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# Hotel housekeeping training manual book

Loading PreviewSorry, preview is currently unavailable. You can download the paper by clicking the button above. SOP ToolBox: If you are reading these lines, I am sure you are looking for Standard Operating Procedure guidelines or SOPs itself. In both the cases, searching in internet will not be yielding any great help. Because no company shares their SOP Development Process and certainly don't share their SOP Documents. The best way to develop an SOP is creating one for yourself. At Physics, we write SOPs day-in and day-out for companies across the globe including some of the Fortune 500 organisations. Our charge ranges from USD 5000 to USD 50000 depending upon the number of processes to be covered. Certainly, this is not affordable to small and mid-size organisations. Hence, we decided to create this SOP ToolBox to disseminate our 8-Step SOP Development Life-Cycle and best practices at an unbelievably low price. I always say, writing an SOP is somewhere between art and science. So far you may be clueless on where to start and how to progress on an SOP? This will not be the case after you diligently go through this SOP ToolBox. We have summarised all our secrets here to get you started and to deliver a stunning SOP to your management. Keywords: sop, manual, policy, sop meaning, sop full form, standard operating procedure, full sop, user manual, sop is, user guide, instruction manual, owners manual, sample sop, operators manual, sop example, standard operating procedure examples, abbreviation sop, standard operating procedure sample, milk sop, sop document, sop process, m manual, operating procedures, operating process, sop meaning in hindi, standard procedure, sop standard operating procedure, sop top, sop writing, standard operating procedures manual, sop meaning in english, sample sop for mba, standard operating procedures examples in office, product manual, sample sop for ms, maintenance manual, sop security, sop in research, sop in business, whats sop, standard of operation, sop set, sop procedure, sop marketing, sop training, sop hotel, sop, sop meaning business, sop form, sba sop, sop software, help manual, sop it, army sop, company sop, sop sap, o m manual, standard operating procedure examples for small business, shop manual, sop manual, sop meaning in business, purpose of standard operating procedures, sop full meaning, standard operating procedure meaning, sop military, sop standard, sop meaning medical, hr sop, sop production, purpose of sop, sop management, warehouse sop, sales sop, sop pharma, sop manufacturing, sop creation, sop laboratory, ms sop, sop full form in hindi, sop front office, sop customer service, sop online, gmp sop, sop purchasing, sop pharmacy, sop safety, sop for project management, sample sop for australian student visa, sop meaning in tamil, sop system, best sop, sop up, sop in english, sop for mechanical engineering, sop for university, sop in malay, sop lab, sop for business analytics, sop model, sop in pharmacy, developing sops, standard operating procedure examples manufacturing, sop full form in retail, sop full form in medical, sop engineering, sop application, writing standard operating procedures, procurement sop, sop maintenance, standard operating 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construction standard operating procedures, standard of operations procedures manual sample, sop for facility management, sop full form in education, standard operating procedure in food industry, visa sop, sop for business administration, company sop meaning, sop work, sop operating procedure, sop for summer internship in engineering sample, general administration sop, sop for administrative duties. Our Non English speaking hotel and restaurant workers really like our Hotel English Dialogue series. In our today's Hotel conversation in English guide, we will share dialogue between guest and receptionist. This is an example of telephone conversation in front office. Here we will share 2 real life scenarios. By carefully observing the conversation between hotel receptionist and customer you should get some idea about how room reservation is done at front desk of the hotel. Must collect our Professional spoken English guide - English for Hotel and Restaurant Workers for hundreds of real life hotel dialogues, English vocabulary and spoken lessons. DON'T MISS THESE OFFERS: Click HERE to download F and B service Course Click HERE to download Premium Training manuals Click HERE to download 300+ Training Videos Click HERE to download PowerPoints Background: The receptionist of Hotel XYZ is talking over telephone to a guest regarding a possible room reservation. The guest wants to reserve room for her husband. Carefully look at their dialogues: Hotel Receptionist: Good Evening. Hotel XYZ (Name of the Hotel), Reception. How can I help you? Guest: Ok. I would like to book a room for next week. Hotel Receptionist: Sure, Madam. May I know the specific date for the reservation? Guest: Why not? I would like to reserve a room from the 5th of April for 5 days. Hotel Receptionist: What type of room do you like to reserve, mam? Guest: Well, a double-bedded room with AC and other facilities at least. Hotel Receptionist: Thank you madam. Just give me a minute, let me check. (After few seconds) Yes, a few double bedded rooms are still vacant on 5th April. Do you prefer a room with the view of the swimming pool or the hill madam? Guest: Oh both are nice. But I like nature most. I guess hill view will be splendid. Right? Hotel Receptionist: Sure madam. Your room tariff will be US \$90 per night including taxes with the complimentary breakfast at our ABC (Name of the restaurant) restaurant. Is it ok? Guest: Hmm . yes. Hotel Receptionist: May I have your name please? Guest: Yes. I am Stephany Rose. Hotel Receptionist: How do you spell your name, Ms. Stephany? Guest: It's S-T-P-H-A-N-Y and then R-O-S-E Hotel Receptionist: All right, Ms. Stephany. Let me have your address, please? Guest: 257 Park Avenue South, New York, NY 10010, USA. Hotel Receptionist: May I have your contact number, madam? Guest: Yes. 917494-4476 Hotel Receptionist: I repeat 917494-4476. Am I right? Guest: Absolutely. Hotel Receptionist: So, a double room is booked for you MS. Stephany Rose from 5th April for 5 days with the hill view. Guest: Yes, that's right. May I ask you for a special favor? Hotel Receptionist: Sure, madam. What can we do for you? Guest: Actually 5th April is my husband's birthday. Could you arrange a nice flower bouquet for him in the room as a pleasant surprise? Hotel Receptionist: Certainly mam. It will be our pleasure to provide you with the complimentary flower bouquet for the occasion. Don't worry. Be assured that we will also decorate the room in best possible way. I hope sir will be surprised and happy. Guest: That is so nice of you. Thanks. Hotel Receptionist: You are most welcome, madam. We look forward to receive you on 4th April. Guest: Yes. Good bye. Hotel Receptionist: Good Bye, Mrs Stephany. Have a pleasant day. Further Reading Dear Readers, this is just a sample conversation. There are many points you need to understand while taking reservation. We highly recommend you to read these following tutorials for better understating the topic: Background: The reservation official of Hotel PQR is talking over telephone to a guest who wants to book a room. But unfortunately the hotel is fully occupied and no room is available. Reservation Officer: Good Morning. Hotel PQR. Reception. May I help you? Guest: Good Morning. I am Taylor Isabel. I urgently need a single room for 1st January. Reservation Officer: I can understand your urgency madam but I am very sorry. We don't have any single room vacant at that moment. In fact, our all single rooms are occupied for next 5 days. But yes we can provide you our suit rooms. Will that be OK? Guest: No sorry. Suit rooms will be too expensive for me. Can you do me a favor then? Reservation Officer: Sure Madam. Please tell me how can we help you. Guest: Can you give me name and phone number of a mid-range hotel where I may get single room on that day? Reservation Officer: Sure madam. Hold on for few seconds. (After few seconds). Please note the number. It is Hotel ABC. It is a mid-range hotel. Their number is 123456789. I can't guarantee you but I hope you will get single room there. Guest: That is so kind of you. Thank you very much. Reservation Officer: It's my pleasure madam. Thanks for calling. Have a nice day. Further Reading Talking over telephone needs skill, knowledge and training. So, we again recommend you to read these guides: Training Video Click Here to Watch Our Free Video on Hotel Room Reservation Dialogues between Front Office Agent or Receptionist and Guest Practical Conversation







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