Name_____   Date: _____

GUEST CYCLE

Instructions: Sort the activities into the appropriate stage of the guest cycle.

Guest receives folio	Guest makes reservations	Guest arrives at front desk to check-in.	Guests begin to pack their luggage
Guest is greeted by bell attendant	Front office attendant asks the guest their name.	Guest asks for additional pillows	Guest has lunch at one of the restaurants in the hotel.
Room service attendant brings dinner to the room	Reservationist asks guests for their desired length of stay	Guest comes to the front desk to check-out.	Front office begins to complete the registration record.

PRE-ARRIVAL	ARRIVAL	OCCUPANCY	DEPARTURE