ARRIVALS

In the guest arrival stage there are certain steps:

I. Preparing for guest arrival (In reservation section)
   - Verification of documents
   - Preparing of documents i.e. Movement list or expected arrival + expected departure list.

MOVEMENT LIST: It is a document which contains the name of expected arrival and expected departure for the next day.

Diagram of movement list:

<table>
<thead>
<tr>
<th>Expected Arrivals</th>
<th>Expected Departures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room</td>
<td>Name</td>
</tr>
<tr>
<td>VIPs expected</td>
<td></td>
</tr>
<tr>
<td>Groups in next three days</td>
<td></td>
</tr>
</tbody>
</table>

REMARKS

- Pre Arrival: The front office needs a list of all guests expected on a given day to prepare for guest’s arrival, with their estimated arrival times, room type (or allocated room, if any), special requirements and so on. The arrivals list is usually generated, using the date in the booking diary, the day before the arrival date, so that it is as current as possible. Separate group arrivals lists and VIP/SPATT (Special attention guest), handicapped guest, regular guest etc, lists may be generated a week in advance, however because these guest require more preparation. The various lists will be copied, as required by the housekeeping dept, F&B dept and guest relation.

- Pre registration for some guest: Pre registration is an activity of registering a guest before his arrival based on the information already available. The entries are made in guest registration (GR) card.

- Preparation of amenities voucher: This voucher is made by receptionist prior to guest arrival so that the extra amenities which is requested by the guest at the time of reservation shall be kept in the room.

<table>
<thead>
<tr>
<th>AMENITIES VOUCHER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel ABC</td>
</tr>
<tr>
<td>133, Zero Road, New Delhi-110001</td>
</tr>
<tr>
<td>From: Front Office</td>
</tr>
<tr>
<td>To: Room service/Housekeeping/Pantry</td>
</tr>
<tr>
<td>Please supply</td>
</tr>
<tr>
<td>□ Fruit Basket-Single-Double-Special</td>
</tr>
<tr>
<td>□ Flowers</td>
</tr>
<tr>
<td>□ Soft Drinks</td>
</tr>
<tr>
<td>To:…………………… Room No:…………………… at:……………………</td>
</tr>
<tr>
<td>(Name of the Guest)</td>
</tr>
<tr>
<td>Authorized by: ……………………… Signatures: ………………………</td>
</tr>
<tr>
<td>Copies: Room Service/Housekeeping/Pantry/F&amp;B controls/File</td>
</tr>
</tbody>
</table>

Preparation at reception desk

- Morning briefing and reading log book.
- Calculation of number of expected arrivals and departure.
- Calculation of room position-
  - Room position-Available vacant rooms + no of rooms of expected departure – no of rooms of expected arrival.
- Allocation of rooms for guest VIP’s etc.
Ensuring about amenities and arrangement like aarti, tikka etc.

II. WELCOMING OR RECEIVING GUESTS:
First impressions are incredibly important. The look, the appearance and manner of the reception and front staff will either match, exceed or disappoint guest’s expectation, which in turn may influence how they feel about their whole stay at the hotel, how they describe their experience to others. It doesn’t matter how good your check in system and procedures are, and how impressive the public area of the hotel, if reception staff don’t welcome every guest promptly, courteously and in friendly manner.

WHY DO GUEST NEED TO REGISTER?
Registration is helpful for both guest and hotel in various ways:
- It satisfies the legal requirement for the hotel to keep records of their guests.
- It provides a record of arrivals, while may help to account for residents in the event of a fire or other disaster.
- It confirms guest’s acceptance of the hotel’s term and condition.
- It occupies the guest while the receptionist checks booking records, allocates rooms, preparing keys etc.

III. REGISTRATION PROCEDURE:
Registration of a guest is one of the most important processes of check-in activity. It is a mandatory requirement that all guests over the age of 16 years—whether ordinary or V.I.P., Indian or foreigner, arriving in any hotel which may be small or large, categorized or uncategorized, one star or 5-star deluxe—must give basic information about them and fill up either a visitors’ register/hotel register (also called as Red Book/Form) or a card called as G.R. Card (Guest Registration Card). The guest is required to fill up the register or card in his own handwriting and sign it. This process of filling up the register/card by the guest and signing of it is called registration.

By signing this document the guest gives his consent that he has understood and would abide by the rules and regulation of the hotel and it also becomes a proof of his stay at the hotel. It is mandatory to store this document for at least six months even after the departure of the guest. On request, this card should be produced to the government authorities such as police, etc. during or after the stay of guest in the hotel. Registration process protects the interest of both the hotel and the guest.

To save time and to spare the VIPs and SPATT’s etc. from standing and filling up the document at the counter, hotels these days pre-register all VIPs, SPATT’s, DGs, frequent visitors, guests with reservation, groups and airlines crews. All they have to do simply is to sign the document at the time of arrival as all other details have already been filled in by the reservation department or by the receptionist in advance.

Systems of Registration
Depending upon the size and type of the hotel the following systems can be used.
1. Manual System: This system is used by small hotels. In this system all the documents such as ‘C’ form, arrival notification slips, guest folio, etc. are prepared and are distributed manually. The accuracy shall depend upon the guest’s legible and accurate completion of the card. This is a rather slow and time consuming method and is prone to errors, hence not suitable for large hotels.
2. Semi-automatic system: All those hotels which do not operate on computer and are either medium or large in size use this method. Office machinery such as typewriter and various clerical equipment, racks and filling rack, etc. are used in this method.
3. **Automatic System:** It is a very efficient, time saving, accurate and fast system of registration due to the use of computers, etc. *Reservation* and registration are interfaced i.e. various reports can be generated. It helps in smooth and speedy check-in. All documents needed for registration can be computer generated. The guest has to simply sign the document.

4. **Express Check-in System:** In some fully automated hotels the arriving guest can self-register himself through self-registering machines located in the lobby. To facilitate and speed up the registration process these registration machines of the hotel may also be located at airports, international bus terminals and car rental agencies, etc. This system is generally used for those guests who have *reservation* record in the hotel *reservation* office. The guest uses his credit card and inserts it in the machine. The name of the guest and number of his card is automatically transferred to the hotel *reservation* office where it locates his *reservation* record. The machine prompts the guest to key in other relevant and important information concerning the booking. Then the computer, which is interfaced with a room management system, locates a suitable room for him, registers the guest and assigns room to him. Depending upon the capabilities of machine the customer may be directed to collect the room key from a key rack, which again is located somewhere near the machine or the machine may dispense the key itself. This system lacks the personal touch, which is an important aspect of hotel industry but is a very fast.

**VARIous REGISTRATION METHODS**

1. **Bound Book:** It is a big bound register usually used by small hotels only. It is kept on the reception counter and the arriving guest fills up the register and writes information about him in one line. The advantage of this system is that since the book is bulky and cannot be moved, all information about the guests is available at one place only. Also no filing is required in this case. A disadvantage of this method is that since it is bulky and kept on the counter, with frequent usage it becomes loose and it looks dirty. The biggest disadvantage is that the information provided by the guest cannot be kept confidential as it can be seen by the next arriving guest. Another disadvantage is that pre-registration of VIPs and DGs, etc. cannot be done. If the book gets misplaced, although it is very unlikely, all the record is lost.

2. **Loose Leaf Register:** This system is almost similar to bound book system with a difference that in this case for each day a separate page is used instead of a consolidated register. The advantage is that the sheet need not be kept on the counter and hence a neat and clean look can be given to the counter. To some extent the information about the guests staying can be kept secret. In the event of the loss of one sheet only one day’s information is lost and the other information will be safe. The disadvantage is that the sheet can be easily misplaced if the desk clerks are careless. Further the sheet may not be fully filled on days when there are very few arrivals and rest of it may be a waste. Only one guest can register at a time and if there are heavy arrivals, others will have to wait. Filing also becomes a problem. It is suitable only for a medium sized hotel.

3. **Individual registration:** This is the most prevalent system these days. In this system, one separate card is used for each guest. The cards may be designed so as to serve various purposes. It may be made in duplicate or triplicate with the help of carbon papers so that one copy can be sent to FRRO as ‘C’ form. In some cases arrival notification slips can also be made side by side. They may also be used to serve the purpose of ‘guest history’ card. The size of this card is small and quite handy. The advantage of the system is that complete privacy of the guest information can be maintained. Another advantage is that at rush hours many guests can be registered at the same time. Like in case of a loose leaf registration system there is no wastage in this case. Another very important benefit of the system is that the guest can be pre-registered which will give more time to the receptionist to give more personal attention and concentrate on providing services to the guest at the time of arrival. The card is more mobile and at the time of group arrival a separate group arrival counter can be opened for registration. The cards can be stored more systematically and arranged either alphabetically or in the order of date of arrival. There are certain disadvantages also; for example, the individual card system is quite expensive. Also, if the filing and storing system of the hotel is not efficient and effective then the cards may be lost and valuable information about the guest which the hotel has to refer from time to time may be lost.
‘C’ Form
A ‘C’ form is a legal document. It is also called as Hotel Arrival Report and is to be completed for foreign guest coming to the hotel. It is to be filled for all foreign nationals except for Nepalese. NRIs with green cards don’t have to fill this ‘C’ form while NRIs who are holding passport of other countries have to fill up this card. Children up to the age of 16 years are exempted from filling ‘C’ form. In case the stay exceeds more than 180 days residential permits are issued. Two copies of ‘C’ form are made, one is sent to FRRO and other remains as office copy with hotel. An entry to the effect is also made in the foreigners register. FRRO are situated only in metropolitan cities while in other small cities the superintendent of police acts as foreigners registration officer. Apart from these there are two separate branches for foreigners—LIU (Local Intelligence Unit) and DIB (District Intelligence Bureau). Diplomats are exempted from filling the ‘C’ form.

Forms of Pakistan nationals go directly to a special branch of FRRO called Pakistan cell. A Pakistani after reaching India has to report in person to the office within 24 hours. A Pakistani ‘C’ form should reach the Pakistan cell within 12 hours of his arrival at the hotel while the ‘C’ form of other foreigners has to reach within 24 hours of their arrival at the hotel. A Pakistani is issued visa for one destination only and for a fixed time only and for going to other cities he has to obtain permission from FRRO. In case the Hotel fails to send the ‘C’ form to FRRO within 24 hours, the hotel management shall be penalized with up to 5 years of imprisonment and a fine of Rs 200,000/-. A foreigner who wishes to stay in India after his initial stay of 180 days shall have to go to the FRRO and apply for registration certificate within one week (after the expiry of 180 days). A disembarkation card (‘D’ form) is sent by the airport authorities (immigration department of FRRO) to the arriving foreign travellers. The ‘C’ form is deposited on the same day to the FRRO. A summary of all ‘C’ forms, prepared by the office staff is sent to FRRO through a bell boy who will obtain a receipt of delivery.

**FORMAT OF C FORM**

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**THE REGISTRATION OF FOREIGNERS RULE 1939**

**FORM ‘C’**

HOTEL ARRIVAL REPORT

(RULE 14)

(To be completed in duplicate)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>........................................</th>
<th>........................................</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the hotel</td>
<td>........................................</td>
</tr>
<tr>
<td>2.</td>
<td>Name of the foreign visitor in full (in block capitals, surname first)</td>
<td>........................................</td>
</tr>
<tr>
<td>3.</td>
<td>Nationality</td>
<td>........................................</td>
</tr>
<tr>
<td>4.</td>
<td>No., date &amp; place of issue of passport</td>
<td>........................................</td>
</tr>
<tr>
<td>5.</td>
<td>Address in India (other than tourist)</td>
<td>........................................</td>
</tr>
<tr>
<td>6.</td>
<td>Date of arrival in India</td>
<td>........................................</td>
</tr>
<tr>
<td>7.</td>
<td>Arrival from</td>
<td>........................................</td>
</tr>
<tr>
<td>8.</td>
<td>Whether employed in India. Yes or No.</td>
<td>........................................</td>
</tr>
<tr>
<td>9.</td>
<td>Proposed duration of stay in India</td>
<td>........................................</td>
</tr>
<tr>
<td>10.</td>
<td>Number date and office of issue of certificate of Registration, if any</td>
<td>........................................</td>
</tr>
<tr>
<td>11.</td>
<td>Date and time of arrival at the hotel</td>
<td>........................................</td>
</tr>
</tbody>
</table>

Date ........................................ Managers/Visitor’s Signature ........................................

---

This copy should be sent to the Ministry of Home Affairs (Central Foreign Bureau), New Delhi as prescribed under Section 3 (C) of the Foreigners Registration Act, 1939 and its carbon copy sent to FRRO officer, Bhikaji Cama Place, New Delhi.

**Note**: This copy should be filled by Hotel Management.
No Show
The term ‘no show’ refers to those expected guests, who make booking in the hotel but due
to reason best known to them or due to unforeseen situations/conditions do not arrive on
scheduled date and time of the arrival and also do not cancel their reservation. They are also
referred to as DNA (did not arrive). In case any advance money has been deposited by the
guest, the same may be forfeited, and in case the reservation has been received through a travel
agent or some other source, the same may be asked to pay the compensation amount for
retaining the room for the guest. This amount is called ‘retention charges’.

Concept of Registration Process
Registration process has the following basic concepts:
1. Collection: It means gathering the necessary information about the guest such as date of
arrival, date or departure and personal information like name, nationality, occupation and
purpose of visit, etc. so that more effective and satisfactory service can be given to him.
2. Product matching: It means assigning the right room to the guest as per the his need.
3. Revenue management: It means how and when the room revenue will be received
from the guest i.e. to say the billing instructions such as cash, by travellers cheque, credit
card, etc. and also the floor limit or house limit etc.
4. Rooms management: It means for how long the rooms will be occupied and when
shall they be available for resale for the next guest.
5. Completion: After the guest has registered a rate for room decided and a room is assigned,
his creditability established, and the guest along with luggage sent to room, the receptionist
would complete the paper and other work related to the new arrival. He would send the
G.R card to the cashier who will open the guest folio and prepare arrival notification slip which is
generally made in 5 copies, they are send in telephone department, hk department, food and beverage department,
one in room rack and last in information rack.

ROOMING OF A GUEST
Rooming is the process of installation of guest and his luggage in the assigned and allocated
room. Usually this process is done by the bellboy/porter for a guest. In case of a VIP orVVIP
or DG the process of escorting the guest may be carried out by a senior front office staff such
as lobby manager or front office manager depending upon his status. Once the guest has been
assigned a room, a key card and/or a welcome card is handed over to the guest.

On it the receptionist enters the name of the guest, room number and
the length of stay. The key card will have the information about the hotel printed on it. It
card is an authorization for guest to collect key from the counter.
The key card has the following functions:
1. It is used as a welcome card.
2. It gives information about the guest’s stay.
3. It confirms the signature.
4. It is a key security card (every time the customer receives the key from the desk he
have to produce this card so that the key is not handed over to any unauthorized persc
5. It acts as credit security, since all residents get credit in food and beverage, restaur
and other services.

The bell boy will fill the arrival errand card and bell captain will prepare the bell captain control
sheet.

Room Allocation
If a specific room has not yet been allocated, the receptionist may need to check on room
status and allocate a room. Room status documents show which room are occupied, which are
reserved, which are currently being worked on by housekeeping or maintenance and which are
available for immediately.
**CREW ARRIVAL**

Many hotels take airlines crew business like groups on continuous and consistent basis. In such cases the crew of the airlines brings a sheet (called as order for hotel accommodation) from the airport office of the airlines. The list contains the names of all crew members and their ranks and passport details with their signatures. The lobby manager allocates rooms to them.

**GROUP ARRIVAL**

Always try and pre-register the group as far as possible. The reservation department should receive a finalized rooming list of group member names and room preferences from the group leader or organizer someday in advance before arrival.

FO staff can prepare a set of individual registration card to room numbers are added and room key attached. The card and key, together with group programme and a map and brochure of the hotel can be put into individual envelopes or welcome packs for the group. When the group arrives they can be directed on a separate desk where they can sign and envelopes can be handed over as well and they can proceed to their room without any delay.

**VIP ARRIVAL**

Upon receipt of the telephone call from the front desk, to announce the arrival of a VVIP the concierge should check the assigned room number from VIP movement sheet and then proceed to meet the guest and the accompanying guests service officer, and further should escort the guest and hand over the room key.

If the manager is not available when the guest arrives, the concierge should complete the rooming procedures. The manager should then contact the guest as soon as possible to welcome him and ensure that he is comfortable.

The senior bell attendant will have arranged the immediate delivery of the guest’s luggage and this should already be in their room prior to their arrival. If for any reason this has not been done, the manager must immediately contact the senior bell attendant to ensure that delivery is underway.