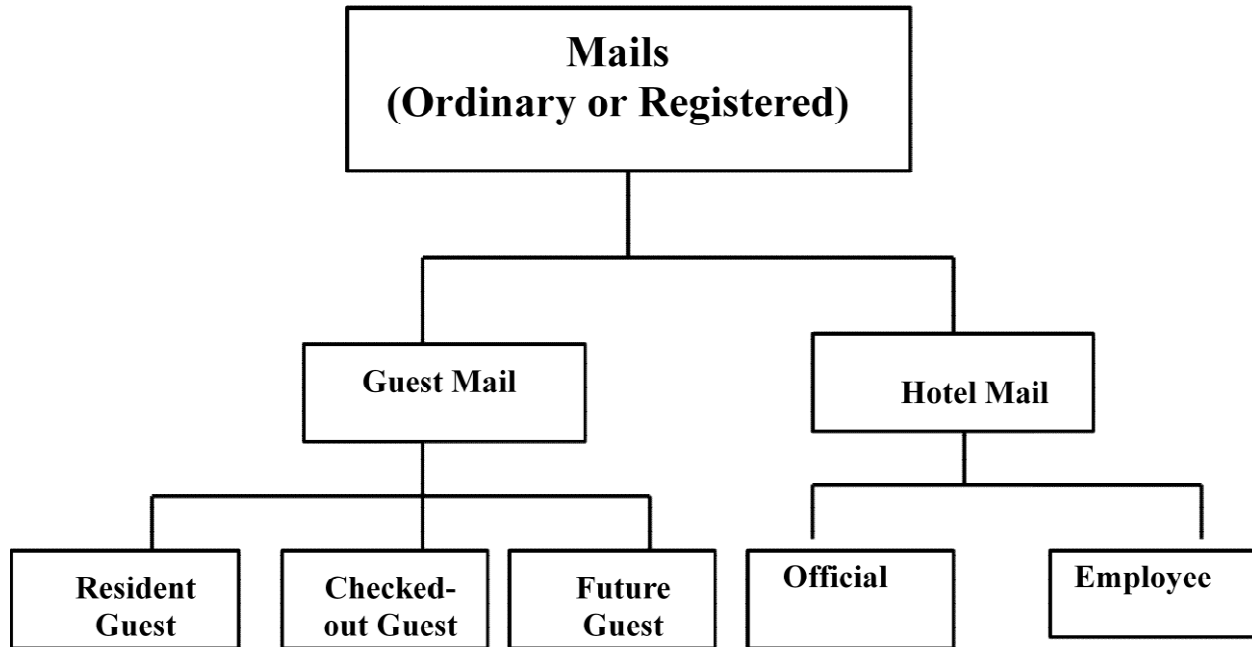


6. HANDLING GUEST MAIL

HANDLING GUEST MAIL



- Mail : letters and parcels sent by post.
- The term mail covers up both incoming and outgoing mail.
- The incoming guest mail is sorted out in three categories i.e mail for the :
 - (i) In-house Guest
 - (ii) Guests who have already checked out
 - (iii) Guests who have not yet arrived.

In-House Guest Mail Handling

- In case guest is in his room, he is intimated about his mail and if he is so desires a bellboy takes his mail to his room.
- In case the key of the room of the in-house guest is in Key & mail rack i.e. in the pigeon hole (which means guest is not in the room), the in-house guest mail is put in the key and mail rack & is delivered to him along with his room keys when he comes to the counter.

- Sometimes the guest may go out of his room without leaving the key on the counter. In such cases a **Mail Advise Slip** is put on the key knob of the door so that if he goes to room directly he would know about the mail which the hotel has received in his absence.

MAIL ADVISE SLIP

Attention

Name: _____ Room No. _____

Please contact Information or Telephone operator for:

Telegram Letter

Telex Message

Parcel

Date: _____ Time: _____

Signature _____

URGENT

(ii) Checked-Out Guest Mail Handling

- The mail of the checked-out guest is checked with the forwarding instructions and mail is forwarded according to the instructions left by the check-out guest and appropriate entries are made on the **Mail Forwarding Slip**.

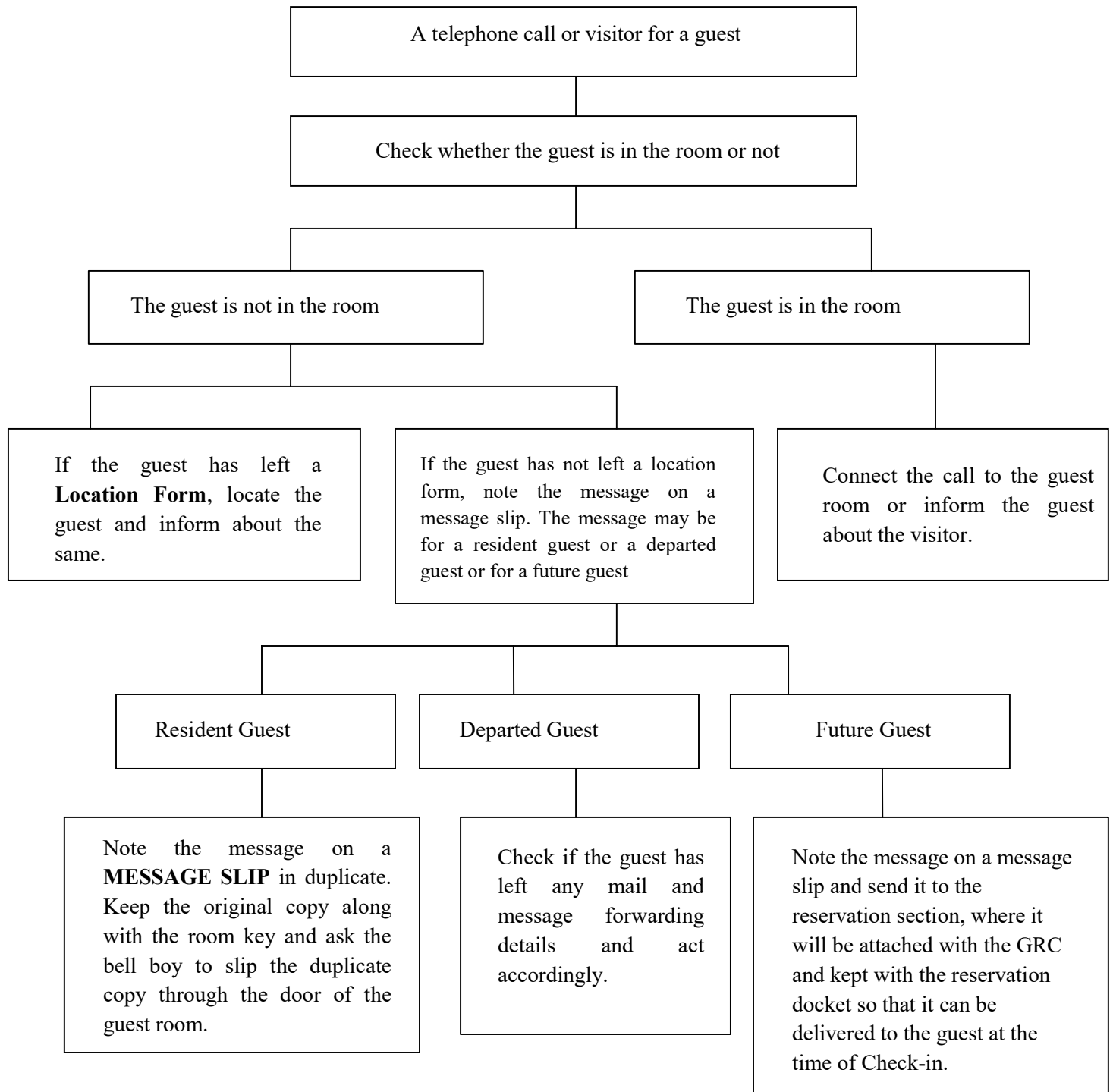
HOTEL ABC MAIL FORWARDING ADDRESS SLIP				
This address will be in file for 15 days, unless other requested. Please fill it and handover at the reception.				
Mail Forwarding Instructions			Date:	
Forward Until _____			Hold Until _____	
Name: _____				
Forwarding Address: _____				

RECORD OF FORWARDED MAILS				
S. No.	Date	Type of mail	Forwarding Address	Forwarded By

(iii) Future Guests

- ❖ Mail of such guests is marked with the date of arrival and kept in the ‘**hold mail rack**’.
- ❖ This information is then marked on **advance reservation slip/movement list**.
- ❖ When guest arrives the mail is handed over to him at the time of registration.

7. MESSAGE HANDLING



HOTEL ABC
LOCATION FORM

Name of Guest. _____

Room No. _____

While I am out of the hotel room I am expecting:

- Mr/Ms _____ to visit
- Telephone call

In an event if I am not in my room kindly locate me at:

- Coffee Shop
- Swimming pool area
- Restaurant
- Other (Specify) _____

Or convey my message to caller/visitor

Message: _____

Signature of Guest

**HOTEL ABC
MESSAGE SLIP**

Date: _____ Time: _____

Name of Guest: _____

Room No.: _____

In your absence

Mr/Ms _____

From _____

Called By Tel.	Please Call Back
Came to See you	Will return
Wants to see you	Urgent

MESSAGE _____

RECEIVED BY _____