

| WORK INSTRUCTION | | | |
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| Rooms and Facilities – GUEST REGISTRATION | | | |
| Code : DAP-RFS-WI-01 | Revision No. : 1 | Effectivity: 8 November 2017 | Page: 1 of 3 |

1.0 PURPOSE. To document work instruction for the registration of guests to guide the Room and Facilities Services staff.

2.0 SCOPE

2.1 This work instruction is used for the registration of in-house guests who will use (dormitory) rooms.

3.0 DEFINITION OF TERMS

3.1 **Reservation Sheet**– A contracting instrument used to document the agreements and commitments between the Academy and an individual or a private entity for the use of the facilities of the Academy. This includes accommodation details of client.

3.2 **Guest Registration Form** – form that collects personal data and accommodation requirements of guests.

3.3 **Personal Account Form** – form that collects personal data and accommodation requirements of a DAP employee guest.

3.4 **Room Pairing List** – a document that shows the guest name/s and respective room assignment.

3.5 **Room Rack** – Manual coding scheme of the Front Office that identifies room/s reserved and occupied by group/individual guests.

4.0 DETAILS

| Item No. | Activity | Responsibility | Interface |
|----------|--|-------------------------|---|
| 4.1 | Room Assignment – for RESERVED Guests <ol style="list-style-type: none"> Receives the confirmed reservation sheet from the FMSO Reservation Officer along with the room pairing list. However, the Room Pairing List may also be directly endorsed by the Guest/Group Coordinator Assigns room/s based on the guest/client requirements indicated in the reservation sheet & room pairing list; | Front Office Desk Clerk | Reservation Sheet Room Pairing List Room Rack Occupancy Report |

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| | <ul style="list-style-type: none"> c. Posts assigned rooms on the room rack d. Prepares guest occupancy report e. Informs bellboy to check the rooms assigned if ready for occupancy | | |
| 4.2 | Registration and Check-in of RESERVED Guests <ul style="list-style-type: none"> a. Greets and welcome guests; b. Provides guests with registration form; c. Checks accomplished guest registration forms for any special requirement such as medical and/or dietary; Should there be any, the following staff will be informed FBS Manager/Supervisor and Nurse; d. Informs Bellboy to check the rooms assigned if ready for occupancy. e. Mentions assigned room, other accommodation details and hands-over the room keys to respective guests; f. Posts assigned rooms on the Room Rack and prepares Guest Occupancy Report. | Front Office Desk Clerk | Guest Registration Form or Personal Account Form |
| 4.3 | Registration and Check-in of WALK-IN Guests <ul style="list-style-type: none"> a. Greets and welcome guests; b. Asks guests for accommodation requirements and checks room availability; c. Provides guests with registration form; d. Checks accomplished guest registration forms for any special requirement such as medical and/or dietary. Should there be any, the following staff will be informed FBS Manager/Supervisor and Nurse; e. Informs Bellboy to check the rooms assigned if ready for occupancy; f. Collects payment and issues receipt; g. Mentions assigned room, other accommodation details and hands-over the room keys to respective guests; h. Posts assigned rooms on the Room Rack and prepares Guest Occupancy Report | Front Office Desk Clerk | Guest Registration Form or Personal Account Form |



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| 4.4 | Check-out of Guests <ul style="list-style-type: none">a. Receives room key from guests;b. Receives additional payment for additional charges incurred and issue receipt;c. Asks guests to sign room occupants report | Front Office Desk Clerk | Room Occupancy Report |
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