NAME:

SECTION:

Lesson 3 — Arrival and Departure Report Formats used in Hotel

Primarily front office of a hotel is a place where guest approaches first and thus has a chance to form impression about the hotel. It is the "face of any hotel". Front office takes care of allocation and distribution of rooms as per instructions from reservations and walk in guests.

During the check out front office has to ensure the bills from point of sale are received for the room that is checking out and that the guest settles the bill prior to leaving the hotel.

What's New

Front office department is the most important department in the hotel. It is the nerve of the hotel and interference between the hotel and its guest. The guest makes first contact with the front office department and its first place that makes develop an impression about the level of service standard facilities.

So, as front office personnel, you should know the different report formats that you will be using and you should be able to perform simple calculations in FOS.

Arrival and Departure Report Formats Used

Arrival Report format used in hotels

-An arrival report is used to check the expected guest arrivals to the hotels on any given date.

-This report is to be designed to give arrival guest details like, Arrival Date, Arrival time, room blocked, VIP code, Any special guest specific request or room specific requests etc.

SAMPLE 1.

Arrival for date :

Slno	Name	# Room no:	Arr Time	Room Type	Adults	Departure	Room Rate	Rate code	Billing Inst	Group Name	Company Name	Travel Agency
1	Test	?	14:00	BB2TSX	1	31/01/2011	1,020.00	Rack Rate	GTD Credit Card			

SAMPLE 2.

Arrivals:
30-01-2011

Name	Room No:	Room Type	Arrival Time	Departure Date	Adults/Chld	RateCode	Room Rate	VIP	Reservation Status
Mr. Test	111	BB2TSX	11:00	31-01-2011	2/0	FLBAR01R	1,020.00		Confirmed

Total Rooms: 1

Total Adults/childr.: 2 / 0

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Departure Report format used in hotels

-A *departure report* is used to track the expected departures for any given date.
-Report mainly contains the Guest Name, Room number, Departure Date and time, Billing instructions, Airport transfer details etc.

Below are samples of Departure Report Forms:

SAMPLE 1.

Departure
Report for :

Sln o	Guest Name	#	ROOM TYPE	Adlt. / Chld	Arrival	Currency	Price	Rate code	Balance	Stat.	Group Name	Company Name	Travel Agency	Source Name	Sharer
1	Mr. David	111	STD	1/2/	30/01/2011	INR	2000	Rack Rate	20000	GTD Credit Card					Sarar/ Test

SAMPLE 2.

Departure
Report for :

Slno	Room No	Guest Name	VIP CODE	ROOM TYPE	Adlt. / Chld	Arrival	Time	Departure	Time	Price	Rate code	Balance	Stat.	Company Name	Departure Details	Flight No
1	111	Mr. David	Regular	STD	1/2/	30/01/2011	12:00	31/01/2011	16:00	2000	Rack Rate	20000	GTD Credit Card	IBM	Drop to Airport required	AK 202

What's More

Instruction: Answer the following questions on your notebook.

1. What are the different forms that was discussed in this module? (1 point each form)
   Answers: _____
   _____

2. Why is it important to know the different forms used in arrival and departure of customers? (3 pts.)
   Answers: _____
   _____

3. As a future front office attendant, does topics discussed in this module important? In what way? (5 points)
   Answers:
   _____
   _____

LIVEWORKSHEETS