

PRE-REGISTRATION

The activities that are carried out by agents of the front desk before the guest comes which accelerate the process of guest registration are called pre-registration activities.

Activities include-

- Preparation of expected arrival list on daily basis
- Calculation of room position
- Preparation of amenities voucher
- Inspection of condition of vacant rooms
- Preparation of guest registration card (GRC)
- Room & Rate assignment
- Creation of guest folios (in case of advance payment)

Thus, the pre-registration process informs the hotel staff about the expected arrival and the room availability status. This allows the front desk to make necessary arrangements in advance. It also makes the check-in faster for guests.

REGISTRATION

When arriving at a hotel, guests usually go to reception area first. Receptionist at reception is the first person they meet and are welcomed by and he only answers their queries.

This is the first face to face interaction between the hotel and the guest. The reception remains a focal point of guest contact during the whole stay at the hotel.

Hotel ABC						
Guest Registration Card					No. _____	
Surname _____		First Name / Initials _____		Date of Birth _____		
Company Name _____		Passport No. _____				
Designation _____		Date of Issue _____				
Nationality _____		Place of Issue _____				
Permanent Address _____		Date of Arrival in India _____				
Date of Arrival in Hotel _____ Time _____		Proposed duration of stay in India _____				
Arrived from _____		Whether employed in India		[] Yes [] No		
Proceeding to _____		Registration Certificate No. _____				
Purpose of Visit _____		Date of Issue _____				
Date of Departure from Hotel _____ Time _____		Place of Issue _____				
Credit Card No. _____		<i>I agree to abide by the Hotel Rules & Regulations.</i>				
<p>! Check-in / Check-out Time : 12 Noon ! All valuables & cash should be deposited with the cashier.</p>						
		Guest's Signature _____		Manager's Signature _____		
FOR OFFICE USE ONLY						
Nationality Code _____		Payment Code _____		Resv. No. _____		
Room No.	No. of Persons		Room Rate	Billing Instructions Cash Voucher Cred. Card Company	Booked by	Initials of FOA
	Adult	Children				