CONTENTS

SECTION 1– HOTEL ORIENTATION

My Team Members

General Manager	
Assistant General Manager	
VP of Operations	
Hotel Director/Manager	
Hotel Supervisors/Leads	
Front Desk Agents	
Bell/Door	
Valet	

Uniform & Appearance Standards

All team members of Pinnacle Entertainment have a direct impact on the image of our company. The dress code is designed to ensure that all team members project a positive, well-groomed and professional image to enhance the customer's entertainment experience.

The following general grooming guidelines are intended to compliment the individual team member as well as Pinnacle Entertainment.

Uniforms:

Team members are to be suitably dressed with clean, pressed clothing and practice good personal hygiene.

Uniformed team members are to be completely and properly dressed at all times in public areas, even when going off of or coming on to a shift.

Formal/informal uniformed team members will maintain the uniform in good repair at all times and are not to make any alterations to the issued uniform. Team members may not deviate from established uniform dress code and replacement parts/garments are available at cost. Team members are not to wear their uniform or any piece of the uniform outside the casino as personal clothing or allow anyone else to wear the uniform. When team members leave the property in uniform, they must continue to wear every component of the uniform properly while on company premises.

All uniform shirts (except maternity) must be tucked in neatly unless uniform is designed otherwise.

Belts must be worn with any uniform pants with belt loops and must be solid black leather or a leather type fabric with no trim, and with no ornate or logo belt buckles. Neither the belt nor buckle is to exceed 1 ½ inch in width.

If the uniform includes a blazer and/or jacket, team members must wear the jacket (buttoned) at all times while on duty. All buttons and/or closures are to remain closed while on duty or while on premises.

If your local climate dictates the need for additional clothing such as sweater or jacket, the request must be approved by the Wardrobe Supervisor prior to the team member's shift. Thermal undergarments may be more appropriate as long as they are not visible and don't make the uniform appear too small or restrictive.

Fingernails:

Should be clean and neatly trimmed at all times. Polish should be subtle, not extreme. Women may wear well-maintained nail polish in subtle colors. Women's nail length should not interfere with job performance and should not exceed ½ inch in length from the fingertip.

Jewelry:

Jewelry must be tasteful and not excessive in style or in size. A maximum of two rings per hand is acceptable. No thumb rings, tongue rings, ear cuffs or nose rings are permitted.

Property service award jewelry or pins may be worn visibly.

Bracelets should not interfere with job performance. Bracelets made of cloth, string, leather and such materials are unacceptable. Watch faces are not to exceed the size of a half-dollar.

No other visible body piercing jewelry will be allowed.

Earrings:

Women: Two earrings may be worn on each ear, provided one set is small stud type and the other set does not exceed the length and width of a quarter, except if issued as part of your property's uniform.

Men: Males may wear one small stud.

Necklaces:

Necklaces are to be concealed under the blouse or shirt and should not be visible through the shirt or blouse. Pins, jewelry or buttons may not be worn on uniforms unless authorized by the company or allowed by law.

Hair:

Hair must be neat and clean with no extreme styles, colors or shaved designs. Hair should not cover eyes, nametag, or licensing badge. Men's sideburns must be trimmed and no longer than the bottom of the ear lobe. No faddish hairstyles or unnatural colors are permitted.

Men's hair in the back must not be longer than 1" inch over the top of a normal dress shirt collar and on the sides should not extend below the bottom of the ear. Ponytails on men must be clipped and tucked neatly inside the shirt collar, if applicable.

Male team members must be clean-shaven daily. Male team members may wear mustaches that do not exceed one-fourth inch below the corner of the lip with no extreme styles (i.e. no Fu Manchu's, handlebars, etc.). Mustaches must be neatly trimmed and clean.

Name Badges:

Team members must arrive at work wearing their badge. Team members will be required to alert management and proceed to uniforms to get a name tag replacement when there is a lost badge.

Name badges must be worn at all times on upper left side of shirt/blouse of uniform while on duty. Stickers, buttons, decals, tags: Photos or charms must not be attached to or affixed to the name badge/tags or badge holders unless authorized by the Company or allowed by law.

Beards:

Beards must be neatly trimmed and clean and not more than one inch in length. Beards may be grown initially during scheduled time off with at least five days growth. No shadow beards are permitted.

Men with beards who will be handling any food or drink items will be required to wear beard guards.

Tattoos:

Visible tattoos are not permitted in guest contact positions. Tattoos are permitted provided they are not offensive in nature including vulgar, sexually explicit, gang-related or containing controversial symbols or messages (i.e. swastika).

Cologne:

Subtle fragrances for cologne or perfume are acceptable. Scents should be applied lightly or conservatively to maintain guest and team member comfort.

Hats:

Hats are not allowed, unless part of your uniform.

Shoes:

Shoes must be neatly polished and in good repair. Shoes must be a solid black dress shoe or leather type dress style shoe (shoes must be polish able). Shoes must have no logos, insignia, buckles, colored or imprinted laces or other accessories trim or imprint. Patent leather, cloth, cowboy boot, or clogs are not allowed. Shoes are to be closed-toed and heeled. Heels are not to exceed 2 inches in height.

Makeup:

Makeup is allowed for women and should be tasteful. Excessive or extreme styles are not permitted.

Socks & Undergarments:

All socks must be solid black with no textures or patterns of any kind. Tights or leggings are not permitted. Hosiery shall be determined by your department.

Appropriate undergarments, socks or hose must be worn. Color and style may be specified for certain uniforms. Undergarments cannot be visible through the uniform.

Please contact your direct supervisor or Human Resources Department with any questions about Pinnacle's or you property's uniform and appearance standards.

The Role of a Front Desk Agent

How does the Front Desk help fulfill the PNK Mission "To Be the Best Casino Entertainment Company in the World?"

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What do I think the role of a Front Desk Agent is?

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PNK Front Desk Agent Role & Responsibilities[*]:

The Front Desk Clerk position is responsible for providing superior service to both the internal and external customer. The position is also responsible for welcoming and providing service to guests of the hotel during all aspects of check in, check out and duration of the guest stay.

JOB DUTIES AND RESPONSIBILITIES

1. Provides superior customer service, positively effects interactions with customers and employees, and has the resiliency to deal with difficult customers in all types of business conditions and the ability to work harmoniously with coworkers.

2. Assigns guest accommodations in accordance with current procedures.

3. Handles assigned bank properly and performs account postings.

4. Maintains knowledge of hotel occupancy status, special events, in-house groups and other situations affecting the reception desk's daily operation.

5. Accepts same day and advance reservations as required.

6. Processes guest accounts upon checkout in an efficient and accurate manner.

7. Maintains guest relations in a positive manner. Handle, resolve, log and communicate guest complaints. If unable to satisfy guests' complaints, refers guest to appropriate personnel.

8. Maintain ongoing knowledge of all Pinnacle Entertainment, Inc.'s services, entertainment opportunities and actively promote the amenities, facilities, services, programs and events.

9. This is a uniformed position, which requires the team member be in compliance with uniformed appearance standards while on duty.

10. Adhere to established department and property policies and procedures.

11. Greet, Check-In/out/pre-assign/assign rooms to guests.

12. Answer inquiries pertaining to hotel services, shopping, dining and travel directions.

13. Perform room availability "call around's" to competitors as needed.

14. Responsible for the confidentiality and security of guest information within the system and all communications.

15. Responsible for answering phones and assisting guests with luggage.

16. Other duties as assigned by management.

WORKING CONDITIONS/ESSENTIAL FUNCTIONS

- Ability to communicate effectively with customers and employees at all levels of employment.

- Ability to stand throughout an eight-hour shift.

- Ability to inspect and maintain areas for which responsible.

- Ability to effectively and efficiently move around work area.

- Ability to use comp systems.

- Ability to research, analyze, comprehend, and act upon information and be aware of the business environment in order to effectively manage areas of responsibility.

- Ability to use the equipment associated with the position, including but not limited to computer, keyboard, printer and multi-line phone system.

QUALIFICATIONS

- Strong customer service skills
- Excellent communication skills
- Effective communication skills.
- Must be able to obtain and maintain all licenses / certification per Federal, State, and Gaming regulations.
- Able to work flexible hours including evenings, weekends, holidays
- Basic mathematical skills
- Pleasant phone manner

All offers of employment are contingent until clear, timely results from the following have been approved:
- Drug Test
- Criminal Background Investigation
- Employment Verification
- Education Verification
- Motor Vehicle Records, if applicable (for applicable positions that drive company vehicles)

*May vary by property.

Why is it important that all Front Desk Agents are able to perform all of their tasks efficiently and correctly?

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Front Office Professionalism

Office Professionalism

Leaving the office or leaving your assigned work area without supervisor approval, except for scheduled breaks, is not permitted.

Professional behavior is expected at all times, with both our valued guests and fellow team members. Difficult situations arise daily. Each Agent is expected to handle these situations in a professional and courteous manner. Negative comments regarding our guests or customers are not acceptable at any time. Supervisors are available to assist with any difficult situations that are outside the scope of an Agent's ability or authority. Using profane language will not be tolerated.

Personal phone calls should be made during scheduled lunch breaks. Personal calls may not be made or accepted during your shift except in the event of an emergency. If a call is received, the Agent will be expected to tell the caller that they cannot take calls during work, get a phone number if needed, and return the call on break time at a break phone or after shift.

Drinks may not be consumed at any Front Desk station. There is to be absolutely no gum chewing in any work or public areas.

Confidentiality

All customer information is confidential (customer address, phone number, etc.). Never confirm whether a guest is registered in the hotel. Do not release any guest information to another property. This applies to all persons previously employed by PNK's. Any information accessible by a team member is considered property of Pinnacle Entertainment and your property.

Privacy

Our guests have high expectations of privacy. When anyone asks questions or makes comments regarding our guests, we are not to divulge any information. Do not discuss guests with other guests or team members. Do not make comments, express opinions, pass judgment, or criticize our guests.

Why do you think we set such high standards for our Front Desk Agents?

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Beginning & End of Shift Procedures

Beginning of Shift Procedures

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End of Shift Procedures

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Hotel Systems Overview

System Name	Description/Function
LMS (Lodging Management System)	
HotSOS	
Outlook	
Hotschedules/ Virtual Roster	
SharePoint	
KRONOS	
mypnkonline.com	

Self-Guided Practice

System Name	Action	Result
LMS (Lodging Management System)	Log in to the LMS and update your password. What printer are you mapped to?	
HotSOS	Log in to HotSOS. How many orders?	
Outlook	Open Outlook and send yourself an email. What time did it arrive back?	
Hotschedules/ Virtual Roster	Look up your current schedule. What time does your next shift start?	
SharePoint	Open SharePoint. What is the second alert shown on the main screen?	
KRONOS	Log in to KRONOS. What time did you clock in today?	
mypnkonline.com	Open mypnkonline. What is the title of the fourth featured story on the main page?	

SECTION 2 - HotSOS

Locating an Order

To locate an order:

1. Log in to HotSOS using issued Log in and password.

2. On the main screen, select the _____ in the Operations box.

3. Enter the _____, _____, or _____ to filter all order to locate an specific order.

4. Click _____ to search.
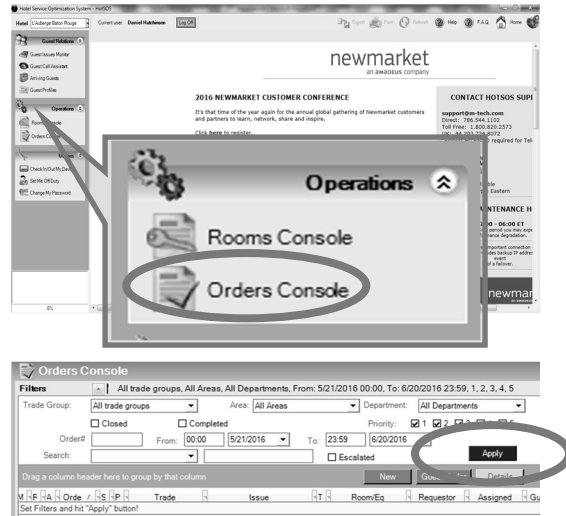
Creating an Order

To create an order:

1. Log in to HotSOS using issued Log in and password.

2. On the main screen, select the _____ in the **Operations** box.

3. Click **New** to create a new work order.

4. Enter the issue with a generic word such as "bulb."

5. Under **Issue**, select the **Binoculars** icon to view issue codes dealing with "bulbs."

6. Under _____, click on the **Binoculars** icon to select the guest room. Put in the guest room number, click Binoculars.

7. Under _____, click on the **Binoculars** icon to select the guest name, then add the date and time the incident occurred.

8. In the _____ field, enter a detailed description of the issue and the location in the room.

9. Click **OK** to submit the work order. Click **OK/New** to submit the work order and add another.
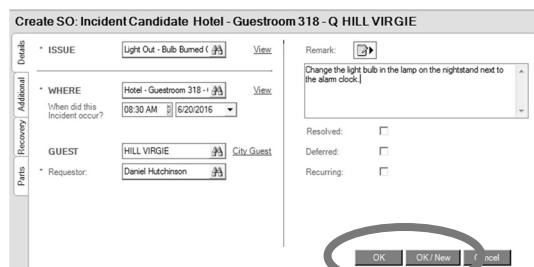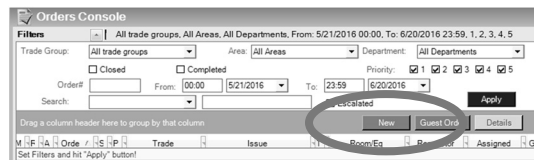
1. Create an order for guest Marnie TEST in room 215. The hot water in the bathroom sink is not working.

    Order Number: _____

2. Create an order for guest Lee TESTING in room 303. The electrical outlet in the bathroom vanity isn't working.

    Order Number: _____

3. Create an order for guest Oscar TEST in room 312. The top sheet on the queen bed near the window is torn.

    Order Number: _____

4. Create an order for guest Winifred TESTER in room 306. There is a flickering light bulb in the lamp next to the bed on the right side.

    Order Number: _____

5. Create an order for guest Dan TESTING in room 203. The TV volume in his room will not change.

    Order Number: _____

6. Create an order for Viktor TESTER. The heating in the room keeps turning on even after being turned off.

    Order Number: _____

7. Create an order for Joelle TEST. The hairdryer is missing from the bathroom and the dirty towels from yesterday are still in the bathroom.

    Order Number: _____

9. Create an order for Pam TESTER. There is a "funny noise" coming from the wall next to the bed and she can't get any sleep.

    Order Number: _____

10. Create an order for Samson TEST. There is water dripping down from the ceiling.

    Order Number: _____

11. Locate Lee TESTING's order and add that the outlet is now throwing off sparks and increase the priority to the highest level.

Order Number: _____

Estimated Time: _____

12. Locate Laurence TESTING's order and mark it Closed. He found his missing glasses in his suitcase.

13. Create a second order for Winifred TESTER. The coffee machine in the room is not working.

Order Number: _____

14. Create an order for one of the Casino Hosts to send extra pillows to Viktor TESTER's room.

Order Number: _____

15. Create a second order for Winifred TESTER. The coffee machine in the room is not working.

Order Number: _____

16. Create an order for Jackson TEST in room 301. The toilet is constantly running.

Order Number: _____

17. Create an order for Janae TESTING in room 223. She accidentally broke one of the glasses in the room and cut her foot on the glass.

Order Number: _____

18. Create an order for Rob TESTING in room 309. The iron in his room is missing and he urgently needs to press his shirt prior to a meeting.

Order Number: _____

Estimated Time: _____

19. Create a high-priority order for room 311 and 211. The guest, Allison TEST, is reporting a damp carpet leading out from the bathroom.

Order Number: _____

20. Create an order for Song TESTER in room 204. The curtains are torn and will not close properly.

Order Number: _____

SECTION 3 - GUEST SERVICES OPERATIONS

Guest Services Responsibilities

_____

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_____

_____

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Guest Services Best Practices

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SECTION 4 – INDIVIDUAL RESEARCH

What's Available On Property

Amenity Name	Description	Special Features

What's Available On Property cont.

Amenity Name	Description	Special Features

SECTION 5 - ACCESSING THE LMS & CREATING A RESERVATION

Navigating the LMS

To sign-in to the LMS:

1. On the Sign-On Screen, enter your _____ and _____. Username will generally be first letter of your first name and your last name. (e.g. ASMITH)

   Note: After your first Log in you will be prompted to change the password. The password must 1.include at least one number.

2. Sign-on info will appear. Verify that the correct defaults are selected. Press **Enter**.

5. Select **Option _____** for **Front Desk Cashier Menu.**

6. Enter **Option _____** for **Cashier Sign-On**.

7. Enter your 3-5 digit user-created **Cashier ID**. Tab over and enter in your LMS password.

8. Press **Enter.**

9. In the **Revenue Center Code** field, enter _____ (Rooms Revenue).

10. Enter _____ amount if applicable.

11. Press **Enter** to return to the Front Desk Cashier Menu.

Room Types & Hotel Inventory

Room Type	Description/Features
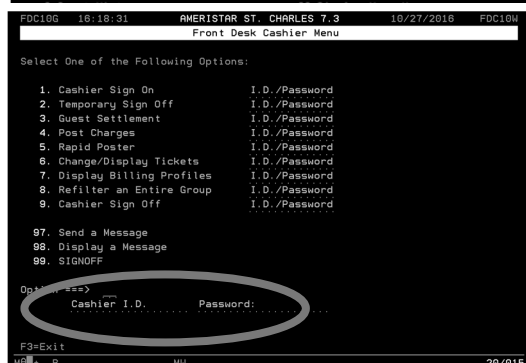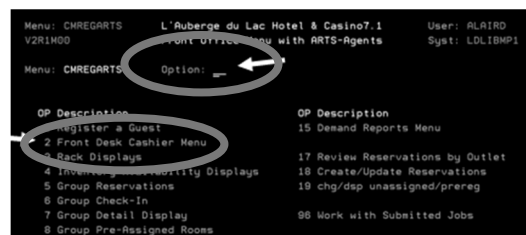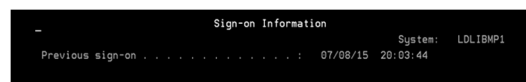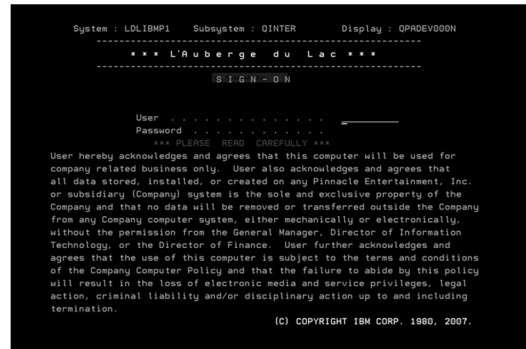
To view the Hotel Inventory:

All options are selected from the Inventory Inquiry screen. This screen is accessed from the **Reservation Locate Screen** by pressing _____.

1. The **Option** ____ screen will display the **type** of rooms available for sale. **Room types** are listed on the right side of the screen. The amount available is listed in the columns to the left sorted by **Date.**

2. The **Option** ____ screen will display the number of rooms that are due to check **in.** Rooms are broken out by room type above the bottom total.

3. The **Option** ____ screen will display the number of rooms that are due to check **out.** Rooms are broken out by room type above the bottom total.

The Inventory Forecast for Expected Occupancy:

1. Select Option ____. This will give you the **Inventory Forecast** for the date selected.
   Note: The default date is today's date.

2. This screen provides a snapshot of the hotel day. Pressing _____ from this screen will provide a Housekeeping snapshot.
   Note: Vacant Rooms, vacant does not mean clean.

Locating a Reservation

To locate a reservation:

1. Start at the Reservation Locate Screen.

2. Search options include:

   _____

   _____

   _____

   _____

   _____

3. Enter in desired criteria and press **Enter**.

To locate a reservation using F5:

1. Type the guest's name into the _____ field. Using an _____ search will locate an additional name of an NRG guest.

2. Press _____. Guests with a matching name will display.

3. Selecting the guest name and pressing **Enter** will bring you to the Guest Reservation.

   Or

   Press _____ for View 2 with the reservation details.

   Or

   Select the line number and press _____ to display the contact information for both the Main Guest and the Additional Guest.

An additional name search may also be done by pressing _____ from the Locate A Guest Screen. This option allows for a Name Search either by Guest Name or by Casino Number.
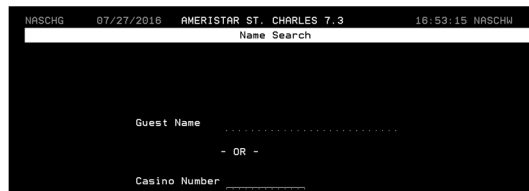
   Note: This option will display in-housed reservations and arrival/departure dates.

To create a reservation without a mychoice Card:

1. Open the **Cashier Menu**.

2. Select **Option _____** and enter your **Cashier ID** and press **Enter**.

3. Press **_____** to open the **Reservations Add Screen**.

4. From the Reservation Add Screen, enter the following information:

   AR = _____

   DP = _____

   A/C = _____

   WG = _____

   LAST = _____

   FIRST = _____

Without pressing enter, go to the **CMD** field and enter a "Q".

Select the room type and rate by placing an "X" next to the desired room type. Press **Enter**.

*Note: If the guest is in Guest History either select the appropriate guest or press **F5** (F5 to stay alive!) to bypass Guest History.*

5. Complete the reservation entering :

   ADR 1/2 = _____

   eMail = _____

   PHONE = _____

   NBR = _____

   EXP = _____

Once all appropriate information has been added, press **Enter**. The **CONF#** will generate on the right top of the screen.

6. Press **_____** to enter additional notes.

7. Press **_____** to add any additional guests to room.
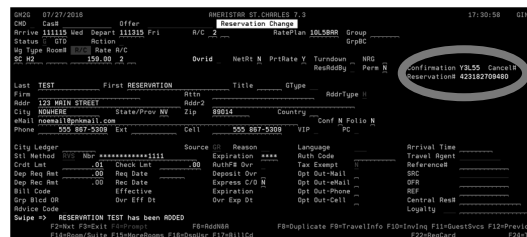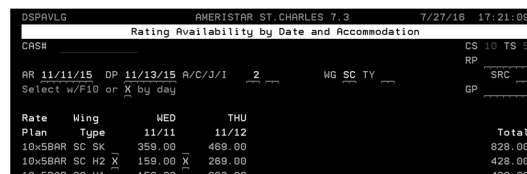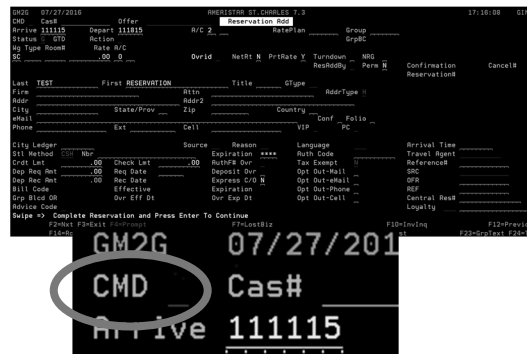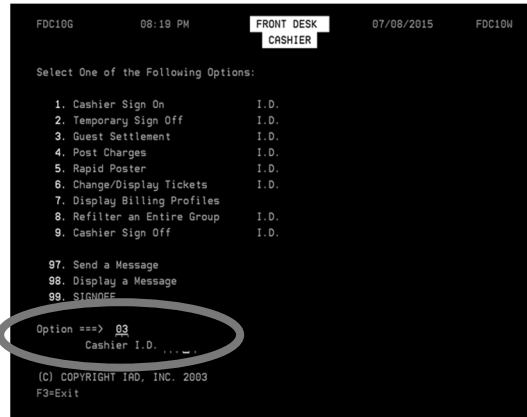
Creating a Comp or mychoice Reservation

To create a comp or mychoice reservation:

1. Complete steps 1-3 to create a reservation.

2. From the Reservation Add screen, enter the following information:

   Cas# = _____

   AR = _____

   DP = _____

   A/C = _____

   WG = _____

3. Without pressing enter, type _____ in the **CMD** field to view the nightly rate or Comp availability.

4. If the guest qualifies for a comp, you will see _____ next to the room type. If they qualified for a discounted rate, that will show instead.

5. Type _____ next to the room type and press **Enter**.

6. Enter the comp code. To comp the room per Rainmaker, type _____ and press **Enter**.

7. Enter additional guest information that was required for a non-comp reservation.

Press **Enter** to continue.

8. After completing the reservation, check the following items:

   RP = _____

   REF = _____

   RATE = _____

   B/P = _____

   SCR = _____

   TAX EXEMPT = _____

   REF = _____

9. Press _____ to enter reservation notes.

10. Type ____ and enter **COMP ROOM / # NIGHT / ADV OF DEP & CXL POLICIES / YOUR INITIALS.**
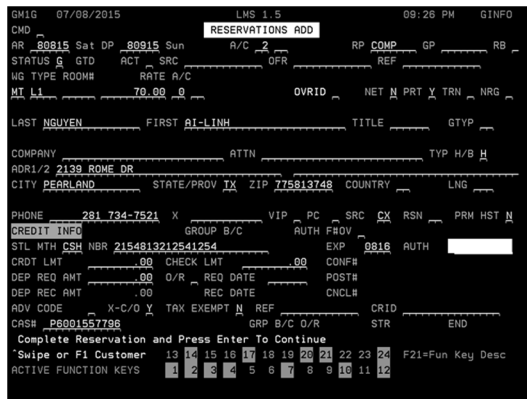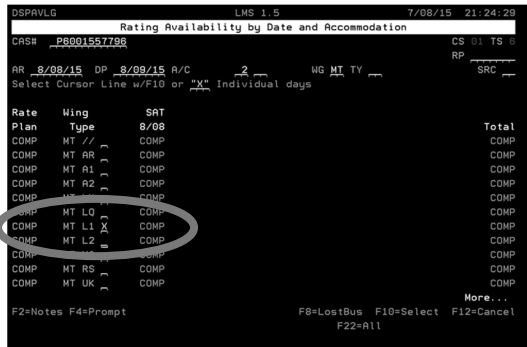
To Create A Comp Reservation For A Host:

1. Complete steps 1 and 2 to create a comp reservation. However, instead of placing a _____ in the **CMD** field, enter COMP (COMP1, COVRD) into the **RP** Rate Plan field.

2. Press **Enter** to confirm reservation.

3. Once reservation has been confirmed press _____ to select the desired billing profile.

4. The RATE will change to a comp rate. To finish the reservation, press _____ to enter a **Billing Profile**.

5. Enter _____ next to the billing profile requested and press **Enter**.

6. Enter the Host's comp **Auth Code #** and press **Enter**. The Billing Profile you selected will be displayed in _____.

7. Enter additional guest information including **Address**, **Phone**, and **Credit Card** information. Press **Enter** to continue.

8. After completing the reservation, verify the following items:

   RP = _____

   REF = _____

   RATE = _____

   B/P = _____

   SCR = _____

   TAX EXEMPT = _____

   REF = _____

9. Press _____ to enter in Reservation notes.

10. Type _____ and enter **COMP ROOM / # NIGHT / ADV OF DEP & CXL POLICIES / YOUR INITIALS**

Additional Reservation Features
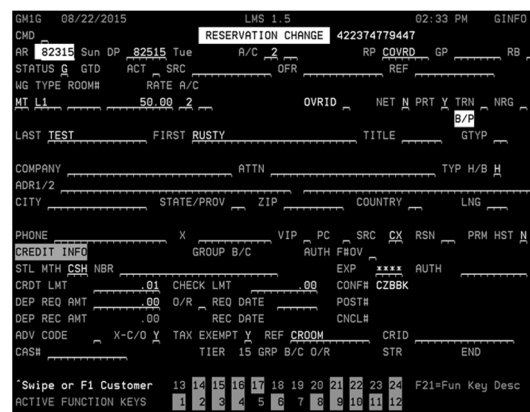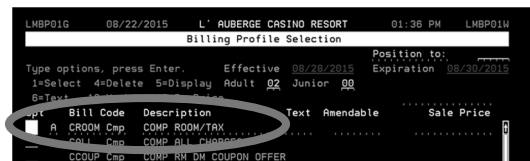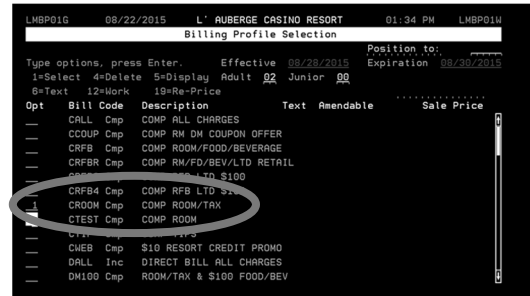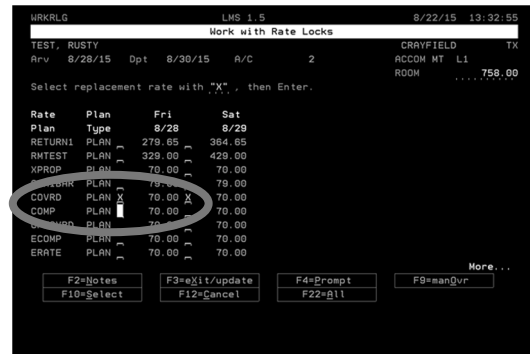
Reservation Feature	
Tax Exempt Guest	
Physically Challenged Guest	
Modifying Rate Plan (AAA, AARP, Military, Mlife, etc.)	
Adding Additional Guests	
Extending Reservations	
F-11 Notes (MMM prompts, Rate Quotes, Special Requests, etc.)	

Checking & Confirming a Reservation:

1. Check **Name** and **Address**.

2. Confirm reservation dates and rates are running correctly and match what's quoted in _____.

3. Confirm _____ is the one requested in **F11.**

4. Check **CMD Y** to ensure the billing profile is correct and with the correct dates if applicable.

5. Check **STL MTH** to be sure the correct payment has been obtained.

6. Confirm _____ is correct for reservation type.

7. Place an _____ in the **CMD** field and press _____ to ensure the room rates are running correctly.

8. Check for **back to back (B2B)** and **alert dates**.

9. Make a note of any **special requests** and send each request to the correct department.

10. Make sure that **Early C/I** requests are noted with the **Rooms Controller** and consistent with **ETA**.

11. Check **F11** for _____ for early and late arrivals.
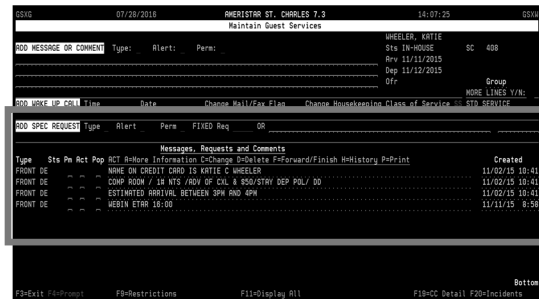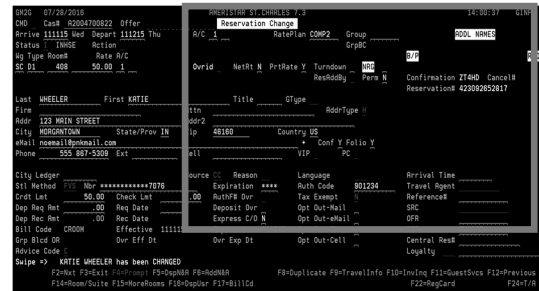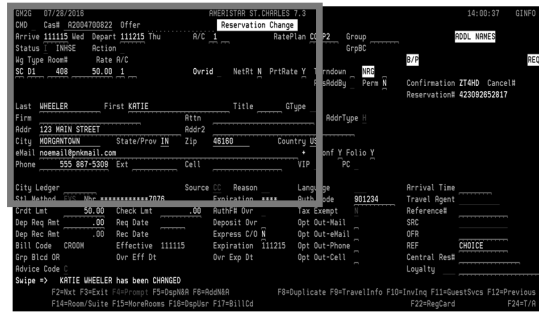
Canceling a Reservation:

1. Look up the reservation.

2. Type _____ in the status field. Tab down to the Attn field and type in who requested the cancel.

3. Press **Enter**.

4. Enter _____ next to the correct Reason and press **Enter**.

5. The cancelation number will display in the **CNCL#** field.

Reinstating a Canceled Reservation:

1. Look up the reservation.

2. Type _____ in the Status Field and press **Enter**.

3. Add _____ note as to who reinstated reservation.

Cancellation Policies:

_____

_____

_____

_____

_____

_____

_____
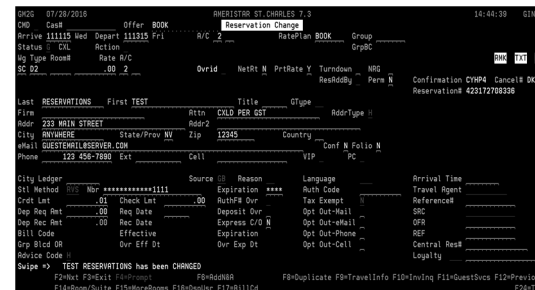
1. Make a reservation for a transient guest named Marcie TEST arriving today staying two days at a AAA rate. Guest uses a wheelchair, would like a non-smoking room with two beds.

    Reservation Confirmation Number: _____

2. Make a comp reservation for an Owner's club guest Dave TEST arriving two weeks from today, staying 1 day. Guest doesn't want to be able to charge to his/her room, turn incidentals off. This guest also likes a lot of shampoos in the room prior to arrival and wants to be nonregistered. Add Wendy TEST as an additional guest.

    Reservation Confirmation Number: _____

3. Make a back to back reservation for a guest named James TEST for two nights. Adjust the rates so the first night is $109, the second night is $119, checking in today. It is the guest's anniversary—please put this information in a MMM note on the reservation.

    Reservation Confirmation Number: _____

4. Make a reservation for a service recovery with guest Jack TEST booking a comp room in three days. Would like a rollaway bed and a non-smoking room with two beds, extra towels, and to be nonregistered. Please comp room and tax to the manager comp. The guest then calls and cancels the reservation.

    Reservation Confirmation Number: _____

5. Make a reservation for one night, checking in tomorrow, 1 king bed smoking for guest Jane TEST. She requested a room away from the elevators because she is a light sleeper.

    Reservation Confirmation Number: _____

6. Create a comp reservation for Winnie TEST for three nights, 1 king bed non-smoking. Add a second reservation for Coco TEST and Gary TEST 2 queen beds smoking with rooms as close to Winnie's as possible and billed to Winnie's reservation. Travel with the reservations. Remove room charging privileges from the queen room.

    Reservation Confirmation Number: _____

7. Create a host comp reservation for Callum TEST for a 1 king bed non-smoking for three nights starting today. Create a billing profile with a Comp rate plan. Next, upgrade Callum's reservation to a comp small suite. Add a 7:30 PM ETA and 8:00 AM wake-up call for each morning Callum is our guest.

    Reservation Confirmation Number: _____

8. Change the reservation you created for Dave TEST to three weeks from today. Add an F11 note that the reservation is being changed as a birthday surprise for his wife. Add an additional F11 note that the guest has requested champagne and chocolates be sent to the room upon arrival.

   Reservation Confirmation Number: _____

9. Janeen TESTING wants to create a reservation for a 1 king smoking room for 4 nights. She is eligible for a AAA or Military rate. Assign whichever rate is better for Janeen.

   Reservation Confirmation Number: _____

10. Reinstate the reservation you previously created for Jack TEST. Cancel the rollaway bed and add a mini-fridge (if available). Add Mike TESTER as an additional guest on the reservation.

    Reservation Confirmation Number: _____

11. A previous guest, Abe TESTER, calls to make a reservation after a three-year absence from the property. He wants 2 queen beds non-smoking for two nights near the elevator as he is still recovering from a leg injury. He also would like extra coffee packets in his room if possible.

    Reservation Confirmation Number: _____

12. Samara TESTING needs a reservation for three nights mid-week for a 1 king smoking room "away from anything noisy." She asks if she can reserve an insulin fridge. She calls back later that day and asks to change the reservation to the following week and add a duplicate reservation for two weeks after that with all the same features but a different credit card.

    Reservation Confirmation Number: _____

13. Bernie TEST wants to make a reservation for two nights in a 2 queen beds non-smoking. He has a comp offer for one night and is ok with prevailing rate for the second night. He would like to add his wife Jennifer TEST and his two daughters Kendra and Kelly TEST as additional guests. He requests a rollaway bed and extra towels for both nights.

    Reservation Confirmation Number: _____

14. Create a reservation for Raul TESTING for tomorrow night for 1 king bed smoking. While you're checking/confirming the reservation, update the guest First Name to Paul and change the room to 2 queen non-smoking. Add an F11 note that Paul will be a non-registered guest.

    Reservation Confirmation Number: _____

15. Olivia TESTER calls to make a reservation for 2 queen beds non-smoking for two nights. She asks if she can have a connecting room to Abe TESTER.

    Reservation Confirmation Number: _____

    Without checking with Abe TESTER, can Olivia TESTER have a connecting room? _____

16. Berkley TESTING calls to reserve a small, non-smoking suite for Friday-Sunday four weeks from now. She would like an AARP rate if available. What options can you offer her?

    Room Options & Rates: _____

    Book the least expensive rate for Berkley TESTING.

    Reservation Confirmation Number: _____

17. Terry TEST calls to verify information on the reservation his wife Nicole made for this weekend. Terry's name is not on the reservation. What information can you give Terry?

    _____

18. Create a reservation for Curtis TEST, is an Mlife Platinum guest for two weekend nights suite or 2 queen non-smoking for the last weekend of this month.

    Reservation Confirmation Number: _____

19. Look up in the LMS how many 2 queen non-smoking rooms are available for tonight. Look up how many due-outs and due-in there are for 2 queen non-smoking for today.

    Due-Outs:_____ Due-Ins: _____

20. Create a group reservation for 10 king non-smoking rooms for two nights with a master billing profile for all rooms for the TESTER Company. Add John1 through John10 TESTER on each of the rooms. Add a $50 limit for F&B charges on the master billing profile. Update the billing profile so that all incidental charges and tips are billed to the individual on the room.

    Reservation Confirmation Number: _____

21. Create a prepaid reservation for Max TESTING for three nights mid-week for a small suite. Add a mini fridge to the reservation for all three nights.

    Reservation Confirmation Number: _____

22. Tara TESTER is checking out and would like to make a reservation for the closest PNK property to your property for the upcoming weekend. What is the prevailing rate she would be charged for her stay? Where can you verify this in the LMS?

    Prevailing Rate: _____ Location: _____

    Reservation Confirmation Number: _____

SECTION 6 - CHECKING-IN A GUEST

Checking–In a Guest

To check-in the guest:

1. Greet the guest.

2. Ask for the **First** and **Last Name** and **photo ID**.

3. Look up the reservation.

4. Verify guest room type, duration of stay and rates with the _____ screen.

5. Tab down and place cursor on room # and press _____ to prompt the room rack. Enter an "I" or "C" in Clean Sts. Make your room selection by placing a '1' next to the desired room and press **Enter**.

6. Change the **Status** from _____ to _____ and use your right control key to cursor down to the Swipe => field and swipe the guest credit card.

7. Inform the guest that the bank issued credit or debit care with authorize for $50 per night for incidentals.

8. Press _____ to have the guest sign the Signature Capture.

9. When Signature capture is completed, the Key Interface will automatically generate. Press Enter to make room keys. The number of adults listed on the reservation drives the number of keys the system will automatically make.

10. Ask guest if they would like to add additional guests to the reservation. Press _____ to do so.

11. Enter any pertinent information from the check in into _____.

To create a room key through Saflok:

1. Log in to Saflok using your User ID and Password.

2. Click **OK**.

3. Click on _____.

4. Verify the encoder station is the correct # that is on your key encoder machine.

5. Type the _____ in the **Key/Lock Select** field.

6. Verify the checkout date is correct.

7. Insert the blank key in the encoder and click on _____.
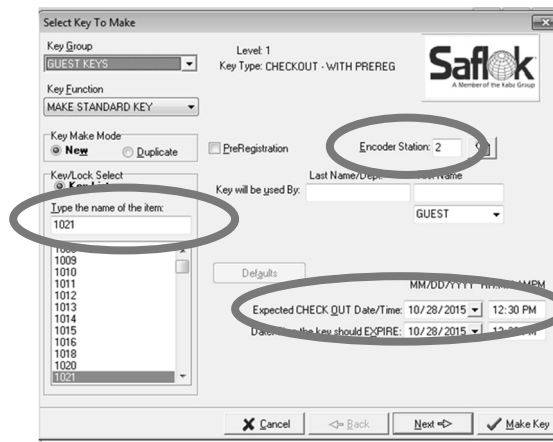
To Print a Registration Card:

1. From the front side of the reservation press **F22**.

2. Press _____ to print the Registration Card to the assigned printer.
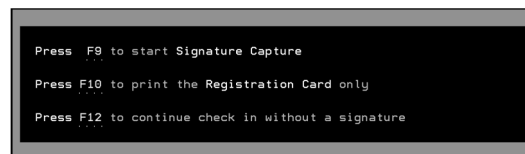
Special Check–In Scenarios

Check-In Scenario	Actions
Pre-Registered Guests	
Unassigned Room	
Non-Guarantee	
Room Reserve	
Upselling a Room	
Checking a Guest Back Into a Room	
Changing Rooms for In-Housed Guests	

Commonly Used Command Field Options

C = Cleaning Status: Look up the Cleaning status of the room on the reservation.

E = Email Address: Enter in Guest's Email address.

H = Display Reservation Log: Used to the "History" of a key strokes and fields utilized on reservation.

L = Confirmation or "Look" Screen. Displays rate total and daily breakdown (F9).

M = Work with Rates or "Modify" screen. Displays daily breakdown of rates. Able to modify and change rates from this screen.

Q = Query Availability: Used to Quote rates.

R = Rerate reservation for current rate plan selected.

Y = Bill Code History. Displays billing profile history.

Z = Room ReZerve function. Hold a room for selected dates. Does NOT pull room type on hold out of Inventory.

< = Will bring you back to the previous guest that was pulled up before the current reservation you are working on.

1 = Demand Reports.

2 = Group Locate screen.

3 = Display Room Status. Due and Discrepancies may be pulled from this screen.

A = Add to Previous as Share: Will combine current reservation with previous reservation as a "Share With."

B = Break from Tie With. Will Disconnect a reservation that has been connected to another as a Tie With.

C = Change Room for In-house Share: Will allow a reservation to be room changed as a Share With reservation.

M = Remove from Share Chain: Will break a guest away from a Share With Reservation.

T = Tie to Previous Reservation: Will "tie" together two or more separate Reservations.

X = Cancel Entire Share Chain.

Guests who wish to enjoy a discreet visit to our property have the option of being made a Non-Registered Guest (NRG). Non-Registered Guest information should never be shared with anyone and their presence in the hotel should not be mentioned to anyone asking after them.

To Non-Register a Guest:

Note: Do not NRG a guest until after they have checked-in.

1. Pull up the reservation either via name or by the guest's room number.

2. Enter a _____ in the **NRG** field and press **Enter**.

3. **NRG** will be highlighted in _____.

To Search for an NRG:

1. After a guest is listed as non-registered you will not be able to find them the "usual" way. If you search the guest by name, LMS will give you an error message "No guest found to match information entered."

2. You can find them via **Telephone List** or **Additional Guest Search**.

3. Press _____ on the **Guest Registration** screen.

4. Type the guest's name and press **Enter**.

5. The name with the _____ font color indicates that the guest is non-registered.

6. If you search the guest via **Telephone List**, the name will be highlighted.

7. If a guest calls or walks up to the Front Desk and asks for an NRG, please inform them that **there is nobody registered under that name.**
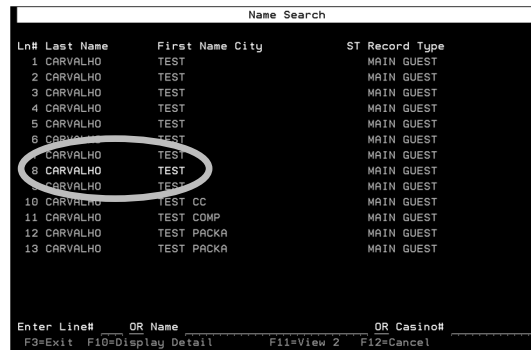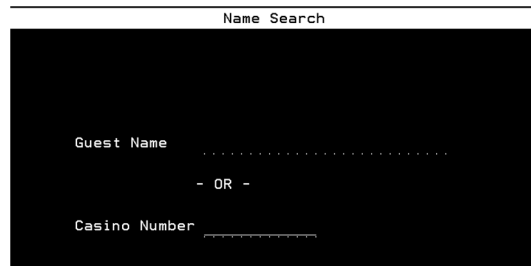
1. Using her confirmation number, check-in Marcie TEST. Verify she has an Accessible room near the elevators.

    Assigned Room Number: _____

2. Check in the most up-to-date reservation you created for Dave TEST. Verify any special requests and who will need to be contacted to fulfill the requests.

    Assigned Room Number: _____

    Special Requests: _____

    Fulfillment Departments: _____

3. Check in James TEST and add his wife Jackie as an additional guest. Check the F11 notes for any special requests.

    Assigned Room Number: _____

4. Check in Jack TEST and his guest Mike TESTER. Add Jose TESTING as an additional guest. Verify the billing profile is a Manager Comp and any special requests.

    Assigned Room Number: _____

    Special Requests: _____

5. Check in Jane TEST. If available, add a second night to the reservation.

    Assigned Room Number: _____

6. Check in the rooms for Winne TEST and Gary and Coco TEST. Verify the billing profile and room charging setup that you created. As needed, move the rooms to be close together.

    Assigned Room Number: _____

7. Check in Callum TEST and change his room to a non-smoking 2 queen room. Change the wake-up call to 7:15 AM for each morning.

    Assigned Room Number: _____

8. Check in Abe TESTER. Check F11 notes for any important information or special requests.

    Assigned Room Number: _____

    Special Requests: _____

9. Check in Samara TESTING. Verify that her room number matches her requests.

   Assigned Room Number: _____

10. Check in Bernie TEST and his wife Jennifer. Verify that his daughters Kendra and Kelly are listed as additional guests. Set up room charging privileges for Bernie and Jennifer only. Verify and special requests

    Assigned Room Number: _____

    Special Requests: _____

11. Check in Paul TESTING and change the first name back to Raul. Check for any special requests and change Raul to a non-registered guest.

    Assigned Room Number: _____

12. Due to an overflowing bathtub on the floor above, change Marcie TEST to a new Accessible room and adjust the room rate to $50 per night.

    Assigned Room Number: _____

13. Create a cash reservation for Zen TESTER for 2 nights in a small suite. Check in Zen and set up room charging privileges and a 7:30 AM wake-up call for the first morning and a 6:45 AM wake-up call for the day of check-out.

    Assigned Room Number: _____

14. Check in Olivia TESTER. Make her a non-registered guest and make sure she has a room that does not face the casino roof.

    Assigned Room Number: _____

15. Coco and Gary TEST would like to change their room so they are away from Winnie TEST.

    Assigned Room Number: _____

16. Change Berkley TESTING's reservation to start today and check her in. Change her room to a non-smoking king room with the AARP rate.

    Assigned Room Number: _____

17. Check in Curtis TEST. Verify the F11 notes for any special recognition.

    Assigned Room Number: _____

18. Check in Janeen TESTING. Verify the rate plan she is receiving and add a wake up call for 6:30 AM on her last day and a request for Bell Service to pick up her bags at 8:00 AM the same day.

    Assigned Room Number: _____

19. Look up in LMS how many king room are currently Vacant Clean and Inspected. How many rooms still need to be inspected?

Number of VCI Rooms: _____

Number to Be Inspected: _____

20. Check in the group reservation for the TESTER Company. Check in John1 through John10 TESTER for each of the rooms. Verify the Billing Profile is setup correctly for each room.

Assigned Room Numbers: _____

_____

_____

21. Check in Max TESTING for three nights mid-week for a small suite. Add a request for a 1:00 PM check out on his last day.

Assigned Room Number: _____

Notes:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

SECTION 7 - ASSISTING IN-HOUSE GUESTS

Assisting In-House Guests

What kind of requests do you think we get from guests at the Front Desk?:

_____

_____

_____

_____

_____

_____

_____

_____

_____

What basic steps can we take to assist in-house guests?

_____

_____

_____

_____

_____

_____

_____

Identifying & Assisting Guests With Special Circumstances

What kind of special circumstances do we have to assist guests with?

_____

_____

_____

_____

_____

_____

_____

_____

_____

What are the best options for assisting guests with special circumstances?

_____

_____

_____

_____

_____

_____

_____

_____

Safety & Emergency Procedures

What reports are run at the Front Desk in case of emergency?

_____

_____

_____

_____

_____

_____

Where are these reports kept?

_____

_____

_____

What can I do to maintain guest safety and security?

_____

_____

_____

_____

_____

_____

_____

_____

SECTION 8 - CHECKING-OUT A GUEST

Checking–Out a Guest

To check-out a guest:

1. Select option Front Desk Cashier Menu from the Main Menu.

2. Select Option 3 **Guest Settlement** and enter in your Cashier ID. Press Enter.

3. Verify the payment method with the guest. If the same (if different, swipe new credit card or enter CSH into Stl Mth), Select the line number listed next to the **Guest Pay Folio.** Type the Amount by **AMOUNT PAID; tab down and place** a **Y** by check out rooms. Press **Enter**. T he reservation will notify that **Checkout Complete** and **Stl** is received.

4. If the room is being checked out before the established check out day a notification will pop notifying you that it is not the guest's departure date yet. To check-out room regardless, press **F22** or **Shift-F10** to continue.

5. To print a copy of the folio for the guest select the line number for the Pay Folio and Press _____. To email the folio, select the line number and place a Y in the Email? Field and press **F10**. Verify or enter in guest's email. Select folio **Y** and press _____.

6. To apply auto comps before check out, press **F16** or **Shift-F4**. On the **Auto Comp** screen you type **1** to select the line.

7. Enter _____ by the authorization code and press _____ to process ("run auto comp"). The amount that is available to use is in the upper right hand corner highlighted in **blue**.

8. If there are no charges, simply tab down to the to Check Out Rooms (Y/N) field, enter a _____ and press **Enter**.

9. If the guest has a balance, enter the amount on the _____ line then input the Y and press **Enter**.
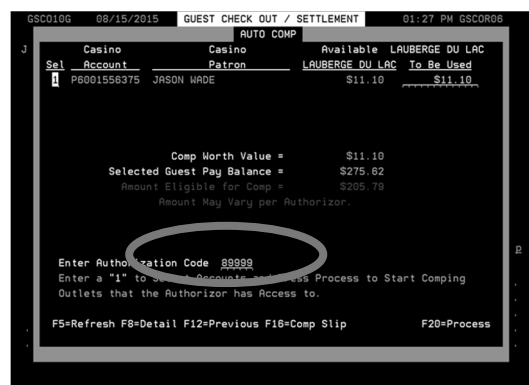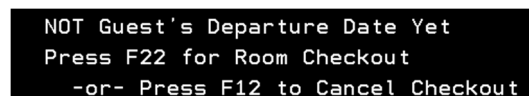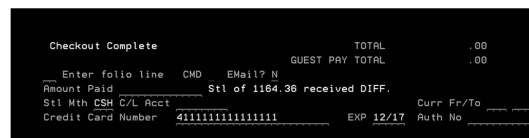
To locate Rooms that are due to check out:

1. From your Main Menu, select option for **Display Room Status.** Press **Enter**.

2. Enter _____ in the Options Column.

3. Enter _____ under the Occupancy Column and press **Enter**.

4. This will display all rooms that are due-out. Verify the **HSKPG** status is _____ before checking the room out. These rooms will be highlighted in _____.

5. To see all due-outs for a specific floor, select Option _____ to display the Occupancy menu then select Option _____ under Occupancy. Enter the _____ and _____ then press **Enter**.

To display a room status:

1. From your Main Menu select option for **Display Room Status.** Press Enter.

2. From this screen you can choose various options including:

   Option 1 _____

   Status 1 _____

   Occupancy 1 _____

Press **Enter** to continue.

3. It will list all inspected occupied rooms.
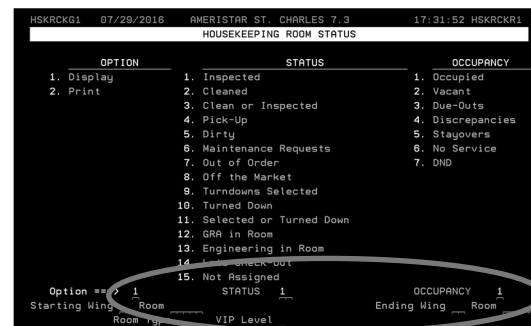
Credit Card Authorization transactions:

1. From the **F11** screen you may look up the transactions made on a credit card.

2. From the **F11** screen, press _____.

3. The **Act Credit Card Number Operators** are:

   A = _____

   S = _____

   C = _____

   R = _____

   V = _____

4. Under the **Auth** column, an _____ in the middle of the screen shows if the authorization went through. If a _____ is showing, the credit card was declined.

Cash & check payment transactions:

1. Select option Front Desk Cashier Menu from the Main Menu.

2. Select Option 3 **Guest Settlement** and enter in your Cashier ID. Press Enter.

3. Select the line number of the Guest Pay Folio.

4. Tab down to Amount Paid and enter in correct amount.

5. Tab down to Settlement Method and change to either _____ or _____.

6. Tab down to Check Out Rooms (Y/N) and enter appropriate letter. Press Enter.

7. Print a copy of the folio to be turned in with your Cashier paperwork.

Check-Out Scenario	Actions
Guest Requests a Late Check-Out (4pm or later)	
Charge Against Room Deposit Due to Room Damage	
Disputing Charges (Gratuities, Unauthorized Charges, Etc.)	

_____

_____

_____

_____

_____

_____

_____

_____

_____

Settlement Folio Screen

On the Settlement Folio Screen:

1. Top left corner is guest Information:

   _____

   _____

   _____

   _____

```
* VIP *   SRC                    OFR
MARIA GABRIELA                TEST CHOICE
3200 North Ameristar Drive
KANSAS CITY       MO 64161


CAS #   A3005684969
```

2. Top right corner is reservation information:

   _____

   _____

   _____

   _____

```
WING SC ROOM    708
ARRIVE  11/10/2015 DEPART 11/12/2015
DELAYED C/O 12:00:00   GROUP
CREDIT LIMIT              .01
   STATUS I  NUMBER OF PERSONS     2
```
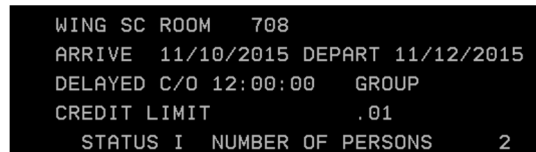
3. Center of the screen consists of a list of folios and a description. Folio Type will tell you if the folio is either a Comp or Guest Pay Folio.
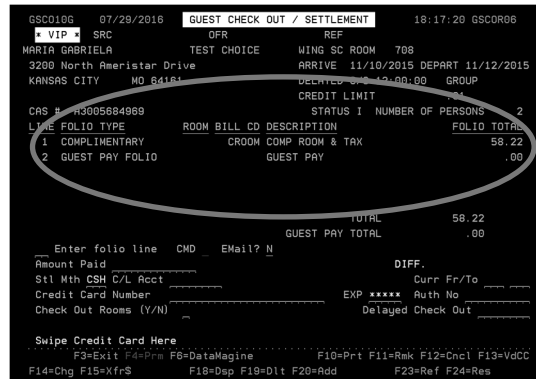
4. Below the folios on the middle right are the totals for the reservation. _____ is inclusive of **ALL** folios on the reservation. This is **NOT** the total we give the guest.

5. Below **Total** is the _____. This folio is the amount that the guest owes. If total is negative funds are potentially owed to the guest.

6. The bottom portion of the screen is reserved for payment information. **Amount Paid, Stl Mth, and C/L Acct** are all reserved for guest payment.

7. At the bottom of this section is the _____ field to give a later check out time. Time is to be entered as military time.
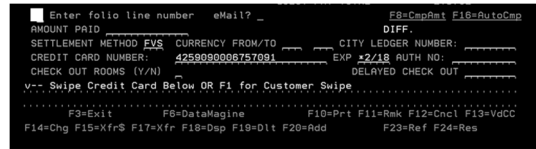
8. The **CMD** line can also be accessed from this section.

```
GSC010G   07/29/2016   GUEST CHECK OUT / SETTLEMENT   18:17:20 GSCOR06
* VIP *  SRC              OFR         REF
MARIA GABRIELA            TEST CHOICE   WING SC ROOM   708
3200 North Ameristar Drive             ARRIVE  11/10/2015 DEPART 11/12/2015
KANSAS CITY     MO 64161               DELAYED C/O 12:00:00   GROUP
                                       CREDIT LIMIT          .01
CAS # A3005684969                      STATUS I  NUMBER OF PERSONS     2
LINE FOLIO TYPE        ROOM BILL CD DESCRIPTION              FOLIO TOTAL
  1 COMPLIMENTARY            CROOM COMP ROOM & TAX              58.22
  2 GUEST PAY FOLIO          GUEST PAY                            .00


                                       TOTAL          58.22
                              GUEST PAY TOTAL            .00
   Enter folio line   CMD    EMail? N
Amount Paid                          DIFF.
Stl Mth CSH C/L Acct                     Curr Fr/To
Credit Card Number               EXP *****  Auth No
Check Out Rooms (Y/N)                 Delayed Check Out

Swipe Credit Card Here
      F3=Exit F4=Prm F6=DataMagine     F10=Prt F11=Rmk F12=Cncl F13=VdCC
F14=Chg F15=XfrS      F18=Dsp F19=Dlt F20=Add      F23=Ref F24=Res
```

```
Enter folio line number   eMail? _              F8=CmpAmt F16=AutoCmp
AMOUNT PAID                              DIFF.
SETTLEMENT METHOD FVS  CURRENCY FROM/TO ___ ___  CITY LEDGER NUMBER: _____
CREDIT CARD NUMBER:    4259090006757091  EXP *2/18 AUTH NO: _____
CHECK OUT ROOMS (Y/N)                    DELAYED CHECK OUT _____
v-- Swipe Credit Card Below OR F1 for Customer Swipe
      F3=Exit      F6=DataMagine        F10=Prt F11=Rmk F12=Cncl F13=VdCC
F14=Chg F15=Xfr$ F17=Xfr F18=Dsp F19=Dlt F20=Add      F23=Ref F24=Res
```

```
Enter folio line number   eMail? _              F8=CmpAmt F16=AutoCmp
AMOUNT PAID                              DIFF.
SETTLEMENT METHOD FVS  CURRENCY FROM/TO ___ ___  CITY LEDGER NUMBER: _____
CREDIT CARD NUMBER:    4259090006757091  EXP *2/18 AUTH NO: _____
CHECK OUT ROOMS (Y/N)                    DELAYED CHECK OUT _____
v-- Swipe Credit Card Below OR F1 for Customer Swipe
      F3=Exit      F6=DataMagine        F10=Prt F11=Rmk F12=Cncl F13=VdCC
F14=Chg F15=Xfr$ F17=Xfr F18=Dsp F19=Dlt F20=Add      F23=Ref F24=Res
```

Most Commonly-Used Function Keys on the Settlement Folio Screen:

Function Key	Description	Function Key	Description
F3	Exit ; exits you out of the system back to the Front Desk Cashier screen	F17 or Shift F5	Xfr (Transfer); transfer an entire folio to another guest/group
F10	Prt (Print); print a folio after selection the line #	F18 or Shift F6	Dsp (Display); view folio details
F11	Rmk (Remarks); displays the Remarks screen	F19 or Shift F7	DLT (Delete); deactivate a folio
F12	Cncl (Cancel); returns you to the previous screen.	F20 or Shift F8	Add; add a billing profile to a guest that is already checked-in
F13 or Shift F1	VdCC (Void Credit Card); releases the credit card hold from the guest	F23 or Shift F11*	Ref (Refilter); used to move incorrect charges to correct folios
F14 or Shift F2	Chg or Adj; opens the Post Charges or Adjust Charges screen	F24 or Shift F12	Res (Reservations); opens the Reservation screen

See section 6.8 for Refilter use and requirements.

To View/Open a Folio:

1. Select the line # and press _____. This displays an itemized accounting of the guest's charges.

2. To view the details of a particular charge, enter the line # and press **Enter.**

3. The _____ screen will give you break down the components of the charge, display the time and date of the posting and by whom it was posted. It also displays the revenue center of the charge.

4. On the bottom of the display folio page you have the option to select the line number of a particular ticket with an **N** to a **Y**, you can either transfer a ticket to another folio on the same reservation (cannot transfer TO a comp folio, but may transfer OUT of one,) transfer a ticket to another guest, or line comp a ticket.
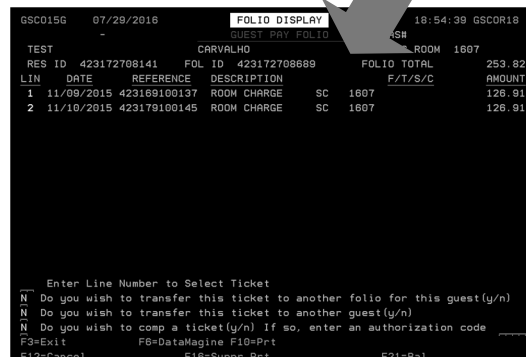
To Print a Folio:

1. Select Folio # you wish to print and press _____.

2. If the guest wishes to have a copy of their folio emailed to them, complete the above step but also add a Y to the Email? Field. Place a Y in the Folio field and press _____ to send or _____ to exit the screen.

52
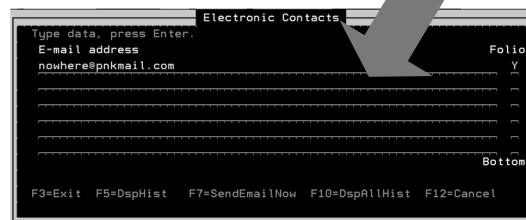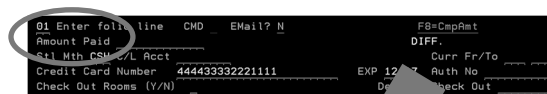
Posting Charges

To Post charges:

1. From the Cashier side of the reservation, press _____ to view the **Post Charges** screen.

2. Enter all required information including:

   _____

   _____

   _____

   _____

   _____

   _____

   _____

   Press **Enter** to continue.

3. Select the correct _____ and _____.
   Press **Enter** again to complete the posting of the charge. Press _____ to return to the back side of the reservation.

Note: Room tax and retail tax are different tax amounts. Please note below your tax amounts:

Room:_____

Retail:_____

4. For all postings, print and sign all documents and turn them in at the end of your shift with your cashier paperwork.
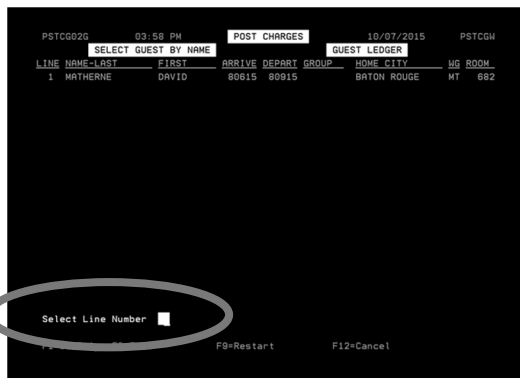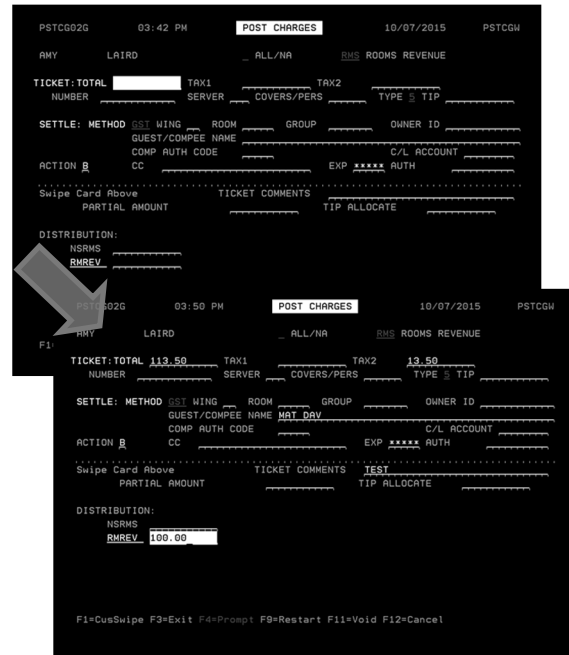
Credit Card Voids

To void a credit card charge:

1. Credit card voids are only allowed if a card has been charged on an in house guest or on the day of guest's departure. After a guest has been checked out all CC reversals must go through your Management Team and the Service Center.

2. To void a credit card charge select the Guest Pay Folio and press _____.

3. Select the line of the charge you wish to void and press _____.

4. The charge will now show as a negative in the guest pay folio.

Posting an Adjustment

1. From the Guest Settlement Screen press _____ for Post Charges.

2. All numbers will be entered in the negative to reflect the adjustment.

3. Enter the appropriate revenue center into the upper right hand corner of the screen.

4. Ticket total is the total of what you're posting including the base charge and tax.

5. Enter tax in the appropriate field:

    Tax 1 is _____

    Tax 2 is _____

6. In the number field enter the number of your adjustment slip found in the upper right hand corner.

7. Enter in your ticket type. _____ prompts the field for a list of all ticket types.

8. Wing, Room and at least the last two letter of the room are needed to post a ticket to an occupied room. If a room is vacant, do not fill in wing and room number; simply enter in the guest's name.

9. Ticket comments are to be filled in with the reason for the adjustment.

10. Postings should be distributed to the appropriate line. Most will be distributed to the line highlighted in _____.

11. Press **Enter** to post.

12. An adjustment form should be filled out and attached to a copy of the guest folio.

13. The folio and adjustment form need to be placed with your cashier sign off.
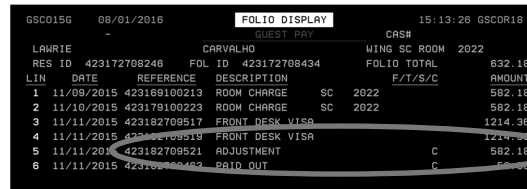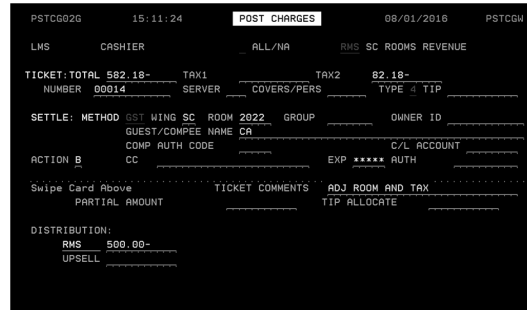
Paid Outs

Posting a Paid Out:

1. From the guest settlement screen press _____.

2. Paid Outs are all posted with positive numbers.

3. Revenue Center is not necessary for a paid out; ok to leave at default RMS.

4. Ticket total is the total of what you're paying out to the guest.

5. In the number field enter the number of your golden paid out slip found in the upper right hand corner.

6. Ticket type _____ is used for all Paid outs.

7. Wing, Room and at least the last two letter of the room are needed to post a ticket to an occupied room. If a room is vacant, do not fill in wing and room number; simply enter in the guest's name.

8. Ticket comments are to be filled in with Paid out.

9. Press **Enter** to post.

10. A Paid Out form should be filled out and attached to a copy of the guest folio. Paid outs over a $100 need to be initialed by a Supervisor.

11. The folio and Paid Out form need to be placed with your cashier sign off.
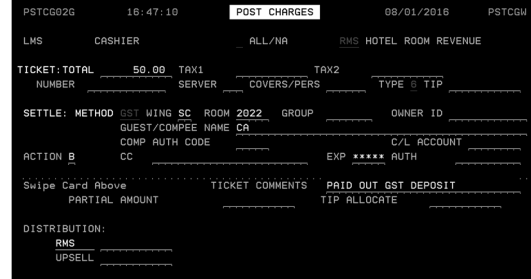
Suppress Print Guest Pay Folios

To suppress print the guest pay folio:

1. Log onto your Cashier ID and pull up the guest reservation.

2. Open the guest pay folio by pressing _____.

3. Press _____ to select suppress print.

4. Select the line numbers that you wish to suppress and press **Enter**.

5. The line numbers are now highlighted in **red**. If you print the folio it will not showing on the receipt.

   Note: Positive and negative charges must balance to suppress print guest pay folio.

6. To remove print suppress, select the line #'s and press _____ to clear print suppression.

Deactivate and Reactivate Folios

To deactivate a folio:.

1. Choose the folio you want to deactivate and press _____ twice.

```
GSCO10G    08/01/2016    GUEST CHECK OUT / SETTLEMENT    17:34:14 GSCOR06
             SRC              DFR              REF
LAWRIE                     CARVALHO         WING SC ROOM   702
                                            ARRIVE  11/10/2015 DEPART 11/11/2015
                                            DELAYED C/O 00:00:00   GROUP
                                            CREDIT LIMIT       235.13
CAS #                                       STATUS I  NUMBER OF PERSONS    2
LINE FOLIO TYPE       ROOM BILL CD DESCRIPTION                 FOLIO TOTAL
  1  GUEST PAY FOLIO                GUEST PAY FOLIO    *INA          .00
  2  GUEST PAY FOLIO                GUEST PAY                        .00


                                       TOTAL            .00
                                  GUEST PAY TOTAL       .00
  01 Enter folio line   CMD    EMail? N
  Amount Paid                                      DIFF.
  Stl Mth FVS C/L Acct                                     Curr Fr/To
  Credit Card Number   ************1111            EXP *****  Auth No
  Check Out Rooms (Y/N)                                 Delayed Check Out

  Swipe Credit Card Here
        F3=Exit F4=Prs F6=DataMagine        F10=Prt F11=Rmk F12=Cncl F13=VdCC
  F14=Chg F15=Xfr$        F18=Dsp F19=Dlt F20=Add F21=Act        F24=Res
```

To reactivate a folio:.

1. Choose the folio you want to reactivate and press _____ once.

```
GSCO10G    08/01/2016    GUEST CHECK OUT / SETTLEMENT    17:34:14 GSCOR06
             SRC              DFR              REF
LAWRIE                     CARVALHO         WING SC ROOM   702
                                            ARRIVE  11/10/2015 DEPART 11/11/2015
                                            DELAYED C/O 00:00:00   GROUP
                                            CREDIT LIMIT       235.13
CAS #                                       STATUS I  NUMBER OF PERSONS    2
LINE FOLIO TYPE       ROOM BILL CD DESCRIPTION                 FOLIO TOTAL
  1  GUEST PAY FOLIO                GUEST PAY FOLIO    *INA          .00
  2  GUEST PAY FOLIO                GUEST PAY                        .00


                                       TOTAL            .00
                                  GUEST PAY TOTAL       .00
  01 Enter folio line   CMD    EMail? N
  Amount Paid                                      DIFF.
  Stl Mth FVS C/L Acct                                     Curr Fr/To
  Credit Card Number   ************1111            EXP *****  Auth No
  Check Out Rooms (Y/N)                                 Delayed Check Out

  Swipe Credit Card Here
        F3=Exit F4=Prs F6=DataMagine        F10=Prt F11=Rmk F12=Cncl F13=VdCC
  F14=Chg F15=Xfr$        F18=Dsp F19=Dlt F20=Add F21=Act        F24=Res
```

Applying Comps

To apply auto comps:

1. Look up the reservation. Press _____ to view the auto comp available.

2. The amount in _____ is the amount the guest has available to be used.

3. Enter _____ under **Sel**.

4. Enter **Authorization Code** _____.

5. Press _____ to apply the auto comp.
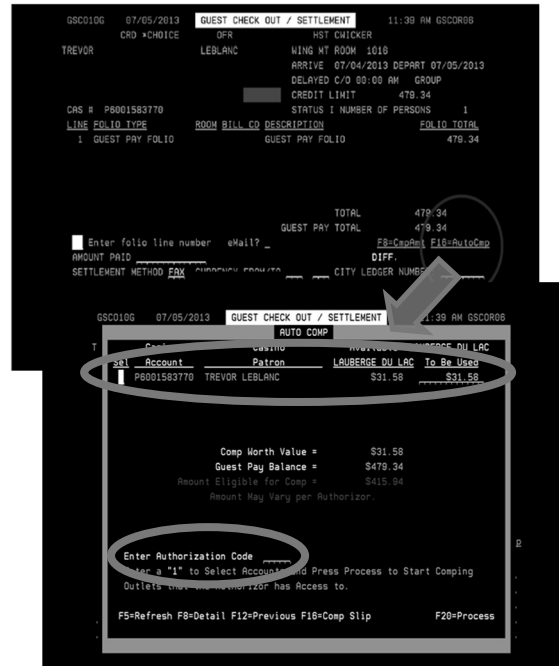
To reverse auto comps:

Note: Auto comps may only be reversed prior to the Miscellaneous Comp folio date roll.

1. On the Settlement screen, enter the line # to select the comp.

2. Press _____.

3. Enter _____ next to "Do you wish to transfer this ticket to another folio for this guest" and press **Enter**.

4. Enter the line # of the **Guest Pay Folio** and press **Enter**.

5. Place an _____ at the bottom of the screen for the entire amount or in front of the desired portions to be transferred.

6. If only a particular dollar amount is to be transferred, enter the dollar amount in the blank after the selected portion and press **Enter**.

7. The comp is now reversed to the Guest Pay Folio.
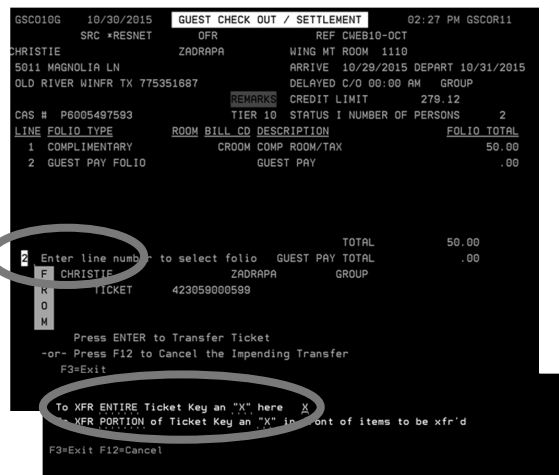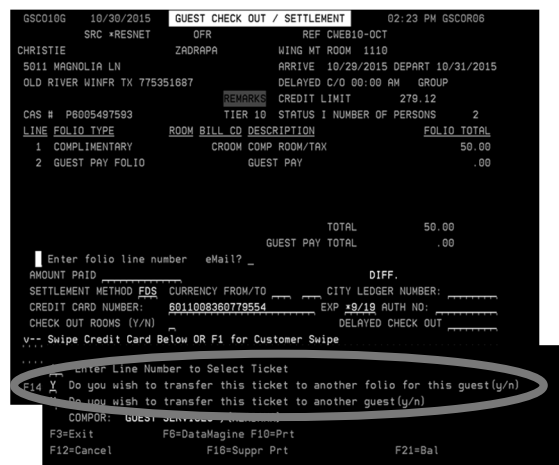
To apply manager and host comps:

1. Look up the reservation and open the **Guest Settlement** screen.

2. Select the line # and press _____ to open the folio.

3. Enter the line # to select the charge to comp.

4. Tab down and enter a Y next to "Do you wish to comp a ticket"

5. Enter the appropriate **Authorization Code** and press **Enter**.

6. Enter ____ in the **Comp All Eligible** Amounts to comp the whole amount. To comp a partial amount, enter ____ under the **Revenue** and enter the amount to be comped next to the amount listed.

7. Press **Enter** to continue.

8. If applicable, transfer the taxes to the correct suspense account. To do this:

9. Enter the line number for the taxes.

10. Enter ____ next to "Do you wish to transfer this ticket to another guest" and press **Enter**.

11. Type _____ in the **Account No.** field and press **Enter** twice. (Account number varies by property.)
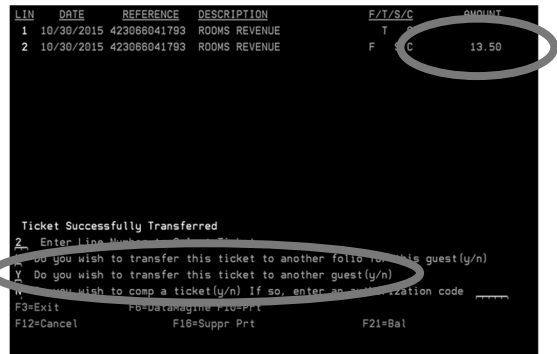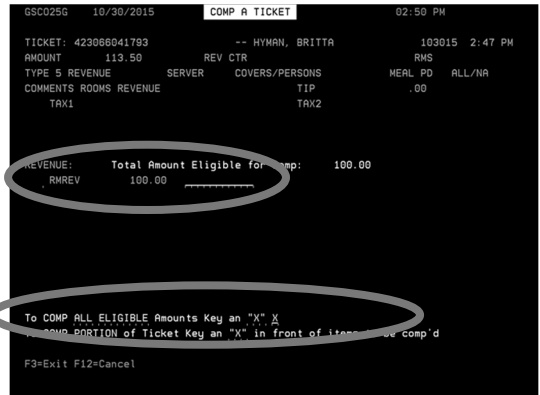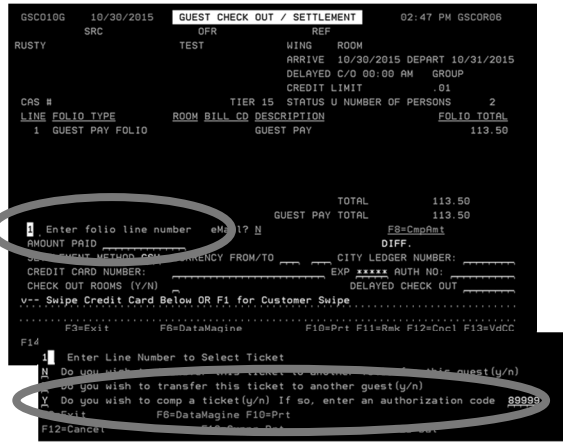
To comp a room for the previous night:

1. Complete steps 1-7 as shown above.

   Note: For Sun-Thurs rates, maximum comp rate is _____ per night. For Fri-Sat rates, the maximum comp rate is _____ per night.

2. Enter _____ in front of **RMREV** and enter the dollar amount to comp.

3. Next, adjust the remaining room rate by pressing _____ to open the **Post Charges** screen.

4. Enter the guest information and the ticket comment **ADJ to comp room rate** and press Enter.

5. Complete steps 9-12 as shown above.
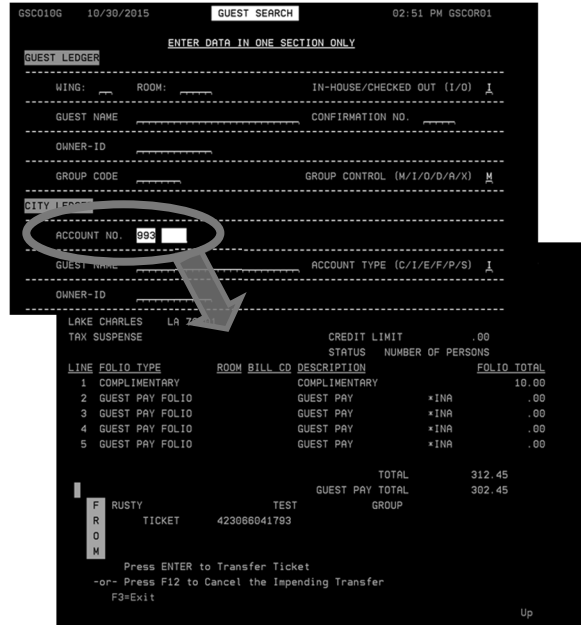
To reverse manager and host comps:

Note: Manager and host comps may only be reversed prior to the Miscellaneous Comp folio date roll.

1. Look up the reservation and open the **Guest Settlement** screen.

2. Enter the line # and press _____.

3. Enter _____ next to "Do you wish to transfer this ticket to another folio for this guest" and press **Enter**.

4. Enter the line # of the **Guest Pay Folio** and press **Enter**.

5. Place an _____ at the bottom of the screen for the entire amount or selected amount to be transferred.

6. To transfer a particular dollar amount, enter the dollar amount in the blank after the selected amount and press **Enter**.

7. The comp is now reversed to the Guest Pay Folio.

Transferring Charges

To transfer charges to a different guest:

1. Look up the guest folio.

2. Enter the line # to select the charges to transfer.

3. Press _____.

4. Enter the line # and enter _____ next to "Do you wish to transfer this ticket to another guest".

5. Press **Enter** to continue.

6. Enter the guest name. Press **Enter** to continue.

7. To select the guest folio to receive the charge, enter the line # and press **Enter**.

8. The ticket charge is now transferred to the correct guest.
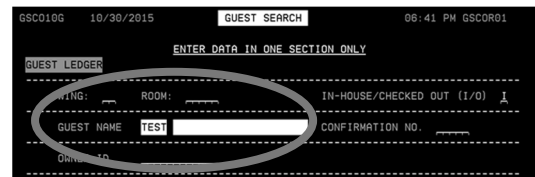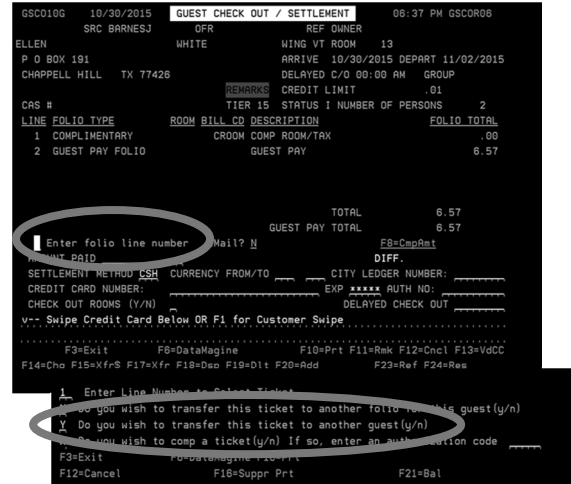
To transfer charges to different folios for the same guest:

1. Look up the guest folio and enter the line # to select the charges to transfer.

2. Press _____.

3. Enter the line # and enter _____ next to "Do you wish to transfer this ticket to another folio for this guest".

4. Press **Enter** to continue.

5. Enter the line number of the folio to send the ticket to and press enter.

6. The ticket will now be transferred to another folio.

Self-Guided Practice
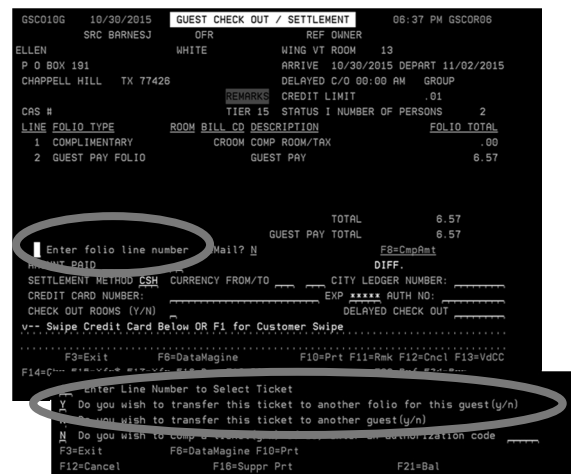
Posting Charges

1. Open Marcie TEST's reservation. Post the following charges: $15.99 plus tax at the Buffet, $21.98 plus tax at the Gift/Sundries shop, and $50 plus tax for the room.

   Total Amount: _____

2. Open Dave TEST's reservation. Post the following charges: $47.97 plus tax and $5.00 tip at the Buffet, $63.58 plus tax and $11.00 tip at the café, and $159 per night plus tax room charge.

   Total Amount: _____

3. Open James TEST's reservation. Post the following charges: $8.99 plus tax at the Gift/ Sundries shop, $24.99 room service charge plus tax and $4.00 tip and $109 plus tax for one night and $129 plus tax for the second night.

   Total Amount: _____

4. Open Jack TEST's reservation. Post the following charges: three $47.99 plus tax at the Buffet, $93.96 plus tax and $20 tip at the café, $11.99 plus tax at the Gift/Sundries shop, $20 per night for the mini fridge, and $109 per night plus tax for the room.

   Total Amount: _____

5. Open Jane TEST's reservation. Post the following charges: $21.99 plus tax and $3.00 tip at the buffet, $14.99 plus tax and $3.00 tip at the café, and $99 plus tax per night for the room.

   Total Amount: _____

6. Open Winnie TEST's reservations. Post the following charges on Winnie's reservation: two charges of $44.97 plus tax at the Buffet, three charges of $53.97 plus tax at the Buffet, $87.53 plus tax and $20.00 tip at the café, $119 plus tax for the room per night. Post the following charges on Gary and Coco TEST's reservation: $25.99 plus tax at the Gift/Sundries shop and $149 plus tax per night for the room.

   Total Amount (Winnie): _____

   Total Amount (Gary & Coco): _____

7. Open Callum TEST's reservation. Post the following charges: $15.99 plus tax and $4.00 tip at the café, $17.99 plus tax and $5.00 tip at the café, $12.99 plus tax and $3.00 tip at the café, and $99 plus tax per night for the room.

   Total Amount: _____

8. Open Abe TESTER's reservation. Post the following charges: $27.99 plus tax and $4.00 tip at the café, two $5.00 plus tax charges at the café, and $89 plus tax per night for the room.

   Total Amount: _____

9. Open Samara TESTING's reservation. Post the following charges: three $6.00 plus tax charges at the café, two $17.99 plus tax and $3.00 tip charges at the Buffet, one $27.99 plus tax and $5.00 room service charge, and $109 plus tax per night for the room.

   Total Amount: _____

10. Open Bernie TEST's reservation. Post the following charges: two charges of $59.96 plus tax and $5.00 tip, $73.89 plus tax and $10.00 tip at the café, $84.53 plus tax and $12.00 tip at the café, and $149 plus tax per night for the room.

    Total Amount: _____

11. Open Raul TESTING's reservation. Post the following charges: $43.98 plus tax and $7.00 tip at the café, $14.99 plus tax and $2.00 tip at the buffet, and $99 plus tax for the room.

    Total Amount: _____

12. Open Zen TESTER's reservation. Post the following charges: two charges of $13.99 plus tax and $3.00 tip at the café, $17.99 plus tax and $5.00 tip at the buffet, $31.59 plus tax and $7.00 tip at the café, and $189 plus tax and $179 plus tax for the room.

    Total Amount: _____

13. Open Olivia TESTER's reservation. Post the following charges: $21.99 plus tax and $10.00 tip at the buffet. $31.97 plus tax at the Gift/Sundries shop, and $109 plus tax per night for the room.

    Total Amount: _____

14. Open Berkley TESTING's reservation. Post the following charges: three charges of $17.99 plus tax and $4.00 tip at the café and $249 plus tax per night for the room.

    Total Amount: _____

15. Open Curtis TEST's reservation. Post the following charges: $6.00 plus tax at the café, $43.57 plus tax at the Gift/Sundries shop, and $159 plus tax per night for the room.

    Total Amount: _____

16. Open Janeen TEST's reservation. Post the following charges: $18.99 plus tax at the buffet and $99 plus tax per day for the room.

    Total Amount: _____

17. Open the group reservation for the TESTER Company. For John1 through John10 TESTER, use your creativity to add café, buffet and Gift/Sundries shop charges plus tax to each room. for a minimum of $90 per day . Add an $89 per night per room charge to the group reservation.

Total Amount (John1): _____

Total Amount (John2): _____

Total Amount (John3): _____

Total Amount (John4): _____

Total Amount (John5): _____

Total Amount (John6): _____

Total Amount (John7): _____

Total Amount (John8): _____

Total Amount (John9): _____

Total Amount (John10): _____

Total Amount (Master): _____

18. Open Max TESTING's reservation. Post the following charges: three $21.53 plus tax and $4.00 tip charges at the café, two $18.99 plus tax charges at the buffet, one $21.99 plus tax and $5.00 tip at the buffet, and $199 plus tax per night for the room.

Total Amount: _____

Adjusting, Comping & Transferring

1. Check out Marcie TEST. Use a manager comp to remove all room charges and the $21.98 charge at the Gift/Sundries shop as a Service Recovery.

Final Folio Amount: _____

2. Check out Dave and Wendy TEST. Comp off all room and F&B charges per Dave's host.

Final Folio Amount: _____

3. Check out James TEST. Adjust the room rate to $70 per night.

Final Folio Amount: _____

4. Check out Jack TEST. Adjust the mini fridge charge to $20 for the duration of the stay. Per housekeeping, add a $250 cleanup charge for smoking in the room. Split the charges three ways between Jack, Mike TESTER, and Jose TESTING.

   Final Folio Amount: _____

5. Check out Jane TEST. Adjust the taxes off as Jane is a state employee.

   Final Folio Amount: _____

6. Check out Gary and Coco TEST. Transfer the room, Gift/Sundries shop and F&B charges to a separate folio as Gary wants to pay for the trip themselves. Split the F&B charges on Winnie TEST's reservation and send 2/3 of the charges and all of the tips to Gary & Coco's new folio.

   Final Folio Amount: _____

7. Check out Winnie TEST. Adjust the room rate to $89 per night due to construction noise.

   Final Folio Amount: _____

8. Check out Callum TEST. Adjust off the $4.00 tip at the café as Callum said he left a cash tip. Split the charges between two credit cards.

   Final Folio Amount: _____

9. Check out Abe TESTER. Comp off all F&B charges per Abe's host and adjust the room rate to $50 per night.

   Final Folio Amount: _____

10. Check out Samara TESTING. Samara claims she did not order room service during her stay and is very upset about the charges.

    Final Folio Amount: _____

11. Check out Bernie TEST. Post an additional charge for $23.99 plus tax and $5.00 tip at the café.

    Final Folio Amount: _____

12. Check out Raul TESTING. Adjust off the $2.00 tip at the buffet that Raul paid in cash. Adjust the room rate to $89.

    Final Folio Amount: _____

13. Check out Zen TESTER. Comp off the buffet and café charges per Zen's host. Adjust the room rate to $159 plus tax per night.

    Final Folio Amount: _____

14. Check out Olivia TESTER. Adjust the $10.00 tip at the buffet to a $5.00 tip and adjust the charges at the Gift/Sundries shop off pending investigation.

    Final Folio Amount: _____

15. Check out Berkley TESTING. Post a $50 charge for damage to the room and s $250 cleanup charge for smoking in the room.

    Final Folio Amount: _____

16. Check out Curtis TEST. Comp off the second weekend night and adjust the rate of the first weekend night to $99 plus tax per the Hotel Manager.

    Final Folio Amount: _____

17. Check out Janeen TEST. Adjust off the two movies and comp off the buffet charge as a Service Recovery due to guest illness. Adjust the room rate to $50 per night.

    Final Folio Amount: _____

18. Check out the group reservation for the TESTER Company. Transfer all F&B charges to John1 through John10 TESTER minus the $50 posted to the master billing profile. Separate out the charges for John1 through John10 and create a separate guest pay folio.

    Final Folio Amount: _____

    Final Folio Amount: _____

    Final Folio Amount: _____

    Final Folio Amount: _____

    Final Folio Amount: _____

    Final Folio Amount: _____

    Final Folio Amount: _____

    Final Folio Amount: _____

    Final Folio Amount: _____

    Final Folio Amount: _____

    Final Folio Amount: _____

19. Check out Max TESTING. Adjust the room rate to $129 per night due to electrical issues in the room and dirty towels left on bathroom floor. Split the charges between cash and credit card.

    Final Folio Amount: _____

Additional Check out Scenarios

SECTION 9 - LMS Q&A and BEST PRACTICES

LMS Q&A

My LMS Questions	Answers

LMS Best Practices

Determine 2-3 behaviors or best practices for each category that you can do to improve your understanding of the LMS and develop your skills to work with guests effectively.

STOP	**Identify 1 or 2 ineffective behaviors that you will stop doing:**
START	**Identify 1 or 2 new behaviors that you will start doing and how you will do this. How will you know if you are successful?**
CONTINUE	**Identify 1 or 2 behaviors that you do well and will continue to do:**

SECTION 10 - GUEST SERVICE STANDARDS

The Best Guest Service

What guest service stories did you find that surprised you?

_____

_____

_____

_____

_____

What did the team members at each company do that made the experience special for the customer?

_____

_____

_____

_____

_____

What impact did this guest service experience have on the customer?

_____

_____

_____

_____

_____

Hotel and Front Desk Service Standards

How do service standards at the Front Desk tie in with how we live our PNK Values?

_____

_____

_____

_____

_____

What is the origin of AAA and the AAA Hotel Standards?

_____

_____

_____

_____

All PNK properties currently follow which AAA Standard? How is this standard defined?

_____

_____

_____

_____

_____

_____

What is the current AAA rating at our property?

_____

_____

Defining our Service Standards

What are the AAA 4-Diamond Standards that we use at the Front Desk?

AAA 4-Diamond Service Standards

Reservations

- Accepted 24 hours, either at property or through a central reservation system

- Operator answers phone promptly within three rings

- When recording is received call must be answered within 20 seconds

- Operator provides a warm and sincere greeting

- Reservationist thanks Guest for calling

- Reservationist provides an introduction and asks for Players Club Card

- Reservationist asks for Guest's name

- Reservationist addresses Guest by name prior to closing

- Reservationist anticipates Guest's needs

- Reservationist asks for the caller's email address

- Reservationist asks if the caller is responding to a specific offer or invite

- Reservationist offers rate structure and room availability

- Reservationist provides an overview of facilities and services

- Reservationist exhibits competent knowledge of all associated facilities and hour of operation

- Reservationist gives choice of smoking or nonsmoking room, explains if property is a smoke free premises

- Reservationist collects registration information

- Reservationist explains deposit and cancellation policies

- Reservationist reviews reservation request

- Reservationist exhibits sincerity and polish in complying with all Guest requests

- Reservationist gives confirmation number or contact's name

- Reservationist asks if there are any other ways to be of service

- Reservationist gives a warm and sincere thank you to Guest for calling

- Reservationist thanks Guest for choosing (property)

- Property sends email confirmation to Guest in advance

- Reservationist answers questions about Mlife offers and eligibility [*]

Exclusive to PNK

AAA 4-Diamond Service Standards cntd.

Check-In

- Attendant provides a warm and sincere greeting; recognizes Guest appropriately
- Attendant inquires about Guest's name
- Attendant uses Guest name at least once prior to closing
- Attendant acknowledges Guest waiting in line with warm and welcoming greeting
- Ask the attendant: What are the features of your accessible guestrooms?
- Attendant confirms rate and type of room/credit card is obtained
- Attendant delivers messages discreetly
- Attendant provides room number discreetly
- Attendant places all registration materials into Guest's hand
- Attendant explains key service areas of the Hotel, Casino, F&B, and Spa
- Attendant explains benefits of STAR Awards and refers them to the club
- Attendant confirms email address on file is correct
- Attendant exhibits a sincere desire and compliance to all Guest requests
- Attendant asks if there are any other ways to be of service
- If requested, Attendant arranges escort of Guest and belongings to be taken to room
- Attendant provides introduction to escort
- Attendant offers a warm and sincere closing
- Attendant wishes the Guest a pleasant stay and thanks them for choosing (property name)

Wake-Up Call Services

- Some type of service is available 24/7; alarm clock or alternative method is used if there are no phones in rooms.
- Service number is answered within three rings
- Operator provided a warm and sincere greeting
- Operator uses Guest's name at least once prior to closing
- Operator asks appropriate questions and replies in a professional manner
- Operator asks if there are any other ways to be of service
- Operator offers an additional wake up call for 15 minutes later
- Operator offers a warm and sincere closing
- Operator addresses Guest by name during closing
- Automated or live call received within five minutes of requested time
- Message includes a warm and sincere greeting
- Message includes the use of Guest's name (Live operator only)
- Message includes time of call
- Message includes other pertinent information such as weather

AAA 4-Diamond Service Standards cntd.

Departure

- Guest's vehicle is waiting or comfortable accommodations are made by escort

- Guest does not wait more than five minutes for pre-arranged transportation

- Attendant provides a warm and sincere greeting

- Attendant uses Guest's name at least once prior to closing

- Attendant anticipates Guest's needs

- Attendant is conversant pertaining to the Guest's stay

- Attendant reviews all of Guest's belongings and placement in vehicle

- Attendant opens and closes door for Guests

- Attendant asks if there are any other ways to be of service

- Attendant offers a warm and sincere closing

- Attendant thanks Guest for choosing Ameristar

- Items or settings in Guest vehicle were returned at original settings

Concierge

- Concierge is on duty with limited hours of availability or Guest Service Agents are available 24 hours

- Accurate pre-programmed phones

- Attendant makes a proper introduction, asks Guest's name

- Attendant uses Guest name at least once prior to closing

- Guest service number is answered within three rings

- If by phone, operator provides a warm and sincere greeting

- If by phone, operator uses Guest's name at least once prior to closing

- Attendant/operator exhibits a sincere desire and compliance to all Guest requests

- Attendant/operator anticipates Guest's needs

- Attendant/operator demonstrates a general knowledge of area attractions and services

- Attendant/operator is very knowledgeable of all area attractions and services

- Attendant/operator asks if there are any other ways to be of service

- Attendant/operator offers a warm and sincere closing

- Attendant/operator thanks Guest for choosing (property name)

AAA 4-Diamond Service Standards cntd.

Check-Out

- Express check-out through telephone services are available 24/7
- Attendant provides a warm and sincere greeting; recognizes Guest appropriately
- Attendant addresses Guest by name during initial greeting, as appropriate thereafter
- Attendant acknowledges Guests waiting in line with warm and welcoming greeting
- Attendant inquires about Guest stay and inquires if there were additional charges such as mini bar.
- Attendant exhibits a sincere desire and compliance to all Guest requests
- Attendant asks if there are any other ways to be of service
- Attendant confirms payment method
- Attendant places check-out folio into the Guest's hand
- Attendant exhibits a warm and sincere thank you for staying at the property
- Attendant sincerely encourages Guest to return
- Attendant offers warm and sincere closing
- Attendant thanks Guest for choosing (property name)

Why do we need to provide this level of service for every guest?

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How does the Front Desk work with different departments to meet these standards?

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PNK's Sequence of Service is a step-by-step approach to the check-in process. The sequence of service will guide Front Desk Agents through working in the LMS and interacting with guests through each step of the interaction.

Action	Sample Verbiage
Immediately acknowledge all guests with eye contact, a sincere smile, and a warm, friendly greeting. **OR** If you are completing a task and unavailable to assist a guest, acknowledge them immediately.	"Welcome to (property name), (Sir/ Ma'am). How may I be of service?" **OR** "Thank you for your patience, (Sir/Ma'am). Someone will be able to assist you in one moment."
If the guest has waited in line for some time, thank the guest for their patience.	"Thank you for your patience, (Sir/Ma'am). How may I be of service?"
Politely ask for the guest's name and a photo ID.	"May I have your name please?" then "May I see a photo ID to verify the reservation?"
Check the reservation details and thank the guest. Review comments/remarks under the guest's name for pertinent information relating to specific requests. Verbally confirm dates of stay, have the guest visually confirm the rate (if any, or inform the guest the room is complimentary) and confirm room type.	"Thank you. You have reserved a (repeat reservation details). Is this correct?"
In-house the guest and inform the guest of the exact location and room type the guest reserved. **OR** Should the room type requested by the guest not be available at the time of check-in, provide the guest with the option of accepting what is available, with the offer to move at a later time.	"(Mr./Ms./Dr. Last Name), per your request, we have a delightful room on the 99th floor for you, non-smoking, with a king-sized bed."
Ask the guest for a credit card for the room. Advise the guest how much you are authorizing their card for, i.e., room & tax + $50 per night for incidentals. If the room is complimentary inform the guest that only $50 per night for incidentals are authorized.	"(Sir/Ma'am)", would you please swipe your credit card next. This will authorize your card for incidentals of $50 each night. Should you choose to not utilize incidentals it will be refunded to you upon checkout within 3-5 business days depending on your banking institution."
Verify credit card authorization then print keys. Determine how many keys the guest will need and make accordingly.	"I have placed 2 keys in your key packet, (guest name). Will that be enough?"

Action	Sample Verbiage
Recognize guest's Tier level, Dominant Property, and Repeat Status. Recognize Dominant Property (if not your own). Recognize if the guest is a returning guest.	"Welcome back to our hotel and casino (Mr./Ms./Dr. Last Name)." **OR** "Please let us know how we can make you as comfortable here in Casino Hotel. May I inform you about the benefits of you mychoice card at our hotel and casino?" **OR** "Welcome to our hotel and casino, (Mr./Ms./Dr. Last Name). I see this is your first stay with us. Is there anything we can do to make your stay more comfortable?" May I inform you about the benefits of your mychoice Card here at (your property)?"
Inquire if the guest has his/her mychoice Tier card with them.	"(Mr./Ms./Dr. Last Name), do you have your (insert tier) card with you today?" **If Yes** "If you need a duplicate at any time, please let us know." **If No** "The mychoice Desk will be able to provide you with a new card." **If Preferred, Elite or Owner's Club** "May I arrange to have a duplicate of your card made so that your play can be tracked? Where may I have that delivered for you, or would you like to pick it up at our mychoice Center?"
Explain charging privileges to the guest. Their room key and Photo ID will be needed at the Outlet to charge back to their room.	"Your key card and photo ID may be used for charging services to your room. "
Provide all guests with an offer of luggage assistance. If accepted, introduce the bellman, if posted.	"(Mr./Ms./Dr. Last Name), may I offer you luggage assistance? Allow me to introduce our bellman (First Name), who will assist you to your room."
If no bellman is posted, and the guest has a luggage claim ticket, collect the luggage ticket, advice the quest you will have the luggage sent up right away. **OR** If the guest prefers to wait for the bellman, please notify the Bell Captain that a guest is waiting for luggage assistance.	"(Mr./Ms./Dr. Last Name), let me take your luggage claim tickets and have your luggage sent right up to your room." **OR** "(Mr./Ms./Dr. Last Name), please make yourself comfortable in our lobby seating area, and we will be with you in just a few moments."
Thank the guest for staying with (Insert Property Name) and wish them a pleasant stay.	"(Mr./Ms./Dr. Last Name), have a wonderful stay. If you need anything at all, please call on me. My name is (First Name)."
Update all pertinent information to the reservation.	

PNK's Sequence of Service is a step-by-step approach to the check-out process. The sequence of service will guide Front Desk Agents through working in the LMS and interacting with guests through each step of the interaction.

Action	Sample Verbiage
Immediately acknowledge all guests with eye contact, a sincere smile, and a warm, friendly greeting. **OR** If you are completing a task and unavailable to assist a guest, acknowledge them immediately.	"Welcome to (property name), (Sir/ Ma'am). How may I be of service?" **OR** "Thank you for your patience, (Sir/Ma'am). Someone will be able to assist you in one moment."
If the guest has waited in line for some time, thank the guest for their patience. **OR** If you recognize the guest and can get his/her name from the computer prior to asking, them please address the guest by surname when offering assistance.	"Thank you for your patience, (Sir/Ma'am). How may I be of service?" **OR** "Good (morning/ afternoon/ evening), (Mr./Ms./Dr. Last Name), I am so sorry you had to wait. How may I assist you?"
If the guest says that he/she is checking out, politely ask for the guest's last name or room number if not already known, and locate the reservation. Use the guest's last name as often as possible during the check-out.	"May I have your last name or room number, (Sir/ Ma'am)? (Mr./Ms./Dr. Last Name), is that correct? Thank you."
As you pull up the guest account, inquire about the guest's stay. As needed, apologize for any guest service issues they may have experienced."	"How was your stay with us, (Mr./Ms./Dr. Last Name)?"
Inquire if the guest had an opportunity to review their account. If necessary, print the folio for the guest to review.	"Have you had an opportunity to review your account this (morning/afternoon/evening), (Mr./Ms./Dr. Last Name)? I'll print a copy for you to review."
Relay all outstanding messages and retrieve any mail for the guest.	
Determine the method of payment and settle account accordingly. Remember that some player folios will be complimentary, so review carefully.	"Will you be using the credit card we have on file for you, (Mr./Ms./Dr. Last Name)?"
Ask if the guest would like a copy of the final bill with a zero balance. If so, print or email it for the guest.	"This is the final copy of your account, (Mr./Ms./Dr. Last Name)."
Collect the guest's room keys. Once the keys are collected, proceed to check out the guest in the system. In the event the guest needs to return to the room, inform the guest that they cannot check out at this time because the key will be deactivated at check-out. Inform the guest that the account will be set up for a delayed check-out within a half-hour. Ask the guest to call the Front Desk to check-out when they are ready to leave the room.	"May I collect the room keys from you at this time, (Mr./Ms./Dr. Last Name)?" **OR** "(Mr./Ms./Dr. Last Name), will 30 more minutes be sufficient to hold your room?" **Then** "Excellent, we will check you out in 30 minutes. If it is not inconvenient, you can drop your keys off on your way out."

Action	Sample Verbiage
Inquire if the guest needs any luggage assistance. If Yes Call over a Bell Attendant for assistance.	"Has the Bell Desk already assisted you with your luggage, (Mr./Ms./Dr. Last Name)?" **If No** "May I offer you assistance with your luggage today?"
Offer to retrieve the guest's valet-parked car.	"Did you valet park with us (Mr./Ms./Dr. Last Name)? May I call your car around for you?"
Thank the guest for staying at (your property name).	"Thank you very much for choosing (your property name). We look forward to seeing you again soon. Have a safe trip (Mr./Ms./Dr. Last Name)."
Update any pertinent guest information and ensure that the guest is properly checked out of the system. Make note of any issues the guest may have experienced.	

How can you incorporate your personal style with these actions and sample verbiage to create a positive guest experience?

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SECTION 11 - CREATING MAGICAL & MEMORABLE MOMENTS

Creating Magical and Memorable Moments at the Front Desk

Team Member	How did they Created a Magical and Memorable Moment?	Which of the PNK Values did they bring to life?

Why is it important to make every interaction at the Front Desk an opportunity for a Magical and Memorable Moment?

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How can we create Magical and Memorable Moments at the Front Desk?

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Finding "Wow" Moments Through Active Listening

Active Listening...		
Looks Like:	**Acts Like:**	**Thinks Like:**

Consistently Delivering "Wow" Moments

Why is it important that each of us consistently provides Magical and Memorable Moments for our guests and team members?

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What are some of the consequences for us individually, as team, as a department, and as a property if we don't create "Wow" moments for our guests and team members?

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How can I consistently deliver Magical and Memorable Moments for our guests or team members and help others deliver Magical and Memorable Moments?

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What actions can you stop doing, start doing, or continue doing to make sure you as an individual or as part of the Front Desk team consistently deliver Magical and Memorable Moments?

STOP	**Identify 1 or 2 ineffective behaviors that you will stop doing:**
START	**Identify 1 or 2 new behaviors that you will start doing and how you will do this. How will you know if you are successful?**
CONTINUE	**Identify 1 or 2 behaviors that you do well and will continue to do:**

Overcoming Challenges to Consistently Delivering "Wow" Moments

Challenges	Solutions

How can you use these solutions to help you overcome any unidentified challenges?

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SECTION 12 - ASSISTING GUESTS WITH CHALLENGING CIRCUMSTANCES

Assisting Unhappy Guests

What are some signs that a guest is unhappy?

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Causes of Guest Unhappiness	How We Can Respond

What actions can you take to display empathy to the guest?

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What to Do When You Can't Say "Yes"

What are some requests we can't say "Yes" to? Why can't we say "Yes" to them?

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What creative ways can we use to find a way to say "Yes" or provide appropriate options for the guests who made the request?

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Why is it important to apologize and explain to the guest why we were not able to say "Yes" to their request?

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Assisting Guests With Challenging Guest Service Interactions

Challenging Guest Service Interactions	Solutions

Flawless Service Recovery

Why is a Service Recovery not appropriate for helping with every guest issue?

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What other options or actions can you use to help take care of the guest?

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What additional resources can you use if you're not sure how to assist the guest?

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Flawless Service Recovery

SECTION 13 - PROPERTY & ROOM TOUR

SECTION 14 - UTILIZING CORRECT ESCALATION PROCEDURES

Resolving an Issue Without a Lead, Supervisor or Manager

What LMS requests or guest service issues can a Front Desk Agent resolve without the assistance of a Lead, Supervisor or Manager?

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What can you do to take Ownership of a guest request or issue?

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When to Contact a Lead, Supervisor or Manager

What LMS requests or guest service issues require the assistance of a Lead, Supervisor or Manager?

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What actions can you take to still keep Ownership of a guest interaction when requiring assistance from a Lead, Supervisor or Manager?

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When & How to Escalate Issues to Senior Management

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SECTION 15 - GLOSSARY

A	
Abandoned Property	Property that is given up by someone who does not intend to reclaim it
Accessible	A guest room that is designed to accommodate persons with disabilities by removing barriers that otherwise limit or prevent them from obtaining the services that are offered.
Account	A form in which financial data are accumulated and summarized
Account Balance	A summary of an account in terms of its resulting monetary amount; specifically, the difference between the total debits and the total credits to an account
ADA	Short for American with Disabilities Act. ADA prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities.
Adjacent Rooms	Rooms close to each other, perhaps across the hall
Adjoining Rooms	Rooms with common wall but no connecting door. Not all adjoining rooms are connecting, however, every connecting rooms are adjoining.
Advance Deposit Guarantee	A type of reservation guarantee which requires the guest to furnish a specified amount of money in advance of arrival.
ADR	Short for "average daily rate," the average selling price of all guest rooms for a given time period. The formula for ADR is Total Room Revenue/Total Number of Rooms Sold = ADR.
Affiliated Hotel	One of a chain, franchise, or referral system, the membership of which provides special advantages
Allowances and Adjustments	Reductions in sales revenue credited to guests because of errors in properly recording sales or to appease a guest for property shortcomings.
Amenities	Hotel products and services designed to attract guests.
Arrival Date	The date a guest plans to register at the hotel.
At-Will Employment	The employment relationship that exists when employers can hire any employee as they choose and dismiss that employee with or without cause at any time. The employee can also elect to work for the employer or terminate the work relationship anytime he or she chooses.
Audiovisual Equipment (A/V)	Those items including DVD players, laptops, LCD projectors, microphones, sound systems, flip charts, overhead projectors, slide projectors, TVs, and VCRs that are used to communicate information to meeting attendees during the meetings.

Audit	The process of verifying records for correctness and completeness.
Authorization Code	A code generated by an on-line credit card verification service, indicating that the requested transaction has been approved.
Authorize	To validate.
Availability Report	A report which contains expected arrival and departure information for the next several days, typically prepared as part of the night audit.
Average Daily Rate	An occupancy ratio derived by dividing net rooms revenue by the number of rooms sold.
Average Rate Per Guest	An occupancy ratio derived by dividing net rooms revenue by the number of guests.

B

Back of the House	The functional areas of a hotel in which personnel have little or no direct guest contact, such as engineering, accounting, and personnel.
Back-side	The settlement side of a reservation where billing profiles, payments, and late check-outs are entered.
BAR	Short form of Best Available Rate.
Bell Captain	The supervisor of the bell-persons and other uniformed service personnel; bb,: a proprietary in-room vending machine
Bell Staff	Those uniformed attendants responsible for guest services, including luggage handling, valet parking, airport transportation, and related guest services. The tide originally arose because, in earlier years, the staff would come to the "front" (desk) to assist a guest when a bell was rung as a summons to them.
Blackout	Total loss of electricity.
Black-out Date	Specific days in which the hotel is "sold-out" and/or is not accepting normal reservations.
Block	Rooms reserved exclusively for members of a specific group. As in, "We need to create a block of fifty rooms for May 10 and 11 for the Society of Antique Furniture Appraisers."
Block (Funds)	The amount by which a card's available credit (if a credit card) or balance (if a debit card) is reduced; also called a "hold."
Bloodborne Pathogen	Any microorganism or virus, carried by blood that can cause a disease.

Booking	Hotel jargon for making a confirmed sale. As in, "What is the current booking volume for the month in the Food and Beverage department?" or "How many out-of-state tour buses were booked into the hotel last month?"
Booking Pace	Often shortened simply to "Pace," this term refers to the amount of future demand for rooms.
Box	Reservation term that allows no reservations from either side of the boxed dates to spill through.
Business Traveler	Those who travel primarily for business reasons (often on an expense account to defray the reasonable travel costs that are incurred).

C

Call Around	A telephone "shopping" technique in which a hotel staff member calls competitive hotels to inquire about room rates and availability. The information is used by the calling hotel to help determine room rates.
Cancellation	A reservation voided at the request of the guest.
Cancellation Number	A series of numbers and/or letters that serve to identify the cancellation of a specific hotel reservation.
Card Tier	The status of a patron's mychoice card: Choice, Advantage, Preferred, Elite or Owner's Club.
Cash Bank	An amount of money given to a cashier at the start of each work shift so that he or she can handle the various transactions that occur. The cashier becomes responsible for this cash bank, and for all cash, checks, and other negotiable instruments received during the work shift.
Casino Hotel	A hotel with gambling facilities.
Central Reservation System (CRS)	A network for communicating reservations in which each property is represented in a computer system database and is required to provide room availability data to the reservations system on a timely basis.
Charge Back	Credit card charges refused by the credit card company for one reason or another.
Check-out (C/O)	The procedures involved in the departure of a guest from a property, including settlement of the guest's account. Also, a room status term indicating, that the guest has settled his or her account, returned the room keys, and left the hotel.
Check-Out Time	The hour by which departing guests must check out of a property.
Closed	The status of a date for which a reservation system will not accept additional reservations.

Commercial Hotel	A property, usually located in downtown, or business district, that caters primarily to business clients. Also called transient hotel.
Commercial Rate	A special room rate agreed upon by a company and a hotel for frequent guests. Also called corporate rate.
Complaint	A statement about expectations that have not been met.
Comp	Short for "complimentary" or "no-charge" for products or services.
Compensation	All financial and non-financial rewards given to management and non-management employees in return for the work they do for the hotel.
Competitive Advantage	Exists when a firm has a long-lasting business advantage compared to rival firms that is a significant edge over the competition; usually this means that the firm can do something competitors can't do or has something competitors lack
Concierge	The individual(s) within a full-service hotel responsible for providing guests with detailed information regarding local dining and attractions, as well as assisting with related guest needs.
Conference Center	A property specifically designed to handle group meetings. Conference centers are often located outside metropolitan areas and may provide extensive leisure facilities, most offer overnight accommodations.
Confirmation Number	A series of numbers and/or letters that serve to identify a specific hotel reservation.
Connecting Rooms	Rooms with individual entrance doors from the outside and connecting door between. Guests can move between rooms without going through the hallway.
Convention	Convention is a meeting of delegates for action on particular matters. Participants called delegates. These may be matters of politics, trade, science, technology, etc. Structure: General sessions and supplementary smaller meetings, either with or without exhibits.
Corporate Guarantee	A type of reservation guarantee in which a corporation signs a contractual agreement with the hotel to accept financial responsibility for may no-show business travelers it sponsors.
Corporate Rate	This segment represented by business travelers that make up a large portion of the traveling public. As this segment is paying among the highest rooms rates the hotel will be able to achieve, thence catering their needs is very important.
Credit Balance	An amount owed to guests by the hotel.
Credit Card	A system by which banks loan money with interest to consumers as purchases are made. Merchants accepting the cards for payment are charged a fee by the banks for the charges made by their customers with the credit card.
Cross-Selling	Messages designed to advertise the availability of other hotel services.

Cross Training	Training employees for performing multiple tasks and jobs.
Cut-off Date	The date agreed upon between a group and a property after which all unreserved rooms in the group's block will be released.
Cut-off Hours	That time at which the day's unclaimed reservations are released for sale to the general public.

D

Daily Transcript	A detailed report of all guest accounts that indicates each charge transaction that affected a guest account that day, used as a worksheet to detect posting errors.
Damages	The actual amount of losses or costs incurred due to the wrongful act of a liable party.
Day Rate	A special room rate for less than an overnight stay.
Day Shift	A hotel work shift, generally 7:00 am to 3:00 pm
Day Use	A room status term indicating that the room will be used for less than an overnight stay.
Debit Card	A payment system in which money collected by a merchant (hotel) is automatically (electronically) deposited into the merchant's local bank account. As with bank and T&E cards, merchants accepting the cards are assessed a fee for the right to do so.
Deep Cleaning	The intensive cleaning of a guestroom, typically including the thorough cleaning of items such as drapes, lamp shades, carpets, furniture, walls, and the like.
Defibrillator	A machine used to deliver an electrical shock to the heart in case of cardiac arrest (heart attack) in efforts to re-establish a normal heartbeat.
Delayed Check-In	A procedure by which guests are assigned a room, but the issuing of a key is delayed.
Desk Clerk	The person who verifies guest reservations, registers guests, assigns rooms, distributes keys, communicates with housekeeping staff, answers telephones, gives information about and directions to local attractions, accepts cash and gives change, and acts as liaison between the lodging establishment and the guest as well as the community.
Credit Card	A system by which banks loan money with interest to consumers as purchases are made. Merchants accepting the cards for payment are charged a fee by the banks for the charges made by their customers with the credit card.
Cross-Selling	Messages designed to advertise the availability of other hotel services.

Detained Property	Personal property of a guest that is held by a hotel until payment is made for the purchase of lawful products/services.
Direct Bill	An arrangement whereby a guest is allowed to purchase hotel services and products on credit terms.
Do Not Disturb (DND)	Housekeeping request where guests have requested no service. Do not knock or disturb the guest until their expected departure time.
Double	A room assigned to two people, may have one or more beds.
Double Bed	A bed approximately 54 inches by 75 inches (140-150X190-200 cm)
Due Back	A situation that occurs when a cashier pays out more than he or she receives, the difference is due back to the cashier's cash bank. In the front office, due backs usually occur when a cashier accepts many checks and large bills during a shift, such that he or she cannot restore the initial bank at the end of the shift without using checks or large bills.
Due Out	A room status term indicating, that the room is expected to become vacant after the following day's checkout time.

E

Early Arrival	A guest who arrives at a property before the date of his or her reservation.
Early Check-In	A request by a guest to take possession of a room prior to the hotel's normally established check-in time.
Early Departure	A guest who checks out of the hotel before his or her originally scheduled check-out date.
Electronic Locking System	A locking system which replaces traditional mechanical locks with sophisticated computer based guestroom access devices.
Emergency Plan	A document describing a hotel's pre-determined, intended response to a safety/security threat encountered by the hotel.
End of Day	An arbitrary stopping point for the business day, established so that the audit can be considered complete that time.
Evening Shift	A hotel work shift, generally 3:00 p.m. to 11:00 p.m.
Executive Housekeeper	The individual responsible for the management and operation of the housekeeping department.
Expected Arrival List	A daily report showing the number and names of guests expected to arrive.
Expected Departure List	A daily report showing the number and names of guests expected to depart as well as the number of stayovers.

Express Check-Out	A pre-departure activity which involves the production and early morning distribution of guest folios for guests expected to check out that morning.

F

Fax (Facsimile)	A copier-like machine which transmits full-page documents over telephone lines.
F&B	Shortened term for "food and beverage." Used, for example as in the following: "Please let the F&B Director know about the changes the guest has requested."
Floor Supervisor	The individual(s) responsible for physically checking the room status of guest rooms, as well as other tasks as assigned by the executive housekeeper.
Folio	The detailed list of a hotel guest's room charges, as well as other charges authorized by the guest or legally imposed by the hotel.
Free-to-Guests	A service provided at no additional charge (beyond normal room rental charges) to the hotel guest. Examples could include making local telephone calls, access to premium cable television channels such as HBO or Showtime, and use of the hotel's pool or workout facilities. (Ultimately, the hotel must absorb the cost(s) of providing these services to guests, but guests are not charged on a per usage basis. Therefore, the term does not mean that the services that are provided are free to the hotel.)
Front Desk	The area within the hotel used for guest registration and payment.
Front Desk Agent	A front office employee whose responsibilities center on the registration process, but also typically include preregistration activities, room status coordination, and mail, message, and information requests.
Front Office	A department of rooms division which is the most visible department in a hotel, with the greatest amount of guest contact. Traditional front office functions include reservations, registration, room and rate assignment, room status, maintenance and settlement of guest accounts, and creation of guest history records. Also, the physical location at which front-of-the house activities are coordinated.
Front of The House	The functional areas of the hotel in which employees have extensive guest contact, such as food and beverage facilities and the front office.
Front Side	The LMS Reservation screen.
Full-Service Hotel	A hotel is considered "full-service" when it provides guests with extensive food and beverage products and services.

	G
General Manager (GM)	The traditional title used to identify the individual at a hotel property who is responsible for final decision making regarding property-specific operating policies and procedures. Also the leader of the hotel's management team.
Graveyard	A work shift beginning about midnight.
Greens Fee	A charge for the use of the golf course.
Group Rate	A special room rate for a number of affiliated guests.
Group Sales	Rooms and services sold primarily through the efforts of the hotel's sales and marketing department, and given to the front office for recording and servicing.
Guaranteed Reservation	A reservation which assures the guest that a room will be held until check-out time of the day following the day of arrival. The guest guarantees payment for the room, even if it is not used, unless the reservation is properly cancelled. Types of guaranteed reservations include prepayment, credit card, advance deposit, travel agent, and corporate.
Guest	A hotel visitor. Most guests rent rooms and/or purchase food or beverages in a hotel outlet or a banquet function. Also, a person who rents a guest room for a short time period with no intention of becoming a permanent resident.
Guest Account	A record of financial transactions occurs between a guest and the hotel.
Guest Folio	A folio used to chart transactions on an account assigned to an individual person or guestroom.
Guest Ledger	The set of accounts for all guests currently registered in the hotel. Also called the front office ledger, transient ledger, or room ledger.
Guest Relations Manager	The primary goal of a guest relations manager is to make guests feel welcome and ensure their satisfaction. A guest relations manager needs to work well with people, be able to handle stressful situations and maintain a positive attitude.
Guestroom Key	A key which opens a single guestroom door if it is not double-locked.
Guest Service Agent	An employee working in the front desk area of the hotel. Also referred to by some in the industry as a "desk clerk."

	H
Handicap Room	A room with special features designed for handicapped guests. See also ADA.

Hard Copy	A printed paper copy of information, as opposed to information on a display screen. Also, the last page in a set of folio copies which is the hotel's copy of folio.
High-Roller	A VIP or very important person, typically the top ten percent of casino patrons.
Host	An individual assigned to certain patrons to accommodate special requests while driving business and generating revenue.
House Count	An estimate of the number of guests staying in a hotel on a given day.
Housekeeping	The department within the rooms division which inspects rooms for sale, cleans occupied and vacated rooms, and coordinates room status with the front office. In some hotels, the housekeeping function is considered an independent hotel division.
Housekeeping Status Report	A report prepared by the housekeeping department which indicates the current housekeeping status of each room, based on physical check.
House Person	The individual responsible for the cleaning of public spaces (the house). Also sometimes referred to as a PA (public area cleaner) or porter.
House Phone	A publicly located telephone within the hotel used to call the front desk, or in some cases, the front desk and guest rooms.
HVAC	A shorthand term for "heating, ventilating, and air conditioning."

I

Identity Theft	A crime that occurs when someone obtains and uses another individual's personal information to commit fraud and/or theft.
In Balance	A term used to describe the state when the totals of debit amounts and credit amounts for a set of accounts are equal.
Incident Report	A document prepared to record the details of an accident, injury, or disturbance, and the hotel's response to it.
In-House	A patron who is checked into the Hotel.
In-Room Folio Review and Check-Out	A system which allows guests to use in-room computers to access guest folio data and approve and settle their accounts.
In-Room Movie System	A system which provides guestroom entertainment through a dedicated television pay channel. Automatic posting of charges to the appropriate guest folio may be possible.
Inspector	The individual(s) responsible for physically checking the room status of guest rooms, as well as other tasks as assigned by the executive housekeeper. See also as floor attendant, or floor-supervisor.

Internal Audit	An independent verification of financial records performed by members of the organization operating the hotel.

J - K

Job List	A list of tasks that must be performed for a front office position.
Joining Rooms	Rooms with individual entrance doors from the outside and connecting door between. Guests can move between rooms without going through the hallway. (See also Connecting rooms)
Keycards	The electromagnetic card used in a recodable locking system.
King	A room with a king-size bed may be occupied by one or more people.
King Bed	A bed approximately 78 inches by 80 inches. (200x200 v. 198x205)

L

Late Arrival	A guest with a reservation who expects to arrive after the hotel's designated cancellation hour and so notifies the hotel.
Late Charge	A transaction requiring posting to a guest account that does not reach the front office until the guest has checked out and left the hotel.
Late Check-Out	A room status term indicating that the guest is being allowed to check out later than the hotel's standard check-out time.
Late Check-Out Fee	A charged imposed by some hotels on guests who do not check out by the established check-out time.
Length-of-Stay (LOS)	The number of nights a hotel's individual guests use their rooms. (LOS)
Letter of Confirmation	A letter sent to a guest to verify that a reservation has been made and that its specifications are accurate.
Linen	A generic term for the guest room sheets and pillowcases and tablecloths and napkins washed and dried in the laundry area.
Lock-Out	A room status term indicating that the room has been locked so that the guest cannot re-enter until he or she is cleared by a hotel official.
Log Book	A journal in which important front office events and decisions are recorded for reference during subsequent shifts.
Lost Property	Personal property that has been unintentionally placed somewhere and is then forgotten about by the rightful owner.

Lost and Found Procedures	All items found in a lodging property to be deposited and controlled by the housekeeping department.
Lowest Rate Guarantee	A program that assures travelers the lowest available rate for a specific room type on a specific date will be found on the franchisor's website.
Loyalty Programs	These programs are structured marketing efforts that reward, and therefore encourage, loyal buying behavior — behavior which is potentially beneficial to the firm. Participants will be rewarded for their behavior in terms of points. These points can then be converted, for example into online gift vouchers.
Luggage Retrieval	Term used when radioing a bellman to retrieve guest luggage stored at the Bell Desk,

M

Magnetic Strip Reader	A device which reads data magnetically encoded and stored on the magnetic tape strip on the back of a credit card and transmits the data to a credit card verification service.
Maintenance	The activities required to keep a building and its contents in good repair.
Market Code	Guest types differentiated by sales source. Typical market codes include transient and group.
Master Folio	A folio used to chart transactions on an account assigned to more than one person or guestroom, usually reserved for group accounts. A master folio collects charges not appropriately posted elsewhere.
Master Key	A key which opens all guestroom doors which are not double-locked.
Minibar(s)	Small, in-room refrigerated or unrefrigerated cabinets used to store beverages, snacks, and other items the hotel wishes to offer for sale to guests.
Minimum Length of Stay	A revenue management strategy that instructs reservationists to decline any room reservation request that does not equal or exceed the predetermined minimum number of nights allowed.
Mini-Suite	A single room with a bed and sitting area. The sleeping area may be in bedroom separate from the parlor or living room. Also called junior suite.
MOD	The short form of Manager on Duty. The individual on the hotel property responsible for making any management decisions required during the period he or she is MOD.
MTD	Short for Month-to-Date.

mychoice Center	Area where guests may go to obtain a new/duplicate mychoice card, account information or program information.

N

Negotiated Rate	An agreement to provide a select group of travelers, subject to availability, rooms at and agreed on and discounted rate. The discounted rate is in effect for the term of the negotiated rate agreement.
Night Audit	The process of reviewing for accuracy and completeness the accounting transactions from one day to conclude or "close" that day's sales information in preparation for posting the transactions of the next day.
Night Auditor	An employee who checks the accuracy of front office accounting records and compiles a daily summary of hotel financial data as part of a night audit. In many hotels, the night auditor is actually an employee of the accounting division.
Night Shift	A hotel work shift, generally 11:00 p.m. to 7:00 a.m.
Non-Guaranteed Reservation	A reservation arrangement where the hotel agrees to hold a room for the guest until a stated reservation cancellation hour on the day of arrival. The property is not guaranteed payment in the case of no-shows.
Non-Guest Folio	A folio used to chart transactions on an account assigned to a non-guest business or agency with hotel charge purchase privileges.
No-Post Status	A term used to indicate a guest who is not allowed to charge purchases to his or her room account.
No-Show	A guest who makes a confirmed room reservation but fails to cancel the reservation or arrive at the hotel on the date of the confirmed reservation.

O

Occupancy	A commonly used measure of hotel performance; occupancy is calculated by dividing the number of rooms sold by the number of rooms available and multiplying by 100.
Occupancy Percentage	An occupancy ratio which indicates the proportion of rooms sold to rooms available for sale during a period of time.
Occupancy Rate	The ratio of guest rooms sold (including comps) to guest rooms available for sale in a given time period. Always expressed as a percentage, the formula for occupancy rate is: Total Rooms Sold/Total Rooms Available = Occupancy Percent (%).

Occupancy Report	A report prepared each night by a front desk agent which lists rooms occupied that night and indicates those guests expected to check out the following day.
Occupancy Tax	Money paid by a hotel to a local taxing authority. The room revenue generated by the hotel determines the amount paid. This tax is also known, in some areas, as the "bed" tax. For example, "In our city, the occupancy tax is 2 percent."
Occupied	A room status term indicating that guest is currently registered to the room.
Off-Market	Rooms that are unavailable for sale due to maintenance or other issues.
Open	The status of a date for which a reservation system can still accept reservations.
OSHA	Short for the Occupational Safety and Health Administration (US). A federal agency established in 1970 that is responsible for developing and enforcing regulations related to assuring safe and healthful working conditions.
OTA	Short for Online Travel Agency
Out-of-Order (OOO)	A room status term indicating that the room cannot be assigned to a guest. A room may be out-of-order for maintenance, refurbishing, extensive cleaning, or other reasons.
Over and Short	A discrepancy between the cash on hand and the amount that should be on hand.
Overbooking	A situation in which the hotel has more guest reservations for rooms than it has rooms available to lodge those guests. Sometimes referred to as "oversold."
Overstay	A guest who stays after his or her stated departure date.

P

Paid-Out	Cash disbursed by the hotel on behalf of a guest and charged to the guest account as a cash advance. Also used when issuing a cash refund to the guest.
PBX	(Short form of Private Branch Exchange) The system within the hotel used to process incoming, internal, and outgoing telephone calls. In other words: A hotel's telephone switchboard equipment. Also, the telephone switchboard department or function.
Peak Night	The night when the most guest rooms for a group are sold.
PIA	(Paid in Advance) A guest who pays his or her room charges in cash during registration. PIA guests are often denied in-house credit.

105

Point of Sale (POS)	A computer system that contains its own input and output components and, perhaps, some memory capacity but without a central processing unit.
Post	To enter a guest's charges into the PMS, thus creating a permanent record of the sale, as in "Please post this meeting room charge to Mr. Walker's folio."
Pre-Key	Making an electronic key for a guest room prior to the actual arrival of the guest who will be assigned to that room.
Pre-Registration	A process by which sections of a registration card or its equivalent are completed for guests arriving with reservations. Room and rate assignment, creation of a guest folio, and other functions may also be part of preregistration activity.
Promotional Rate	A special room rate offered to promote future business.
Public Space	Those areas within the hotel that can be freely accessed by guests and visitors. Examples include lobby areas, public rest rooms, corridors, and stairwells.
Pull-out	Industry slang for an in-room sofa that converts to a bed.

Q

Quad	A room assigned to four people, may have two or more beds.
Queen	A room with queen-size bed; may be occupied by one or more people.
Queen Bed	A bed approximately 60 inches by 80 inches (150x200 cm)

R

Rack	The price at which a hotel sells its rooms when no discounts of any kind are offered to the guest.
Rate Code	A property-specific notation used by a hotel's PMS to specify the price of a unique room product. Also known as a *rate plan.*
Recodable Locking System	A hotel guest room locking system designed such that when a guest inserts their "key" (typically an electromagnetic card) into the guest room lock for the first time, the lock is immediately recoded, canceling entry authorization for the previous guest's key and thus enhancing guest safety.
Registration	The procedure by which an incoming guest signifies his or her intent to stay at a property by completing and signing a registration card.
Registration Card (RegCard)	A document that provides details such as guest's name, arrival date, rate paid, departure date, and other information related to the guest's stay.

Registration Record	A collection of important guest information created by the front desk agent following the guest's arrival. The registration record includes the guest's name, address, telephone number, and company affiliation; method of payment; and date of departure.
Reservation	An agreement between the hotel and a guest that the hotel will hold a specific type of room for a particular date and lengths of stay.
Reservation Confirmation	An oral or written verification of the information contained in a reservation record. See also Letter of Confirmation.
Reservation Confirmation Number	A code which provides a unique reference to a reservation record and assures the guest that the reservation record exists.
Reservation Record	A collection of data that identifies a guest and his or her anticipated occupancy needs before arrival at the property, and enables the hotel to personalize guest service and appropriately schedule needed staff.
Reservation Agent	An employee, either in the front office or in a separate department within the rooms division, who is responsible for all aspects of reservations processing.
Reservations History	A collection of statistics on all aspects of the reservations process, including the number of guests, occupied rooms, reservations by source, no-shows, walk-ins, overstays, and understays.
Reservation Status	An indicator of a room's long-term availability for assignment.
Reservation Transaction Report	A summary of daily reservations activity in items of record creation, modification, and cancellation.
RESNET	Our online reservations system
Resort Hotel	A hotel which provides scenery and activities unavailable at most other properties, and whose guests are typically vacationers. Resort hotels are planned destination of the guest.
Revenue (Room Revenue)	Money the hotel collects from guests for the use of rooms or from the purchase of hotel goods and services.
Revenue Per Occupied Room	Room-related occupation costs; those rooms-related costs incurred directly as a result of selling a guest room. Examples include labor costs, room supplies, and room amenities. Also referred to as *room-related occupancy cost, occupied room cost, or cost per occupied room (CPOR).*
RevPAR	Short for "Revenue Per Available Room," the average sales revenue generated by each guest room during a given time period. The formula for RevPar is Occupancy % (x)ADR = RevPAR.
ROI	Short for "return on investment." The percentage rate of return achieved on the money invested in a hotel property.

Room Assignment	The identification and allocation to a guest of an available room in a specific room category, finalized as part of the registration process.
Room Attendant Cart	A wheeled cart that contains all of the items needed to properly and safely clean and restock a guest room.
Room Attendants	The individual(s) responsible for cleaning guest rooms. Sometimes referred to as "housekeepers" or GRAs (guest room attendants)
Room Code	A property-specific, shorten description used to identify a specific room product in a hotel.
Rooming	The procedures involved in greeting a guest, assigning a room, and escorting or directing the guest to the room
Rooming List	A list or roster of guests and their lodging needs presented to a hotel by a group prior to a meeting.
Room Mix	The ratio of room types contained in a hotel. For example, the number of double-bedded rooms compared with king-bedded rooms, the number of smoking permitted rooms to no smoking permitted rooms, and the number of suites compared with standard rooms.
Room Night	One room occupied for one night.
Room Rate	The price a hotel charges for overnight accommodation.
Room Service	Food and beverage services delivered to a guest's room.
Room Status	The up-to-date (actual) condition (occupied, vacant, dirty, etc.) of the hotel's individual guest rooms.
Room Status Discrepancy	A situation in which the housekeeping department's description of a room's status differs from the room status information which guides front desk employees in assignment rooms to guests.
Room Status Report	A report which allows front desk agents tom identify vacant and ready rooms, typically prepared as part of the night audit.
Room Type	The term used to designate specific configurations of guest rooms. For example, smoking versus nonsmoking, king bed versus double beds, or suite versus regular sleeping room. Commonly abbreviated (i.e., K for King, NS for Nonsmoking, etc.), the hotel's holding of the proper room type is often as important to guests as whether the hotel, in fact, has a room for them.
Room Variance Report	A report listing any discrepancies between front desk and housekeeping room statuses, as well as rooms which have not been sold at rack rates.
Room Assignment	The identification and allocation to a guest of an available room in a specific room category, finalized as part of the registration process.

Security Checkpoint Location at the entrance to the casino where IDs are checked.

Security Monitor A closed-circuit television monitor which allows front office employees to monitor security and safety throughout the hotel from central location.

Sell-out A situation in which all rooms are sold or oversold. A hotel, area, or entire city may, if demand is strong enough, sell-out. Also, a period of time in which management attempts to maximize ADR.

Service Charges A mandatory amount added to a guest's bill for services performed by a hotel staff member(s).

Settlement (Account) The collection of a payment for an outstanding account balance. Settlement may involve the guest paying cash or charging the account balance to a valid payment card or another hotel-approved account.

Single A room assigned to one person; may have one or more beds.

Single Bed A bed approximately 36 inches by 75 inches (90-100X200 cm)

Skip The term used to refer to a hotel guest who vacates a guest room without paying the bill incurred for its rental and for other charges made to the room.

Skipper A room status term indicating that the guest has left the hotel without making arrangements to settle his or her account.

Sleeper A room status term indicating that the guest has settled his or her account and left the hotel, but the front office staff has failed to properly update the room's status. The room is vacant, but believed to be occupied.

Sleep-Out A room status term indicating that the guest is registered to the room, but the bed has not been used.

SOF Short for "Signature on File"; refers to a signature obtained from a guest at check-in.

Soft Copy Output on a display screen which cannot be handled by the operator or removed from the computer.

Special Event Rate An above–rack room rate typically implemented during single day or multiday periods of extremely high demand for rooms.

Split Folio An arrangement whereby a guest's charges are separated into two or more folios.

Split Rate A room rate that changes during a guest's stay based upon room demand.

Stay-Over Housekeeping term to describe a person who is in multiple nights or who was expected to depart but has decided to stay an additional night.

Suite	A guest room consisting of at least two physically separated rooms or, a hotel room that is extra large when compared with the hotel's standard guest room.
Supply	The total amount of a good or service available for sale.
Surcharge Rates	Telephone rates for adding service charges for out-of-state long-distance telephone service.
Sustainability	The idea of providing for current needs without sacrificing the needs of future generations.

T

Terry	A generic term for the bath towels, hand towels, and washcloths washed and dried in the laundry area.
Terminal	An input/output device of a computer system composed of a keyboard and a display screen or printer.
Tour Group	A group of people who have had their accommodations, transportation, and related activities arranged for them.
Transaction	The exchange of merchandise, property, or services for cash or a promise to pay.
Transient	Guests that are neither part of a group booking or tour group. Transient guests can be further subdivided by traveler demographic to gain more detailed information about the type of guest staying in the property.
Transient Sales	Rooms and services sold primarily through the efforts of the front office and its staff.
Travel Agent	A hospitality professional that assists clients in planning travel. Also known as TA.
Travel Agent Guarantee	A type of reservation guarantee under which the hotel generally bills the travel agency after a guaranteed reservation has been classified a no-show.
Traveler's Check	A prepaid check sold by banks and other financial institutions which is considered equivalent to cash.
Trespass	Unlawful entry into or possession of another party's property.
Triple	A room assigned to three people, may have two or more beds.
Turn-Away Report	A report which tracks the number of guests refused because rooms were not available as requested. Also called a refusal report.
Turn-Downs	An evening service rendered by the housekeeping department, which replaces soiled bathroom linen and prepares the bed for use.

U

Understay

A guest who checks out before his or her stated departure date.

Uniformed Service

A department within the rooms division including parking attendants, door attendants, porters, limousine drivers, and bell persons.

Upgrade

Move a reservation or registered guest to a better accommodation or class of service.

Upselling

Tactics used to increase the hotel's average daily rate (ADR) by encouraging guests to rent higher-priced rooms with better or more amenities (view, complimentary breakfast and newspaper, increased square footage, etc.) than those provided with lower-priced rooms.

V

Vacancy

Occupancy of less than a full house so rooms are available for sale.

Vacant Clean and Inspected (VCI)

A room status term indicating that the room has been cleaned and inspected, and is ready for an arriving guest.

Valet

Originally a term used to identify an individual who cared for the clothes of wealthy travelers; bb.: its most common usage now is in reference to those individuals responsible for parking guest vehicles.

VIP Guests

Short for Very Important Person. VIP status is granted to persons who expect special treatment, or celebrities or officials who need to spend minimal time checking in.

VIP List

A list of VIP clients prepared on daily basis.

W - Z

Wake-up Device

A specially designed clock which allows multiple alarm settings to remind front desk agents or telephone operators to place wake-up calls.

Walk

To turn away guest due to lack of rooms.

Walked

A situation in which a guest with a reservation is relocated from the reserved hotel to another hotel because no room was available at the reserved hotel. Or to relocate a guest with a confirmed reservation at a hotel to an alternative property.

Walk- In

A guest seeking a room who arrives at the hotel without an advance reservation.

Wi-Fi

Short for Wireless Fidelity. An Internet access technology that does not utilize a building's wiring system when providing users Internet access.

YTD

Short for "year to date."

Zero Out

To settle in full the balance of a folio account as the guest checks out.

SECTION 16 - TROUBLESHOOTING GUIDE

For additional assistance or to reinforce any skills you wish to continue developing, open the Guest Service Center Knowledge Base SOPs at:
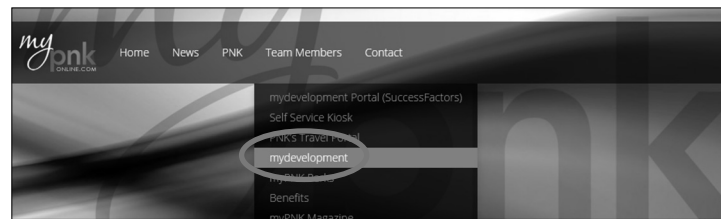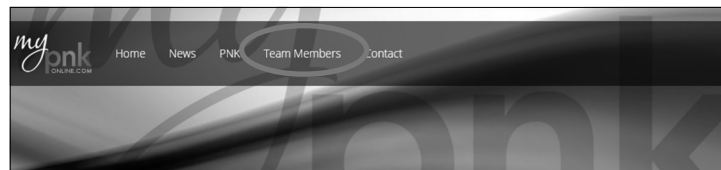
http://gsc.pnclent.net/gsc/SOPs/Forms/AllItems.aspx

You may also review the LMS Training Videos you took earlier in your mydevelopment Portal Learning Transcript.

To Log-in to the PNK Learning Center:

1. Visit **mypnkonline.com**

2. Select **mydevelopment** from the Team Members drop-down menu.

3. Click on **Click Here** under Properties, Remote Service Center, and Service Center Mac Users.

4. Enter your Team **Member ID#** as your **Username**. Your **temporary password** is also your **Team Member ID#** which you will be prompted to change once you log in.

5. Click on the highlighted **here** on the Welcome! tile to access the PNK Learning Center.

6. Click on the Transcript or Learning History tile to view your completed items.

7. Click on a specific item re-open and review that item.

Note: You will not be required to retake any attached quizzes when reviewing learning items.