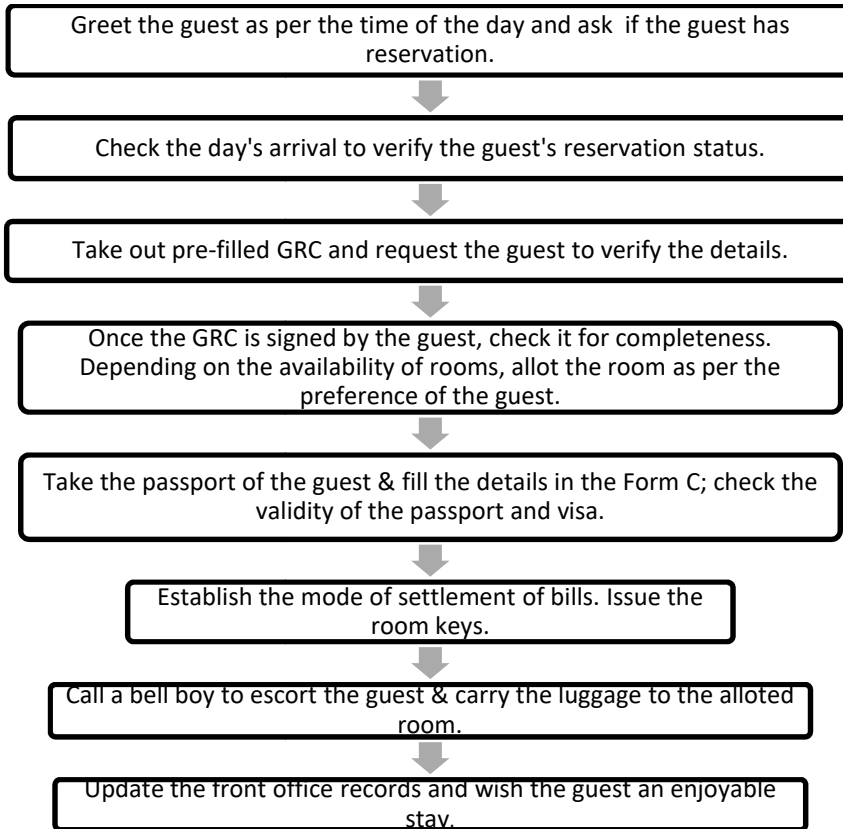
Hotel ABC Rooming List						
Source of booking: _____				S.No. _____		
Name of Group Leader / Airport Representative : _____				Date _____		
S.No.	Name of Guest	Address	Room No.	Nationality	Passport No.	Remarks
Signature of Front Office Assistant						

e. Front office tasks for the check-in of scanty baggage guest –

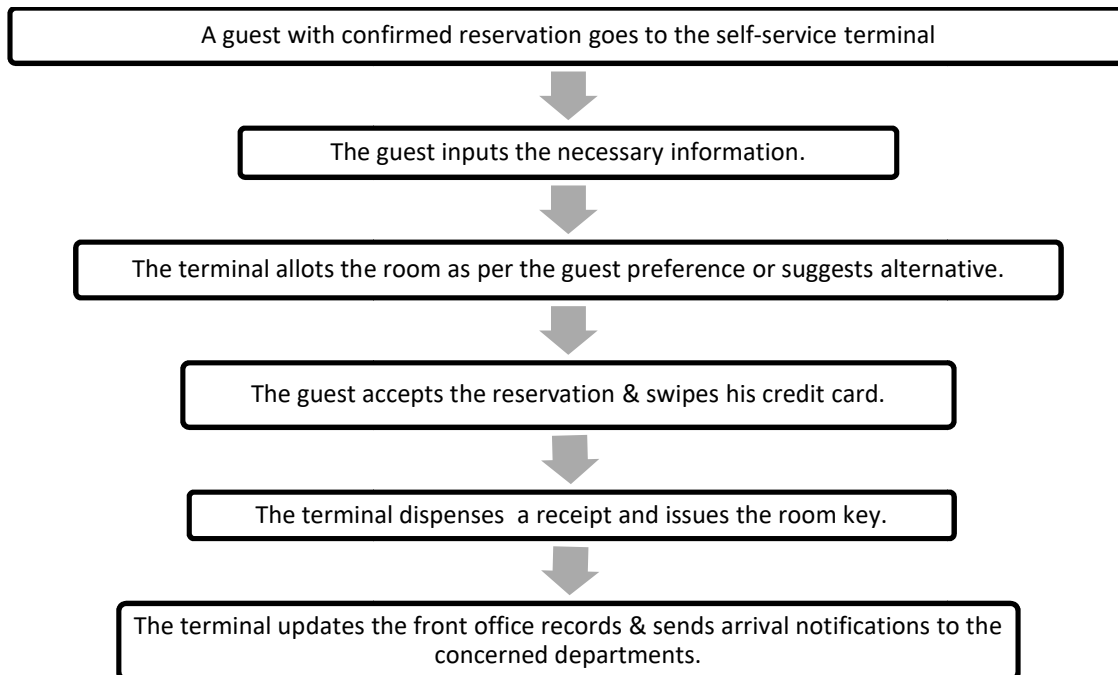


Note: For registering a scanty baggage guest, the Front Desk Assistant should take the authorization from the Duty Manager (DM).

f. Front office tasks for check-in of foreign guests –



g. Check-in procedure in fully automated hotels at self-service terminals –





Important terms –

1. **Red book**- it is a hotel register used for entering guests' information / details at the time of check-in, usually found in small hotels.
2. **Form F** – A document that contains the information required to be maintained by the innkeeper for all visitors arriving in the hotel.
3. **Guest History Card** – A form that contains the data of guests frequently visiting the hotel. This document helps in pre-registration, sales and marketing activities, and for planning guest services.
4. **Guest Registration Card (GRC)** – The registration record of a guest, containing basic information like name, address, purpose of visit, duration of stay, etc. as per Form F.
5. **Reservation form** – A form used to gather the data required for the reservation of a specific guest.
6. **Rooming list** – A list prepared for the groups and crews, containing the names of group members and corresponding room numbers.
7. **Movement list** – Also called Expected Arrival and Departure list, which is send an evening prior to all concerned departments, so that they can plan & prepare their work accordingly.

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