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## AAA Five Diamond Designation: Is it worthwhile to convert?

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AAA FIVE DIAMOND DESIGNATION: IS IT WORTHWHILE TO CONVERT?

by

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A professional paper submitted in partial fulfillment  
of the requirements for the

**Master of Hospitality Administration**  
**William F. Harrah College of Hotel Administration**

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## **ABSTRACT**

### **AAA Five Diamond Designation: Is it worthwhile to convert?**

by

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There is very little literature that analyzes the benefits of travel industry ratings and the benefits of achieving a top designation. The purpose of this paper is to determine if it is beneficial to become a AAA Five Diamond property, specifically in Las Vegas, in relation to the cost associated with meeting the standards of the designation. The paper examines all aspects of the conversion to these Five Diamond standards including staffing, training, physical property, financial output, profit, ADR, employee attitude, customer attitude, and overall perception. It also looks at the time involved with the conversion from Four Diamond to Five Diamond, and the efforts needed to maintain the designation. The paper examines Hotel Lux in Las Vegas as an example of a current Las Vegas AAA Four Diamond property seeking the AAA Five Diamond designation and includes a conversion plan with financial information. It is recommended that Hotel Lux would benefit from the conversion to AAA Five Diamond standards to achieve the designation.

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## Introduction – Purpose Statement

Is it truly a benefit to have a AAA Five Diamond designation for a hotel property? According to TIA (Travel industry Association), a property's AAA rating is one of the considerations most travelers use when deciding on accommodations. No other rating entity makes the list of top 20 considerations (AAA, 2009). How does this designation affect the property in terms of financial output, profit, staffing, employee attitude, customer attitude, and overall perception? These are important questions to research and understand prior to seeking a AAA Five Diamond designation. The former American Automobile Association, now simply AAA, has strict standards to meet and maintain to be a Five Diamond property. From the appearance to the service, it is costly to meet these standards, but is it worth the money?

## Purpose of the Study

The purpose of this paper is to determine if it is beneficial to become a AAA Five Diamond property, specifically in Las Vegas, in relation to the cost associated with meeting the standards of the designation. The paper examines all aspects of the conversion to these Five Diamond standards including staffing, training, physical property, financial output, profit, ADR, employee attitude, customer attitude, and overall perception. It also looks at the time involved with the conversion from Four Diamond to Five Diamond, and the efforts needed to maintain the designation. The paper examines \*Hotel Lux in Las Vegas as an example of a current Las Vegas AAA Four Diamond property seeking the AAA Five Diamond designation.

\*Actual name changed for the purposes of this paper.

## Justification

In the current economic environment, all hotel properties strive to exceed the expectations of customers to gain market share and loyalty. As properties look for ways to achieve this goal, management will be looking at the ROI related to a higher service designation such as the AAA Five Diamond. Hotel customers today are definitely looking for a higher class of service, and the customers in this category are willing to pay for the exemplary level displayed by these select properties.

A full examination of the standards set by AAA is necessary, as well as a cost analysis of the investment needed to achieve and maintain the AAA Five Diamond designation. In addition, a conversion plan including physical adjustments as well as a staffing and training plan is included to provide a realistic look at the effort involved with the conversion for a current AAA Four Diamond property in Las Vegas, Nevada.

It will also examine the importance of the higher designation according to geographic location. With increased competition in locations supported primarily by tourism, the AAA Five Diamond designation becomes more critical to set properties apart. Las Vegas is the focus with additional review of other hospitality-focused locations.

## Limitation

Due to the extensive analysis necessary to properly examine more than one property in regard to the overall benefit of the AAA Five Diamond

designation, this paper is limited to the information of only one property for the analysis.

The available literature on the ROI of the AAA Five Diamond designation is limited, so most research is based on the findings of only a few sources in addition to the property information on Hotel Lux in Las Vegas.

### Definition of Terms

AAA – formerly Automobile Association of America, now simply AAA. This is the association responsible for the Diamond Rating System for hotels and restaurants.

ADR – Average Daily Rate for a hotel property

Climate-controlled – heat, ventilation, and/or air conditioning or cooling.

Dated – Marked by features of the past; showing the effects of long use or wear; unfashionable.

Form – The essence of design or configuration.

Function – The action for which something is fundamentally fitted or purposed.

GRA – Guest Room Attendant

Plus – When this term is used in AAA rating requirements (such as 2D, plus), it means that the rating includes the bolded elements of the previous columns in addition to elements of the current column.

Residential – Of, or relating to, or connected with, residential style; invokes a personal presence of home.

ROI – Return on Investment

## Literature Review Introduction

What is a AAA Five Diamond Property? The following literature review provides the detailed information necessary to define a AAA Five Diamond property and evaluate the benefits of attempting conversion from Four Diamond to Five Diamond. It examines all aspects from history of the rating system, to financial impacts, to staffing, training, and the physical adjustments necessary to convert. The review also focuses on the geographic location of current Five Diamond properties and the importance of the designation based on location. This literature review helps clarify and define the statements and information in the previous pages of this document.

## Significance/Benefit of Obtaining Five Diamonds

Fifty-four percent of active leisure travelers in the United States consider trusted, independent, hotel/resort ratings very important when selecting accommodations (AAA, 2009). This statistic can make a significant difference to a property financially and thus represents a great motivation to obtain a AAA Diamond rating and more specifically a AAA Five Diamond designation. "Luxury and upper-upscale is what drove the hotel industry's recovery (after 9/11) and continues to move the industry forward," according to Brad Garner of Smith Travel Research in Hendersonville, Tennessee (Sanders, 2005). Even with the slumping economy, MGM MIRAGE CEO Jim Murren agrees and mentioned in his latest earnings call on November 5, 2009 that, "CityCenter is the new must see iconic destination in Las Vegas," and commented on the luxury market moving Las Vegas forward. AAA annually inspects and evaluates more than

60,000 lodging and dining establishments and rates each on a scale of one to five diamonds. One Diamond properties meet the basic standards of comfort, cleanliness, and hospitality, but five diamond establishments are the premier properties providing the ultimate in quality and service according to AAA (AAA, 2009). According to a study conducted by InsightExpress, AAA Diamond ratings are the third attribute travelers consider when selecting a property, behind only price and the presence of a pool (AAA, 2009). Leisure markets are not the only travelers looking at ratings to choose a property; incentive and convention planners use the ratings system to help determine the best accommodations for guests as well, especially in locations where competition is tough or the destination is unfamiliar.

#### History of AAA Diamond Rating System

Beginning in 1917, AAA published its first hotel directory to assist travelers with their lodging accommodations. Field inspections began in 1937, providing detailed property descriptions and information on services and facilities to readers of AAA's TourBooks (AAA, 2009). In 1963, AAA instituted a formal rating system for TourBook guide accommodation listings and included four specific categories: Outstanding, Excellent, Very Good, and Good (AAA, 2009). This is the rating system that evolved into the Diamond Rating System in 1976 for lodging establishments and 1988 for restaurants. It is a two-part system where a property must first meet standards to become a AAA Approved property, and then the property is evaluated annually to receive a rating of one to five diamonds. The diamond was chosen as the AAA's ratings symbol in honor of

AAA's 75<sup>th</sup> anniversary in 1977 (AAA, 2009). The AAA Diamond Rating System is the only system of ratings that covers the United States, Canada, Mexico, and the Caribbean (AAA, 2009).

#### Requirements of the Designation

Less than one third of all AAA Approved lodging properties receive the Five Diamond designation due to the upscale and extraordinary characteristics necessary to hold this honor (AAA, 2007). Once a property is selected as a candidate for a Four of Five Diamond, an anonymous inspector will visit to critique the service levels. There are twelve critical service areas and over 300 guest interaction touch points that are measured in each inspection (AAA, 2007).

The overall requirements are divided into two main categories, physical building and amenities, and service. Under the umbrella of physical building and amenities, the following categories are measured to strict guidelines: exterior, public areas, guestroom, and bathroom (AAA, 2007). Under the heading of service, the twelve categories are: reservation services, arrival services, check in services, bell services for check in, evening housekeeping services, wake up call services, room service order services, room service delivery services, bell services for check out, check out services, departure services, concierge services, and miscellaneous staff services (AAA, 2007). In reviewing many of the service standards necessary for the Five Diamond designation, addressing a guest by name is one of the most important factors in the service level. This will be part of the training plan needed to convert from a Four Diamond to a Five Diamond property. It is clear from the requirements that the physical appearance

of the property as well as the amenities offered play a large role in the decision to award a property with Four or Five Diamonds, but the biggest factor is the service offered.

#### Financial Aspect - Initial Investment and ROI

The financial data reviewed in this section has been provided by Hotel Lux for informational purposes. All data was collected in third quarter 2007 and based on budgeted figures for 2008 at a 92% occupancy. Six hotel operations departments were evaluated and reviewed for initial investment as well as return on investment. The overall financial analysis concluded that the total initial investment would be \$3.2 million.

Table 2.1 Summary of Expense, Hotel Lux

	Expense	CPOR <sup>1</sup>		Department	Total Cost	
Additional Operating Expense	\$84,471	\$0.22		Bell Desk	\$6,719	
Normal Operating Expense	\$1,232,388	\$3.18		Engineering	\$1,181,160	
TOTAL One Time Operating Cost	\$1,316,859	\$3.40		Front Desk	\$7,779	
One Time Training Cost	\$315,141	\$0.81		Housekeeping	\$2,020,969	
Recurring Turndown Cost	\$1,744,974	\$4.51		PBX	\$2,646	
TOTAL	\$3,376,974	\$8.73		Valet	\$2,525	
				<b>TOTAL</b>	<b>\$3,221,799</b>	
				ADR for Hotel Lux	ADR	Variance to Prior Year
TOTAL Recurring Savings	\$1,589,799	\$4.11		2006 Actual	\$246.93	
TOTAL Recurring Savings + 20% ROI on One Time Cost	\$1,916,199	\$4.95		2007 Actual	\$255.33	\$8.40
TOTAL Recurring Savings + Additional Operating Expense + Training Cost	\$1,989,411	\$5.14		2008 Budgeted	\$262.94	\$7.61
<sup>1</sup> Based on 2008 budgeted Hotel Lux rooms occupied 387,012						

The overall variance for ADR was low from 2007 to 2008, but would budget as a \$20.00 increase for 2009 based on the Five Diamond rating. The initial investment would be paid back in one to two years and the financial benefits of the ADR alone would make the venture worthwhile. More detailed figures on training and cost will be reviewed in later sections in correlation with the training and conversion plan for Hotel Lux.

#### Staff and Customer Perceptions/Attitude – A Culture of Service

As noted above in the requirements for the AAA Five Diamond designation, service is the most evaluated category and can be the key to success for achieving a Five Diamond rating. One company that has consistently created a culture of service is Four Seasons. With 23 of the 103 Five Diamond properties in 2009, Four Seasons is a success story worth emulating, especially when a property is looking to convert from Four to Five Diamonds. According to Barbara Talbott, Executive Vice President of Marketing for Four Seasons, “Competing on service is an investment in the quality of staff and guest experience, which over the history of the company has been the source of superior profitability, reputation, and growth” (Talbott, 2006). The success of Four Seasons revolves around hiring innovative and service-oriented people, and maintaining a culture of service that makes delivering flexible and meaningful service possible (Talbott, 2006). The employees must wholeheartedly live the service culture and deliver on the promises of the property. To convert to a Five Diamond level, every member of the staff must own this attitude and culture of service in line with the twelve categories and 300

guest touch points described in the requirements section. Without this level of service, the Five Diamonds cannot be achieved even by the most luxuriously appointed physical property.

With a change in attitude from the employees, it is only natural that the guest attitude and perception of the hotel will change as well. In many cases, guests feel and mimic the attitude and behavior of their surroundings and the people interacting with them. When a hotel upholds the standards of the Five Diamond rating, the overall feeling in the hotel changes and creates a more favorable atmosphere, which can lead to a more favorable profit margin. As Isadore Sharp, Four Seasons Chairman and CEO observed recently, “The essential question for us in the early days was: ‘What did our customers value most?’ Market research said it was luxury. And luxury didn’t necessarily mean elegant surroundings and gourmet meals. When we looked closely, it became clear that the greatest luxury for our customer was time, and service could help them make the most of that. Giving them greater productivity; greater enjoyment. What better luxury could there be?” (Talbot, 2006).

#### Physical Aspect of Property

The physical aspect of the property, from beauty to technology, from functionality to convenience, is a large factor in the conversion from Four Diamonds to Five Diamonds. As described in the requirements section, AAA evaluates four areas of the physical property. The first is the exterior of the property, the landscaping, the architecture, and the parking facilities including automatic valet service as a standard for a Five Diamond property. Second, the

public areas of the hotel must be pristine, luxurious, unique, and artistic. The ventilation must be climate-controlled for a perfect temperature in all seasons, and the area must be spacious and provide comfort as a guest walks through the building (AAA, 2007). Every Five Diamond hotel must have a variety of first-class shops, a professionally staffed business center offering the latest technology, personalized services such as laundry, dry cleaning, shoeshine, or tailoring, automatic bell service upon arrival, first-class meeting facilities and custom conference services, multiple food and beverage outlets, room service available 24 hours a day, elegant pools offering cabanas with professional service, a full-service spa with full fitness center, and custom concierge services (AAA, 2007). Many of these additional outlets and services are not required for a Four Diamond property, so initial financial expenditures must happen to meet these higher levels.

The guestroom and bathroom areas are the final two categories judged on elegance and functionality. The largest area in this category is the beauty and unique furnishings of the room; 300 count sheets, custom wall hangings, floor coverings, and furniture, cordless telephones, digital thermostat control, and availability of internet service. Five Diamond properties must also provide high definition television channels, a CD player with CD selections, an MP3 docking station, surround sound, and a DVD player and library available (AAA, 2007). Comfort items include two robes, two pairs of slippers, an umbrella, an in-room comfort menu providing exercise, spa, butler, or other personalized services, and an elegant ice bucket (AAA, 2007).

The bathroom cannot be forgotten and must also meet the elegance and unique artistic standards of the Five Diamond rating. A separate bathtub and shower are required, a separate toilet area and multiple sinks are also on the list of requirements, and the bathroom must come equipped with a television, a ten-piece personal care package, an illuminated mirror, scale, and vanity seating (AAA, 2007).

All of the physical aspects of the Five Diamond rating create additional initial cost as well as recurring maintenance fees as noted in the financial section. These added features and luxuries have been a successful part of many fine hotels such as Fairmont Hotels, who have three Five Diamond hotels on the list for 2009. Fairmont's website boasts, "We transport our guests to extraordinary places steeped in unique architecture, expressive décor and magnificent artistry. Fairmont locations don't just exude history; many are nothing less than regional landmarks. Fairmont's physical presence and character will continue to inspire and excite our guests" (Fairmont, 2009). This is one example of fine surroundings and furnishings helping to create the ultimate experience for the guest, and undoubtedly the AAA inspector.

#### Location of Current Five Diamond Properties

In reviewing the geographic locations of the current Five Diamond properties, it is important to note the correlation to tourism and convention markets. California leads the list with 19 properties, Florida is second with 10, Nevada has five, and New York also has five. As a property in a tourism based market, it is beneficial to have a Five Diamond rating to set the property apart

from the vast list of lodging establishments in which to choose. Tropical locations also top the list of Five Diamond hotels, creating motivation for properties to gain Five Diamonds to capture the incentive market.

#### Las Vegas AAA Five Diamond Properties

Las Vegas, Nevada, is currently home to five AAA Five Diamond hotels: Bellagio Resort & Casino, Four Seasons Hotel Las Vegas, Skylofts at the MGM Grand Hotel, The Venetian, and Wynn Las Vegas (AAA, 2009). In order for Hotel Lux to compete in this Las Vegas luxury market, it is extremely important to convert from Four Diamonds to Five Diamonds. With the addition of CityCenter in December 2009, additional properties like Mandarin Oriental Hotel Las Vegas, Aria, Veer, and Vdara will also be competing for this rating.

#### Summary of Literature Review

As competition increases in the luxury market, a AAA Five Diamond designation will set properties apart and create a culture of service and elegance that guests desire and seek out when traveling for business or pleasure. In the instance of Hotel Lux, it will be financially beneficial for future years to convert the hotel and seek the AAA Five Diamond designation at this time. Both due to the slowing growing economy in the next 18 months as well as the increased competition in the Las Vegas market in the next 12 months, Hotel Lux is in a position to convert and move ahead. The overall physical and service changes necessary for the conversion have been discussed in the previous sections and will be expanded on in later sections of the document as well.

## Results Introduction

After discussing the importance of the AAA Five Diamond designation, the requirements and literature review, and the financial implications, this final section examines an overview of the conversion process and the results and conclusions related to the benefits of conversion. This section connects the other sections of this paper to provide a full picture of conversion and why it is beneficial.

## Results – Conversion Plan

Converting from a Four Diamond to a Five Diamond property involves both physical adjustments to the property as well as staffing and training. The following two charts show the results of studying the cost of conversion for Hotel Lux for these areas.

Table 3.1 Physical Conversion Expense, Hotel Lux

Other Expenses	Dept.	Quantity	Material Cost	Total Labor	Total Materials and Labor
<b>Additional Operating Expense</b>					
Drinking Glasses (3 par)	HSKP	13,404	\$10,321.08		\$10,321.08
Chrome Tub Caddy (1.2 par)	HSKP	1,350	\$39,150.00		\$39,150.00
Delivery Trays	HSKP	100	\$2,000.00		\$2,000.00
Fiji Water Holders	HSKP	2,750	\$12.00		\$33,000.00
<b>TOTAL</b>					<b>\$84,471.08</b>
<b>Normal Operating Expense</b>					
<sup>1</sup> Furniture	HSKP		\$51,228.00		\$51,228.00
Wallpaper Replacement (incl labor)	ENG		\$369,000.00	\$118,080.00	\$487,080.00
Carpet Replacement (incl labor)	ENG		\$492,000.00	\$118,080.00	\$610,080.00
Digital T-stats	ENG		\$60,000.00	\$24,000.00	\$84,000.00
<b>TOTAL</b>					<b>\$1,232,388.00</b>
<b>TOTAL OTHER EXPENSES</b>			<b>\$1,023,711.08</b>	<b>\$260,160.00</b>	<b>\$1,316,859.08</b>

<sup>1</sup> Furniture figures based on currently missing furniture and 10% request for stock

Table 3.2 Training and Staffing Conversion Expense, Hotel Lux

<b>HSKP Training</b>	<b># of Staff</b>	<b>Daily Training Cost</b>	<b>Trained hours per</b>	<b>Benefits Cost (52% Hrly - 47% Sal)</b>	<b>Total Training Cost</b>
Assistants	11	-	40	-	-
Floor Manager	24	-	40	-	-
GRAs	282	143,820.00	40	74,786.40	218,606.40
Housepersons	99	50,569.20	40	26,295.98	76,865.18
<b>TOTAL</b>	<b>416</b>	<b>194,389.20</b>		<b>101,082.38</b>	<b>295,471.58</b>
<b>Front Desk</b>	<b># of Staff</b>	<b>Daily Training Cost</b>	<b>Trained hours per</b>	<b>Benefits Cost (52% Hrly - 47% Sal)</b>	<b>Total Training Cost</b>
Front Desk Agents	31	3,968.00	8	1,864.96	5,832.96
Supervisors	8	-	8	-	-
Hotel Managers	6	-	8	-	-
Extra Board	10	1,280.00	8	665.60	1,945.60
<b>TOTAL</b>	<b>55</b>	<b>5,248.00</b>		<b>2,530.56</b>	<b>7,778.56</b>
<b>PBX</b>	<b># of Staff</b>	<b>Daily Training Cost</b>	<b>Trained hours per</b>	<b>Benefits Cost (52% Hrly - 47% Sal)</b>	<b>Total Training Cost</b>
PBX Operators	25	1,800.00	4	846.00	2,646.00
Supervisors	7	-	4	-	-
<b>TOTAL</b>	<b>32</b>	<b>1,800.00</b>		<b>846.00</b>	<b>2,646.00</b>
<b>Bell Training</b>	<b># of Staff</b>	<b>Daily Training Cost</b>	<b>Trained hours per</b>	<b>Benefits Cost (52% Hrly - 47% Sal)</b>	<b>Total Training Cost</b>
Bell Supervisors	6	-	4	-	-
Bell Starters	6	312.00	4	146.64	458.64
Bell Hops	24	1,248.00	4	586.56	1,834.56
Baggage Handlers	13	676.00	4	351.52	1,027.52
Extra Board	6	2,236.00	4	1,162.72	3,398.72
<b>TOTAL</b>	<b>49</b>	<b>4,472.00</b>		<b>2,247.44</b>	<b>6,719.44</b>
<b>Valet Training</b>	<b># of Staff</b>	<b>Daily Training Cost</b>	<b>Trained hours per</b>	<b>Benefits Cost (52% Hrly - 47% Sal)</b>	<b>Total Training Cost</b>
Valet Attend	12	596.16	4	280.20	876.36
Leads	5	248.40	4	116.75	365.15
Extra Board	15	745.20	4	387.50	1,132.70
Booth attendants	2	99.36	4	51.67	151.03
<b>TOTAL</b>	<b>34</b>	<b>1,689.12</b>		<b>836.11</b>	<b>2,525.23</b>
<b>TOTAL TRAINING COST</b>		<b>200,550.32</b>		<b>104,165.94</b>	<b>315,140.82</b>

The information contained in these charts represents the time, training, and staffing involved in converting to a Five Diamond standard for Hotel Lux. Overall,

the estimated time to convert to the standards required would be nine months minimum. All training manuals would have to be updated to reflect the standards of service required for the Five Diamond designation. See attached Appendix A and B examples of converted training manuals from the front desk and bell services departments of Hotel Lux. These manuals were created by hotel Lux, but adapted for the purposes of this paper. According to \*Danielle Baker, Director of Hotel Operations for Hotel Lux, the most challenging aspect of converting would be, “to maintain the level of consistent service that is required. We literally have to change the culture of the environment, from the Front Desk to the Environmental Services porters. Little things, such as making eye contact, acknowledging a guest within a certain number of feet, etc., are very important, and it is something that when evaluated, is a property-wide score” (D. Baker, personal communication, November 9, 2009). Baker goes on to say that the Front Desk and Housekeeping departments would need the most work since they interact with the guests more than other departments, but that, “It is a group effort, and everyone has to be on the same page. It’s not about what you do, but how you ‘are.’ It’s the culture” (D. Baker, personal communication, November 9, 2009).

## Conclusions

From the presented information, the benefit to attempt conversion from Four Diamond to Five Diamond is clear. While the financial benefit of large increases in ADR and RevPOR is not guaranteed, the customer perception and

\*Actual name changed for the purposes of this paper.

prestige associated with the designation provides evidence that this would be beneficial. There would be substantial time, capital, and effort required to make the conversion, but the future benefits would prove worthwhile. The universal application of the information in the previous pages would assist any hotel property looking to evaluate the benefits of conversion.

### Recommendations

The recommendation based on the presented information would be for Hotel Lux to proceed in the effort to convert from a AAA Four Diamond property to a AAA Five Diamond property. According to Baker, “The biggest benefit is the prestige that comes with it. The number of Five Diamond properties in comparison to all others is very small. There is no definite dollar amount that can be proven in regard to ADR or RevPOR, but it certainly does attract a select clientele” (D. Baker, personal communication, November 9, 2009). Baker goes on to say, “Many of our guests already believe we are Five Diamond, and that is the expectation” (D. Baker, personal communication, November 9, 2009). When asked if the conversion would be worth the time, money, and effort, Baker said, “Absolutely! We would be able to say we are a Five Diamond property, not to mention being a part of the team who accomplished this. It would be a great achievement and certainly worth the effort” (D. Baker, personal communication, November 9, 2009). The best scenario would be to make the conversion in a booming economy and in the shortest amount of time possible, but it would be worthwhile at any time, even in a time of recession if property or company financial conditions allowed.

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## APPENDIX A

### **Hotel Lux Bell Desk Training Manual**

- I. Bell – Starter / Dispatcher**
  - A. Telephone Etiquette
  - B. Check-In Procedures
  - C. Checkouts
  - D. Room Changes & Keys Only
  - E. Rush Deliveries
  - F. Gift Delivery Procedures
  - G. Wheelchair Procedure
  - H. Laundry Procedures – Outgoing
  - I. Laundry Procedures – Incoming
  - J. Lost or Damaged Luggage
  
- II. Doorperson**
  - A. Greeting our Guest
  - B. Departure of our Guest
  - C. Safety Procedures
  
- III. Baggage Handlers - Inbound**
  - A. Baggage Handler Inbound
  
- IV. Group Baggage Handler**
  
- V. Baggage Handler – Runner**
  
- VI. Baggage Handler - Lobby**
  
- VIII. Bell person**
  - A. Check-in Procedure
  - B. Check-out Procedure
  - C. Room Change Procedures and Keys Only
  - D. Outgoing Valet/Laundry
  - E. Incoming Valet/Laundry
  - F. Special Deliveries, (Flowers, Baskets, etc.)
  - G. Incoming Groups
  - H. Outbound Groups
  - I. "Rush" Deliveries
  - J. Passkey Procedures
  
- IX. Bell Desk Policies**

## I. Bell Starter / Dispatcher

**Objectives: Answering incoming calls, coordinating incoming & outgoing deliveries, coordinate group arrival & departure information. To always “Assist our Guest!”**

Telephone Etiquette:

- SPEAK CLEARLY (without slang) please use one of these terms when speaking with our guest: “Good morning / afternoon / evening. Thank you for calling the Bell Desk. This is \_\_\_\_\_ (your name), how may I assist you?”
- All calls should be answered within 3 rings.
- Recognize the caller ID on the telephone. Use our guest’s name at least 2 (two) times during the conversation (i.e. “Mr. Smith”).
- Example: “May I have your claim ticket number, Mr. Jones?” or “Will you be in the suite Mr. Jones?”
- Prior to placing our guest on hold, always ask permission and wait for a response. Example: “Mrs. Smith, may I place you on hold for a moment?”
- When getting back on the phone with our guest, say “Thank You for holding Mrs. Smith”.
- Always close the conversation with; “Have a great day!” If guest says “Thank You”, always respond with “It’s my pleasure!”

Telephone Etiquette for Luggage Assistance  
(Check-Ins)

- Ask our guest for the claim ticket number in the upper left-hand corner of the ticket, followed by the amount of items stored. “May I have your claim ticket number, Mr. Smith?” After the guest gives you his ticket number ask, “On the top right hand corner of that ticket is the item total. May I have that number, please?”
- Ask our guest to please wait for the bellperson in their suite and inform them that their luggage will be delivered within 15 minutes. Instruct our guest to hand the bellperson the copy of the claim ticket when the luggage is delivered.

Telephone Procedure for Luggage Assistance  
(Check Outs)

- When our guest calls to check out, ask the guest if they will be leaving the hotel or if they would like their luggage stored. “Will you be leaving the hotel, Mr. Smith or would you like us to store them for you?”
- Ask how many items they need picked up.
- Then ask if they would like their luggage stored. (in the event that they will not be leaving the resort immediately) Ask what type of ground transportation they will be taking (this will assist the bellperson in the destination of the luggage) and offer to arrange any transportation for them.
- Request our guest to please wait in their suite for our bellperson to arrive, to pick up their luggage.
- Close by thanking the guest and using their name one more time.

Transferring Luggage

When a guest of one hotel tower mistakenly stores their luggage at another tower Bell Desk, it is our responsibility to retrieve their luggage in a timely manner. We must provide excellent service for our guest.

- If a guest calls down with a yellow claim check that starts with the letter “A” to retrieve his luggage, call the other Bell Desk to verify that the luggage is physically in their possession.
- Inform the guest that their luggage has been stored at the other Bell Desk and inform them that you will retrieve it for them. “Mr./Ms. Smith, your luggage was stored at the Hotel Lux second tower Bell Desk. I will send a bellperson to retrieve it and bring it to your suite. This will take me a few minutes; will you be in your suite?”
- Notify a Bell Captain immediately. The luggage will be transferred by driving the electric cart through the designated area. Extreme caution must be used at all times when transporting luggage on the electric cart.
- If a guest of the other tower stores their luggage at this tower, call the second tower Bell Desk immediately to notify them.

#### Filling out Service Call Slips

Service Call Slips must be completed with the following information:

1. Guest’s suite number
2. Description of Service
3. Claim Ticket Number
4. Guest’s name

When the service call ticket is completed, place it on the counter to be picked up by the **Front Person**. Be sure to write down as much information as possible on the service call slip so the bellperson is well informed. Make sure all writing is legible.

#### Room Changes and Keys Only

- The front desk will call with the room change information (guest name, suite number, how many bags etc). Make new keys and guest charge cards, complete a Service Call Slip; write “Rush” on the Service Call Slip and it will become a “Front”. (1<sup>st</sup> priority).
- Call the suite to confirm room change and ask if guest is ready to move.

#### Rush Deliveries

- Rush deliveries will be carried out immediately. The Front person will take the “Rush” and only the “Rush”.

#### Gift Delivery Procedures

- Before accepting and signing for a delivery, verify our guest’s name in the system.
- All items (deliveries) must be logged on the Delivery Log Sheet with the following information:
  - a. Guest’s name
  - b. Suite number
  - c. Date
  - d. Time
  - e. Type of delivery
  - f. Your employee number and initials
- Call our guest to inform them of their delivery and ask if they would like it delivered to their suite, if so it will go up as the “next front” in mandatory order. If our guest is not in their suite, leave a voice mail message.

Note: all gift deliveries (flowers & gift baskets) will be placed in the suite by **9:00pm**. You may leave voice mail for deliveries after 9:00pm do not call the suite directly.

#### Wheelchair and Electric Scooter Procedures

- All wheelchairs and electric scooters are rentals.
- Prior to issuing a wheelchair or electric scooter, verify that one is available. If there isn't one available contact the Bell Captain.
- When issuing a wheelchair fill out the wheelchair log with the guest's information and the # of the wheelchair you issued.
- Reckless or recreational use by staff members of wheelchairs or scooters is prohibited.
- Once availability is verified, ask for some type of identification (driver's license, passport etc.) **and** a credit card number. Fill out all required information on the "Terms and Conditions Form."
- If a guest is to be comped the wheelchair or electric scooter, a comp number and the name of person comping the item must be recorded on the "Terms and Conditions Form."

#### Laundry Procedures (Outgoing)

- When our guest calls for a laundry pick up, inform our guest that laundry goes out once a day (out at 9:00am and back at approximately 6:00pm).
- Ask our guest to please fill out the valet ticket and place the laundry in the bag (both the ticket and the bag is located in the closet in their suite).
- Inform our guest that Special Orders (Rush, Hems, Press only) **must** be specified on the valet slip.
- If our guest brings their laundry to the bell desk themselves, please verify the name and suite number. (Time stamp our guest's copy as well as your copy. Please explain how the service works).
- Inform guest that their laundry will be placed in their armoire at approximately 6:00pm.

Note: Bellpersons can pick up laundry at any time. Also note that Special Request orders must be highlighted on laundry slip and Log Sheet. Mark "Rush" on laundry bag as well as the suite number. All laundry must be placed in the designated area.

#### Laundry Procedures (Incoming)

- All Laundry Log Sheet information must be checked in the computer for room changes. This should be done between 2:00pm – 3:00pm.
- To check in laundry, you will cross-reference it to the Laundry Log.
- Before the laundry service leaves, verify that you have received everything BEFORE you sign for it.

Note: Any Special Orders, such as Rush Deliveries, should be delivered immediately by a bellperson and logged on the Laundry Log Sheet.

#### Starters Checklist:

All starters must complete the checklist applicable to your shift for each shift.

#### Radios:

Starters will check out keys from the security room prior to each shift and be responsible for checking out and securing radios at THE hotel desk on the second floor. A radio count will take place when each Starter begins their shift.

#### Cell Phones:

Cell phones are prohibited at any time while a starter is at the desk.

#### Deliveries:

All deliveries must be entered in the delivery log. A log (spreadsheet) must be entered in the Starters folder. Starters must give the misc. slip to the on duty captain upon receipt.

All grey cards that are distributed must have a starter's initials and the misc slip number or group code.

## **II. Doorperson Procedures**

**Objective: To insure constant control of traffic flow in the drive. To assist guests with transportation, with or without luggage. To welcome guests with a pleasant greeting when arriving at Hotel Lux. Insuring that our Guests are receiving timely and efficient service from the baggage handlers. Any directives by the doorperson are to be followed as instructed.**

### A. Greeting our Guest

- On the arrival of a taxi, always open the vehicle door and greet our guest by saying, "Good Morning/Evening Welcome to Hotel Lux".

### B. Departure of Guest

- Always ask the guest of their destination.
- When calling for a taxi, don't disturb the drive (do not use excessive volume to call a taxi, use hand motions whenever possible and refer to the whistle when necessary).
- When the guest is exiting close with "Have a safe trip home."
- If you receive a gratuity respond with "My Pleasure."

### C. Safety Procedures

- Before assisting a guest to the taxi, always make sure the taxi comes to a **complete stop**. Open the door with your right hand and lead the guest with your left. Make guest aware of the top of the taxi door by stating "watch your head please". Make sure hands, feet, coats, etc. are out of the way before closing the taxi door.
- Keep control of traffic in the drive.
- Be aware of any oil dripping from the automobiles, safety concern for all persons near the area. Contact maintenance immediately to eliminate the problem.
- Keep your area clear of any trash (cigarette butts, paper, glasses etc.). Contact Maintenance immediately to disburse of the unwanted elements.

### Note:

- Suggesting a tip or "Flashing/Exhibiting" money to give our guest an impression that a tip/gratuity is expected will not be tolerated. Always thank the guest and pocket your tip immediately.
- Cell phone use is not allowed in public view on property while on shift.

### **III. Baggage Handler**

**Objective: To assist our guests with their luggage and anticipate their needs. Baggage Handlers must stand posted in their designated areas waiting to service our guests. Courtesy and attentiveness are imperative within your daily routine. Consistency is the key factor.**

Inbound Baggage:

#### **GREETING**

- Within 5 seconds of arriving to guest's vehicle greet guest with "Good Morning/Evening. Welcome to Hotel Lux, my name is \_\_\_\_\_; I will be assisting you with your luggage".
- Politely ask the guest for his/her name. "May I have your last name, please?"

#### **LOADING BAGGAGE CART**

- Ask guest if they have any fragile items, if so place fragile items on cart last. Place Fragile tag on items.
- Place a sticker on each piece of luggage.
- Hang garment bag if it is unfolded.
- Bungee all loads so they are secure.
- Each guest must be issued their own separate claim check; this pertains to both inbound and outbound.

#### **TICKETING PROCEDURES**

- Claim tickets are to be filled out legible as follows:
  - Guest's last name, **itemize the luggage** and compare to the item total, correct date, and baggage handler number.
  - Write on the ticket if it's a check in or check out, and place on the largest piece of luggage.
  - Sticker every item where it will stay on; and never sticker directly to leather or suede items.
  - Always ask the guest if there are any fragile items before accepting their items; if so use the proper fragile ticket.
  - If the guest has a laptop and insists on storing it after explaining to them the liability concerns, place a fragile ticket on the case and choose a safe & secure location on the load.

#### **CLOSING**

- Inform the guest to call the bell desk when they arrive at their suite to receive their luggage. Be sure to use the guest name and use the proper verbiage. "Mr. / Ms. \_\_\_\_\_ this is your claim check for your luggage. After checking-in and arriving in your suite, please call the Bell Desk to have your luggage delivered."
- Direct the guest to the registration lobby.
- Give the proper portion of the claim ticket to the guest
- Close with "ENJOY YOUR STAY Mr. / Ms., \_\_\_\_\_".
- If a guest gives you a gratuity thank the guest with "Thank you it's My Pleasure".

## STORING LUGGAGE

- Hand the luggage to the baggage runner, in front of the bell starter podium, who will take the luggage to the baggage room on the second level.
- A runner will take the bags to the 2<sup>nd</sup> floor unless he/she is on a tower transfer. Otherwise you must take your bags to the 2<sup>nd</sup> floor. But do not leave the drive if you are the only baggage handler on the drive.
- Four bags or less are to be put into the appropriate bin with the claim ticket facing forward. No bags are to be placed on the floor if there is sufficient room in the bin. Five bags or more will be left on the luggage cart in front of the appropriate bin.
- There is to be no luggage left unattended.
- If a guest has a golf bag(s) for storage, he will be issued a separate ticket per golf bag.
  - The golf bag(s) are to be tagged on the top and put in their designated area downstairs. No golf bags are to be laid on the floor.
- If a guest stores luggage for the day, make sure to inform the guest that their luggage must be retrieved at the same location. "Mr. /Ms. Smith your luggage will be stored at this location. To retrieve your luggage, please come to the same location."
- If a guest of the other tower stores their luggage here, notify the bell starter immediately so he/she can implement luggage transfer procedures.

## **BOTTOM BOOTH PROCEDURES:**

- There are to be no items accepted downstairs; direct the delivery person to the elevator and tell him/her to get off on the 2<sup>nd</sup> floor and the bell desk will be on your left.
- When receiving soft tickets from guests, make sure after the guest signs his/her ticket that you write your baggage handler # next to the signature legibly, and attach the two copies together and turn in with you daily paperwork.
- You are responsible for logging all your tickets you issue on a white activity card. When accepting a blue check from a guest, after servicing the guest you are to make a slash notation at the bottom of your white card and total the slash marks at the end of your shift and circle the total.
- When on the front drive or island, baggage handlers should maintain good posture & awareness of what is happening on the driveway. Hands are not to be in your pants pockets, either check out gloves through wardrobe or use your coat pockets.
- Stations 1 & 2 must be covered at all times possible (see chart). Baggage handlers in stations 1,3,4 are not to be grouped together on the island.
- No scooters or wheelchairs are to be in the glass booth or downstairs; bring them to the 2<sup>nd</sup> floor.
- Every vehicle with luggage is to be approached with a greeting and offered service and must decline luggage service.
- The back storage area is to be kept clean; food and drinks thrown away after use, bungee cords picked up, and miscellaneous bags put in correct bin. It is now your responsibility at the end of your shift to check the back storage area before you clock out.
- Return your daily paperwork upstairs to be checked off by a Bell Captain, if a captain is not available have a bell starter check it for you. And then place your paperwork in the bin under the time clock at the end of your shift. Do not have another employee turn it in for you. You are responsible for your own paperwork, and if it is found elsewhere, you will be disciplined, not the other person putting it away for you.
- Remember any issues you don't feel comfortable with or even if you just have a constructive idea that you think might help out the department, don't hesitate to talk to a Captain on duty. We are all here for the same purpose, to give the best service possible!!!

Always be aware of the constant traffic flow, always proceed with caution.

Note: When tagging a bag, never place a sticker on leather bags. They need to be placed on the airline tags, handles or any place that will not damage our guest's luggage.

#### **IV. Group Baggage-Inbound and Outbound**

**Objective: To keep control of incoming and outgoing group luggage. Keep the Bell Captains and Bell Starters aware of all incoming groups as they arrive.**

- Always make sure you get a copy of the arrival and departure daily sheet from the designated basket or folder.
- Make sure to log both In and Out all group bags by Name of Group, Number of Bags, your work ID #, the Bus company name and number and driver signature.
- Be aware of trucks and buses that will be delivering group bags.
- Always be aware of the traffic surrounding you. Always proceed with caution.
- Keep the group area clean and organized.
- Store group luggage together in the designated group luggage storage area in the baggage room.

#### **V. Baggage Handler - Runner**

**Objective: To remove luggage from the driveway and store it in the designated area in a safe, timely and efficient manner. To safely transport bags from one tower bell desk to the other tower bell desk.**

- Runners are to transport all bags from one tower bell desk to the other tower bell desk for guests staying at the second tower.
- All luggage transported from tower one must be released to a bell starter.
- Runners are to log all activity on your transfer log & turn it into a bell starter at the end of your shift.
- Runners are to post at the glass bell booth on the front drive when they do not have any activity.
- Runners are to transport bags from the front drive to the second floor for storage.
- Runners are not to post on the island in the baggage handlers rotation unless instructed by a Bell Captain.
- Verify that the number of items matches number on ticket.
- Proceed to the elevator and store the luggage in the baggage room on the second level.
- The last digit of the claim ticket number represents the grid number where the luggage will be stored.
- Four bags or less are to be put into the appropriate bin with the claim ticket facing forward. No bags are to be placed on the floor if there is sufficient room in the bin. Five bags or more will be left on the luggage cart in front of the appropriate bin.
- Make sure that all bags are bungeed together in the bin.
- Runners are to bring bags down from the second floor when needed.
- Return to the driveway for the next load to be put away.
- On large group days you are to carry group luggage tags to tag & print the guest's last name on the group luggage immediately upon arrival of the luggage on the Mandalay Bay side.
- Runners must check the electric cart key out with a bell starter. It is to be returned at the end of the shift.
- At the end of the shift the runner must plug in the electric cart for charging.

**IX. Baggage Handler – Lobby**

- All Lobby baggage handlers are to remain in the lobby to service the guests.
- To store bags the Lobby Baggage Person must radio a baggage rover or runner to come to the lobby to get bags for storage.
- The Lobby Baggage Handler may only leave the lobby when the rovers or runners are unavailable.
- Lobby baggage handlers should never be on the second floor.
- Lobby baggage should never be on the island or the front drive anytime during their shift, unless authorized by a Bell Captain.

**VIII. Bellperson**

**Objective: To insure a standard of Customer Service during our guest's stay at Hotel Lux. To safeguard and deliver our guest's personal belongings to and from their suite at the guest's request.**

**A. Check-in Procedure**

- The bellperson will place their bellperson number on the "Call Sheet". Rotation will be on a first in first out basis. Make sure all writing is legible.
- Bellpersons will wait in the designated area until his/her number is called by the Bell Starter.
- When your bellperson number is called, you will be given a "Service Call card" describing the task to be accomplished.
- Check-ins will be taken one at a time; (every front is to be considered a "RUSH").
- As a front is distributed, record on the log sheet:
  - (a) Bellman number
  - (b) Suite number
  - (c) Time
  - (d) Task i.e. C/I, C/O, R/C, etc
- Locate luggage by using the last digit on the claim check number, (Last digits will always match "grid" number.)
- Double-check the number of items against the total on the claim check. In case of a discrepancy notify a Bell Captain or the Starter.
- Properly load bags on cart. Larger, heavier pieces on bottom. Smaller, fragile items on top. Bungee all loads.
- Deliver luggage to designated suite:
  - (a) Ring the door bell once.
  - (b) Wait 15 seconds.
  - (c) Ring the door bell again.
  - (d) If the guest does not answer or is not in the suite return luggage to the baggage room and store luggage in the proper storage grid. Inform a Bell Starter so a voice mail message can be left for the guest.
  - (e) When guest opens door, make eye contact and greet the guest warmly with a smile. Our opening phrase should be, "Good morning/ afternoon/ evening, (Dr., Mr./Ms.) Guest name. Welcome to Hotel Lux, my name is bell person name".
  - (f) **Be sure to know our guest name before you get to the suite.**
- Prop door open using doorstop; (never use a piece of luggage!).
- Ask guest where they prefer to have their luggage placed. Offer to hang garment bags. Insure guest has received their entire luggage, and collect the corresponding claim ticket.

- Ask guest directly if he/she has visited previously, or if this is their first visit to Hotel Lux.
  - (a) If a guest is identified as a returning guest, always reply "Welcome back, Mr. / Ms. \_\_\_\_\_. We are pleased to have you with us again." Inform the guest of any new hotel information.
  - (b) If guest has not visited the property before, provide guest with complete information on the hotel and its facilities. (Dining, Entertainment, Event center, Recreation and amenities etc.) Offer personal recommendations.
  - (c) The only exception to this is if the guest requests not to have this information.
  
- Inform the guest of the following amenities:
  - a) High speed internet  
COX Communications 24 hour technical support
  - b) Copier/fax/printer/DVD  
Print check-out bill in your suite
  - c) Electronic "do not disturb" sign  
DND sign turns off doorbell. Room will not be serviced if DND sign is on.
  - d) T.V operation (including In-suite check out)
  - e) In suite safe
  - f) Safety deposit boxes
  - g) Emergency Information
  - h) Thermostat
  - i) Mini bar  
Honor Bar System – Items will be directly billed to their account and refreshed daily
  - j) Laundry service
  - k) Leather bound cases
  
- **Always** ask the guest if they would like a bucket of ice. "May I get you a bucket of ice?" If the guest refuses, inform the guest of the ice machine location.
- Inform guest of the Bell Desk extension for further assistance.
- Thank the guest for any gratuities, (never solicit or expect a tip).
- After guest thanks you, we always respond with "My pleasure, guest name".
- Close door securely behind you; return to the baggage area. Record your bellperson number on the log sheet and wait for your next assignment.

#### B. Check-out procedures

- The bellperson will place their bellperson number on the call sheet. (front rotation will be on a first in first out basis)
- Bellpersons will wait in their designated area until their name or bellperson number is called.
- When your bellperson number is called you will be given a service call slip. Describing the task to be accomplished.
- Check-outs will be taken one at a time, (So everything is a front). As a "front " is distributed, record it on the call sheets with the following information:
  - a) Your bellman number
  - b) Suite number
  - c) Time
  - d) Comments (C/ I, C/ O, R/ C, Keys, etc.)
  
- Locate a cart and proceed to suite.
  - A. Ring the doorbell.
  - B. Wait 15 seconds, if no answer, ring the doorbell again.

- C. When a guest opens the door, makes eye contact and greets the guest warmly with a smile and say, "Good morning/afternoon/evening and use guest name (Dr, Mr., Mrs., and Ms. and guest name.) My name is ----- and I am here to assist you with your luggage."
- Use a doorstep to prop open guest suite door.  
Note: Never use a piece of luggage.
- Load luggage on bell cart by stacking larger, heavier cases and boxes on the bottom, and smaller or fragile items on top.
- Ask guest when they will be departing. If guest is leaving immediately, meet them at designated area:
  - a) Front of taxi line
  - b) Valet staging area
  - c) Limo staging area
  - d) Airport shuttle area
- If guest needs to store luggage:
  - Count bags with guest to insure proper amount of items being stored.
  - Fill out luggage tag with the following information:
    - a) guest's name
    - b) suite number
    - c) total number of items
    - d) Date and bellman number.
- Attach claim ticket to one piece of luggage, and corresponding stickers on the remaining items.
- Give the top copy of the claim ticket to the guest.
- Obtain estimated departure time for determining proper storage area.
- Explain the procedure for claiming their luggage in a positive and professional manner, with detailed instructions, (using the guest's name).
- Thank the guest for any gratuity, (Never solicit or expect a tip or gratuity).
- Always tell the guest to have a "Safe Trip". When guest responds with a Thank You, we always reply with "My Pleasure."
- Close doors securely behind you.
- Return to the baggage room and record your bellperson number on the call sheet.
- If a guest stores luggage at THEhotel for the day, make sure to inform the guest that their luggage must be retrieved at the same location. "Mr. /Ms. Smith your luggage will be stored at this location. To retrieve your luggage, please come to the same location."
- If a guest needs an item taken out of their luggage, the bellperson must bring the entire load out of the baggage room to the guest. Guest's are not allowed in the baggage room, unless absolutely necessary.

#### C. Room -Change Procedures, and Keys Only

- Room change procedures are identical to check-ins with some exceptions. Before leaving baggage room you will need to get new keys and guest cards from the Bell Starter.
- Double check that nothing was left behind in the suite. (If our guest needs assistance in packing, please do so).
- Escort guest with their luggage to the new assigned suite.
- Make sure that our guest is satisfied with their new accommodations.
- Exchange new keys for old ones.
- Before leaving our guest, ask guest "If there is anything else we can do for you, and please do not hesitate to call."

Note: Whatever reason the accommodations were not satisfactory for our guest, contact a Hotel Operations Supervisor for further assistance.

#### D. Outgoing Valet/Laundry

- When a guest calls for a laundry pick-up, it is to be treated as a "front".
- Take laundry from our guest and inform them what time laundry will return.
- Explain to our guests that their laundry will be placed in their armoire upon arrival.
- Make sure all information is on laundry slip before leaving suite. Place white slip into the laundry bag and make sure you give the yellow copy to the bell starter.
- Place laundry in the designated storage area.
- Go back in rotation and wait for your next assignment.

#### E. Incoming Valet/Laundry

- When laundry arrives from the cleaners it will be checked off by a starter.
- Laundry is a "front" and will be delivered immediately.
- Before entering guest suite ring the doorbell. Wait 15 seconds then ring the doorbell again.
- If no answer place key in the lock and remove. If the light turns **GREEN** open door while announcing yourself. If the light turns **YELLOW**, return the guest's laundry to the Baggage room and notify a Bell Starter.
- When you get to the guest suite and the Do Not Disturb light is displayed, return laundry to the bell desk. Notify the starter and/or Bell Captain.

#### F. Special Deliveries (Flowers, Baskets, etc.)

- If our guest calls for a delivery it will be assigned to the "Front Person".
- By 9:00 p.m. all special deliveries will be delivered to the suite. These will be assigned as a "Front" and it will be placed on the desk in the guest's suite.
- NOTE: Make sure you give the starter your bellman number before leaving the bell desk.

#### G. Incoming Groups

- Bellperson assigned to an inbound group must be sure their name, the Group name, the date, the number of bags and "IN" is correctly marked on their Pull Card.
- Bags will need to be numbered using a Rooming List for each individual group
- Bellpersons will mark the guest name and the number of bags placed in each suite on his Pull Card
- Once the delivery is complete, place your Pull Card in the correct folder or give it to a Bell Starter or Bell Captain
- If you incur any problems or discrepancies, report it to the Bell Starter or Bell Captain immediately
- Have luggage tags ready for the Group's arrival

#### H. Outbound Groups

- Always check the Departure Schedule to see if you are assigned to a group
- Pull Cards will be at Bell Desk
- Begin the Bag Pull at the designated time (unless otherwise instructed by a Bell Captain)
- Knock on the Door three times announcing "Bellperson". Wait 15 seconds then knock again announcing yourself. If no answer enter the suite.
- Pick up luggage from the entryway of suite.

- Bring the luggage to the departure area
- If the luggage is not packed, follow these steps;
  - a. Indicate on the Pull Card.
  - b. Leave a note for our Guest explaining to call the Bell Desk.
  - c. Inform Captain or Starter after completion.

#### Rush Deliveries

- Rush deliveries will be carried out immediately. The Front person will take the "Rush" and only the "Rush".

#### J. Passkey Procedures

- Bellpersons are required to check out passkeys at the Key Control Office prior to their shift.
- Examine the passkey issued to you for any irregularities. Check for creases, cracks, broken leashes or anything that could cause the key to be lost or fail while in your possession. Do not accept any such key from Key Control.
- If during your shift you realize your passkey is missing, damaged, or malfunctioning, you must notify a Bell Captain immediately.

## IX. BELLDESK POLICIES

### GENERAL

1. Employees may not leave the premises until they completed their shift.
2. All staff members are responsible for reading and understanding the bell report at the beginning of each shift. Any material stated on the bell report you are unsure of should be brought to the attention of a Bell Captain.
3. **Clock-In & Clock-Out procedure & lunch breaks:**  
All employees will clock in at the beginning of their shift, and clock out at the end of the shift upstairs at the bell desk time clock.

You are to notify a bell starter when going to lunch and have a front card time punched and also when you return from lunch.

- You are to go to lunch at your assigned time on the lunch schedule, unless authorized otherwise by a Bell Captain.
  - ✓ If you do not have your badge to clock in it will be counted as a tardy.
  - ✓ If it shows no clock in record at the end of your shift it will be counted as a tardy.
  - ✓ Do no clock in or out early unless instructed by a Bell Captain.
4. All staff members must sign the daily Early Out sheet to request an E.O. .
    - ✓ Any staff member(s) that want to request an early out must sign the early sheet stating what shift you are working that day and how much time you are requesting for an early out. The on duty Bell Captain will sign you out if approved.
  5. Employees may park only in the designated employee parking area.
  6. All staff members are not allowed to accept prescription drugs for guests.
  7. All staff members are not allowed to accept bribe/kickback from any outside establishment.
  8. Whenever asked to work overtime, make sure you are marked on the sign in sheet for the overtime and have a Bell Captain clock you out.

### ALWAYS CLOCK IN AND OUT ON THE CORRECT SHIFT

Grave	8:30pm to 4:30am	(Shift 1)
Day	5:00am to 12:00pm	(Shift 2)
Swing	12:30pm to 8:00pm	(Shift 3)

9. Overtime is not permitted without the Bell Captain's approval.
10. When you are calling in late, remember no matter what the problem is it is still your responsibility to get to work as soon as possible. Calling in does not excuse being late. It is still counted as tardy.
11. Employees must park their cars in the employee garage on or off duty.
12. When calling in sick, you are to personally call the Captain on duty at least **4 hours** prior to your shift if possible. To return to work you are to notify the bell captain **2 hours** prior to your last regularly scheduled shift.

13. Employees must be in the baggage room clocked in and in uniform at the time they are scheduled.
14. Lunches are to be taken in the employee dining room.
15. You will receive a one-hour break for lunch.
16. Please do not take more than the time allotted to you. Someone else will suffer if you do so.
17. No one is allowed to clock another employee's break card.
18. You are responsible to read the bell report when you arrive to start your shift.
19. Wandering from the baggage room to socialize is not allowed. You are to remain in the baggage room at all times when you are not on break.
20. Everyone is responsible for cleaning his or her area before leaving. Please be sure that this is done.
21. Lingering in the Baggage room after your shifts is not allowed. Pass on all necessary and pertinent information to your incoming shift and leave the area.
22. You may not loiter or eat in the employee's dining room when off duty.
23. Except for emergencies, when requesting a day off, always do so in writing to the Bell Captain. You may request a day off no earlier than thirty (30) days and no later than seven (7) days prior to the Friday before the schedule being completed. The requested day off is not guaranteed.
  - ✓ After submitting your paperwork, please check your mailbox for the approval or denial of your request.
24. Nametags must be worn at all times.
25. Only Hotel issued uniforms are acceptable. They must be kept in excellent condition, clean and neatly pressed.
26. SHOES MUST BE FLAT SOLED, SOLID BLACK, CLOSED TOE, AND MAY NOT EXTEND PAST THE ANKLE IN HEIGHT. SOLE MAY NOT EXCEED 1" IN THICKNESS. (WHITE LEATHER LOAFER FOR DOORPERSON)
27. When necessary, maternity uniforms will be issued from wardrobe.
28. All uniforms should be tailored to the individual. They should not be excessively large or tight.
29. You must have your THEhotel at MANDALAY BAY I.D. card with you each day.
30. Unless of an emergency please discourage visitors or relatives from contacting you at the work.
31. Fraternizing with hotel guests is prohibited.
32. Bell Desk personnel are not to contact a guest at home, by phone, or mail for any reason.
33. Other than hotel business you are not allowed in a guest suite unless authorized by management.

34. You are not to personally rent a suite at Hotel Lux without management approval.
35. Gambling on Hotel Property while on duty is prohibited whether in or out of uniform. You are considered on duty from the time you clock in until the time you clock out at the end of your regularly scheduled shift. Lunch hour and break time is considered on duty time.
36. You may not remove from the premises any resort property or property of another employee, guest or patron without an approved property clearance slip.
37. You may not remove or post any material on Resort bulletin boards or on company property without permission from the Management. Altering or defacing aforementioned material or company property is prohibited.
38. No mail is to be sent to the mailroom except Resort business. Personal mail cannot be sent to the Hotel's address.
39. You must read and initial all memos issued pertaining to your work. Check each day as you sign in for new memos.
40. Work Area:
  - ✓ If you are not on your lunch break and you are out of your work area without the approval of a Bell Captain and you will be subject to disciplinary action.
  - ✓ All staff members must be in full uniform at all times when they are in the view of the public.
  - ✓ All staff members are to only wear and possess only items issued by wardrobe or Hotel Lux bell desk. If you bring a backpack to work you must use the elevators from the basement to the second floor. You are not permitted with such items on the front drive before or after your shift.
41. Memo Board:
  - ✓ Memos will be posted in the lounge area.
  - ✓ Everyone is responsible for reading and signing off on memos.
  - ✓ There are to be no other material on the memo board other than memos.
  - ✓ There will be a total of eight memos on the board along with the sign off sheet.
  - ✓ When the next memo arrives the eighth memo will come down and the rest will be rotated.
  - ✓ When the eighth memo is pulled down the sign off sheet will be checked. Those who have not signed off at that time will be subject to discipline.

## **ABSENTEEISM/TARDINESS POLICY**

It is the policy of Hotel Lux to promote expected work standards for all employees and good attendance is considered an expected work standard. To provide a uniform and fair policy for absenteeism and tardiness and define the appropriate disciplinary action, the following guidelines have been established.

### **DEFINITION:**

1. Absence is defined as not reporting to work or taking an early out as a result of illness or family emergency.
2. Tardy is defined as not being on your job station, ready to work, at the scheduled time or not returning from a break at a scheduled time.
3. No call/No show - Not calling in for the entire shift will result in termination.

### **DISCIPLINARY ACTION:**

Number of Days Absent or Tardy	Disciplinary Action
Three (3) call-ins within 90 days	Counseling Review
Four (4) call-ins within 90 days	Written Warning
Five (5) call-ins within 90 days	Two (2) Day Suspension
Six (6) call-ins within 90 days	Termination

Disciplinary action is to remain in effect for 90 days and additional absenteeism during the following 90 day period is to result in the next level of disciplinary action.

### **COMMENTS:**

1. An absence on consecutive days will be considered as one (1) absence.
2. If an employee is scheduled to work following an absence and calls in sick, it will be considered two separate call-ins.
3. An employee is required to call the designated supervisor. A friend or family member should not call unless employee is unable to place the call.
4. A doctor's note does not excuse an absence; it only validates the absence.
5. Requests for additional days off must be in writing and if a call-in occurs on a requested day off that was not approved disciplinary action up to and including termination will occur.
6. Call-ins before or after scheduled days off will be monitored, and if a pattern occurs, disciplinary action up to and including termination will occur.
7. On the fifth (5) continuous day of absence, an employee will be placed on a leave of absence. Employees will be required to provide a doctor's note excusing such absence.

Approved absences such as a FMLA, personal leave; jury duty or pre-approved extra days off will not be subject to discipline under this policy.

## **APPEARANCE AND GROOMING DRESS STANDARDS**

A neat, well groomed, clean appearance is essential when dealing with the public. You are expected to maintain the highest standard of dress and personal hygiene at all times. Particular attention should be paid to hands and nails, as they are on display to the customer. Nails should be filed to a length of no more than three eighths inch (3/8") from the fingertip for woman, 1/8" from the fingertip for men. Personal jewelry should be in good taste and should not spoil the appearance of a uniform or interfere with the performance of duties. Buttons, badges or emblems other than items noted in a Collective Bargaining Agreement or provided by Hotel Lux may not be worn on your uniform.

Clothing should be clean and neat. Hair styles and cosmetics should be selected carefully and in good taste. Extreme styles should be avoided during working hours. Sideburns and mustaches should be clean and neatly trimmed.

Smoking, chewing gum or tobacco while on duty or in direct contact with guests is not permitted. The use of cigarettes, pipes or cigars is not allowed in public areas. Smoking is permitted only in areas designated by management.

You will be provided a uniform and will be notified of any other special apparel requirements. Hats or caps cannot be worn unless they are part of the company uniform. If you report to work improperly dressed or groomed, your supervisor will instruct you to return home to change clothes or take other corrective action. You will not be compensated during such time away from work, and repeated violations of this policy will be cause for disciplinary action.

Hotel Lux also believes that its employees should have the opportunity to enjoy the hotel/casino facilities as guests. During off-duty hours, employees and their families or guests are most welcome to share the facilities with other visitors to our resort unless state law prohibits such activities. However, uniforms and name badges may not be worn in public areas when you are off-duty.

Specific appearance requirements have been established as follows:

#### **WOMEN - ACCEPTABLE**

- 👍 Uniforms - Clean properly pressed and correct size.
- 👍 Dresses/Skirts - Customary length, no shorter than three inches above the top of the knee.
- 👍 Shoes - SOLID BLACK, FLAT SOLED, CLOSED TOE. 1" SOLE MAXIMUM HEIGHT
- 👍 Hair - Should be kept neatly combed and arranged in an attractive, easy to manage style. Any extreme look such as shaving the hair, beaded ornaments in the hair or spiking is not permitted. Hair should be dry when reporting to your workstation. Hairstyles permed "natural" are acceptable provided they are neatly styled.
- 👍 A maximum of two earrings per ear (one of which is a stud) no larger than a quarter.

#### **WOMEN - UNACCEPTABLE**

- 👎 Extremely short skirts (shorter than three inches above top of the knee)
- 👎 T-shirt's, tank tops, shorts, bare midriffs, halter tops, leotards, sundresses
- 👎 Blue Jeans, designer jeans, denim slacks, sweatsuits, sweatshirts, leggings or spandex.
- 👎 Excessive make-up or Perfume
- 👎 Excessive nail length, colors or design
- 👎 Extreme dyeing, bleaching or tinting of hair, glitter in hair or part of make-up
- 👎 Sunglasses
- 👎 Excessive jewelry or erotic/subculture jewelry or nose rings. (One earring per ear, two rings per hand)
- 👎 Sneakers, athletic shoes, Sandals, clogs or combat boots.
- 👎 Visible tattoos or body piercing.

## **MEN - ACCEPTABLE**

- 👍 Uniforms - clean, properly pressed and correct size.
- 👍 Shoes - SOLID BLACK, FLAT SOLED CLOSED TOE. 1" SOLE MAXIMUM HEIGHT
- 👍 Hair - Neat, natural haircut. The hair is to be neatly groomed and be no longer than the bottom of shirt collar. Any extreme look such as shaving the hair, beaded ornaments or spiking is not permitted. Sideburns should be neatly trimmed and may extend to the middle of the ear following their natural contour. Flares or muttonchops are not permitted.
- 👍 Mustaches - Bell Desk employees may not grow Mustaches. Existing mustaches may not extend beyond the corner of the mouth or top of the lip and must be neatly trimmed and groomed. Pencil thin mustaches are not permitted.
- 👍 Beards are not permitted.
- 👍 Sideburns - Side burns must be trimmed and no longer than mid-ear length.

## **MEN - UNACCEPTABLE**

- 👎 T-shirt's, tank tops, shorts, blue jeans, designer jeans, denim slacks, sweatsuits, sweatshirts or spandex.
- 👎 Excessive jewelry, erotic/subculture jewelry, earring or nose ring
- 👎 Sandals, clogs or combat boots, white shoes (except for Doorperson)
- 👎 Extreme dyeing, bleaching or tinting of hair
- 👎 Sunglasses
- 👎 Visible tattoos or body piercing.

## APPENDIX B

### **WELCOME TO HOTEL LUX FRONT DESK**

This manual has been organized as both a training aid and as a reference so that you can easily look up information. The Front Desk is a challenging and exciting opportunity for you to deal with our guests on a one-on-one basis.

Our main objective, once you have learned the basic steps in this manual, is to make sure our guests are given the very best in customer service possible. We want them to feel that Hotel Lux has the friendliest staff in the hospitality industry.

By the time you finish this manual, it may seem to you that the amount of things you need to know are endless. DON'T GET DISCOURAGED, because as time goes on you will find that many of these things will become 2<sup>nd</sup> nature or a habit. What we have done here is to take you, step-by-step, through each type of check-in and checkout procedure. So take your time and if you need help – DON'T HESITATE to ask questions. Everyone will be more than willing to help you!!!!

**GOOD LUCK TO EACH ONE OF YOU!!**

To Our Extra Board Staff:

We wanted to take this opportunity to stress to you how important you are to our operation. We have hired each and every one of you because of all the positives that you bring to our department. Our main objective is to continually grow as an operation through capable and dependable employees. It is imperative that you, as a member of the extra board, perform at the highest level in order for us to properly serve our guests. It is also important for us to know that we can depend on you to work at the times asked of you, even if that means on short notice.

We understand that circumstances such as school and family are important, and we try to keep this in mind at all times. But that respect runs both ways, and we expect our staff members to be available and accountable during the hours in which they are scheduled. We have had a few challenges regarding this. Not being able to report to shift during a time in which you are scheduled is unacceptable.

Also, whenever you are scheduled as “on-call”, it is your responsibility to contact front desk supervisor/manager on duty for schedule for the day if needed.

We understand that having a different schedule week to week can be difficult at times. Unfortunately, that is the nature of the position that you interviewed for, and accepted. We need your help and dedication in making Hotel Lux the premier Resort & Casino in Las Vegas.

If you have any questions, please feel free to contact any Hotel Manager.

Sincerely,

Hotel Operation Managers

## **TRAINING SCHEDULE: DAY ONE**

Review Employee Handbook Highlights

Faces You Should Know

Hotel Operations Organizational Chart

### **Policies and Procedures**

Absenteeism / Tardiness Policy

No Badge Policy

Clocking IN / OUT & Breaks

Front Desk Appearance Standards

General Policies & Procedures

Cash Handling Procedures

Title 26-IRS File Form 8300

Progressive Discipline Policy

Suite Upgrade Program

Front Desk Customer Service Expectations

TAG

Extra board scheduling expectations

Property knowledge, Room Tour and Room Mix

## **POLICIES & PROCEDURES ATTENDANCE**

### **POLICY**

This policy recognizes that absences will occur from time to time for various personal reasons and makes allowances for the occasional absence, while attempting to prevent frequent absenteeism. This attendance standard applies to all hourly employees, including those covered by collective bargaining agreements.

Hotel Lux hires employees with the assumption that they will be willing and able to work when scheduled. Attendance standards are intended to:

- Reduce the negative impact of tardiness and absenteeism on the operation.
- Provide employees with the opportunity to correct their behavior.
- Create a consistent, property-wide method to fairly monitor employees' attendance without subjectivity or favoritism.
- Hold employees accountable for maintaining this company standard.

### **PROCEDURE**

1. All attendance violations are considered active for a rolling 12 month period. This rolling period commences on the date that each attendance infraction is recorded in the employee's record and each infraction is erased 12 months after that date.
2. Employees earn a "clean slate" for 180 consecutive calendar days of perfect attendance. After 180 consecutive calendar days of perfect attendance, all existing attendance points and discipline in an employee's file are no longer active, with the exception of No Call/No Show violations, which will remain active for one year from the date of the infraction.

- a. 180 consecutive calendar days is calculated based on active employment. Time spent on leave of absence, time off for FMLA, and other approved time off are not counted towards perfect attendance.
- b. The 180 consecutive calendar days period used to determine if an employee has earned a “clean slate” is based on a rolling year, not a calendar year.
- c. Departments may recognize perfect attendance as they see fit.

3. Attendance violations are monitored as “points” and defined as follows:

<b>Attendance Violation</b>	<b>Number of Points</b>
<p><b>Tardy</b> – Reporting late to work without prior approval from the department manager (Notification alone does not constitute approval). (This includes returning late from breaks).</p> <p>Up to 30 minutes late</p> <p>More than 30 minutes late</p>	<p>1/2</p> <p>1</p>
<p><b>Late Call-In “Short Call”</b>(Less than 4 hours before start of shift) ( 1/2 point is in addition to points for absence)</p>	1/2
<p><b>Early Out (Employee Request)</b> – after mid-shift</p>	1/2
<p><b>Early Out (Employee Request)</b> – before mid-shift</p>	1
<p><b>Absence</b> – 1 or more consecutive days (except when covered by the FMLA (see FMLA Policy)).</p>	1
<p><b>Peak Business Absence</b> – absence during a pre-announced Peak Business Period.</p> <ul style="list-style-type: none"> <li>➤ When an employee is absent for a second consecutive day, the employee will be awarded 1/2 a point for a maximum of 3.5 points.</li> <li>➤ A consecutive absences that begins prior to and extends into or beyond any peak business period will result in Peak Business Absence points.</li> </ul>	3
<p><b>No Call/No Show</b> – Without Just Cause</p> <p>1<sup>st</sup> Offense - 3-day suspension (unpaid)</p> <ul style="list-style-type: none"> <li>➤ Discipline (the suspension) remains active for one full year from the date of infraction, and is not subject to being eliminated for 180 consecutive calendar days of perfect attendance. The point will be removed when 12 months have elapsed from the date of infraction</li> </ul> <p>2<sup>nd</sup> Offense - Separation</p> <ul style="list-style-type: none"> <li>➤ Consecutive days of No Call/No Show are considered separate infractions</li> </ul>	<p>1</p> <p>N/A</p>

4. Employees may accumulate up to three (3) points in a rolling 12 months period with no counseling to allow for the occasional absence. Each additional point results in the following progressive counseling:

<b>Point Number</b>	<b>Counseling Step</b>
4	Verbal counseling session (with a note to file)
5	Verbal Warning (Disciplinary Notice)
6	Written Warning (Disciplinary Notice)
7	1-day disciplinary suspension (unpaid)
8	2-day disciplinary suspension (unpaid)
9	Separation

5. Employees who accrue four (4) points are to be reminded that they are accruing points and are subject to disciplinary action if the absenteeism continues. An Attendance Reminder Form (available in public folders) may be used (optional).
6. Employees are required to notify their supervisor of an expected tardiness or absence in compliance with departmental call-in procedures or collective bargaining agreement.

**DEFINITIONS & GUIDELINES**

1. Absence from work without notification (No Call/No Show) – occurs when the employee misses work for an entire shift and fails to report to work and/or the absence to his/her supervisor by mid-shift without having a Just Cause reason for the failure to report to work. This type of absence is very serious and will be treated as “Misconduct”. Consecutive days of No Call/No Show are considered separate infractions
- 1<sup>st</sup> Offense - If, after investigation, there is no Just Cause reason for the employee’s failure to report to work, the employee will receive a 3-day suspension without pay, and one attendance point. Unless the infraction occurs during a peak business period then the employee will receive the points associated with a peak business period and the 3-day suspension.
  - 2<sup>nd</sup> Offense – If, after investigation, there is no Just Cause reason for the employee’s failure to report to work, the employee will be separated from the company.
  - The finding of Just Cause for disciplinary action, or the finding that the employee had valid reason for the No Call/No Show, must be made by a Director level or above.
2. Unapproved Time Off from work – occurs when the employee misses an entire shift, with a call-in to report the absence, including absences due to illnesses not covered by FMLA. Unapproved time off also includes when the employee requests time off, which is denied, and the employee then misses work for an entire shift. All unapproved absences are handled equally, regardless of reason. Attendance points will accrue, although disciplinary action will not occur for the first three (3) points. These absences are considered attendance violations and will result in the accrual of

points and progressive disciplinary action according to the chart on page 2. If absence continues for more than one day, it is the responsibility of the employee to call in each day to provide clear understanding of approximate return date.

A note from a health care provider will not excuse an absence for illness not covered by FMLA. However, physician documentation will be required to be on file in Human Resources for absences covered by FMLA.

3. Approved Time Off from work – occurs when the employee misses work for an entire shift for an approved reason. Advance notice, documentation and approval are required. These absences are not considered attendance violations and will not result in the accrual of points or disciplinary action. (For example: jury duty, parent/teacher conferences.)
4. Peak Business Period – A pre-announced period determined by the division vice president during which limited time off will be granted. Such periods will be determined and posted in advance. A consecutive absence of two or more days results in one entry of three (3) points, plus a (1/2) point for the second consecutive day for a maximum of (3 1/2) points. Any consecutive absence that begins prior to and extends into or beyond any peak business period will be treated as a peak business period infraction.

#### **GUIDELINES FOR ABSENTEEISM**

1. Controlling absences that interfere with operational effectiveness is the main purpose of this policy.
2. Department management is responsible for keeping attendance records for all employees. Absences will be coded in such a way that absences due to FMLA, ADA and/or other statutory reasons can be readily identified.
3. Department managers are responsible for examining attendance records on a timely and regular basis, such as reviewing an employee's record with each infraction.
  - Employees displaying a pattern of absenteeism (i.e. each Tuesday night for three (3) weeks) will be identified and required to meet with the manager to discuss the reasons for establishing a pattern. In these cases, management reserves the right to take action for a rule violation.
4. Employees cannot be penalized twice for the same infraction.
5. Due to the legal aspects of dealing with absenteeism, the Human Resources (Employee Relations) Department will be consulted before an employee is suspended or separated for this reason.
6. The Vice President of Human Resources must approve exceptions to this policy.

## NO BADGE POLICY

It is currently a company policy for all employees to have their employee ID card with them at all times while at work. The following are the progressive disciplinary steps for employees in your department coming to work and not having their employee ID card. Infractions will be indicated by the "no badge transactions report" distributed daily by the payroll department. This policy will be effective as of May 13, 2007. At this time all employees will begin with a "clean record." Infractions will be tracked within a 90-day period.

First Infraction	Speak to employee regarding not having badge*
Second Infraction	Note to file
Third Infraction	Verbal counseling notice
Fourth Infraction	Written counseling notice
Fifth Infraction	One (1) day suspension

\*If badge is lost, one needs to be purchased from Human Resources within a 5-day period.

## CLOCKING IN / OUT & BREAKS

- Clocking in and out for your shift is only to be done at the time clock located in Guest Services behind the front desk. You may not clock in at other locations on property unless authorized by a Hotel Manager
- You must have your badge on you at all times. You must clock in/out with your employee badge, sign in/out, and time stamp in/out daily.
- You may clock in 7 minutes prior to the beginning of your shift. It is each clerk's responsibility to check for verification on the time clock when clocking in/out to be sure that you have completed the process. Failure to do so may result in your not being paid properly.
- Breaks should be taken in designated Break Areas only. These include the employee Dining Room, Baggage Room area, and the front desk back hallway. Employees should not linger in offices, other Departments at the Front Desk, or be wandering through the Casino.
- Bathroom, smoking, personal phone calls, and food and beverage breaks are ONLY to be done during your scheduled break in designated break areas. A manager or supervisor may make exceptions to this policy. Drinks are permitted in guest services and break areas.
- Restrooms breaks should be taken during scheduled break time.

- Cash Banks must be stored and locked in a bottom drawer at the Front Desk.
- We will make every attempt to relieve you off of your work station to balance you work and your cash twenty (20) minutes prior to end of your shift. Do not leave your workstation until you have been relived or excused by a supervisor.
- Time Cards / Break Slips must be kept in the folder throughout the day and placed in the bucket at the end of your shift.
- Any overtime will require a Supervisor or Manager's Over-ride and initials on sign in and out sheet at the time clock.

#### FRONT DESK APPEARANCE STANDARDS

- All employees are required to be in compliance with the dress and grooming standards specified in the Hotel Lux Employee Handbook.
- All employees are responsible for examining their uniform for cleanliness and condition of repair. Deficiencies are to be reported to Wardrobe personnel.
- Ladies must wear either cream or brown shoes. Men must wear brown shoes.
- Nylons are to be in neutral color (similar to skin color).
- Nametags / Promotional pins are to be worn at all times.
- Uniform jackets are to be worn at all times when you are in or passing a public area.
- Any added items not approved or listed such as pins, hair ornaments, etc. must be shown to a manager for their approval prior to them being added to your uniform.
- A neat, well groomed, clean appearance is essential when dealing with the public. You are expected to maintain the highest standard of dress and personal hygiene at all times. Particular attention should be paid to hands and nails, as they are on display to the customer. Nails should be filed to a length of no more than three eighths inch (3/8") from the fingertip. Personal jewelry should be in good taste and should not spoil the appearance of a uniform or interfere with the performance of duties. Buttons, badges or emblems should not be worn in public areas. Only

name badges or any other badge or button issued by the Company may be worn on your uniform.

- Clothing should be clean and neat. Hair styles and cosmetics should be selected carefully and in good taste. Extreme styles should be avoided during working hours. Sideburns and mustaches should be clean and neatly trimmed.
- Smoking, chewing gum or tobacco while on duty or in direct contact with guests is not permitted. The use of cigarettes, pipes or cigars is not allowed in public areas. Smoking is permitted only in areas designated by management.
- You will be provided a uniform and will be notified of any other special apparel requirements. Hats or caps cannot be worn unless they are part of the company uniform. If you report to work improperly dressed or groomed, your supervisor will instruct you to return home to change clothes or take other corrective action. You will not be compensated during such time away from work, and repeated violations of this policy will be cause for disciplinary action.
- **Hotel Lux** also believes that its employees should have the opportunity to enjoy the hotel/casino facilities as guests. During off-duty hours, employees and their families or guests are most welcome to share the facilities with other visitors to our resort unless state law prohibits such activities. However, uniforms and name badges may not be worn in public areas when you are off-duty.

#### **WOMEN - ACCEPTABLE**

- Uniforms - Clean, properly pressed and correct size.
- Dresses/Skirts - Customary length, no shorter than three inches above the top of the knee.
- Shoes - Should be clean and polished appearance. No open toe or strap on the back.
- Hair - Should be neatly kept and combed and arranged in an attractive easy to manage style. Hair should be dry when reporting to your workstation. Hairstyles permed "natural" are acceptable provided they are neatly styled.

#### **WOMEN – UNACCEPTABLE**

- Extremely short skirts (shorter than three inches above top of the knee).
- Any extreme look such as hair color, shaving the hair, beaded ornaments in the hair or spiking is not permitted.
- T-shirt's, tank tops, shorts, bare midriffs, halter tops, leotards, sundresses

- Blue Jeans, designer jeans, denim slacks, sweatsuits, sweatshirts, leggings or spandex.
- Excessive make-up or Perfume
- Excessive nail length, colors or design
- Extreme dyeing, bleaching or tinting of hair, glitter in hair or part of make-up
- Darkly tinted eyeglasses
- Excessive jewelry or erotic/subculture jewelry or nose rings. (One earring per ear, two rings per hand)
- Sneakers, athletic shoes, sandals, clogs or combat boots.
- Visible tattoos or body piercing, should be covered with Band-Aids, patches or what ever is needed for tattoos not be seen by the guests.

### **MEN - ACCEPTABLE**

- Uniforms - Clean, properly pressed and correct size.
- Shoes - Should have clean and polished appearance.
- Hair - Neat, natural haircut and a clean shave is a must. The hair is to be neatly groomed and be no longer than the bottom of shirt collar. Any extreme look such as shaving the hair, colored hair, beaded ornaments or spiking is not permitted. Sideburns should be neatly trimmed and may extend to the bottom of the ear lobe following their natural contour. Flares or muttonchops are not permitted.
- Mustaches - When permitted may not extend beyond the corner of the mouth or top of the lip and must be neatly trimmed and groomed. Pencil thin mustaches are not permitted.
- Beards - Beards are not permitted to be worn by Front Desk Agents. Employees with beards in classifications who currently are allowed to have a beard may keep it under the following conditions: It must be neatly trimmed and not greater than 1/2 inch in length. If shaved off, it may not be grown back. Current employees in any classification who do not have a beard are not allowed to grow one.

### **MEN - UNACCEPTABLE**

- T-shirt's, tank tops, shorts, blue jeans, designer jeans, denim slacks, sweatsuits, sweatshirts or spandex.
- Excessive jewelry, erotic/subculture jewelry, earring or nose ring
- Sneakers, athletic shoes, sandals, clogs or combat boots
- Extreme dyeing, bleaching or tinting of hair
- Darkly tinted eyeglasses
- Visible tattoos or body piercing should be covered with Band-Aids, patches or whatever is needed so it is not visible to the guests.

## GENERAL FRONT DESK POLICIES

- All employees are required to be in compliance with the policies and procedures and General Rules of Conduct standards specified in the Hotel Lux Employee Handbook
  - Do not wander from your assigned work area other than to conduct business. Only Front Desk duties are to be performed while at the desk.
  - Personal business, phone calls including cell phones, socializing, etc. are not permitted unless done prior to clocking in or on a scheduled break. Remember this is a constant 24 hour working environment. If an emergency situation should arise please contact a manager or supervisor.
  - Each employee will be provided with a full time shift or a weekly work schedule. Extra board employees will receive this on a weekly basis. It is the responsibility of employees to verify their days and hours. These may change due to business demands.
  - Prior to the start of your shift you must proceed to the employee bank to pick up your Cash Bank in a timely manner. Regardless of what area you are assigned to work that day an employee bank is required.
  - You are responsible for being at the front desk ready to begin work at the start of your scheduled shift (on the hour or half-hour).
  - Prior to the beginning of your shift, it is your responsibility to perform the following functions:
    - Secure / Store your personal belongings.
    - Clock in and sign in.
    - Cash bank dispersed and or locked up.
    - Check your mailbox files.
    - Check the Memo / Event Board.
    - Collecting any issued coupons.
    - Check the information briefing in the computer "ZDAILY"
    - Once completed proceed to the time clock or the supervisor podium ready for the daily preshift given by the shift supervisor.
- \*You should complete all of the above prior to the start of your scheduled shift.
- We do not take future reservation requests at the front desk. These requests are to be transferred to ROOM RESERVATIONS, unless a Supervisor or Manager advises you otherwise.
  - Employees are not allowed to enter or stay in a guest room while on duty unless authorized by Management.

- Extra days off and employee shift changes are to be requested in writing using the proper form, time stamped and placed in the appropriate mailbox. This is to be done with as much advance notice as possible, not more than 30 days. Vacation is to be requested via the Information Kiosk located in Employee Services.
- There will be no alternation of shifts or breaks without the approval of Management.
- Front Desk employees are not to contact a guest at home by phone, or mail for any reason.
- Food, drink, or gum chewing is not permitted while at the Front Desk. Drinks are permitted in the guest services and designated break areas only.  
\*Food exceptions / locations may be made by a manager on occasion. (Employee appreciation, high volume business, etc.)
- Smoking is not allowed in the Front Desk Break Room or Restrooms. There is ONE designated smoking area outside Employee Dining Room for your use.
- It is the employees' responsibility to clean up after themselves and leave their work stations in a clean and presentable condition.

### **CASH HANDLING**

The responsibility of each Agent to ensure the safekeeping of your Resort Banks, as well as the drawer and key that contains your bank. Please do not leave your bank or keys to the drawer you are using for the day unattended at any time. If you have to leave for an emergency and do not have time to balance your work and turn in your bank, it is imperative that you contact the supervisor on duty about your situation.

- ❖ The following tips should be followed to help ensure your bank is correct:
- ❖ Count your bank when picking it up at the cage
- ❖ Proper use of the adding machine
- ❖ Counting back change
- ❖ Posting cash when the transaction is made
- ❖ Keeping a receipt for yourself for each transaction
- ❖ Following proper paid out procedures
- ❖ Keep your cash drawer locked at all times.

Banks found unattended or forgotten by an Agent will be turned in to the Hotel Manager on duty and the discipline will be issued as follows:

Leaving your work area without your key and the drawer is unattended:  
First offense – one day suspension / Second offense – two day suspension /  
Third offense – suspension pending investigation up to termination

Leaving your bank in any other area/department and/or allowing another employee to turn in your bank, will result in a suspension pending investigation.

Any Agent that leaves the hotel property with a hotel issued bank(s) or a portion of hotel issued bank(s) will be issued a three-day suspension.

#### Cash Variances

Cash Variances at the front desk will be disciplined as follows:

Any variance of \$100 - \$199.99 will result in a one-day suspension

Any variance of \$200 - \$299.99 will result in a two-day suspension

Any variance of \$300.00 or more will result in a suspension pending investigation

1. The first variance in excess of \$10.00 will result in an automatic work history entry (verbal warning). This entry will be accompanied by supervisory counseling.
2. The second variance in excess of \$10.00 within ninety (90) days will result in a written warning. The warning will be accompanied by a supervisory counseling and extra training if necessary.
3. The third variance within ninety days of \$10.00 to \$99.99 will result in a one-day suspension.
4. If an Agent, after being suspended for a cash handling offense, has another infraction within thirty (30) days, he or she will be subject to progressive discipline up to termination.
5. All disciplinary action becomes a record in the employee's permanent file.
6. The clerk must inform their supervisor of all variances before they leave property at the end of their shift.
7. At no time will it be acceptable for an Agent to correct their overage or shortage with use of personal funds.
8. Agent's may, at any time, request assistance or additional training from a Hotel Operations Supervisor.
9. Trends in cash variances recognized by management will be investigated and progressively disciplined up to termination.

## TITLE 26-IRS FORM

Title 26 applies to all cash-in transactions exceeding \$10,000. When this occurs, we must report to the Internal Revenue Services on form 8300.

On Title 26, any one of the following items' face value less than \$10,000 is considered as cash: U.S. Currency, Foreign Currency, Cashier's Checks, Bank Checks, Treasurer's Checks, Bank Drafts, Travelers Checks, Money orders. If face value exceeds \$10,000, it should have been reported at the issued bank.

Example #1: Cash payment \$6,200 + Traveler's check \$7,000 = \$13,200 → File Form 8300

Example #2: Debit Card \$9,600 + Traveler's Check = \$12,000 → No Form 8300 required

Another log we need to daily maintain is Multiple Transaction Log. This log needs to be filled out every time we receive "CASH" over \$3,000. When this occurs, the agent who received cash over \$3,000 will have to fill out the report and turn it in with his/her daily work and checked by night audit nightly. The purpose of keeping this log is to identify a guest who attempts to make multiple related transactions over \$10,000 over a period of time. Multiple related transactions must be aggregated, even if more than 24-hours apart, within one year.

Example: Cash Payment \$8,000 today + \$4000 2 days later → File Form 8300.

## PROGRESSIVE DISCIPLINE

The following are progressive disciplinary steps for check-in and cashier procedures only. Issues concerning variances in hotel banks will be addressed separately. Errors within a 90 day period will serve as a guideline:

3	Procedure Errors	Note to file
5	Procedure Errors	Verbal counseling notice
7	Procedure Errors	Written counseling notice
9	Procedure Errors	One (1) day suspension
11	Procedure Errors	Three (3) day suspension
13	Procedure Errors	Termination

**\*All errors will be documented, but the above discipline will only be issued on repetition of the similar errors according to the night auditor cashier exception form.**

Disciplinary action will be based on appropriate conclusions of an investigation conducted by Supervisors and Hotel Managers.

Supervisors are responsible for maintaining a 90 day rolling record for each Front Desk Agent. Errors will remain on file for twelve (12) months.

Employees should notify management of any transactions that might explain a discrepancy in procedural errors.

Management reserves the right to consider individual circumstances and may administer disciplinary action accordingly.

Please be advised that we will not penalize newly hired Front Desk Agents for procedural errors until they have completed training and worked ten (10) shifts on their own. We will review the errors and exception notices with them as normal, but they will not be documented on their progressive discipline calendars. Once they have fulfilled the ten (10) shifts they will be subject to the rules of the Progressive Discipline Policy

## Suite Upgrade Program

Front Desk agents may upgrade guest to suites on the day of the guest arrival. Front desk agents will receive commission incentive in the amount of 10% of the upgrade revenue for the first night of the guests stay. The number of nights the guest stays in the suite does not have an impact on commission.

### Types of Suites

#### View Rooms:

- View rooms are standard rooms on floors 20-33, facing the strip on wing two and three.
- These room types are defined as QV and KV on the room rack.
- The upgrade charge for the view rooms is \$20 per night.
- Accessible rooms are not subject to the view charge.
- View rooms are often offered to hotel guests at no charge, due to occupancy. This will be communicated to you on those days.
- All Sales VIP and Casino reservations will not be subject to the view charge.
- Suites facing the strip are not subject to the view charge.

#### Honeymoon, Executive, Parlor, Hotel Lux, and all other suites:

- The upgrade charge for each will be communicated daily via “ZDAILY”, upgrade board, or periodic management break messages.

#### Upper Level Suites:

- On occasion, a guest may request to upgrade into a high level suite (Vista, South Seas, Lagoon, Tradewind, and Islander suites), you must obtain a supervisor or manager approval
- Approvals must be documented in F11 remarks, and initialed by the manager or supervisor on the daily upgrade sheet.
- Guests upgrading to upper level and Penthouse suites **WILL NOT** have access to the Penthouse Lounge

### The Rules and Notes

- Commission cannot be claimed on the same stay more than one time. Back to Back reservations are considered one stay.
- Commission cannot be claimed on stay-overs or extensions if a guest is already occupying a suite. The exception to this would be if the guest went into a larger suite. For example, agent A upgraded a guest into a

Honeymoon and later agent B upgraded that same guest into a Parlor. Agent A would get the commission for the Honeymoon and Agent B would get the commission for the difference between the Honeymoon and the Parlor.

### **Loss of Revenue:**

- In some cases, upgrade revenue may be lost on a suite by no fault of the agent who did the upgrade. Example, a supervisor decides to give the guest their suite for no charge due to inconveniences the guest experienced during their stay. In these cases, the commission becomes null and void. Unfair as it may sound, the hotel cannot pay commission if the guest does not pay for the upgrade charge.

### **Upgrade Disputes:**

- In the situation where two or more agents feel they should receive the entire upgrade commission and can't come to an agreement, the following come into effect. Management will award the commission to the agent who "closes the deal" on an upgrade. This translates into the agent who actually changed the room type and rates on the reservation in the system. The only exception would be when an agent sets up a Room reZerve and Guest Services does the room change. The agent setting up the Room reZerve would get the commission.
- Front Desk agents can only upgrade guests on day of arrival or once in house. If a guest calls or comes to the desk inquiring about upgrading, whether the reservation exists or not, you must have them contact room reservations. Example: It is a Monday. A guest has a reservation for Wednesday in a standard room. They call you and inquire about suites. You MUST forward the call to room reservations. On the other hand, they have a reservation starting Monday thru Friday. They were told by room reservations that they could only get a suite Tuesday thru Friday. If there are suites open for Monday, You may upgrade them and still get commission if they were not already booked into a suite (Rules of double commission applies here with room res). The key to this is that you cannot do any upgrades with the guest until they arrive to check in.
- When walking guests in and they would like a suite, the rate will run at the full rate for the suite you put them in. You will not need to add the recurring charge in this case.
- Turn your upgrades sheets in at the end of your shift for that day. Failure to do so can result in that commission not being processed until the following month.

- Manager initials must be on the upgrade sheets that required an approval. Failure to do so can result in that commission not being collected by the agent.
- Use one commission sheet per day. Never include multiple days on one sheet. Again, failure to do so can result in that commission not being processed until the following month.

### **Rate Reductions:**

- If there is a rate reduction for a guest, there will be no commission for upgrades. For example, the guest books a Standard room at \$199. When the guest checks-in, the guest points out that the prevailing rate had been lowered to \$99. You reduce the rate to \$99 and upgrade the guest at their request to an Executive suite for \$100 more. No commission will be given. Once the prevailing base rate has been reduced, the guest may still upgrade but upgrade commission is no long available.
- You may not reduce the price of a suite to a lower rate than what is standard. Supervisors will not approve price adjustments on an individual basis.
- Guests **may not** upgrade for a **portion** of their stay in which they would need to downgrade to a smaller room because the suite is not available for their entire stay. Historically, these guests decide not to move out of their suites on the unavailable dates. To prevent such circumstances, a guest upgrade on the ending portion of their stay as long as the suite is available for the remainder of their stay. The agent who sets up the rates and room reserve (Closes the deal) will receive the commission.

### **The Upgrade Board / ZDAILY**

Agents will be responsible for checking ZDAILY when they start their shift and after breaks on a daily basis for view room availability. Break messages will communicate changes for agents at the desk

As a reminder, view rooms are considered upgrades and should be treated as such. This means that you may not use view rooms for standard rooms during check in. There may be instances when you may use view rooms as standard rooms. These types of instances include:

- ZDAILY
- Break messages
- Pre-shifts
- It is in the Wave
- Told by a Manager/Supervisor directly (must include comments in f-11)

If you have special circumstance that requires that a guest have a view room, please ask a supervisor and document it in F-11 if approved

Failure to follow the policy and procedure as outlined above will not only result in loss of upgrade commission but will also result in progressive disciplinary action up to and including termination.

I have read and fully understand the Suite Upgrade Policy

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

## Hotel Lux's Front Desk Service Expectations

### **Hotel Operations Expectations:**

- 1) Our number one priority is to exceed guest expectations through meticulous attention to detail and unmatched friendly service delivered with enthusiasm to each and every guest.
- 2) We will proudly promote a tradition at Hotel Lux of efficient and consistent friendly service.
- 3) We embrace the concept of service and are committed to delivering the utmost service.

### **Acknowledgment:**

Greet a guest and coworker before they greet you with a smile. We make an eye contact with each guest as soon as they approach the desk. We are welcoming our guests to Hotel Lux by introducing ourselves using a friendly tone. We ask, "How may I assist you?" We use our guest's name at least three times during the course of our conversation. We make eye contact, acknowledge, and greet everyone including coworkers and guests.

We are alert at the Front Desk looking for opportunities to make eye contact with our guests and greet them. We acknowledge the next person in line by saying "May I help the next guest, please?"

Listen to our guests, be friendly and caring to their needs.

### **Friendliness/Cooperation:**

We display a friendliness and accessibility to our guests.

We always have time for our guest. We greet our guests with eye contact and a smile. When the guest has a question, we start with a positive statement. We don't start out with "NO" for an answer; instead, we offer our guest an alternative. We execute our "**You Own It**" philosophy and see a problem through without dropping a ball.

We ask if the guest has any other questions about the hotel by saying "May I assist you with anything else?" We are always ready to help our guests and our coworkers. We maintain a positive attitude and an open mind.

### **Speed of Service:**

At the Front Desk, we assist our guests one on one. We check in our guests efficiently and accurately.

**Appearance:**

We take pride in our appearance. We are well groomed, crisp, clean and follow the Front Desk's Dress Code. While in the public eye, we keep our jacket buttoned to appear more professional. We make eye contact, smile, and maintain professional posture with no slouching. We appear approachable and eager to assist our guests and coworkers.

**Answering Questions/Accuracy:**

We answer our Front Desk questions as specifically as possible. We listen and pay attention to our guests' questions. "I don't know" and "That's not my job" are not part of our vocabulary. We view questions as opportunities, not as problems. We make sure that we give the guest correct information in a confident tone.

**Problem Solving:**

We approach each guest's concern with an open mind and unassuming. We view complaints as opportunities, not obstacles. We listen to the guest with no interruption. We ask them questions and sympathize with the guest to gain trust and show sincerity. We find a solution to the problem in a timely manner. We keep the guest up to date on the progress of the solution. For example, if we go to the back to ask a question and the answer will take a few minutes, we return to the guest and give them an update.

We apologize to the guest for any inconvenience. With each problem, we attempt to satisfy the guest with our solution. If the solution is out of our range, we contact a supervisor for assistance. Guests are never a burden. We are proud that each of us believes and is committed to a **"You Own It"** philosophy, because each of us personally cares.

**Teamwork:**

We communicate with others by sharing information. We consistently follow our service expectations, policies, and procedures to work together as a team. "It's not my job" is not in our vocabulary. As a team, we need to be flexible in times of high volume as well as during slow periods. We know it takes a team effort and attitude to be successful.

**Closing Phrases:**

We use our guest's name at least three times as we close off our conversation with them. We end our conversation with "Thank you."

**Other sample phrases include****Check-in:**

"Welcome to Hotel Lux."

"Do you have any questions about Hotel Lux?"

"Have a wonderful stay Mr./Ms. Guest name"

**Explain to the guest:** Room # and type of room that they will be staying in.  
Pool entry key policy and pool hours.  
Bell desk assistance.  
Charging privileges.

**Property knowledge:**

A personal satisfaction in being resourceful and knowledgeable of the property to assist the guests with general information's.

Check-out:

"Did you enjoy your stay Mr./Ms. Guest name?"

"Have a safe trip home."

"Please come back again soon."

"Thank you for staying with us."

We respond to "Thank you" with "My pleasure."

Polished Expressions:

How may I assist you?

However, or on the other hand...

Certainly

Absolutely

Expressions to avoid:

Can I help you?

But...

I don't know...

If a guest asks a question and you are unsure, don't say, "I don't know..."

You should say, "One moment please. Let me find out for you..."

We should listen and we don't interrupt, nor assume that we know what the guest wants.

**In Guest Services (on phones):**

(We answer the phone with) Good morning,  
Good afternoon,  
Good evening,

\*Thank you for calling the front desk, my name is \_\_\_\_\_, how may I assist you Mr./Ms. Guest name?

\*May I place you on hold while I connect you? I'll connect you to the \_\_\_\_\_ department at extension \_\_\_\_\_. (Offer an appropriate warm closing such as "Have a good morning/afternoon/evening." Or "Have a great day.")

\*When you come back on the line from placing the person on hold, we say, "Thank you for holding."

## **TRAINING SCHEDULE: DAY TWO**

### **Review Previous Day Material / Quiz**

Sign On Procedures  
Get Familiar with the Key Board and Computer  
How to Locate and Existing Reservation  
Make Reservations  
Additional Guests/Share Members  
Travel With Reservations  
Non-Registered Guests  
Command 11 Comment Functions

### **SIGN ON PROCEDURE**

Each day you will be required to pick up a \$500 Bank from the employee cage and sign on to the computer system as a Cashier. Front desk agents will have their own Cashier I.D., which is to be kept confidential. You will be held responsible for all work showing your Sign On and Cashier I.D. Please keep them confidential.

To sign on to the system:

- 1) Enter your user I.D. (MBFSMITH)
- 2) Enter your password. This is the confidential password that must be at least five (5) characters in length, and must contain at least one (2) numbers. The next screen gives you the printer option for read, folio and housekeeping. Press enter to get to the registration menu.
- 3) Once you have accessed the Front Desk Registration Menu, enter Option #2, Front Desk Cashier Menu to Sign On as a Cashier.
- 4) Select Option #1, Cashier Sign On, and enter your Cashier I.D.
- 5) From the Cashier Sign On screen you will need to enter information in the "Revenue Center Code" field. Other fields in this are (meal period, bank and shift) are not used.
- 6) The Revenue Center Code to be used is RMS. This will be an automatic default revenue center when you enter the posting screens.
- 7) Once you have entered the correct information in the field, hit the enter key. The computer will return to the Front Desk Cashier Menu with a message stating that you are signed on as a cashier.

- 8) Read "ZDAILY" for important information such as selling, sold out, etc.

### **SPECIAL KEYS & SPECIAL USES OF KEYS ON KEYBOARD**

Ctrl	This key is used as a reset
Shift	This key plus your function keys adds 12 to that function's value (shift plus F9 gives you F21).
Plus ( + ) Key	This key is a Field Exit Key (from where the cursor is positioned to the end of that field all input will clear).
Arrows	These keys will help you move around your computer screen (these keys will put you in areas you can not type).
Page Up - Down	These keys will show you more options when the computer comes up with a list.
Tab	This key will forward you to the next input field.
Shift Tab	This key will back you up one input field behind your current field.
Enter	This key is not a tab key, when you use this key you have told the computer you have completed your input.

### **MOST WIDELY USED FUNCTION KEYS**

<b>KEY</b>	<b>FUNCTION</b>
F3--Exit	Exits the current screen and returns you to the first screen displayed. (reservation side to cashier side )
F4--Prompt	Displays the usage for a particular field such as: room type available or type of disability.
F5--Display N & A	Displays the additional name and address record attached to the reservation. This function is only activated if an "N & A" record is attached. (Name Search)
F6--Add N & A	Displays the name and address overlay. This function allows you to attach an additional name and address record to the reservation.
F7--	Recurring Charge This function is used for upgrade, rolla, (guest services screen)

F8--Dupe Res	This will duplicate an existing reservation. This function taken from an existing reservation copies data to a new reservation add screen. Does not duplicate Last/First name, Title, guest Credit Information, or any attached overlays, (e.g. Guest Services).
F10—Inv. Inquiry	Displays inventory availability. If you press this function key while in add mode, you will access the available for sale screen. If you are in change mode, the inventory inquiry menu is displayed, allowing you to choose from a number of options (reservation add/change).
F10--Print folio	Prints an itemized folio for the guest's records (settlement/checkout cashier side of reservation only).
F11--Remarks	Displays the guest services screen. This function allows you to attach a message, comment, wake-up call, special request, mail waiting flag, change the housekeeping class of service and add a recurring charge request.
F12--Prev Menu	Exits the current screen and returns you to the previous menu or screen.
F14--Post Charges	Used to post manual post charges to guest folio (settlement/checkout cashier side only).
F16--Display Users	Displays who booked the reservation, the date and time the reservation was added, check in / check out data, who last modified the reservation, and when the last confirmation was sent.
F17--Billing Profile	Displays the guest comp / packages / plans information overlay allowing you to attach a billing profile to the reservation. You can display available billing profiles by pressing F17 twice. A billing profile determines the billing requirements of the guest.
F18--Display shares	Displays the share with information overlay.
F19--Travel with	Displays the next Travel with reservation in the chain.
F20--Add folio	Adds folios and billing profiles to guest accounts after they have checked in (settlement/checkout cashier side only).
F21--CF Descrip	Displays the function key descriptions overlay.

F22--Print Reg	Prints registration card on demand. ( Reservation side only )
F23--Group Text	This option will be highlighted only if the reservation is associated with a group, and Text will be displayed if attached to a group master.
F24--Move	From the settlement / checkout screen this will move you to the reservation add / change screen (settlement / checkout).

## HOW TO LOCATE EXISTING RESERVATION

There are basically 6 different methods you can use to search for a reservation in the computer. Remember when you are searching that names are frequently misspelled or dates are incorrect. Be sure to ask for a Confirmation Number if the guest receive one, as this will assist greatly in locating the correct reservation.

Enter the Reservation Locate Screen and search for the existing reservation using one of the following methods:

1. **GUEST NAME** – Using the Guest Name Field you have different ways of searching.
  - a) You can enter the guest full last name and first name or a partial spelling of both, due to errors in entering a reservation you may be more successful entering only the first 3 or 4 characters of the last name. Remember to try different variations (i.e. – Stewart, Stuart or O instead of A, etc).
  - b) Also, in this field you will find “For Check-In (Y/N) which can be left blank or be filled in. If left blank, the computer will need to search through more records to locate all fitting the name criteria. If a “Y” is used, the computer will search only the reservations that have not been checked in yet for today’s date, that fit the name criteria.
  - c) The third option in the Name Field is Arrival Date. This information is optional and is used to search for reservations that have either checked in or are still due in for a particular date.

Combinations of these three options can assist in locating a reservation. Remember if you cannot find the reservation using this method try entering the information and using CMD 5 to search as an Additional Guest.

2. The second field is **WING/ROOM or SUITE**. By entering a Room Number, the computer will look for all guests that were or are currently in that room depending on whether you indicate Check-Out or In-House.
3. **CONFIRMATION NUMBER** – when a reservation is made the computer attaches a 5-digit confirmation number (it may be numbers or letters). The guest is given this number and it can also be used to search for the reservation.
4. **GROUP CODE** – Quite a few of our guests have reservations with Group Codes on them. Searching by Group Code will assist in locating a guest if you know which Group they are traveling with. The Guest Name, Arrival Date and for Check-In options can be used in the same manner as in #1 above to narrow down the search.

For Instance: You know the Group Code is KTY045 and the guest's Last name is Nathan. You would enter KTY045 in the Group Code Field and just the letter N in the Guest Name Field. The computer will provide all reservations beginning with the letter N that have been under the Group Code KTY045.

5. **COMPANY NAME – COMPANY NAME** – this field is a good resource in locating a VIP reservation. By entering the name of the department Head or Corporate Officer who was to make the reservation, the computer will pull all reservations made by that person. For all Hotel executive reservations, this field begins with a V/or an M/ and the last name of the executive. For example, to locate all reservations made by the hotel manager Mr. Smith, you would type V/SMITH or M/SMITH in this field. Convention VIPs will be denoted with VG/.
6. **RESERVATION NUMBER** – when a reservation is made the computer attaches a 12-digit number to it. The guest is given this number and it can be used to search for the reservation.

If after using these different options, you are still unable to locate a reservation, seek assistance from a Relief Supervisor, Supervisor or Assistant Manager.

**REMEMBER:** The Relief Supervisors, Supervisors or Assistant Managers will be able to search the Credit Card Log Files using the card number the guest said the reservation was made with.

## RESERVATIONS

### ADDITIONAL GUESTS/SHARE MEMBERS

Quite often our guests are not traveling alone. These guests may require being either an additional guest or a share with guest. The two differ greatly and should be entered according to the guests needs.

- A) Additional Guest – An additional guest appears as only that, an additional name on the reservation.
- 1) This guest's name will not appear while searching unless you are using CMD #5.
  - 2) This guest does not have their own folio for charging purposes. All charges will post to the lead guest's folio.
  - 3) It is very important to add an additional name so PBX and others looking for this guest can locate them.
    - a) To add an additional guest, press CMD #6. Fill in all needed information. Put an "A" in the type "N/A" field. A flag will then appear on the main reservation screen indicating a second name.
    - b) To display an additional name, use CMD #5. If there are more than one (1) additional names or the reservation has been name changed, continue depressing the CMD #5 key until the record you are searching for appears. Credit card information will also appear here.
    - c) To delete an additional name, hit CMD #5 and pull up the name to be deleted. Field Exit the information and enter. This removes the additional name flag.
- B) Share Members – A share member reservation links two separate reservations that are sharing a room. A share allows a separate folio for each member and can be pulled up from the locate screen individually.
- 1) Room rate on a share reservation will split evenly between the two share members but will show the entire rate on each while viewing.
  - 2) The proper number of adults should be shown on each reservation. The system will not accept zero adults. If two adults are shown on

each reservation on the share, the system will charge for four adults.

- 3) If one guest wishes to charge creating the need for a share with reservation but does not want the rate to split, the rate must be overridden on all members of the share group. In this event, put the full rate on the reservation of the individual wishing to pay the room charges. On the second reservation, override the rate to zero. Add remarks to both reservations explaining why the rate is being overridden in internal comments (F11). Also, add addresses on both shares.
- 4) F18 will allow movement back and forth between the reservations. A flag will also appear on the reservation indicating a share.
- 5) There are two ways to create a share with reservation:
  - a) Add the first reservation, press enter. Then press F8 that will duplicate the first reservation. Put an "A" in the action code and complete the second reservation. The share flag will display on the reservation and does not require a room number to link it.
  - b) Add the first reservation, press enter. Either block a room number to it or check it in. Press F8 to duplicate the reservation and then press F13 to enter the room number.
  - c) Remember when you check in a Share Reservation you must check in or pre-reg the other side of the share.

## **TRAVEL WITH RESERVATIONS**

When guests have booked more than one reservation you can link all of their reservations together. This will make it easier for you to pull up the reservations when you are checking the guests in. To create a Travel With reservation:

- 1.) Locate one of the reservations that are traveling together and then locate the next reservation. Place a T in the action field. This will link the reservations together and create a T/WITH flag on both reservations. To link more reservations locate them and place a T in the action field. Remember: Placing a T in the action field will link the reservation with the Last reservation you had pulled up. Make sure it is the correct reservation.
- 2.) To view all Travel With Reservations use the F19 function and select from the list of reservations by placing a 1 in front of the reservation you wish to display.

## **NON-REGISTERED GUESTS**

Some of our guests will request to become Non-Registered Guests (**NRG**). This means the guest does not want any information given out to anyone about his or her presence here at the Hotel Lux. If someone inquires about an NRG guest they should be told that we do not show that person registered here.

The following steps must be taken to ensure an NRG complete privacy:

- 1) When receiving a request from a guest to become a Non-Registered (NRG) be sure to explain to them that no one in the room will receive any phone calls or messages.
- 2) Verify the guest name and room number.
- 3) Enter **\*\*\*NRG\*\*\*** after each guest's last name that is listed on the reservation. No space should be added between the guest last name and the **\*\*\*NRG\*\*\*** status. This will allow PBX to see that the guest does not wish to be disturbed. EXAMPLE: Smith**\*\*\*NRG\*\*\***
- 4) Enter Y in the field next to NRG at the middle of the reservation screen.
- 5) Then call the PBX Supervisor while the guest is still at the window to inform them of the NRG request. The supervisor will need to block the room manually. We cannot do this from our end. They will also need to speak with the guest personally to confirm the NRG.
- 6) The NRG status will remain until the guest request it's removal.
- 7) All NRG that become room moved need to have the new room number called into the PBX supervisor. This is very important.

## **DISABLED GUEST**

Some of our guests will require special attention during the check-in and checkout process. In the event of an emergency, security must be made aware of all Physically Impaired guests and their type of disability. **The Supervisor's will run a report for Security each morning to be used in case of an emergency.** The following information is imperative and this procedure must be followed.

- 1) Prompt (**F4**) in the field next to **PI** (Physically Impaired) and select the type of disability. A highlighted flag will appear on the face of the reservation.

Example:	Code	Description
	H	Hearing Impaired
	M	Medical Equipment
	O	Oxygen in use
	P	Physically Impaired
	S	Speech Impaired
	V	Visually Impaired
	W	Wheelchair / Walker

## **COMMAND 11 COMMENT FUNCTIONS**

The command 11 remarks feature in the computer is set up in the computer to provide information in different manners for different reasons. This function must be, used by everyone correctly to be effective and to avoid problems for our guests and us.

When leaving messages or comments in the system there are three basic areas that we, the Front Desk, use. These are Internal Comments, Message to Guest and No Routing. Each has it's own purpose.

**INTERNAL COMMENT** – This should be used to leave pertinent information concerning the guest or the account for future reference or use. The guest does not have access to these comments; so therefore, all details should be left in this area. This function, however, should not be used to leave personal comments. When you leave comments please remember to never type anything you would not want the guest to read. Remember to always type facts, not personal feelings or views.

To leave an internal message:

- a. Type a 1 "Internal Comment".
- b. Type in your comments ending with your initials and date.
- c. Press ENTER.
- d. The typed comments will display at the bottom of the screen.
- e. A red RMK flag will be on the face of the reservation indicating the guest has comments in F11.

- 2) **MESSAGE TO GUEST** – In order to leave a message for guests that are not checked in yet, you will need to type the message in F11. This is called a text message. If a guest is checked in you may transfer the person wanting to leave a message to the room and they can leave a voice mail message.

To leave a text message:

- a. Type a 3 "Message to Guest".
- b. Type in any message needed for the guest.
- c. Press ENTER.
- d. The typed message will display at the bottom of the screen, stating the date and time the message was received.

- e. A TXT flag will be on the face of the reservation indicating the guest has a Text message.
- 3) **NO ROUTING** – Type “4” in the route to field. No Routing should be used for things that will need to be taken care of for a guest or to their records at a future point in time while the guest is in house. A report is printed each morning and taken care of by guest services. The type of information that should be entered in the No Routing field is something that needs to be done at a latter time. For example “Back to Back” reservations or “Room Rezerves”.
- 4) **CHG (Charge)** – CHG (F7) should be used for charging a rollaway, crib, refrigerator, etc.
- 5) **FIXED REQUEST** - This is used for two different purposes. The first of which is to send a message to housekeeping so they can perform a certain action. ( ex. NEWBG ) This field is also used as a shortcut for internal comments. ( ex. CPN, VOUCH, DEP etc )

Every remark / comment entered in the system should be followed by your initials and the date.

This step is very important and is needed for research purposes in case there are questions regarding what had been entered.

If you encounter a problem with a guest in which you feel there may be future comments or problems, you should fill out a voluntary statement on the incident. These voluntary statements will be kept on file to be referenced if needed. Leave a message in Internal Comments to the fact there was a voluntary done.

## TRAINING SCHEDULE DAY THREE

### REVIEW PREVIOUS DAYS

#### SUBJECTS TO LEARN TODAY

Travel Vouchers  
Billing Profiles  
Source Codes  
Check in Procedures for reservations  
Check in Procedures for walk-ins  
Response codes  
Adding a folio after check-in

#### TRAVEL VOUCHERS

Wholesale & FIT (Free and Independent Traveler) Travelers are sometime given Vouchers by their Travel Agents that are to be used as proof of payment upon arrival to the hotel. When required, Hotel Lux Accounting must have these Vouchers to receive payment and to reconcile each reservation. Wholesale / FIT Reservations will have "COLLECT VOUCHER" in the VCH field in the upper right hand corner of the reservation. Many of these programs have gone to a ticket - less system which will not require a voucher to be presented upon check in.

Proper Procedure for the Check-In Clerk to follow will be:

- 1) Pull up the Reservation, verify with the Guest and Voucher:
  - a) Arrival and Departure Date
  - b) Number of Days the guest will be staying
  - c) Number of People in the party
  - d) **DO NOT** discuss the Guest's Room Rate. This is **CONFIDENTIAL INFORMATION.**
- 2) Add an Internal Comment by typing VOUCH in the fixed request field in CMD 11.
- 3) If there are Additional Charges such as: Additional Adults, Cribs or rollaway, Upgrades, Payments will need to be collected. The following steps should be taken:
  - a) For Upgrades Charge (see upgrade procedure)

- b) All other Charges: Post the Charge as usual (CMD11-CMD7).  
If you are charging them for the entire stay do not change the date, if this is only for one night change expire date for same date.
- 5) All vouchers collected at check-in will be turned in that day by the check-in clerk with their work.

If a guest is missing their voucher or there are questions concerning the reservation, telephone Group Reservations to resolve the problem. Be sure to enter an Internal Comment as to what action is being taken to solve the problem.

## BILLING PROFILES

A billing profile is used to allocate room charges to the proper folio to ensure the correct parties pay for the assigned charges. This separates charges so that the guest pay folio will only have charges that the guest is responsible for and the other billing profile will have the charges the Casino, Hotel, Group or Wholesale Company are responsible for. Some examples are as follows:

- Package Reservations
- Casino or Hotel Comp Reservations
- Group Reservations
- Wholesale Reservations
- Wedding Packages
- Inconvenienced guests with comp profiles

Different Billing Profiles are used for different types of reservations.

### HOTEL:

- COMPA- Comp room, tax and local phone calls
- COMPB- Comp room, tax, Buffet, Café, Snack Bars, and Spa Passes for 2 people.
- COMPC
- COMPD
- COMPE
- CROOM- Comp room and tax (Sales Dept.)

### CASINO:

- ROOM- Comp room and tax
- RFL - Comp room, tax and restaurant group 3 (see below)
- RFL+ - Comp room, tax, restaurant group 2, all bars, spa entry, limo, 2covers
- RFB2 - Comp room, tax, restaurant group 2, all bars, all shows, spa entry, pool facilities (cabana, bungalow, day bed), limo, 2 covers

- RFB4 - Comp room, tax, restaurant group 1, all bars, all shows, spa entry and services, pool facilities (cabana, bungalow, day bed), limo, 4 covers
- RFBU - Comp all charges
- PLAYER RATE- \$100 off Prevailing rate

**GROUP:**

- GROOM- Room and tax to Group Master Account
- GRMBG- Room, tax and Baggage Handling to the Group Master Account
- GINCI- Incidentals to the Group Master Account
- GALL- Room, tax, and Incidentals to the Group Master Account

**WHOLESALE:**

- GROOM- Room and tax to the Wholesale Master Account
- GRMBG- Room, tax and Baggage Handling to the Master Account

There are numerous Billing and Comp Profiles, the list above includes the most common used by Hotel Lux.

**SOURCE CODES**

Source codes are utilized, by Marketing and other departments, to learn where reservations originate. This helps to target the people most likely to come to Hotel Lux. It is important to note the source code on all room and tax adjustment slips so the Night Auditor can track the source of the revenue being adjusted.

## Check-In Procedure

- A. "Welcome to Hotel Lux "
- B. "May I have your last name please. " – look up reservation
- C. Obtain photo I.D. and credit card – make sure I.D. and name on cc match
- D. Verify length of stay and number of people in room
- E. Verify or get address from guest
- F. Verify room type - go to rack and pull room over
- G. "I" the reservation – tab down to swipe field and swipe credit card
- H. Computer will jump to F-11 screen – add dl number, newbg, vchr, etc. - enter
- I. After approval the system will prompt for keys – hit enter and make keys
- J. Print registration card
- K. Place in guest hand - guest map of hotel, state pool key policy, and add additional names, get email
- L. Get imprint of Credit card only if credit card will not swipe
- M. Give back license and photo I.D.
- N. Verify rates are running correctly
- O. Have guest initial room rates and voucher line (if needed) and sign bottom of page
- P. Ask guest for bell assistance
- Q. Hand guest key packet, explain charge card and give directions to room

\*\*\*\*\* Make sure you are using Hotel Lux's Five Diamond expectation standards such as using the guests name at least three times, making eye contact, handing guest all items instead of placing on the desk, and using the correct verbiage.

## Check-In Procedure for Walk In Reservation

- A. " Welcome to Hotel Lux "
- B. Ask guest how many nights they will be staying and look up room availability (F-10)
- C. Go to "Q" screen and quote guest the rate for all nights they wish to stay
- D. Ask for photo I.D. and credit card – verify that information on both match
- E. Pull up reservation add screen and enter dates, number of people, prev rate plan , wing and room type
- F. Enter guests name, address, and fill in source code ( WI ) and reason code ( RP ) press enter
- G. F-5 to stay alive
- H. Enter to complete the reservation – make sure there is a conformation number
- I. Go to F-11 and type rates that you quoted guest - enter
- J. Go to rack and pull room over
- K. "I "the reservation – tab down to swipe field and swipe credit card
- L. Computer will jump to F-11 screen – add dl number, any remarks - enter
- M. After approval the system will prompt for keys , enter to make keys
- N. Print registration card, give guest map of hotel, state pool key policy, and add additional names, get email
- O. Get imprint of Credit card only if credit card will not swipe
- P. Give back license and photo I.D.
- Q. Verify rates are running correctly, have guest initial room rates and sign bottom of page
- R. Ask guest for bell assistance
- S. Hand guest key packet, explain charge card and give directions to room

\*\*\*\*\* Make sure you are using Hotel Lux's Five Diamond standards such as using the guests name at least three times, making eye contact, handing guest all items instead of placing on the desk, and using the correct verbiage

### **ADDING A FOLIO AFTER CHECK-IN**

You will come across various reasons why a folio will need to be added after check-in. One such case would be when a guest requests a separate folio for telephone charges.

(In such cases, it is more advisable to add and separate the folio at checkout.)

- 1) Guest pay folios will automatically build once a charge is made to the room.
- 2) Group folios will also be created automatically once a group code is added.
- 3) Comp folios or retailed incidental folios will also automatically be created once a reservation is checked in if a billing profile had been added to the reservation.
- 4) To add a folio once the guest has checked in:
  - A) Comp folio
    - a) Enter the reservation from the check out screen.
    - b) Use CMD 20, add and enter the information.
    - c) Effective date – the date the comp will start
    - d) Termination date – the date last covered by the comp
  - B) Incidental folios
    - a) Enter the reservation for the check out screen
    - b) Use CMD 20, add and enter the information
    - c) Bill code – IROOM, IPHON, are 2 commonly used folio names
    - d) None of the other information is necessary unless the guest specifies only certain dates that he would like the charges kept separate. In that case enter the effective and termination dates.
    - e) Guest pay folios – follow the above steps and enter.

## TRAINING SCHEDULE DAY FOUR

### REVIEW PREVIOUS DAYS

#### SUBJECTS TO LEARN TODAY

Settlement Methods  
Debit Card  
Changing Settlement Methods  
Canceling Reservations and Reinstating  
Stay-over Request  
Room ReZerve  
Name changes on reservations  
Tax exempt

#### SETTLEMENT METHODS

THE SETTLEMENT METHODS ARE THE WAYS IN, WHICH A GUEST MAY PAY FOR THEIR STAY. THESE METHODS INCLUDE CASH, CHECK, CREDIT CARDS OR TO BE SET UP FOR BILLING. THE SETTLEMENT METHOD FIELD NEEDS TO BE PROPERLY FILLED IN UPON CHECKIN TO AVOID PROBLEMS FOR THE GUEST DURING THEIR STAY. IT IS INDICATED BY "STL MTH" ON THE RESERVATION SCREEN AND DEFAULTS TO CSH.

- A) **CSH** – this settlement method is used for cash transactions. CSH should be used if the guest is paying for ROOM AND TAX ONLY. CSH will automatically restrict the phone lines and the use of In-Room movies once the guest is checked in. CSH should also be used when Traveler's Checks are accepted.
- B) **PIA** – this settlement method stands for "Paid In Advance". It is used in situations where the guest would like the use of their phone and movies, and leaves a \$50.00 deposit in addition to their room payment. Other charging, such as restaurants or room service is not allowed with this settlement method.
- C) **CHK** – this settlement method should only be used from the Checkout screen when posting a check as the form of payment. Using it when posting the check will indicate that a check was used and therefore any refunds must be made through the mail. Reservations should not be left with CHK in the settlement field. Any check approved for posting by the front desk must be photo-copied. Turn the copies in with your cashier sign off at the end of your shift.

- D) There are many different credit card settlement types. Following is a list of In-House settlement methods and when they should be used:
- 1) **FAX** – American Express Card
  - 2) **FDS** – Discover Card
  - 3) **FDC** – Diner’s / Carte Blanche Cards
  - 4) **FMC** – Master Card
  - 5) **FVS** – Visa Card
- E) **DIR** – this settlement method is to be used for pre-arranged bill to accounts, group settlement or accounts needing to be transferred to Accounts Receivable. DIR allows all charging to the room.
- F) **CTY** – this settlement method is used during the reservation process to enter a reservation that is guaranteed by a City Ledger Account. FIT travelers are an example of a reservation that would be entered using CTY. This settlement must be changed upon arrival of the guest to one of the previously mentioned methods. A guest folio cannot be settled to CTY.
- G) **CHG** – the charge settlement method is used on accounts such as COMPC guests who have charging privileges but no current settlement method. It may also be used in cases where credit is authorized until checkout. Folios should not be settled to this settlement method.
- H) Room Reservations also has a set of settlement methods that they use when making Advance Reservations. These settlement methods are for advance reservation settlements on credit cards. They can be identified easily because the settlement methods begin with “R” rather than “F” as front desk credit card settlements do. They are:
- a) **RAX** – American Express Card
  - b) **RDS** – Discover Card
  - c) **RDC** – Diner’s / Carte Blanche Cards
  - d) **RMC** – Master Card
  - e) **RVS** – Visa Card
- I) **PRO** – this settlement method is to be used only by the computer system. The computer uses this settlement method on guests who left a \$50.00 deposit (and were put in PIA status by a clerk) and have utilized all of the \$50.00 for room charges. PRO – payment ran out.

FAX	American Express (Begins with 37)
FDC	Diner’s / Carte Blanche (Begins with 30, 36 or 38)
FDS	Discover (Begins with 60)
FMC	Master Card (Begins with 5)
FVS	Visa (Begins with 4)
JCB	Japanese Credit Bank

- CSH Cash – Guest is paying for Room and Tax only. This settlement automatically restricts Long Distance Calls, Movies and Restaurant charging.
- PIA “Paid In Advance”. Used when a guest pays you cash of \$50.00 to use the phone and watch movies. No restaurant charges are allowed. You must post to CSH and change the Reservation Screen Settlement Method to “PIA” to open phone and movie lines.
- CHK Check is used in the Checkout Screen only, **not on the Reservation Screen**. When you post the amount on the checkout screen, use settlement method CHK. This is to indicate no refund in cash at checkout. The guest will be refunded any amount due in the form of a check from our accounting department.
- DIR Direct Bill means our accounting department will bill another party, group or another pre-established account. This settlement will allow charging in any of our shops, restaurants, phones and movies. We also use DIR with specific account numbers to transfer charges or credits under \$20.00 to our accounting department.
- CTY City Ledger accounts use this method to guarantee group reservations and wholesale accounts. You must change this to CSH upon check-in since a folio cannot be settled to CTY.
- CHG Charge settlement method allows our comp guests full charging privileges. You should not settle accounts using this settlement method.
- PRO The computer uses this settlement method on guests who left a \$50.00 deposit (and were put in PIA status by a clerk) and have utilized all of the \$50.00 for room charges. PRO – payment ran out.
- WMA This settlement method is used on all guests who are traveling with a Group and have all charges to the master with GALL or GROOM and GINCI billing profiles. Do not collect a credit card at check in from guests with all charges to the master account.
- WCR This settlement method is used for all guests who have “Waived Credit” and do not have to place a form of payment on the reservation at check-in. Please see the list of people who are authorized to waive credit on page 81.

## DEBIT CARD

There are two different types of cards being presented for payments by our guest. One is a credit card, which we are all familiar with and the second is a debit card. A debit card looks similar to a credit card, but is billed very differently. When an approval is received from a debit card, the funds are immediately deducted from the guest checking account. The words "CHECK CARD" or "CHECK GUARANTEE" are often printed on the front of the card. When a guest presents a Master Card or Visa for payment you must verify with the guest if it is a credit card or a debit card. The procedure for a credit card has not changed. Hopefully this will alleviate some of the problems that have occurred in the past.

The following steps **must be taken** when a debit card is involved:

The **debit card is not a credit card** and must be handled similar to a cash customer.

- 1) The debit card is **not to be swiped** on the "face" of the reservation. This will avoid inconveniencing the guest by pulling extra funds from their account.
- 2) The debit card must be "**hard charged**" at the time of check in on the cashier folio side of the checked in reservation, (the amount charged should also include the additional \$50 deposit for PIA status if the guest chooses).

The following procedures **must be** adhered to once a debit card is presented by the guest at check in:

- a) calculate room + tax for all nights less any reservation deposit
- b) advise guest that using the debit card "immediately withdraws" balance of room + tax from their checking account.
- c) if the guest agrees, present the PIA option of \$50 or CHG \$100 per day which is also immediate, but any unused portion can be refunded at check out.
- d) once the value of the funds are agreed upon (i.e. balance + \$50), "**hard charge**" the amount on the cashier folio by entering the calculated amount and, entering "n" for not checking out, and swiping the debit card.

By following the above procedures and swiping a determined amount on the "folio/cashier" side of the checked in reservation, an exact amount of funds is then immediately withdrawn from the guests' checking account, and a receipt can then be presented for their reference.

## Debit Card Check-In Procedure

- A. “ Welcome to Hotel Lux “
- B. “ May I have your last name please. “ – look up reservation
- C. Obtain photo I.D. and debit card – make guest aware of debit card policy
- D. Verify length of stay and number of people in room
- E. Verify or get address from guest
- F. Verify room type - go to rack and pull room over
- G. “I” the reservation and tab down to settlement method and change to “csh” – hit enter
- H. Input f-11 ( dl # ,debit, etc. )
- I. System will prompt for keys – hit enter and make keys
- J. Go to cmd L and get total amount – go to cashier side (f-3) and check for any deposit
- K. Enter correct amount and zap off csh – c/o room must be N and swipe debit
- L. Toggle back to reservation side and change settlement method to csh,pia,or chg
- M. Print registration card
- N. Make guest aware of all policies (pool key policy and add all additional guests.)
- O. Get imprint of debit card only if card does not swipe
- P. Give back license and photo I.D. – ask guest for bell assistance
- Q. Have guest initial room rates and voucher line ( if needed ) and sign bottom of page
- R. Hand guest key packet, explain charge card and give directions to room

\*\*\*\*\* Make sure you are using Hotel Lux's Five Diamond award standards such as using the guests name at least three times, making eye contact, handing guest all items instead of placing on the desk, and using the correct verbiage.

### **CHANGING SETTLEMENT METHOD**

- A. If a guest is already into the system on a credit card or cash and wishes to use an alternate form of payment prior to checkout.
- 1) Swipe the card in the system.
  - 2) Enter a question mark (?) in the authorization field and press Enter.
  - 3) The system will go out and obtain authorization for the new card for the entire length of stay plus incidentals (\$100.00 each night).
  - 4) Print a duplicate registration card and imprint the new credit card on the front. The current credit card owner needs to sign the registration card. At the top of the registration card print CC DUPE. Then you file the registration card in the box marked duplicate registration cards.

NOTE: If the guest paid by cash at check-in and wants a refund of the cash payment, obtain the guest's driver's license and post a paid out to the guest's room (make sure you follow the proper paid out procedure and have a supervisor initial your paid out).

### **RESERVATION CANCELLATIONS**

Guest are told at the time they book their reservation, that a 48 hour cancellation is required for them to receive a refund of their deposit. All future reservation cancellations should be referred to Room Reservations for processing. Reservations will take all-necessary action needed in canceling the reservation and will inform the guest whether or not they will be charged. Current day reservations can be cancelled by the front desk with a supervisor's approval. The following procedure should be followed:

- 1) Inquire as to the reason why the reservation must be canceled.
- 2) Explain the reason to a Supervisor who will determine the appropriate action to take. (i.e. Cancel, Refund, or Forfeit Deposit).

**A. TO CANCEL A RESERVATION:**

- 1) Pull up the reservation from the Reservation Locate Screen.
- 2) Tab to the Status Field and place an "X" there, which is the Code for cancellation.
- 3) Tab down to the Attention (ATTN.) Field. This Field requires an explanation to enable the reservation to be canceled.

**B. TO REFUND A GUEST:**

- 1) Follow the preceding steps in canceling a reservation.
- 2) Let the guest know they will receive either a Credit to their Credit Card or a Refund through the mail. Refunds take approximately six (6) weeks to process. (Internal comments will tell you how the Deposit was made).
- 3) Be sure to include an Internal Comment informing Reservations that a Refund is due. (i.e. "Mr. Smith canceled his 2<sup>nd</sup> room due to a family emergency. Please Refund per James Southard. LB 2/1/98.

**C. IF THE SUPERVISOR DECIDES TO CHARGE THE GUEST FOR CANCELING:**

Leave the reservation in the system as it is and guest services will process it the next morning.

**TO REINSTATE A CANCELED RESERVATION**

You must check with a Supervisor to verify room availability and to ensure that the guest is able to check in using that particular reservation.

- a) Locate the Reservation
- b) If you have used a confirmation number to locate reservation, check to see if a duplicate reservation was made under the same name. Many times the guest will make a duplicate reservation, and give the agent the wrong confirmation number at check in. This results in the guest be charged twice for one room.
- c) Replace the "X" in the Status code. I if you are checking them in.

- d) Press the Enter Key to reinstate the reservation.
- e) Enter an Internal Comment as to who reinstated the reservation.

### STAYOVER REQUESTS

Quite frequently our guests request to stay for longer lengths of time than their original reservation. The following steps should be followed:

- 1) Check availability in the system. Enter the Inventory Screen and use Option #1 - Available for Sale to determine if the future date is available. If you are unsure whether to extend a Check-out Date, verify it with a Supervisor or Manager.
- 2) If rooms are not available at the time, let the guest know that we are Sold Out but to try back on the morning of their Departure Date.
- 3) If rooms are available, check the reservation to make sure there is a form of payment for the additional night(s). If not, inform the guest that payment is required before an extension can be made to their reservation.
- 4) Once payment has been made for the additional night(s):
  - a) Change the departure date in the system
  - b) Quote the guest any rate changes (Weekend, Holidays, Conventions, etc.) and leave an Internal Comments as to the Rate quoted. Example: Departure changed from 11/1 to 11/2 rate quoted \$59...TT/11/1. This is necessary in case the guest disputes their rates.
- 5) If the room is Pre-Blocked for a new arrival, go to reservation locate screen, type in room number, tab to check in Y,O,N and type a N in that field.
  - a) Pull up the reservation that has the room blocked to it.
  - b) Verify that there are No Messages stating, "**Deathblock, or Do Not Unblock**". If either of these appear on the blocked reservation, check with a supervisor before taking that room.
  - c) Once you have an approval to unblock the room. Field exit the room number and hit the Enter key to update the Reservation. This released the room for the in-house guest who wishes to stay-over.

- d) Be sure to record the name of the guest you are unblocking so you can return to the reservation to re-block the request made.
- e) It is preferred that in-house guests not be moved. If this is not possible, be sure to let the guest know that a room move will be required. Follow room move procedures to set up a room move for the guest.

### **How to Extend a Wholesale or Group Reservations (ROOM AND TAX TO MASTER):**

1. Create new reservation for the dates the guest would like to extend by using an O in the command field. This will offset the dates and start a new reservation. This function will also automatically pull over credit card information and make the two reservations Travel-Withs.
2. In F-11 on the old reservation, put a No Routing (#4) with the text "Back-to-Back Reservation". Make sure to include the date of the new reservation in the alert date field. Also type "Back-to-Back" in the attention field on the face of the reservation.
3. Verify payment on the new IPO reservation.
  - a. If the guest is at the desk, print the registration card of the new reservation, have the guest sign and initial. Make sure you imprint the Credit card.
  - b. If you need to collect cash for the new reservation, please follow advance deposit procedure.

### **ROOM REZERVE**

#### **To set up a room change:**

- Go to the CMD field
- Place a "Z" to get to Room ReZerve.
- Put a number "1" in the OPT field.
- Make the start date the date of the room change.
- Make the end date the day BEFORE the departure date.
- Add the wing to the wing field.
- Hit "F-4" in the room field to select the new room from the rack.
- Select the room with a "1" in the ACT field of the room you select.
- Hit enter in the reserve box to confirm (room held should drop down a line)

- F-12 to get back to the face of the reservation. Yellow ReZ flag should show.
- Go to F-11 and select option 4 (no routing) in the routing section.
- Add the cancel time and the room they are moving to i.e. "to 25105 cxl 2 pm"
- Add the date of the room change in the alert date field.
- Hit enter to complete the transaction.

## **NAME CHANGES ON RESERVATIONS**

On occasion we have guests arrive requesting a name change on their reservation. The request may be made because the original guest is no longer coming or for other reasons. Changes must be verified before occurring, especially if there is money on the account.

Determine from the guest as to the reason why the change is being requested. Only the person in which the reservation was made or the credit card holder can make a name change on the reservation. The following is the procedure when the maker of the reservation is not available:

- 1) Acquire the confirmation number from the guest if available.
- 2) Explain the situation to a supervisor for approval on how to proceed. Instructions will vary depending on each individual situation.
  - a) You may be instructed to cancel the pre-existing reservation, which will send a deposit refund request through to be returned to the original guest.
  - b) You may be instructed to walk the guest into a different room and have the original guest transfer the deposit when they arrive.
  - c) If the persons name appears on the reservation as the "In Care of" party or as the Credit Card Holder, they may be added as an additional guest.
- 3) If the request is being made on a Wholesale reservation with a voucher in someone else's name, you must receive approval from Group Reservations.

Remember: Each situation is unique. Get a supervisor involved.

## **TRAINING SCHEDULE DAY FIVE**

### **REVIEW PREVIOUS DAYS**

#### **SUBJECTS TO LEARN TODAY**

Post charges screen  
Posting charges  
Room and tax postings  
Half-day room charges  
Posting adjustments  
Tickets types  
Revenue Centers  
Posting a miscellaneous revenue  
Gaming tokens / chips  
CASHIERING PRACTICE

#### **POST CHARGES SCREEN**

Charges can only be posted to the Lead Guest on a reservation. Additional names do not have a separate folio. If separation of charges is necessary, a share member reservation needs to be created.

To post charges, select CMD 14 from the cashier screen to access the post charges screen, the following information is necessary in all posting transactions.

- 1) Revenue Center – You can view all revenue centers using CMD 6. This field is necessary to establish where the charges will be accounted for.
- 2) Ticket – Total the entire amount to be posted is entered including any tax or tips.
- 3) Tax – Tax 1 is for charges other than room charges. Tax 2 is only for charges incurred that relate directly to room revenue.
- 4) Tip – Used mainly by the restaurants to post any tips charged by a guest.
- 5) Number – This should be either the ticket number that is printed on the charge slip or the room number if a pre-existing number does not exist.
- 6) Server and Covers/Pers – These fields are utilized by the restaurants.

- 7) Type – Ticket type designates what kind of posting is being performed. These can be viewed using CMD 7. Remember: “F” is for room revenue, “4” is for adjustments, “5” is for other than room revenue, and “6” is for paid outs.
- 8) Settlement method – This field is required to determine where a posting will be applied. It defaults to GST indicating that the charge will be posted to a guest pay folio. We also, on occasion, will use CTY to post directly to a City Ledger Account.
- 9) Room – If the guest is an “In House” guest, a room number can be used to direct the charge. Along with the room number, the first 2 characters of the guest’s last name are needed. If this information is unknown, Field Exit the settlement method and press enter. The guest’s name that is registered to that room will appear. Re-enter the settlement method and the first 2 letters of the last name.
- 10) Group – The group field is only necessary when posting directly to a group master account. The group code will be required here.
- 11) Owner ID – Allows posting to a guest account using the reservation ID.
- 12) Guest / Compee Name – Entering the guest name, last name first, will direct the charges. If there is more than one guest with that name, the system will pull up a list of names to select from. Posting by guest name does not require a room number, the system will provide that information. This method is used when the room has been checked out that same day.
- 13) Comp Authorization Code – If the charge is being posted directly to a comp account, the account number can be entered here.
- 14) C/L (City Ledger) Account – When posting to a city ledger number, the account will need to be entered in this field.
- 15) CC (Credit Card) Number – This information is necessary when posting directly to a credit card. It is not a practice in use at this time.
- 16) Ticket Comments – This field is used to explain the posting for further reference for both the guest and our use. All comments will appear on the guest’s folio. Be careful with your choice of wording.
- 17) Partial Amount and Tip Allocate – These fields are used to split a ticket between 2 parties and determine the amount each will be responsible for.

- 18) Distribution – The charge needs to be “distributed” within the revenue center indication what the charge was for.

## **POSTING CHARGES**

A front desk clerk’s job responsibilities include cashiering functions. These functions require different types of posting to be done depending on the situation. There are 4 basic types of postings that are performed. They are:

- 1) Room and tax revenues – Room and tax must be added manually for different reasons such as:
  - a) Half day room charges
  - b) Wrong rates requiring additional revenue
  - c) Room and tax postings to rooms checked in while the system was down
  - d) Forfeit depositsThe difference between room and tax revenue and other revenues is the tax field “Tax 2”. These differences establish it as room revenue.
- 2) Adjustments – Adjustments are a deduction from revenues already posted due to a guest dispute in amount or due to compensation being given to the guest. These charges are posted with a negative sign (-) behind them and a ticket type of 4. These adjustments are posted directly to the revenue center to offset the previous posting.
- 3) Miscellaneous revenues – Charges are incurred by our guests for things such as Valet charges, Pool charges, FAX and other items that are not able, to be posted by the system. These items must be manually posted and are categorized by their revenue center (BUS, IRW, LAU). Miscellaneous revenues use a ticket type of “5” and a “Tax 1”.
- 4) Paid Outs – A paid out is a refund of cash being given back to the guest. We issue paid outs to guests with unused cash deposits or whose deposits have had time to clear. These postings require a ticket type of 6.

## **TICKET TYPES**

Ticket types are required to post a charge / adjustment. Their use is to establish the type of posting being performed and to categorize the posting correctly for accounting purposes. These ticket types can be found by using CMD 7 from the “Post Charges” screen.

4 – Adjustment Charge	5 – Revenue	6 – Paid Outs	F – Room
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## **ROOM AND TAX POSTINGS**

Room and tax will need to be posted manually for different reasons such as:

- 1) Half day room charge
- 2) Additional room and tax
- 3) Late check-ins

To post room and tax:

- 1) From the cashiering screen select option #14 (post charges).
- 2) The following information is needed to post the revenue.
  - a) The revenue center is "**RMS**" (room revenue).
  - b) The ticket total should be the amount of room and tax needing to be posted ( $\$109 + 9.81 = \mathbf{118.81}$ )
  - c) Room and tax is always posted to Tax 2 (**\$9.81**).
  - d) The ticket number used should be the number on the ticket in the top right hand corner.
  - e) Room revenue must be posted as ticket type "**5**" to ensure proper accounting.
  - f) The settlement method is "**GST**" (indicating a guest charge).
  - g) The guest's room number and first 2 letters of their last name need to be entered to direct the charge to the correct room (John Smith, room #29203 would be entered as room number **29203** and name as **SM**).
  - h) Enter a ticket comment explaining the charge. Example: **RM/TAX HALF-DAY CHARGE.**
  - i) Distribute the charge to rooms. Only the rate of the room is entered, **\$109.00.**
- 3) On occasion you will need to post to a group master.
  - a) Locate the group code and enter it in the group field. The guest's name and room number are not used in this type of posting.

- b) Follow the rest of the above procedures except for posting the charge.
- c) The ticket comments should include the guest's name to assist accounting in tracing the charge. Example: **RM/TAX 04/10 SOUTHARD J.**

An internal comment will need to be left on the reservation indicating the reason for the charge. Example: Room and tax posted for 04/10.

### **HALF-DAY ROOM CHARGES**

When a guest requests a late check out after 1:00 p.m. a half-day charge is required for up to 6:00 p.m. A check out time later than 6:00 p.m. will require a full day charge.

To post half-day charges:

- 1) Verify the departure date in the computer and on the registration card. Make necessary changes to both.
- 2) Enter the estimated departure time into the computer from the check out screen.
- 3) Verify that there will be payment to cover all charges. Remember: include the half-day charge when calculating total charges. You will not be posting the half-day charge until the guest actually checks out. No extensions are made until payment is received.
- 4) Be sure to include an internal comment CMD 11 stating the guest knows of the extra charge for the late check out and the amount quoted. Example: Guest quoted for half day Sun-Thu \$89.95 + tax or Fri-Sat \$129.95 + tax
- 5) It will be the clerk doing the actual check out from the system who will need to post the half-day room charge.
  - a) Enter CMD 14 posting screen.
  - b) RMS is the revenue center
  - c) Type 5 is the ticket type.
  - d) Tax 2 is the correct tax area to enter the tax amount.

- 6) On a half-day checkout, once the guest has left the room and it has been checked out of the system, we then go to option 12 on the very first sign on screen and update the room to dirty.
- 7) Checkouts later than 6:00 p.m. that are being charged for a full day rate should be left in the system, exceptions may be made by a supervisor or manager.
- 8) Be sure that half-day charges that are applied to guests with group codes have their charges applied to the guest pay folio.

### **POSTING AN ADJUSTMENT**

Adjustments are postings done to reverse an error on a guest's account. Adjustments are some times done to offer compensation to the guest for an inconvenience they have suffered or for rate changes made to the account. Adjustments require detailed explanations in internal comments to keep an accurate record of the guest's billing.

To post an adjustment:

- 1) Enter the post charges screen using CMD 14.
- 2) Adjustments should be done to the same revenue center that the original charge was posted to (Forfeit Deposit adjustments are done to RMS).
- 3) Enter the total amount to be adjusted, plus tax, followed by a negative.
- 4) Break out the tax followed by a negative sign (-). Remember: room revenue adjustments are a tax 2.
- 5) Use the pre-printed number on the green adjustments slip as the ticket number.
- 6) Adjustments are posted to ticket type 4. On your preliminary report it will say adjustments under ticket type.
- 7) Enter the guest's room number and first 2 characters of their last name.
- 8) Be careful with your wording on ticket comments. These comments appear on the guest's folio. Keep specific details for the adjustment in CMD 11.
- 9) Distribute the amount of the room charge, only to rooms.
- 10) Enter an internal comment, CMD 11, to explain in detail the reason for the adjustment.
- 11) Fill out a green adjustment form with a full explanation for the adjustment. Please be sure to add the source code on the slip. (Guest Inconvenience is not an adequate explanation)

**All adjustments and paid outs must be signed and approved by a supervisor (up to \$500.00), Hotel Manager up to \$1000.00, or Vice President of Hotel Operations ( \$1000.00 or more.**

\*\*\* The front desk does not post either revenue or adjustments to guest folios if the guest has been checked out prior to the last completed date roll. The accounting department must complete these types of posting.

### **GAMING TOKENS / CHIPS AND CHANGE**

Gaming tokens and chips can only be accepted **in the Gaming Area**. They will not be accepted in Non-Gaming areas. Example: Restaurants, Bars, Gift Shops, Retail Shops or payment of Hotel Charges. This means that a guest **cannot** pay their Hotel Bill with Gaming Tokens or Chips.

**FEDERAL AND STATE LAWS PROHIBIT THE ACCEPTANCE OF GAMING CHIPS AND TOKENS FOR ANY PURPOSE OTHER THAN GAMING.**

When Gaming Chips or Tokens are presented for payment, direct the guest to the casino cashier. Signs will be posted in a conspicuous manner to notify our customers of the law in this area. This policy must be strictly adhered to.

Change should not be made at the Front Desk for Casino purposes. There are change booths and change cashiers on the casino floor for this reason. Direct all players to a change booth to redeem any coin they are wishing to change in.

## **TRAINING SCHEDULE DAY SIX**

### **REVIEW PREVIOUS DAYS**

#### **SUBJECTS TO LEARN TODAY**

Posting a paid out  
Check out procedures  
Disputed codes and descriptions  
Cash out procedure  
Front desk cashing out and balancing  
Balancing settlement receipts  
Balancing paid outs  
Balancing revenue centers

#### **POSTING A PAID OUT**

A paid out is done to refund money due a guest. The paid out can be processed anytime during the guest's stay. It is imperative to verify that the credit on the account is due to cash being paid by the guest before paying out the money.

Credits can be due to a credit card posting or payment by a check. These types of credits cannot be refunded over the desk. Credits due to a payment on a credit card must be applied to that credit card. Credits due to payment by check will be refunded through the mail.

To post a paid out:

- 1) Verify the type of payment that was made (cash, credit card, check).
- 2) Obtain the cash receipts given to the guest and/or the guest's identification. The person receiving the refund must be the registered guest in the room.
- 3) Enter the post charges screen using CMD 14.
- 4) Paid outs do not require a revenue center. Paid outs are a cash transaction, they are not a revenue.
- 5) Enter the total amount to be refunded to the guest. A negative sign is not used since a paid out is a debit to the account.
- 6) Use the pre-printed number on the paid out slip for the ticket number.
- 7) A "6" is to be used as the ticket type.
- 8) Enter the guest's room number and the first 2 letters of their last name.
- 9) Enter ticket comments for the reason for the paid out. Example:  
Phone deposit.
- 10) A paid out voucher should be filled out with an explanation for the paid out, the guest's ID number and the voucher must be signed by the guest receiving the money before the money is refunded.

- 11) All paid outs will need a supervisor's approval before being paid out. All others will require a supervisor's signature before closing out your shift !**

### **CHECK-OUT PROCEDURES**

- 1.) Invite guest to window
- 2.) " May I have your room number please "
- 3.) Verify with the guest the total on the account ( i.e. – Mr. Jones, I show your balance as \$500.00 , would you like to apply that to the credit card on file ) - This will give the guest time to ask to see the bill if he/she thinks the balance is incorrect.
- 4.) If guest agrees that everything is o.k., ask guest if he/she is all through with the room.- if yes then finish check out process by typing the amount the guest owes in "amount paid" field – tab to " check out room Y/N " field and check Y.
- 5.) Print guest pay folio and give to guest
- 6.) Thank guest for staying at Hotel Lux ( Mr. Jones )

\*\*\*\*\* Make sure you are using Hotel Lux's Five Diamond standards such as using the guests name at least three times, making eye contact, handing guest all items instead of placing on the desk, and using the correct verbiage.

If a guest comes down to settle their account but has not actually vacated the room, you must leave comments in CMD 11 briefly explaining the circumstances. This will avoid an extra nights room and tax running and having the guest dispute that charge.

### **DISPUTE CODES AND DESCRIPTIONS**

**L/D MM YY** – long distance disputed account

**LOC MM YY** – local calls disputed account

**DMB MM YY** – disputed mini-bar

**DMV MM YY** – disputed in room movies

**DHS MM YY** – disputed high speed internet

**DFB MM YY** – disputed food and beverage for Hotel Lux outlets

**DLO MM YY** – disputed leased outlets

**DMS MM YY** – disputed miscellaneous

The following procedure should be used when a guest disputes a food or beverage charge on their account:

- 1) Access the guest pay folio by CMD 18 from the check out screen.
- 2) Print the guest pay folio and have the guest sign next to the item of dispute.
- 3) Give it to a supervisor. If the guest is on the phone, pull the registration card and take a copy of the guest signature to be sent with the folio to Accounts Receivable.
- 4) Line transfer the disputed charge to correct disputed code. (Example DFB1202)
  - a) Select the correct line number.
  - b) Enter a “Y” in the field – Do you wish to transfer this ticket to another guest (Y/N).
  - c) Hit enter.
  - d) The next screen is a locate screen. Tab down to the group code field and enter the correct disputed code.
  - e) The system will then give you the option to transfer the entire amount or a partial.
- 5) Enter an internal comment as to where the charge was transferred and why.
- 6) The guest will sign the folio and send it to the Accounts Receivable office to be researched.

Be sure that the address on the guest’s account is a current accurate one in case we need to re-bill the guest

### **FRONT DESK CASHING OUT AND BALANCING**

- ❑ Count your cash and fill in the appropriate amounts on your Bank Issue/Return Form. After filling out your form, add up all of the amounts to double-check that your total is correct.
- ❑ Go to the Cashier Sign Off screen. Enter the appropriate amounts. For cash, make certain you type in the amount that appears in the “Net Revenue” box

on your Bank/Issue Return form. Run only your Preliminary Report at this time (F10).

- ❑ Retrieve your Preliminary Report.
- ❑ You must have a handwritten receipt for each transaction. Run a tape totaling your cash/check receipts and attach the tape to your handwritten receipts. The total on your tape must match the amount on the “Total Cash” (not the “Total Cash Settlements”) section on your Preliminary Report. If you are missing any receipts, you must rewrite a ticket for the transaction and run a new tape. Verify that there are no totals for Charge VIP, Comp, Paid In Advance, or Payment Ran Out. If there are, these transactions must be backed off and reposted as cash.
- ❑ Run a separate tape totaling your paid out tickets and attach the tape to your paid out tickets. The total on your tape must match the amount on the “Less Paid Outs” section on your Preliminary Report.
- ❑ Run tapes totaling your revenue centers. The tapes must total your tickets by revenue center, not by ticket type. For example, if you have 2 Room Charges (\$107.91 & \$53.96), 1 Room Adjustment (\$54.50), and 2 Interactive Movie Adjustments (\$29.99 and \$29.99), your tapes would look like this:

RMS	+107.91	IMP	-29.99
	+ 53.96		<u>-29.99</u>
	<u>- 54.50</u>		-59.98
	107.37		
- ❑ Match the revenue center totals to each revenue center total on your Preliminary Report.
- ❑ Once the revenue center totals are verified, make certain that each ticket is the correct ticket type.
- ❑ Be certain that all of your adjustments are negative amounts and your room charges or revenue are positive amounts.
- ❑ Once you have verified that your work is correct and you have balanced against your Preliminary Report, turn the Preliminary Report in to the appropriate box. Please do not turn any work in with your Preliminary Report.
- ❑ Return to the Cashier Sign Off screen. Enter the appropriate amounts. For cash, make certain you type in the amount that appears in the “Net Revenue” box on your Bank Issue/Return form. Remember that if you have a cash variance, it must show in the variance column. Run your Cashier Sign Off report (F15).
- ❑ Fold your work inside your Cashier Sign Off report and secure it. Drop it in the Final Work box.

## IMPORTANT POINTS TO REMEMBER

- ❑ If you are unable to get your Cashier Sign Off report to print, please turn your work in to the Cashier's Sign Off box with your Preliminary Report. Leave a note for the night auditor explaining that you were unable to obtain your Cashier Sign Off report.
- ❑ If you are unable to get your Preliminary Report to print, **DO NOT SIGN OFF YOUR CASHIER ID**. Turn your work in with a note for the auditor explaining that you could not get your Preliminary Report to print, and the Night Auditor will run your Preliminary Report and Cashier Sign Off report for you. Your reports cannot be run for you if you sign off your Cashier ID. If the problem occurs on a regular basis, please see a manager or the night auditor for further assistance.
- ❑ If you have a cash variance, even if it is only \$.01, it must show on both your Preliminary and Cashier Sign Off reports.
- ❑ If you receive an approved check, money order, or a Mandalay Bay Gift Certificate as payment, you must make a photocopy to turn in with your work. The actual check or gift certificate must be dropped with your cash.
- ❑ If you have disputed phone calls, they should be line transferred to the appropriate disputed account whenever possible. If you are adjusting off only part of a call, you can line transfer a portion of that amount. It is not necessary to post a ticket unless you specifically receive a supervisor's approval to do so. If you are unsure about how to line transfer only part of a ticket, please see a manager or supervisor.
- ❑ Only revenue center RMS uses Tax 2, which is a 9% tax rate. All other revenue centers with tax use Tax 1, which is a 7.75% tax rate.
- ❑ On your Room Adjustment tickets, you must have a reason for the adjustment, such as "Adjusting to quoted rates", "Adjust due to guest inconvenience", or "Adjust to player's rate". Unacceptable explanations include "Room Adjustment" or "Adjust per (supervisor's name)".

- If you are working in guest services and posting revenue for various revenue centers, such as IRW or BUS, please write one white Miscellaneous Charge ticket showing the total posted to that revenue center. It is not necessary to write one ticket for each posting as long as you have appropriate back up (log or ticket). Also, please be sure to run a tape totaling all of your charges for that revenue center.

This is **acceptable**: 5.32+

5.32+  
5.32+  
5.32  
21.28

This is **unacceptable**:

5.32 x  
4  
21.28

**REMEMBER...THE MAJORITY OF MISTAKES CAN BE FOUND ON YOUR PRELIMINARY REPORT AND CORRECTED BEFORE YOU SIGN OFF, SO ALWAYS CHECK YOUR PRELIMINARY REPORT BEFORE YOU RUN YOUR CASHIER SIGN OFF!**

**BALANCING SETTLEMENT RECEIPTS**

No posting should be done to “CHG”, “PIA”, “WCR”, or “WMA” (charge, paid in advance, waive credit or all charges to the group master).

“CHK” and “CSH” are the settlement methods you will be balancing to. Any other settlement method is unacceptable and should be corrected before signing off.

The total of your settlement methods may be found on the first page of your report marked “TOTAL” under “CASH SETTLEEMNTS”. The tape on your receipts and this figure must match exactly. Please double-check these totals.

Do not include the amount of your bank or paid outs on the settlement tape.

If you are out of balance, a detailed listing of settlements start on page 2 of the first section of your report. Use this to find which receipt you may be missing. If you notice that on your report some of the cash postings have a credit card number instead of a name, it is because the credit card number must be field exited from the settlement screen (when changing the method of payment) before posting. This will allow more ease in balancing as the room number is not displayed and when no name is accessible the reservation number can only retrieve a posting.

Either a handwritten receipt or a copy of the folio is acceptable when turning in your settlements.

## **BALANCING PAID OUTS**

The total of your paid outs is listed on the first page of your report. A detailed report may be found under the settlement method "GST" in the first section of your report.

Paid out vouchers must be initialed by a supervisor prior to turning them in.

All paid outs should be posted to ticket type "6", it does not matter what revenue center shows on the posting screen as it is not affected.

## **BALANCING REVENUE CENTERS**

If you look closely at your report you will notice on the last page there is a breakdown of the guest ledger by revenue center. It is important that you obtain and turn in this section. Comparing your work to this section is the only sure way to balance revenue centers. When there are adjustments (credits) and revenue postings (debits) to the same revenue centers, they must be added together to balance.

Adjustments should always be separated from charges and have their own tapes on them. They should include a full explanation as to why the adjustment is being done. Okay per Tina is **not acceptable**.

When entering an external ticket number, enter the number preprinted on the voucher slip as your ticket number. If there is no number, as in the case of room vouchers, use the room number instead. Please do not use your name or initials.

Make sure that you not only check for a correct revenue center but also look at the ticket type.

## **BALANCING "MSC"**

Your voucher must give a description of the charge and attach any backup given to you by the supervisor. Damage to the room being charged to the guest is a common miscellaneous charge. Use ticket type "5".

### **BALANCING "RMS"**

All postings to RMS must be done under ticket type "F". "F" will show on your report as room charge while a "5" will show as revenue. On adjustments use the ticket type "4". All room tax must be entered in the "Tax 2" field. Using option #6 from your cashier sign on screen will enable you to view the tax breakdown of your postings. This breakdown information is not available on your sign off report. A complete explanation is required. Acceptable are half day rate, additional revenue, rate ran at \$69 should be \$59 for 1 night, picked up revenue for (date), late check in, etc.

### **BALANCING "IMP"**

When adjusting off interactive movies, you need a green allowance voucher. The revenue center is "IMP", a (-) must follow the amount you are adjusting off. Ticket type is "4" on all allowances or adjustments.

### **BALANCING "CASH TURN IN SLIP"**

It is helpful when entering your amounts on the turn in SLIP YOU STAY WITHIN THE CORRECT COLUMNS. Writing over your figures is not acceptable, even with an initial, as the third copy will be illegible. Instead, please draw a line through the error and write the correct amount to the side. If there are any changes made at the cage, make sure the third (pink) copy is legible and return to the desk to correct your yellow copy, as both should reflect the same total. The yellow copy of your cash turn in slip goes with your work. The white and pink copies will go to the cage with your money. Night audit will retrieve these to verify your drop amounts.

### **GENERAL INFORMATION**

Allowances and adjustments are the same. They are all ticket type "4" and require the same green voucher no matter what revenue center. A supervisor must initial these. Paid outs are ticket type "6" and do not require a revenue center. All paid outs must be initialed by a supervisor. The order of your tickets should match the order in which you ran your tape as they are compared to one another by night audit and accounting.

Tapes attached to vouchers should include:

- 1) Clerks last name and 1<sup>st</sup> initial
- 2) Date
- 3) Revenue center such as RMS, BAG, VAL

## TRAINING SCHEDULE DAY SEVEN

### REVIEW PREVIOUS DAYS

#### SUBJECTS TO LEARN TODAY

Prepared Room Program  
Green Program  
Downtime Check-in  
Convention VIP Pin Members  
Review Customer Service Standards  
Hotel and Casino Reservation Deposit Policy  
Waiving Credit  
Players Club Info  
Various Hotel Policies

#### **PREPARED ROOM PROGRAM**

The following procedures apply for each department to follow in the assigning of guest rooms:

**Front Desk-** The registration process will remain the same for all guests unless the room is in an unprepared status. We will continue to utilize clean rooms until inventory is depleted. If the room is unprepared, these procedures will be followed:

1. Inform the guest that the room type requested is available but not yet prepared.
2. Register the guest and have guest complete all necessary documentation.
3. Present guest keys but **DO NOT indicate the room number**, if the room is not prepared. Issue the guest a key packet including the room confirmation insert and the charging verification slip, do not include the registration card charging slips. Advise guest that the insert provides them with the information required to receive room assignment. Explain the process as well. Guests can reach guest services at any time from any phone for the current status of their room.
4. We will refer to the confirmation number as the verification number (ex. EX521). When the guest calls, we will confirm name, address, and ask for the verification number written on the insert card. After all information has been verified and confirm the room is prepared, we will disclose the room number and wish them a pleasant stay.
5. Advise guest that the room will be available by 3:00 p.m., but they are encouraged to call earlier to inquire on the room status.
6. If the guest left a deposit, advise them they have full charging privileges while the room is being prepared. Inform them of the procedure of presenting the charging verification slip to outlets in order to charge to their room.

7. Please inform guests they have access to all establishments while room is being prepared.
8. Offer guest assistance with bell service and the storage of luggage until room is prepared.
9. Place "NEWBG" fixed request in F-11.
10. If a guest approaches your window with keys inquiring about room number, please verify room is prepared before disclosing room number.
11. If for any reason a room change is necessary, guest will need to return to the front desk for new keys.
12. It will be the responsibility of the managers and supervisors on duty to monitor the room inventory in order to maintain the balance of prepared rooms on the rack and out of order at all times.
13. These procedures will apply after 1:00 p.m. only with Hotel Manager or MOD approval. Graveyard will maintain current procedures.

### **Guest Services**

1. Any call answered through the room designation line will read "Room" on the display window of the telephone.
2. Ensure a proper greeting is always utilized.
3. Guest will inform you they are inquiring on the status of their room.
4. Verify name, address, and verification number on the Room Confirmation Insert. Ensure room is prepared before disclosing room number. Provide directions to room and wish the guest a pleasant stay.
5. If the room is not yet prepared, politely instruct the guest and encourage them to call again soon. If you determine the GRA is currently servicing the room, inform the guest the room is being serviced at this time and please call back soon. If the guest inquires what time it will be completed, advise them it will be available by 3pm.
6. If a room change is required and the guest does not have their room number or bags, guest will need to return to the front desk for new keys.
7. Upon 3pm, if the room assigned earlier is still not clean, room change to a room that is already prepared.

### **GREEN PROGRAM**

The Green program is a water conservation program with the purpose to save water consumption and energy. Many prestigious hotels are participating with successful results. This program has been designed to protect our natural resources, but also has the added benefit of potentially lightening the work load of the GRA's as well as cutting the properties utilities expenses. There are two different options: OPT OUT FULL and OPT OUT PARTIAL.

The program details are as follows:

Hotel Lux is adopting the 'OPT-OUT FULL', will require no guest interaction:

- Linen is changed upon check out or on the third day of their stay. Towels that appear soiled or are left on the floor or bathtub will be replaced.
- Pillow cases will be changed out daily.
- Program applies to all deluxe rooms, Honeymoon and Executive Suites. All Penthouse level suite linen will continue to be changed daily.
- Guests will still have the option of having linen changed out daily by simply contacting Guest Services/Front Desk.

As always, our goal is to maintain the highest levels of service while operating as efficiently and productively as possible.

## **DOWNTIME**

### A) Check-in Downtime

- 1) The most important thing to remember during system downtimes is to imprint the credit card on the front of the registration card. This is the only record we have to add the correct credit card number to the reservation after the system comes back up.
- 2) Follow all current down time procedures to assure proper check-in processes information are complete. Remember: Keep all down time work separate so that it may be input correctly once the system comes back up.
- 3) Once the system comes back up, all work must be input immediately using all correct information from the guest. Authorization will be obtained once the reservation has been put in "I" status. If a referral or denial is the response, it must be followed up on at that time to obtain proper payment.

## CONVENTION VIP PIN MEMBERS

Convention and Group guests are one of the major markets we have at Hotel Lux. We wish to treat these guests with the utmost customer service during their stay. In an effort to recognize the Key decision-makers with each group, we have the VIP Blue Pin Program. Please familiarize yourself with the following key elements:

Individuals wearing this pin should be afforded the highest level of service in all areas. Questions or concerns presented by an individual wearing this pin must be immediately answered or corrected on request. A blue "VIP" lapel pin will identify these individuals.

The following is a description of the standard service level for this program:

- ◆ Guest's room/suite will be pre-blocked and checked by housekeeping, engineering, and Convention Services prior to guest's arrival.
- ◆ Guest will check in at the Invited Guest window at the Front Desk (unless pre-keyed and bypassing check-in).
- ◆ Guest will receive complimentary round trip limousine service to and from the airport.
- ◆ Guest will receive Housekeeping service twice daily and nightly turndown service.
- ◆ A convention Sales Manager or Convention Services Manager will personally escort the guest to their room/suite.
- ◆ Guest will receive a complimentary pass to utilize Spa Facilities (not inclusive of services)
- ◆ Guest will receive USA Today and Wall Street Journal each morning.
- ◆ In room food and beverage amenity as determined by Convention Services Manager.
- ◆ VIP pin for recognition throughout hotel. (Pin is given by Convention Services Manager).
- ◆ Welcome letter from Vice President of Hotel Operations and Vice President of Hotel Sales.

This pin will provide instant recognition throughout the hotel to employees and act as a standing VIP line pass and allow VIP seating in select restaurants.

Those guests that have been selected to wear the exclusive Convention VIP blue lapel pin will have their names placed in a special section of that groups resume. Once these individuals have been noted, the following information will be added to their reservation by Group Room Reservations.

Following the guest's last name on the face of the reservation will be the symbols: Asterisk "PIN" Asterisk.

Example:

Last: SMITH \*PIN\* First: JOHN

The sole purpose of this procedure is to serve as a signal over the phone and in the computer system to all of those employees who do not have the ability to see the guests face to face to notice the VIP pin.

Please remember that the VIP pin program is specific to the recipient and one guest.

## **HOTEL & CASINO RESERVATION DEPOSIT POLICY**

Casino customers on RFBL and above status who do not put up a credit card upon check-in, will be downgraded to Room Comp only status and be required to put up \$50 or \$100 deposit per day for phone calls and movies (PIA). They will not be able to sign any charges from food and beverage outlets or retail outlets to their room and will need to see a casino host for individual hard comps. If a customer refuses to put up the \$50 or \$100 you may check them in but they may not have phone or movie privileges.

\*Please note that you are still required to collect either a credit card or \$100 per night deposit for all non-casino COMPA, COMPB, COMPC, COMPD, and COMPE reservations. If a credit card or \$100 dollar per night deposit is collected all charging privileges may be activated. If no deposit is given the guest may not check-in.

1. If a casino host is not available on graveyard shift, the customer will need to see a Pit Boss or Casino Shift Manager to receive individual hard comps.
2. Only those individuals who are authorized to waive credit may approve exceptions to the above policy.
3. Please refer all casino customers who do not comply with this to a VIP Services Supervisor or a Casino Host.

### **NEA Rooms**

Often times, front desk agents will have to upgrade a reservation to a larger room because there were no other available rooms at the time of the guest's check in. If a reservation must be upgraded to a larger room/suite at no additional charge, you must get supervisory approval before upgrading the reservation. Once the reservation has been upgraded, the front desk agent must print a copy of the guest's registration card and give it to a supervisor so they may place the room on the NEA list.

If a reservation is upgraded to the Penthouse/Concierge floors, the guest will not be given access to the penthouse lounge. When the keys are processed for these reservations, the computer will prompt you with "Concierge Lounge Access – Y/N". The front desk agents will type an "N" in this field to deny lounge access to NEA guests. After a guest has been upgraded NEA you must type comments stating such in Guest Services.

As a reminder, view rooms are considered upgrades and should be treated as such. This means that you may not use view rooms for standard rooms during check in. There may be instances when you may use view rooms as standard rooms. These types of instances include:

- Break messages
- Pre-shifts
- Told by a Manager/Supervisor directly (must include comments in f-11)

If you have special circumstance that requires that a guest have a view room, please ask a supervisor and document it in F-11 if approved.

There are two new fixed requests that are now added.

**NEA – SUITE UPGRADE NO CHARGE, NEA**

(This is for guests who were NEA'd for their entire stay)

**NEA1 – SUITE UPGRADE NO CHARGE 1 NIGHT ONLY, GUEST MUST MOVE**

(This is for guests who were NEA'd, but must move after 1 night)

**NEATH – SUITE UPGRADE FROM MANDALAY BAY TO THE HOTEL  
NEAMB – SUITE UPGRADE FROM THE HOTEL TO MANDALAY BAY**

These fixed requests will replace the current NEA procedure. Under this new procedure, if a guest receives an NEA upgrade, you are to put NEA on the attention line and in F-11 enter one of the above fixed requests. You no longer have to print a registration card for the supervisor. Failure to follow these procedures will result in progressive discipline.

**Room Tours**

Room tours are done daily at 11:00am at Hotel Lux based upon availability. The front desk agent will show a standard room, a honeymoon suite, executive suite, and a parlor suite at Hotel Lux. Unfortunately, due to the ambiance and space constraints of the spa we cannot tour it.

**Bell Assistance**

If a guest requests bell assistance at the front desk, the Agent is to call the Bell Captain's line, 77106 to request assistance for the guest. The first available Bellperson will come immediately to the Front Desk Agent's window. In the event

the guest decides to leave the window before the Bellperson arrives, the Agent must inform the Bellperson where he/she is to meet the guest.

### **Employees Family and Friends Rates**

Hotel Lux employees will be offered an “Employee Family and Friends Room Rate” to enjoy our beautiful property at a reduced rate, based on meeting the guidelines of the prevailing rate and availability.

Please be advised that we will require all agents to fill out a reservation request form when requesting a reservation for you, friends, or family members. The reservation form must be completed and forwarded to the Hotel Lux Room Reservations Department. **This form requires the approval of the Department Head prior to forwarding to Room Reservations.** The approved form can either be sent via-email to MBH-Room Reservations Supervisors or faxed to 632-7228.

### **Break Slip Card**

The break slip card must be punched when the Agent arrives to the desk to start their shift, at the start of their break, end of their break, at the start of their lunch, the end of the lunch, and at the end of their shift. These slips will be monitored on a daily basis, if it is determined that an Agent is continually late from their breaks or that their slips are frequently incomplete, progressive discipline will be issued.

### **Out of Order/Off the Market**

If a room needs to be placed out of service for any reason, that room must be placed Out of Order. Off the market should not be used unless advised to do so by a Hotel Operations Manager.

### **Vending Machine Refunds**

Vending machine refunds are given at the cashier cage. Direct the guest to the main cashiers cage in the casino for full refund.

### **Non-Registered Guests**

Non-registered guests (NRG) are guests that do not want anyone to know that they are staying, will stay, or have stayed at Hotel Lux. Absolutely no information about this reservation is to be given out via phone, fax, or mail. If a person inquires about an NRG reservation, they are to be told that there is no guest registered in the hotel under that name.

If a guest wants to be placed in an NRG status, they must be informed that absolutely no telephone calls will be put through to the room even if the person states that it is an emergency or if the guest calling has the room number. If the guest agrees, type **\*\*\*NRG\*\*\*** after their last name, type a “Y” in the NRG field of the reservation, and call a PBX supervisor to inform them that the guest is NRG.

### **Casino/Corporate Reservations**

VIP Services inputs and maintains all casino reservations. If guests would like to change their Casino reservations at check in, or are questioning their comp status, please call VIP services to facilitate the change. If VIP Services is closed, inform the guest that we will call the guest the next morning to confirm the change. VIP services is currently open from 7:00am to 12:00 midnight every day. The VIP Lounge is open from 7:00am – 12:00 midnight Sunday through Thursday and 7:00am through 1:30am on Friday and Saturday.

Corporate reservations will have the name of the corporate contact listed on the company line of the reservation (please refer to the list of corporate contacts posted in guest services). If the guest has any questions about the rates, dates, or comp status of the reservation, please inform a Supervisor immediately.

### **Future Reservations**

All future reservations must be input by room reservations unless approved by a supervisor or manager. Future reservations are not to be made at the front desk.

### **Issuing Extra Keys**

Extra Keys will be provided to guests when requested. The guest must provide proper identification before we issue the extra key (i.e. Driver's License, Passport, etc.) Please remember to add the additional person charge when applicable. The charge is \$35 per key. Check the account to see how many keys have been issued.

### **Early Check Outs**

When a guest comes to check out of their room after 6 pm the night before their departure date, first verify if they are all through with their room. If the guest is leaving at that time, figure out the room and tax for the night and add it to their guest pay total. Charge the guest that total amount but do not check the room out. This will make the guest pay total a credit for what ever the room and tax is running that night. Explain to the guest that the room and tax does not post to their account until approximately 4:00 am but when it does the charge will offset the credit and give them a zero balance. Print out receipt and thank the guest for staying at Hotel Lux. Toggle to face of reservation and print out a registration card. Call housekeeping department and tell them you have an eco and give them the room number. Be sure to get the name of the housekeeping agent you talked to. On the registration card, write "ECO, the name of the housekeeping agent, and the time you made the call". Go to f-11 screen and put "ECO" in the fixed request area. Update the room to vacant and dirty and give registration card to supervisor on duty.

### **Pool Key Policy**

Due to the overwhelming popularity our award winning pool and beach, each individual who enters the area must have a key. No exceptions. All children 14

and under are allowed access with the key of their parent or guardian. Agents at check in must inform all guests of this policy.

### **Extra Day Off Requests**

All requests for Extra Days Off must be date and time stamped prior to turning them in for approval. Any requests that are not date and time stamped will not be approved, and they will be given back to the front desk agent, regardless of when they were submitted for approval.

### **Gift Cards**

Hotel Lux Gift cards can be purchased and loaded with various denominations at some of our retail shops. On the back of these gift cards is an “800” number that must be called to verify the actual remaining funds available. These cards can be used for payment at check-in or out. It is always advisable to verify the funds via “800” number prior to “**hard charging**” the gift card. Some groups and large conventions have given their delegates these gift cards to be used throughout the guests’ stay.

### **Age Requirement / Check-In**

It is our policy that guests must be at least 21 years of age to register as a guest at Hotel Lux. Under no circumstances should we make a reservation or allow a guest under the age of 21 to register at Hotel Lux. Exceptions to this must have the approval of the Manager on duty.

### **Employee Drop Off Area**

It is imperative for the safety of everyone that all employees are dropped off on the 6<sup>th</sup> floor of the parking garage. Human Resources has special parking tags that will give the employee or whoever is dropping them off temporary access to the 6<sup>th</sup> floor if needed.

### **Memo Board / Agent Initials**

You must initial for your memos on the memo initial sheet located on the memo board in guest services. Checks for your initials will be done on a monthly basis. It is your responsibility to check the memo board and initial for new memos daily.

### **Foundation Room Access**

Any guest booked in a suite will have access to the House Of Blues Foundation Room Sunday through Thursday. When checking in a guest booked in a suite please issue a Foundation Room Access Card and write all the information on the back of the card.

When upgrading a guest to a suite at the front desk Sunday through Thursday you may offer the access card to the guest. Only one card should be issued per reservation. The card will grant access for the lead guest and an additional person. When upgrading or walking in a guest with a suite reservation, please enter BLUES as a fixed request in CMD 11. This will allow us to print a report for the HOB to verify.

### **Empowerment Guidelines**

The Front Desk Agents have the greatest amount of direct customer contact. Customer satisfaction can be increased by empowering you to handle guest requests or concerns immediately, rather than relying on a Supervisor or Manager for approval. The following empowerment guidelines have been established to afford each Front Desk Agent to make the necessary adjustments to a guest's reservation. Front Desk Agent's will be empowered with up to \$150 compensation for each guest. This will include:

- 6pm check out when granted the night before or day of guest's departure as long as occupancy is not above 80%.
- Complimentary upgrades to Honeymoon and Executive suites based on availability at Hotel Lux.
- If we are in a situation where we are upgrading to the penthouse suites at either tower it is ok to upgrade one or two night reservations based on availability with a Supervisor's assistance.
- Long Distance and Local calls may be transferred off the guest's folio to the correct dispute account as a form of compensation.
- Complimentary Spa Admission.
- Spa treatments are allowed only if they have already been charged to the guest pay folio and are under \$150.00. These must be approved by a Supervisor or Manager and are to be used only if all other means of compensation have been offered.
- Food and Beverage from Hotel Lux owned outlets. (See attached)
- Room and tax for Hotel Lux may be comped as long as the room rate is below \$150.00.
- Room and tax for Hotel Lux must be adjusted off if the room rate is above \$150.00.
- A one night return stay may be offered if the guest is not responsible or is being reimbursed for room, tax and incidentals with Supervisor's assistance.

### **Exceptions:**

- High Speed Internet, Movies, Private Bar, In Room Water and Fax charges should not be disputed as a form of compensation.
- Alcohol, Retail Charges, Theater Tickets, Cabanas, Food and Beverage from Leased Outlets, Limos and Club Entry may not be adjusted or comped.
- Compensation is never offered when bodily injury or guest property damage is involved. In these cases, direct the guest to a Supervisor so that they are aware of the situation. The guest will then be referred to Security to ensure that a report is completed. Risk Management will then determine if compensation is warranted. In some cases, the Supervisor will determine to issue compensation for service related reasons.

- Do not use empowerment for personal use. Abuse of empowerment will result in disciplinary action up to and including termination. Tracking procedures will be in place to monitor compensation given to guests.

#### **Procedures:**

- A detailed message is required in F-11 and must be added whenever compensation is offered. The message should include the type, amount and reason for compensation.
- A fixed request "POWER" has been created for tracking purposes and should be placed in F-11 on all guests that were given compensation.
- The Housekeeping/Engineering Log has been revised and now has an Empowerment section where you must document all compensation given. See attached.
- When offering complimentary upgrade, treat it as an NEA. The "NEA" fixed request must be added to note the upgrade for inconvenience.
- A generic comp number has been created for all Front Desk agents to use. See attached.
- If compensation goes beyond empowerment limit, seek Supervisor/Manager assistance.

#### **Keep in Mind:**

Compensation should fit the guest's concern. If you let the compensation fit the issue the guest will be more likely to feel that you are truly concerned with and want to fix the issue at hand instead of handing out compensation just to appease the guest. Each complaint is important and unique and must be approached as if it is being heard for the first time even though you may hear it several times.

- If a guest is asking for a Supervisor or Manager right away:
  - Take initiative to solve the issue prior to seeking assistance.
  - Reassure the guest that you are empowered to handle their concerns
  - Instill confidence in the guest that you are able to resolve his/her concern
  - Strive to eliminate problems. Have confidence in yourself and project that to your guests.

#### **Email Addresses**

If a guest requests to leave their email in order to be contacted for future specials or packages offered by the hotel, we can input that by going to the command field and typing "E". This will pull up a spot to input their email address.

## Hotel Key and Room Access Policy & Procedures

The following key and room access procedures are for the Hotel Operations Department at Hotel Lux.

1. Always make sure to verify the guests identity with one of the following:
  - a. State Issued Drivers License
  - b. State Issued I.D. Card
  - c. Passport
  - d. Government Issued I.D.
2. Once identity has been established verify the room number with the guest. Do not give out any information before guests identity has been established for security reasons.
3. The number of keys issued depends on the number of people on the reservation. There is an additional person charge of \$35 for any guests over two. VIP/Casino reservations, Executive reservations, and parlor suites are exempt from additional person charges.
4. Inform the guest of the pool policy and that every guest over the age of 14 must have a key. You may use the following verbiage if a guest inquires as to why each person needs a key: "Due to our Beach/Lagoon area being our most popular feature, this policy has been implemented in order to maintain the exclusivity for our hotel guests."
5. When issuing new keys you must first checkout any old keys. New keys then can be made in the system. Duplicate keys should never be made for a new check-in. This does not check out the old keys and the previous guest can gain access to the room. This creates a dangerous situation.
6. Room Keys should only be made on the hand held units when the LMS system or interface is not functional. The only time to when you would make keys with the hand held would be for back to back reservations and 6pm late check outs.
7. If a guest is not an additional name on the reservation, no keys may be made for the guest. Security will not provide access to the room if the guest is not registered to the room. This is why it is important to obtain all additional names at check in.
8. If a guest does not have ID and wants access to the room, then you must see a Hotel Supervisor or Manager.
9. Rooms that are upgraded to these floors because nothing else available (NEA) do not receive access to the penthouse lounge.

10. If a guest's belongings are left behind and the room has not been reoccupied, it is ok to check the guest back into the room and make a key for the guest to retrieve the items. If the room has been reoccupied by a new guest, then notify your supervisor of the situation so we may contact the current guest. Security will not enter the room without the permission of the current guest. The only exception to this policy must be made by a Hotel Manager.
11. Other departments such as Audio Visual, and Business Center may not enter or be given keys to an occupied room. The guest must be present to assist with set up or delivery of such items.
12. No exceptions are to be made to the above key policies unless approved by a Hotel Manager or Supervisor.

### **NOPAY Fixed Request**

If a guest comes to check in and only has payment for the first night, a manager can place the guest on a "**NOPAY**" status. Inform the guest they must provide payment by 11am the following day. A report will be run by the day shift supervisors to follow up on these reservations and determine a course of action. By being a "NOPAY" guest, PIA or CHG options **are not** available to your guest. Be sure to place enter CSH on the reservation settlement at check in. Failure to follow these procedures will result in progressive discipline.

### **Oversize Parking Permits for Hotel Guests**

The oversize parking area for hotel guests is located in the convention center front parking lot at the rear curb. This is the parking area behind bus parking and handicap parking. Signs have been posted identifying this area.

Oversize parking permits for hotel guests will be issued by the Convention Center Security Mobile Officer. When a guest arrives at the front desk and needs to park their oversize vehicle they should be directed to this parking area. The front desk will contact the on-duty Security Supervisor in the Convention Center or after hours (graves) the Security Supervisor in the Casino and the security mobile will be directed to meet the guest at the parking lot. The guest must show their room key to the officer and the permit will be issued at no charge to the guest. The oversize parking permit must be displayed hanging from the rear view mirror or the vehicle will be subject to tow.

### **Internet Problems**

All guest concerns regarding their internet not working should be referred to extension 79222. The people answering this number are Hospitality Network employees and they will walk the guest through some simple solutions having to do with the way the guest's PC is set up.

If the Hospitality Network employee cannot fix the problem over the phone, they will give the guest a ticket number for their problem. Hospitality Network will then call Hotel Lux engineering with the guest's name, the problem ticket number, room number, and problem so our engineers may be dispatched to the room to fix the problem.

This is for HIGH SPEED and WIRELESS INTERNET problems only. If the guest is having TV problems please refer them to engineering dispatch immediately.

### **AS400 Messaging System**

The AS400 messaging system is for hotel management and business use only. Front Desk agents are not to use the messaging system for personal use at any time. Please refer to a supervisor or manager for any questions or concerns.

### **Emailing Guest Folios**

Effective Friday March 9, 2007 we will be able to email guest's their folios. The procedure for this is as follows:

- On the cashier side of the guest's reservation place a "Y" in the Email Folio field
- Select the line number you would like to email
- Press F10 and the "Electronic Contacts" window will be displayed. This is where you can add/delete, change, or verify all e-mails on the account
- Verify the email address is correct and place a "Y" in the folio field. You can email the folio to up to 6 email addresses.
- Press F7 to send the email
- "Request has been submitted" will appear in a yellow box
- Press enter and "email request complete" will appear on your screen

As part of our check out procedures, we will now be asking each guest if they would like their receipt emailed to them. Sample verbiage would be "Would you like me to email a copy of your receipt to you Mr./Ms. \_\_\_\_\_? The email address I have on file is \_\_\_\_\_" If the guest has not provided an email address upon check in or through the reservation process, we will utilize this opportunity to obtain the address. Follow the steps above to get to the "Electronic Contacts" window and enter the address onto the reservation if the guest wishes to provide one.  
You are able to email a receipt to a guest regardless if their reservation is checked in or out.

### **Concierge**

We are pleased to announce that Hotel Lux and VEGAS.com have entered into a partnership to offer concierge services to our guests at Hotel Lux beginning February 1, 2007. The desks will be located in each tower at the space currently occupied by the Restaurant Reservations Department and will be open from 7:00 am - 9:00 pm daily.

The Concierge will offer our guests an array of services that will help enhance our guest's experiences. Services will include:

- Restaurant Reservations
- Show Tickets
- Sight-Seeing Tours
- Golf Tee Times
- Limo Services
- Shopping Center Information
- Driving Directions
- Baby-sitting recommendations
- Floral Orders
- Airline Assistance
- Car Rental (through Dollar Rental Car)
- and Much More

The Concierge will recommend Hotel Lux amenities as the premiere choice and use sister resorts for additional options.