



AMBASSADE
DE FRANCE
EN OUGANDA

*Liberté
Égalité
Fraternité*



Training Content

Front Office



Introduction Game



"Let's welcome each other as a guest"

Expectation Mapping



What do you want to learn in this training?



House Rules



**Which rules
should we use
for this training?**



The role of the front office department



- To gather information about the guest on:-
 - Accommodation needs i.e. type of room, no. of pax, date of departure, view of room etc.
 - Preferred method of payment.
 - Their characteristics for market research.
- To enter into an agreement (legal contract) on the rate charged, the services to be rendered, the extent of the hotel's liability
- To introduce hotel facilities, service standards, services provided i.e. the guest will be sample testing our service product and will evaluate the hotel based on this encounter. The first impression has a lasting impact. Guests will evaluate work efficiency, social skills and work attitude.
- Guest Security

The role of the front office department



- The role of the front office that takes place **Before, During and After** someone's stay.

Think of;

- Communication (both internal and external)
- Hosting
- Inquiries and complaints
- Reservations and bookings
- Guests registration
- Security
- SOP's
- Marketing, Upselling

**Good
check-in!
Bad
check-in!**



Tea Break!





**Not all
bookings
are the
same!**

Checking-in group Arrivals



1. Group Arrivals

Scenario: A group of 15 tourists booked through a travel agency arrives from Kampala to stay in Mbale for a mountain hiking excursion. They have arranged a 3-night stay with guided tours included, and each member has individual preferences for rooming and dietary needs. The agency has paid for the accommodation in advance, but the front desk needs to confirm each guest's details.

Specific Check-In Procedures:

- Ensure efficient check-in to avoid delays.
- Confirm pre-arranged rooms and dietary preferences for each group member.
- Providing a welcome packet or itinerary for each guest, including tour details and safety guidelines.
- Clarifying payment details if any extras are requested, as the travel agency has already paid for the basics.

Differences to Highlight:

- Group check-ins require quick coordination, often involving pre-prepared keycards and grouping guests for smooth flow.
- Clear communication with the tour guide or group leader regarding group needs.
- Emphasizing local safety tips, especially if guests are new to Uganda or the area.

Checking-in individual reserved guests



2. Individual Reserved Guest

Scenario: A reserved guest named John booked a room for two nights in Moroto, Karamoja, through the hotel's website. He has dietary restrictions and has asked for a quiet room. He is here on a business trip and may need a late checkout for his final day. John arrives at 7 PM, tired and expecting a smooth check-in.

Specific Check-In Procedures:

- Confirming John's reservation, dietary restrictions, and room preferences (quiet room).
- Offering information on local dining options that accommodate dietary needs and possibly room service.
- Noting the late checkout request to accommodate it if possible and discussing fees or policies related to it.

Differences to Highlight:

- Personalized interaction, making the guest feel individually valued.
- More flexibility in fulfilling special requests as the check-in is less rushed than group check-ins.
- Importance of efficient, warm communication to make the guest feel at ease after a long journey.

Checking-in walk-In guests



3. Walk-In Guest (Chance Guests)

Scenario: A couple arrives in Mbale without a reservation, hoping to book a room. It is a busy season, and only one standard room is available. They want to stay for one night but haven't decided if they'll extend their stay. They ask about local activities and how to arrange for transportation to Sipi Falls.

Specific Check-In Procedures:

- Checking room availability and giving a clear overview of the hotel's options and rates.
- Offering a local activities guide, mentioning any organized tours to Sipi Falls or nearby attractions.
- Discussing the option for extension in case rooms become available or suggesting advance booking for an extended stay.

Differences to Highlight:

- Walk-ins require a flexible approach, balancing hotel occupancy while ensuring guests are informed about rates, room types, and potential availability.
- Emphasizing the “local flavor” in recommendations, creating a memorable experience for chance guests.
- Efficient but friendly service, as chance guests may have unexpected needs or questions.

Checking-in overbooked guests



4. Handling Overbooked Guests

Scenario: Due to a reservation system error, the hotel in Karamoja is overbooked by two rooms on a busy weekend. Two reserved guests arriving later in the evening do not have rooms available. The guests are both here for a cultural festival in the region and are unfamiliar with the area.

Specific Check-In Procedures:

- Apologizing for the inconvenience, explaining the situation empathetically.
- Offering assistance to find alternative accommodation nearby and covering transport or even arranging for the first night's stay at another hotel.
- Offering compensation, such as discounts, free meals, or a complimentary tour for when rooms become available.

Differences to Highlight:

- Overbooking scenarios require professionalism and an empathetic approach.
- Immediate focus on guest needs and alternative arrangements to ease guest inconvenience.
- Importance of accountability, sincerity, and follow-up to reassure the guest about future stays.

Checking-in VIP guests



5. VIP Guests

Scenario: A well-known business executive is visiting Mbale for a regional business summit and staying at the hotel for two nights. The guest's preferences include a suite, complimentary evening cocktails, and high-speed internet access for virtual meetings. The guest is arriving in the early afternoon and may have local business associates visiting.

Specific Check-In Procedures:

- Confirming the suite preparation, ensuring amenities align with VIP requests.
- Offering a personalized welcome note, possibly including local gifts or a guide to Mbale's culture.
- Arranging for privacy and security, accommodating the guest's need for quiet spaces and easy access to meeting areas.

Differences to Highlight:

- VIP check-ins prioritize personalization, from room setup to interaction with hotel staff.
- Ensuring all requests, including food preferences and business needs, are readily available.
- Tailored service for high-profile guests to create a refined, seamless experience reflecting positively on the hotel.

Front office guest check- in S.O.Ps



- The GUEST is acknowledged and greeted within 30 seconds - "Good day, How may I help you?"
- The GUEST's name is ascertained and used. - "Welcome to the Mackinnon Suites ,Mr/s..."

- Locate the GUEST's reservation details quickly
- Make sure information regarding bookings is accurate and up to date.
- Check GUEST History for prior stays prior to GUEST arrivals.
- The Reservation details, including length of stay, type of room, number of GUESTS, etc. are confirmed with the GUEST.

- The GUEST is assisted with the completion of the Registration requirements
- GUESTS are asked for their XYZ on check-in and a confirmation is done that the card belongs to the actual GUEST (check ID). Check the expiry date of the GUEST's XYZ.
- Confirm if there is an extra person with them.

- The GUEST is advised that all our rooms are non-smoking, but he is free to use a gazetted area for smoking.

Front office guest check- in S.O.Ps



- The method of payment is confirmed with the GUEST, Credit card charges are confirmed.
- Inform the guest about late check-out charges if any.

- The GUEST is informed about parking, safety deposit facility and the Hotel's restaurant facilities and the GUEST's requirements are ascertained.
- Operating hours for the Restaurants are communicated.

- The GUEST is informed of his/her room allocation (number) and is issued the Room Key.
- Advise the GUEST that, in the interests of GUEST Security, the Key card is the means of identification when requesting Room Keys, accessing Safety Deposit Boxes or signing dockets to the GUEST's account.

- The GUEST is offered assistance with luggage to their room.
- The GUEST is shown how to use the various amenities and appliances in the room.
- The GUEST is wished a pleasant stay.
"I do hope you enjoy your stay with us, Mr/s ..."
- The GUEST's name must be used at least twice during Check-In.



Check-in Standards at the Front-Desk!

Check-in Standards at the Front-Desk



As a professional , how do you gauge your professional skills?

- Guest acknowledgement.
- How long did it take to complete the check-in process?
- How was the guest greeted?
- Did you offer assistance and what was ascertained?
- When was the registration card prepared?/ reservations involved?
- Were you fully groomed? -name tag?
- Did you maintain your posture- eye contact, smile?
- Was the desk clean, clutter?

Always consider under check-in:

- Communication (verbal, body language and information to guests)
- Guest handling (luggage and room /hotel services orientation)

Ethics Code for Front Office Personnel



- Maintain confidentiality
- Support interdepartmental communication
- Provide good customer service
- Ensure good security
- Have NO personal relationships with guests
- Collect feedback / check guest status...e.g. how was your night?
- Maintain professionalism
- Ensure good personal grooming
- Exhibit honesty and integrity.
- Be polite, courteous and cooperative in all dealings
- Dress appropriately.
- Smile and greet.
- Listen and communicate.
- Stay organized and efficient.
- Handle challenges and conflicts. Be the first to add your personal experience.
- Learn and improve. ...



Guest Registration & Regulations



- Guest registration involves collecting information/data from the guest.
- Certain information is required by the law and must be available for inspection by an authorised state official. The state official has to identify themselves.

Some of that information involves:

Citizens and non-citizens

- Date of arrival
- Full name
- Nationality – Signature

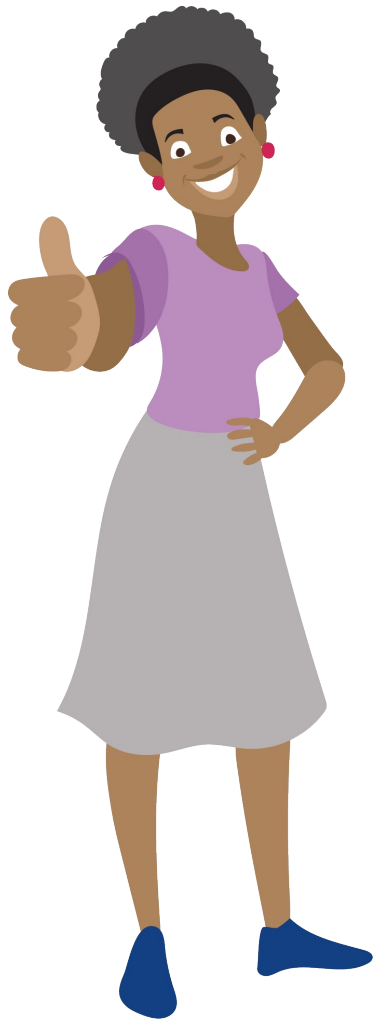
Non-citizens

- Passport No. and place of issue
- Departure date and next destination

Importance of guest registration & regulations



- Security
 - In case of emergencies
 - Lost and found property
 - Personal safety of the guest
 - Safety of all other guests
- Data collection
- Marketing e.g. Reviews, Newsletters etc.
- Customer Service
 - Knowing someone's birthday can present an opportunity to surprise them and create a memorable experience for them
- Room management
- Accurate billing and Record Keeping
- Health & Safety Compliance



I am a **PROFESSIONAL**

- First appearance
- Personal presentation
- Verbal practices
- Body language

Tea Break!



Open Quiz



What is the importance of being prepared for each type of guest booking?

How can staff tailor their approach to create a memorable experience while maintaining professionalism?

How does understanding guest preferences and specific requests support overall customer satisfaction?

Role plays - 1



Script 1

- Approach a hotel reception to check in as a walk-in
- You require a single room (BB) for one night
- Your Budget \$50 – haggle
- You require a wake up call at 6.00am
- You expect a Guest Mr. John Wood, you should be informed as soon as he comes in.

Role plays - 2



Script 2

- Approach a hotel reception with your wife to check having reserved for a double room (BB) for two nights at \$70.
- Ask for a specialty restaurant since its your wife's birthday
- Ask how you can reach Sipi falls
- Ask for a late check out on the day of departure



**Name one thing
you liked about
today.**

**Name one new
thing you learned
today.**

**Name one thing
about the training
that could be
improved.**

What a lovely service - best experience ever! - *****



I stayed at the Grand Royale for a week in September. It was my first time in the country. My plane had been delayed for 5 hours and my cabin luggage did not arrive at the airport. So here I was, with no clean clothes, phone off and being very tired! I was almost having a breakdown.

The lovely young man at the reception, named Isaac, welcomed me and offered me a complimentary glass of juice, listened to all my stories and told me that from now on, everything would be fine: they were going to make the necessary phone calls to make sure the luggage would be in the hotel as soon as possible, they even had the right phone charger that I could use to charge my phone.

Without exception, the staff were polite, always in a good mood and did everything throughout the week to make me feel at home. And luckily, already on the second day, Isaac brought my luggage to the room!

I would highly recommend the Grand Royale to anybody – and Isaac needs to get a raise! I would give it five stars, but only because six stars is not an option.

There is only 1 thing that is even more terrible than the room: the receptionist *



Yesterday I checked out from the Grand Royale. Every bit of it was terrible. This place should be closed as soon as possible. Just after 1 day, I moved to another hotel which is so much better. Let me explain what went wrong!!

The long story is: it was my first time in the country. But as my flight was delayed and my luggage did not arrive, I was very tired and frustrated when I arrived. The receptionist called Isaac seemed to be more interested in his phone than in helping me out. After handing me my room key, Isaac remained seated and I tried to use the elevator but it was not working. After trying for 3 minutes, Isaac told me that it wasn't working. No greetings, no sorry, no nothing. Only "it's not working!"

Isaac didn't even ask if I wanted any food, When I asked him for a charger for my phone, he even sighed and said "I don't have phone chargers here". I walked to my room very angry and spent the night calling the airport for my luggage.

I have slept in many hotels in my life, but this one was the worst. I'll rate it 1 star, only because 0.5 stars is impossible.

Perfect customer service at the front office



Customer service at the front office should be PERFECT!

- P -Professional
- E -Efficient
- R -Reliable
- F -Friendly
- E -Expert
- C -Caring
- T -Trustworthy

Know your product and establishment standards

- Room rates and applications
- The rooms amenities and services.
- The rooms configurations - View.
- The attached amenities.
- The check- in procedures – areas
- Apply Check-in S.O.Ps with a good attitude

- Service with a smile
- Make the guest feel acceptable
- Reliable & Prompt
- Friendly & polite
- Well spoken & mannered
- Be discreet and business like.
- Put yourself in the guest shoes.



Inter-departmental communication

- Operational documentations – Circulate guest booking lists, grooming list, banqueting list, work force etc.
- Room status – Know occupancy, kitchen awareness, amenity preparation
- Other information – Do not disturb, workshop in progress, wake up call, don't change my linen, facility information
- Routine maintenance – Front office communicates reports from housekeeping, to maintenance and manager
- Special events – VVIP, government delegations, celebrations etc. Front office communicates to housekeeping, kitchen, security, human resource etc.
- Safety procedures – Communicate to all staff. Emergency evacuation procedures, smoking detectors etc.
- Security procedures –To security team
- Work schedule – Circulate work schedules to all departments, to prepare adequately.

Communication etiquette



Phone etiquette

- Listen actively and carefully
- Answer by the third ring
- Speak clearly
- Remain polite and cheerful in your tone
- Address the caller correctly
- Answer promptly
- Avoid slang
- Consider call timing: don't interrupt
- Keep hold time brief, don't leave someone on hold forever
- Let the guest hang up first
- Only use speakerphone when necessary
- Repeat what has already been told
- End calls politely

Email etiquette

- Consider your subject line and make it specific
- Use professional greetings
- Check the recipient's name
- Choose your email salutation carefully
- Keep your tone professional
- Reject reply all
- Avoid emojis
- Include a perfect email signature
- Use a professional email address
- Call out attachments
- Set informative out-of-office replies
- Use humor carefully
- Reply quickly
- Reply to your emails
- Shorten links
- Structure the email properly
- Think before forwarding
- Use bcc appropriately
- Use sentence case
- Proofread before sending mail





Different Payment modes

The guest must indicate how he/she intends to settle the account. The settlement options available are listed below.

- Cash (local & forex)
- Credit cards
- Company billing (direct billing) only with prior arrangement
- Bank cheques/EFTs) only with prior arrangement and authorized before check-in.



Confirm account settlement method

The following procedures should be followed to ensure account settlement at departure.

CASH/TRAVELLER CHEQUES

The guest should be politely asked to pay a deposit as per house policy. He/she should be informed of the house limit or when the account is due i.e. on weekly basis.

BANK CHEQUES

This is only acceptable with management approval. It should be paid-in as a deposit to allow for clearance in good time.

CREDIT CARDS

An imprint of the card should be taken and attached to the folio. The validity of the card should be ascertained. If possible inform the guest of the card floor limit in your establishment.

COMPANY BILLING

This will include hotel booking vouchers, L.P.O., authorized signatories and commercial company letters.

Lunch!





Tracking a missing reservation

- If rooms are available, ask the guest to fill in a registration card
- In cases where you must find the reservation:
 - Check spelling
 - Ask for confirmation number
 - Check under other names
 - Look under other dates/no-shows
 - Check company or group affiliation
 - Tactfully determine if the guest is at the right property



Handling non-guaranteed reservations

- Anticipate this situation by staying informed of availability at other hotels
- Apologize for the inconvenience
- Move the guest away from other guests
- Call other hotels to secure accommodations for the guests
- Help the guest get transportation to the other hotel
- Encourage the guest to return at another date



Disappointed guests

Dealing with disappointed clients can be difficult. Regardless of whether you believe they have a point in being disappointed, it is up to you to deal with the situation as good as possible.

If you don't handle the situation well, the clients become even more upset. But if you manage to deal with them well, their disappointment might disappear almost completely and even turn into delight for how well it was solved!.

There are many different situations in which a client can be disappointed and how to deal with them differs according to the situation. Issues can vary from check-in to malfunctions, dirty rooms, insects/rodents, left items etc.

But there are aspects that have proven to be effective in terms of dealing with disappointed clients. If you include all of them, you are on the right track. But if you leave out any of them, clients may feel something is forgotten.

Steps to satisfy disappointed guests



Disappointed customers often want:

1. **An empathetic ear.** Sometimes they simply want to vent. They want to know that the employee or manager is listening and cares.
2. **An apology.** In some cases a sincere apology is enough and thank the guest for the opportunity.
3. **A solution.** Typically customers bring issues to the attention of staff because they want them fixed.
4. **Compensation.** Upset customers are looking for compensation, but not always.
5. **Follow-up.** For some people, it's important to know that their concerns are brought to the attention of management and are fixed for future customers.
6. **Reassurance.** Customers want to know they're in good hands.



London



New York



Kampala



Disappointed Guests

(Role plays)

How do we deal with
them?

Some scenarios for the role plays



1. Guest has a painful stomach as he/she ate something bad
1. Guests are unhappy because they had to wait in line for over 30 minutes before they could check in and then they had to wait again for their rooms to be ready
1. Guests are very annoyed but don't speak English or any other language you know. It seems they don't like the food and want to have their own style of food.
1. Guest believes the askari was trying to hit on her/him
1. Guest believes the bedsheets were not properly washed
1. Guest lost their laptop on your premises and believe someone might have stolen it
1. Guest believes the view was disappointing and claim that they booked a different room
1. Guest thinks the rooms are far too expensive



Open discussion:
Can you think of any situation where there was a problem with your guests and now you realize that you could have handled the situation professionally?





**What is my
highlight of today,
and what work
challenge will it
solve?**

**Thank you
for today!**





Ask the facilitator

(Any questions from the past 2 days?)

Environmental sustainability and Green jobs



The term environmental sustainability refers to every effort geared towards environmental management, protection, restoration and preservation. This includes all activities that aim at preventing/minimizing natural resource depletion, air/water pollution, waste, noise etc. It also encompasses all activities that preserve biodiversity, landscapes and also encourage others to do so.

- When an employees' work entails the above, it is considered as a GREEN job!

Open Quiz- In our workplace;

- How can we save energy/power? How can we communicate it to our guests?
- How can we save water? How can we communicate it to our guests?
- How can we practically protect our environment in terms of air quality, soil, vegetation etc.? How can we communicate it to our guests?
- What are the bottlenecks to environmental sustainability in the tourism and hospitality sector?

Environmental sustainability and Green jobs



Components of environmental sustainability

1. Solar panels, hydroelectricity etc.
2. Organically grown food/ingredients.
3. Promotes vegetarian and vegan dishes instead of meat.
4. Filtered/treated/pumped/underground/rain harvested water.
5. Energy saving bulbs, motion sensors, manually operated machines etc.
6. Water saving e.g. reuse of towels, beddings, toilet paper etc.
7. Sustainable waste management practices e.g. recycling waste, charcoal briquettes
8. No air pollution e.g. incinerators, sock pits, not burning rubbish etc.
9. No/less plastics.
10. Less paper in operations.
11. Sustainable building materials e.g. bamboo, recycled steel etc.
12. Eco-friendly housekeeping, kitchen products, NO insecticides.
13. Tourism activities with a limited environmental footprint.
14. Shared-ride options, promoting bicycle and public transport.
15. Conservation of natural resources and biodiversity, i.e. trees, animals, water, soil
16. Sensitizes others about environmental sustainability practices.

Environmental sustainability and Green jobs



1. How green is your job?

1. Which of the sustainability elements we have studied will you promote at your work place?



Decent work and safety



QN: What does the term decent work mean?

The term decent work refers to work which is productive for women and men in conditions of freedom, equity, security and human dignity. This includes promoting jobs and enterprise, guaranteeing rights at work, extending social protection and promoting social dialogue.

QN: If you were to give marks, out of 100, to what extent is your job decent and why?

Decent work and safety



Components of decent work

1. Contracts.
2. Social security e.g. NSSF and or Medical care.
3. Known average working hours and compensation for overtime.
4. Decent income
5. Other incentives e.g. uniforms, accommodation and meals.
6. Known policies on problem solving, consultation, negotiation
7. Clear exchange of information.
8. Employee safety, PPE, equipment inspection, safety training, safety signs/labels
9. Staff inclusion in policy making.
10. Entitlement to annual leave.
11. Entitlement to capacity building and development.
12. Retirement benefits for long serving employee.
13. Written decent work policy or document at work.

Sample front office personnel contract



This Contract of Employment sets out particulars of the main terms on which employs:

1. NAME: _____
2. ADDRESS: _____
3. JOB TITLE: _____
4. COMMENCEMENT DATE: _____
5. TERM OF EMPLOYMENT: _____
6. PROBATION PERIOD: _____
7. SALARY: _____

- a) Your salary is payable monthly at the end of each month in full by cash.
- b) Your salary is set at such a level as to compensate for the need for occasional additional hours at work.
- c) Your salary is subject to NSSF, PAYE and Local Service Tax deductions.

8. PLACE OF WORK:, KAMPALA, UGANDA
9. HOURS OF WORK:

10. **GENERAL RULES OF EMPLOYMENT**

- a) You shall carry out duties as per your job description and as directed and necessitated by your Superior(s).
- b) During holiday and busy periods, etc. it may be necessary for you to take over some duties normally performed by other Employees.
- c) You are expected to report for work at least 15 (fifteen) minutes before your listed hour, so as to allow for any preparation for your duties.
- d) The following shall be prohibited during working hours and subject to disciplinary action in addition to the Misdemeanors listed in Paragraph XX below:
 - (i) Use of mobile devices, including phones, radios etc.
 - (ii) The consumption of alcohol

Sample front office personnel contract



11. ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS

12. SICKNESS PAY AND CONDITIONS

13. SAFEGUARDS

- (a) We reserve the right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or business.
- (b) If you are suffering from an infectious or contagious disease or illness you must notify us immediately.

14. CAPABILITY AND DISCIPLINARY PROCEDURES

(i) Theft

(ii) Physical abuse including sexual abuse and/or harassment

- (a) Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with the Manager in writing.

15. NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER/EMPLOYEE e.g;

- (a) On completion of probationary period but less than 1 years' service: 14 (fourteen) days
- (b) Between 1 year and 5 years: 1 month

16. PAY IN LIEU

- (a) The Company reserves the contractual right to give pay in lieu of all or any part of the above notice by either party.

18. TRANSITION

- (a) This contract supersedes and nullifies any other employment contract entered into between the employer and the employee.

NAME

SIGNATURE

DATE

Lunch!



Preventing sexual harassment!



- When someone carries out unwanted sexual behavior that makes someone feel upset, scared, offended or humiliated or is meant to make them feel that way.
- It's a type of sexual violence, just like rape and sexual assault.
- It can have serious impact on your physical and mental health.

Some signs, symptoms and actions of sexual harassment

1. Sexual gestures/suggestive looks/sexual jokes/requests
2. Displaying images/body of a sexual nature
3. Unwanted physical contact of a sexual nature

(Sexual harassment can be among internal guests and external guests. No case is better than the other)

How to minimize/prevent harassment

1. Make prevention a company priority
2. Educate employees about harassment
3. Take swift and decisive actions
4. Tighten up on the legal action
5. Involve employees in forming the harassment policy
6. **Always be alert, don't be caught unaware!**



Actions to be taken in the face of sexual harassment

1. Ask the harasser to stop
2. Report to management
3. Cooperate in your employer's investigation
4. Contact the proper authorities
5. Contact an attorney

Let's discuss the Marshmallow game



Reflections:

- How was the experience?
- What was the strategy of the team?
- What worked well?
- What would you improve upon next time?

Marshmallow Challenge – Lessons



Conclusions:

1. **Teamwork makes the dream work: We're all in this together!**
1. **Customer is king.**
1. **Try and fail but do not fail to try.**
1. **Solution based thinking.**
1. **Creativity comes from all angles.**



Closure & graduation!



What do you intend to do after here, with the lessons you have learnt?

- Write down 3 most important intentions on 3 separate sticky notes, one answer per sticky note.
- Share at least one intention with the group and after stick all three to a flipchart on the wall.
- Let's take a group picture and have fun!



Thank you so much for coming!