

# MODULE 14: YOU ARE WELCOME!

## INTRODUCTION

The role of the receptionist at a hotel or lodge is one of the most important jobs of all. This module is designed to bring awareness to the student of how important the role at the front desk is. This module ties together several other modules such as why people travel? How do they prepare for a trip?

Customer service skills! and the power of a review. The third part of this module covers housekeeping which is another important, but sometimes overlooked, role. The guest's experience at check in can be completely negated if they get to the room and it is not clean!

## OVERVIEW



### Knowledge

- The students know that the front desk/reception position in a hotel or lodge is the first impression.



### Attitude

- The students who work at reception feel proud of their workspace.



### Learning Goals

- The following session is designed to create awareness of the importance of a good front desk team.



### Skills

- The students acquire skills to make the first impression a good one.

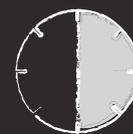
SESSION 14A: The first impression

SESSION 14B: Do you have my reservation?

SESSION 14C: Is my room ready? Housekeeping

## BEFORE YOU START, YOU NEED...

- Markers and pens
- Flipcharts in place
- Large pieces of paper
- Printed student diaries
- To download the videos: 'making a bed', 'cleaning a bathroom', 'preparing your trolley'
- To download the Power Point presentations
- To print the reviews for students to read out loud



- Preparation time (30 min)
- Training time (3 x 90 min)



# SESSION 14A: The first impression



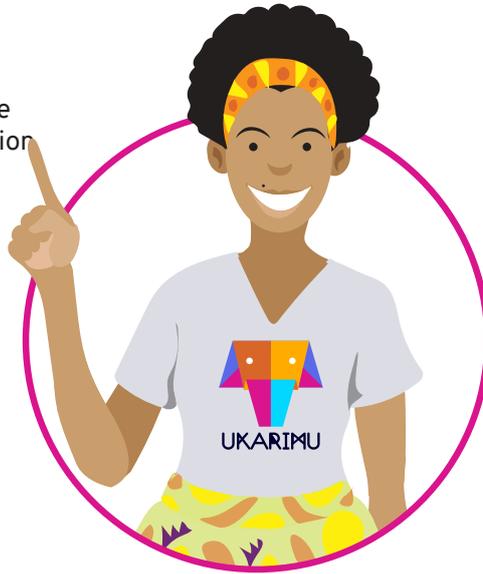
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## AGENDA



### Energizer

(10 min)



**Exercise:**  
Putting yourself in  
their shoes

(60 min)



**Discussion:**  
Did you make them  
feel welcome?

(20 min)



## INSTRUCTIONS

### Energizer (10 min)



The Energizer team leads an energizer.

### Exercise: Putting yourself in their shoes (60 min)



#### SAY:

- *We have talked about why people travel and what they have to do to prepare for a trip. When you meet a traveller it is important to put yourself in their shoes and think about what it is like for a foreign traveller to come to your country. They have spent hours of planning and preparing for their trip. They have worked hard and saved their money so their holiday can be perfect. Now they have arrived and are standing in front of you at your reception desk. How can you make them feel welcome?*



#### ASK:

- *Do you remember the reviews that we read in module 7? Isaac was the receptionist at the Grand Royale Hotel. In the first review the guest was thrilled with his behavior and in the second review he was horrified. Why is this so important? In most cases the receptionist is the first point of contact with a guest and the accommodation. You are the “face” of the hotel. It is important to make that first impression count as it sets the tone for the guests’ stay. First of all, Many Africans have a wonderful way of greeting people. “You are welcome!” Saying that, with a big smile on your face, is one sure way to make them feel welcome. But what else can you do to make sure that their arrival goes smoothly? Remember what Isaac did right and wrong? Do you remember your customer service skills? Remember the personas that we talked about in Module 6- Sven from Sweden and the Japanese couple on their honeymoon?*
- *Now it is time to put it all together. Let’s break up into groups of 4. I want each group to put themselves in the shoes of the traveller(s). Make a complete description of where they came from (which country?); how many hours they have travelled to reach your country; how many suitcases do they have? (remember the exercise of ‘What is in my suitcase?’). Make a full description of the guest (or is there more than one?) What age are they? How do you think they feel? How many types of transportation do you think they took? I want a full description.*



#### FACILITATOR’S NOTE:

*Give them 20 minutes to formulate their traveller(s)*



#### SAY:

- *Now I want you to be at the reception desk. I want your group to come up with 6 things you can do to check your imaginary guest in and make them feel welcome and 6 things that you do NOT do. We want to know why each is important – both what you DO and what you do NOT do.*





**FACILITATOR'S NOTE:**

*Give them 20 minutes to make their lists.*

- Now, I want each group to come up and tell us all about your visitor(s). Introduce them to the rest of us with a full description of their names, why they are there, when was the last time they ate etc. Depending on how many travelers there are, some of you will be receptionists and some of you will be travellers. I want you to act out your reception using the guidelines that you have written. Let's begin.



**FACILITATOR'S NOTE:**

*Let each group act out their check-in. Hopefully they have made good descriptions of their travellers which should give them some appreciation of what they have been through to arrive at their hotel. You can make notes on which customer service skills they used, how did they welcome the guest etc.*

## Discussion: Did you make them feel welcome? (20 min)



This is a very important discussion. Some of the points that should be discussed are:



*How many customer service skills did you use? (Does anyone mention that their reception area was tidy and clean – they created a nice environment- before the guest even arrived?)*



*Did you offer them any refreshment?*



*Do you, the receptionist look fresh and clean? Did you have a big smile on your face? (Good personal hygiene?)*



*Were you organized and knew which room you were sending them to and had the key ready?*



*Did you act quickly to check in your guest? You were prepared with all of your tools (pens, check in sheets etc. ready for use?)*

*Did the students feel an appreciation for their guests- were they truly in their shoes?*





**FACILITATOR'S TIP:**

See the facilitator guide about different ways of leading a discussion for some inspiration.



# SESSION 14B: Do you have my reservation



## Knowledge

- The students know what information is necessary for a proper reservation.



## Learning Goals

- The students learn about the importance of taking proper information for a reservation.



## Attitude

- The students feel confident taking a correct reservation.



## Skills

- The students are able to take a reservation with accuracy.

## AGENDA



### Energizer

(10 min)



### Presentation: Taking reservations by telephone

(60 min)



### Discussion:

Wrap up

(20 min)



### FACILITATOR'S NOTE:

*Taking a proper reservation is extremely important. This session is a Power Point presentation so the timing depends on how long it takes for a thorough discussion. Major points are on each slide for the facilitator. At the end of the presentation is an extra piece on general telephone etiquette that the facilitator can choose to use or not.*



### Energizer (10 min)



The Energizer team leads an energizer.

### Presentation: Taking reservations by telephone (60 min)



#### SAY:

- *One of the most important skills in hospitality is paying attention to details. When making reservations, either in person or by phone or by email, it is extremely important to get the information correct. You can imagine how embarrassing it would be for someone to come to your reception desk and you are not ready for them. As from our session before, you now have an appreciation of how tired, hungry and grouchy the visitor can be after a long trip. One of the worst experiences they can have is if, after they see you smile and greet them, you tell them that they have no reservation!! You are basically saying that they are not welcome! What kind of a review do you think you would get then?? Especially if YOU were the one with whom they made their original reservation! This can become very awkward so we are going to look at how important it is to get a reservation correct. Whether the reservation is by phone, in person or by phone the information is the same. This presentation is taking reservations on the phone, but again, the information is the same.*



#### PRESENTATION

- Show the Power Point on taking reservations by telephone. There are notes on each slide for the facilitator.



## Discussion: **Wrap up** (20 min)



### FACILITATOR'S NOTE:

It is important to wrap up the presentation to make sure that students understand which information is necessary. Make a list of important lessons learned together with the students and write this on a flipchart while they are going over it. Here are some examples of important lessons learned.

- Names must be spelled correctly.
- Credit card numbers are not valid without expiration dates.
- Telephone numbers are not valid without area codes.
- Dates are not valid without day, month and year.
- Email addresses do not work if they are wrong.
- Rates are not valid without room type/number of beds.
- We look forward to welcoming you to The Perfect Hotel on: 27AUG19 - 04SEPI9 (8 nights).
- Spell the name of the guest and recap numbers, room type, number of beds and any extra requests.
- I would like to send you an email for reconfirmation. I have your email as: pierce26549@gmail.com Is that correct?
- Would you like to email us your flight information so that we can meet you at the airport? Our email address is: welcome@theperfecthotel.com
- Thank the guest!



### SAY:

- We are going to wrap up this session by making a list of important lessons learned. I want you to share anything that is a lesson learned for you.



### ASK:

- What did you learn from the presentation on taking reservations?
- What are the key things you will remember about this presentation?



# SESSION 14C: Is my room ready?

## Housekeeping



### Knowledge

- The students will learn to understand why it is important and will practice making a bed and cleaning a bathroom.



### Attitude

- The students will know how a properly cleaned room should look.
- The students will feel proud when they have worked hard and it shows.



### Learning Goals

- This session outlines the importance of housekeeping. Knowing how to clean a room properly is one of the most important, and yet sometimes overlooked, skills.



### Skills

- The students will learn how to professionally make a bed.
- The students will learn about different cleansers to clean a bathroom.

## AGENDA



### Energizer

(10 min)



### Exercise: What is important?

(20 min)



### Presentation: Making a bed

(25 min)



### Presentation: Cleaning a bathroom

(25 min)



### Reflection:

(10 min)



## INSTRUCTIONS

### Energizer (10 min)



The energizer team leads an energizer.

### Exercise: What is important? (20 min)



SAY:

- *Imagine that your colleague at reception has checked in the guest and done everything possible to make the weary traveller feel welcome. Then they get up to their room and it is a mess! It is dirty and the bed has not been made. There are towels on the floor and dirty glasses on the table. How embarrassing is this? And again, the visitor may rush to their phones to write a review!*



#### FACILITATOR'S TIP:

To make this more engaging, ask 2 students to read the following reviews. One will read the negative one, whereas the other will read the positive one.

#### Could have been a nice place, but the place is a mess - ★

After travelling for 18 hours, my husband and I had finally arrived for our honeymoon! We were all excited to finally arrive at the Grand Royale. We had heard so much about this place and this was going to be the best week of our lives. We have been working hard to save the money, as \$150 per night is really expensive for us. So here we are, at the Grand Royale. The check-in was decent and welcoming, and the place looked nice... at first.

When we arrived in our room it was a huge disappointment. The room smelled as if it hadn't ever been cleaned. The clammy smell was a mix of old food and mold. You can imagine it was not really the type of atmosphere we were hoping for. Some of the curtains were closed, others were open. Although the bed was made, the sheets were a bit yellowish and were ripped. Under the bed we found some candy wrappers and a lot of dust. In fact, dust was everywhere, just a bit more under the bed. We were surprised to find out that the bathroom smelled even worse. The toilet seat was broken and it looked like fungus was growing underneath it. We found hairs of all sorts in the shower, and toothpaste on the mirror. How was this all possible? It seemed like some sort of joke. When we asked for a different room, they told us the hotel was fully booked. We really weren't happy. After the first day we left...



## This hotel is beyond perfect! -★★★★★

We waited for so long to finally go on our holiday and who would have thought it was even better than we hoped it would be?! Sometimes you just instantly know you made the right decision. Choosing the Grand Royale was such a decision. The receptionists were doing a great job throughout our stay, but let me now focus on the work of those people that often go unnoticed: the housekeepers!

Our room was perfect in every way! It had the subtle smell of flowers, and the windows were spotless. On the little table next to the bed we found a lovely letter wishing us a great stay. The bed was made up neatly and on top of it we found the shape of a heart made of roses. On the pillow we found little peppermints. The phone and the room service menu were clean as if we were the first users. The bathroom looked like the ones you see in TV-commercials and all supplies were there. The towels were soft and perfectly white. During our entire stay we slept like we never did before – in fact, we wished to stay there forever! We hope the housekeepers are enjoying our tip as they truly deserved it.



### ASK:

- What are your thoughts on the reviews?
- Why do you think it is important to provide guests such a positive experience?
- What specific aspects are part of housekeeping?



### FACILITATOR'S NOTE:

*Continue with giving the presentation which goes through the highlights of housekeeping. Emphasize that the slides are in the right order: it is important to keep the right order when cleaning a room.*

- The following points are mentioned in the PowerPoint:
  1. When you enter the room you first open the curtains fully (so you have more light when cleaning and it looks sharp for the guests)
  2. Start by making the bed. Remove the old sheets and make the bed with new sheets.
  3. Empty all the trash bins in the room and remove other trash. Put new garbage bags in bins.
  4. Remove dust from surfaces like TV, desk, nightstands, below the windows, etc. Remove stains (from glasses for example) with a wet towel from desk and nightstands. Pay attention to surfaces inside closets and desk, remove dust from there too!
  5. If there is a mini fridge clean inside and outside with an all- purpose cleaner. Make sure that it is properly stocked.
  6. Clean the phone.
  7. Remove stains from windows with window cleaner.
  8. Vacuum or sweep all the floors (also bathroom). Also clean under the bed, desks and chairs.
  9. Clean the bathroom (there will be more info about that later in this course).
  10. Mop all the floors (except when there is carpet) with floor cleaner.
  11. Make sure everything is in place and looks sharp (info map lays straight on the desk, fresh towels on bed or in bathroom).





**FACILITATOR'S NOTE:**

Continue with the 'making the trolley' video. Make sure to tell the students that they might not always have access to a trolley but the video is about how to prepare your cleaning work station.

## Presentation: Making a bed (25 min)



**SAY:**

- In this instruction we will watch a video and practice later.



**PRESENTATION**

- Show the supplementary video about making a bed. There is an additional PowerPoint presentation available as a supplementary piece.



**SAY:**

- Now we are going to practice together.



**ASK:**

- What do we need to pay particular attention to when making a bed?



**FACILITATOR'S NOTE:**

The most important things to pay particular attention to:

1. Make sure the mattress sheet is tight around the mattress and looks neat.
2. Put the pillow cases around the pillows and arrange the pillows nicely on the bed
3. The sheet has to be tucked in at the end of the bed. Make sure it looks neat.
4. Is the floor underneath the bed clean?

## Presentation: Cleaning a bathroom (25 min)



**SAY:**

- In this instruction we will watch a video and practice later.



**PRESENTATION**

- Show a YouTube video about cleaning a hotel bathroom. Video: <https://m.youtube.com/watch?v=mOzCEBjvbTA>





### ASK:

- Now we are going to discuss together.
- What are the things that need to be cleaned in the bathroom? And what detergent do you use?

#### Answer:

(Mirror- window cleaner, washing table and closet- all purpose cleaner and Vim for the sink and tab, trash can, toilet all purpose cleaner and bleach for the inside, shower/bath Vim + walls Vim, floor-all purpose cleaner).

- What are details you should pay attention to when cleaning the bathroom?

#### Answer:

Clean the light switches, replace the soap and throw away the used one. Remove hairs in the drain of the sink and shower. Fold the toilet paper neatly for example in a triangle shape. Use a new towel for everything you clean.



#### FACILITATOR'S NOTE:

Practice cleaning a bathroom with the group. Group can be divided into smaller groups and each group cleans something else (sink/toilet/shower/floor). Groups can rotate.

## Reflection (10 min)



### SAY:

- It's been a busy day. We've learned a lot. Let's spend some reflective time with our journals.

