MASENO UNIVERSITY

DOCUMENT	PROCEDURE FOR MANAGEMENT OF HOTEL SERVICES		
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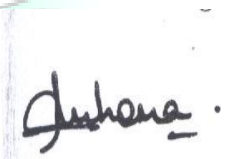
SIGNATURE		**SIGNATURE**	

0.1 DOCUMENT CHANGES

#	Date	Details of Change		Authorization
1	(dd-mm-yy)	Page	Clause/sub clause	Title
2	06/03/2023	5	3.4. Addition of Business development process	DVC AFD
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0.2 DOCUMENT DISTRIBUTION

Documents shall be available on the Maseno University website for authorized users.

1.0 PURPOSE:

To ensure that hotel (Catering and accommodation services are offered professionally and in accordance with the rules and regulations of the University and the hospitality industry.

2.0 SCOPE:

This procedure covers the identification, documentation and approval, conduct and reporting of consultancies.

3.0 REFERENCES:

3.1 ISO 9001-2015: Quality Management System requirement.

3.2 Maseno University Quality manual

3.3 Kisumu Hotel Credit Policy

3.4 Kisumu Hotel manual (Reception Standards Operating Procedures)

3.5 University Strategic Plan 2022/2027

3.6 MSU/VC/MR/OP/01-Control of Documented Information Procedure

4.0 TERMS AND DEFINITION / ABBREVIATIONS

4.1 **Reservation** – Advance booking of Hotel accommodation

4.2 **Accommodation** - guest room

4.3 **Registration Card** – form on which guest personal details are entered.

4.4 **Cash office** – Place where an assigned officer receives & receipts payment.

4.5 **Reservation Chart** – table of dates, room numbers, & names of guests assigned specific rooms prepared to cover periods for which bookings have been made.

4.6 **Room Status Report** - A table of room numbers & their selling positions at the time of the house keeper's routine check (usually 10.00am to 4.00pm).

4.7 **Room Tariff** – Document containing information on the room types, meal arrangements & assigned rates.

4.8 **VAC** – initials for "VACANT" used on the room status report to mean is unoccupied, clean & ready for sale.

4.9 **Pax** – Initial for number of people

4.10 **Room Type** – classification of room based on pax being accommodated and size of bed.

4.11 **Meal plan** – provision of guest food included in the room tariff.

4.12 **Visa Card** – An electronic card that enables holders to pay for goods & services to the credit of the issuing company.

4.13 **Running a Visa Card** – passing a visa card through a visa machine to ascertain if it is valid.

4.14 **Seating guest** – leading a guest to a vacant table and drawing a seat for allow him/her sit.

4.15 **Menu** – a list of food and beverage items being offered, their prices and a brief description of their ingredients.

4.16 **Crumb down** – process of cleaning table upon completion of service to a guest, in readiness for another guest or session of service.

4.17 **Captain order** – book in triplicate where guest orders are written

4.18 **Place setting** – Chinaware, silver ware and linen used by guest during meal.

4.19 **Function book** – Diary where function bookings are posted as to date, contact person, nature of function requirements

4.20 **Quotation** – Summary of function requirement costs prepared for a client organizing a function.

4.21 **Pro-forma Invoice** – Accounting document showing details of intended costs including date, items, rate and total. It is prepared based on the quotation.

4.22 **Event Order** – written communication from the function procurement office to other section of the hotel showing details of a specific function for implementation.

4.23 **Restaurant and bar sales analysis** – Documents detailing the nature of transactions at the various revenue collection centres.

4.24 **Invoice** – An order showing the total amount owed by the total the customers to the hotel.

4.25 **ETR Receipts** – A receipt generated from an ETR machine.

4.26 **OOO** – Out of order room (a room that is out of order)

4.27 **SO** – Sleep out (An occupied room that the guest didn't sleep in that night)

4.28 **CO** – Check out (a room that a guest has just checked out of)

4.29 **EA** – Early arrival (A guest who arrives before 10.00 am.)

5. 0 RESPONSIBILITIES

The hotel manager shall be responsible for the implementation and effective supervision of this procedure.

6.0 METHOD

6.1 **Method for Business Development**

6.1.1 The BDM shall attend to guest facility and service enquiry upon face to face interaction/ email within 15 minute and 1 hour respectively.

6.1.2 The BDM shall Market hotel services by taking awareness creation, taking guests around to see the venue to hold functions and providing menu samples to choose from.

6.1.3 The BDM shall Provide quotations to guests and upon agreement with the confirmation policy i.e. pay via mpesa/ bank, LPO/LSO, Commitment Letter to that effect.

6.1.4 The BDM shall Issue an Event Order notifying section heads of the event.

7.2 Method for Enquiries

7.2.1 The receptionist shall greet guests as soon as they arrive at the counter.

7.2.2 The receptionist shall find out if the guest is seeking accommodation and if yes, shall determine whether the guest made an earlier reservation.

7.2.3 A guest has a reservation if his/her name or the name of his/her booking agent is filled against the room of a room, on a date for which accommodation is sought.

7.2.4 If the guest is confirmed to have a reservation, the receptionist shall register him/her.

7.2.5 If a guest has no earlier reservation, the receptionist shall finds out the type of room he/she wants and the preferred meal plan.

7.2.6 The receptionist then shall determine if the room sought is available from the reservation chart and room status report.

7.2.7 A room is available if no guest name is entered against the room number on a specific date on the reservation chart. The initials 'VAC' shall be indicated against the room number on the Room Status Report.

7.2.8 Once a room is available, the receptionist shall quote the rate of the room to the guest. The rate quoted should not be less than the provisions on the room tariff. The receptionist is allowed to up sell the room by a 10% margin to allow for negotiation down to the floor limit on the tariff.

7.2.9 If the guest agrees to the rates as offered, the receptionist shall present the guest with a registration card where the guest fills in the following details.

7.2.10 The receptionist shall enter the name of the guest against the allotted room number on the reservation chart and pass the room key, registration card, and air conditioner & television remote controls to the cashier.

7.2.11 The receptionist shall refer the guest to the cash office for payment.

7.2.12 The cahier shall then give the room key and the air conditioner and the television remote controls.

7.2.13 The cashier shall summons the porter to escort the guest to his/her room, while assisting him/her with the luggage.

7.3 Method of Guest service in the Restaurant

7.3.1 The restaurant supervisor shall meet guests as soon as they walk into the restaurant.

7.3.2 The supervisor shall exchange pleasantries with the guest, and find out if he/she has a booking for a meal.

7.3.3 The supervisor shall lead the guest to an appropriate table and draw a seat at a table to allow the guest sit. If there is more than one guest, the seating will start with children, ladies and gents in that order. The host is seated last.

7.3.4 The supervisor shall summon the station waiter, introduce him/her to the guests and hand over the guest(s).

7.3.5 The station waiter shall present the menu and take order for drinks to allow guest time to peruse the food menu. When the station waiter presents a copy of the captain order indicating drinks ordered to the barman, the barman shall give him/her the drinks which he promptly serves the guest.

7.3.6 The waiter then shall take the food order, taking copies of captain order to the restaurant cashier and kitchen. When the food is ready, the waiter is informed by way of telephone by the kitchen in charge.

7.3.7 The station waiter shall confirm that the place setting is complete, collect the food, present to the guest and invite him/her to enjoy the meal.

7.3.8 The waiter shall check from time to time to ascertain the meal progress and find out if the guest has any requests.

7.3.9 When the guest shall be through with the meal, the station waiter shall clear the silverware, chinaware and table linen and crumbs down using a waiter's cloth (service cloth).

7.3.10 The water shall collect the bill from the restaurant cashier and present it to the guest in a bill folder.

7.3.11 The guest shall confirm and settle the bill through the waiter.

7.3.12 The waiter shall then thank the guest and hand over to the restaurant supervisor who shall see him off.

7.4 Method for special function procurement procedure

7.4.1 Enquiries for functions shall be telephone enquiries or walk-in enquiries.

7.4.2 The business development manager shall find out upon receiving enquiries,

7.4.3 S/he shall then float a quotation relevant to the function requirements.

7.4.4 If the quotation is accepted by the client, an agreement shall be made on the finer details.

7.4.5 The business development Manager shall produce an event order.

7.5 Method for Billing Process

7.5.1 The cash office cashier shall do the billing

7.5.2 Once invoicing is complete, the cashier shall present the invoice to the customer for payment.

7.6 Method for Revenue Reconciliation Process

7.6.1 The auditor shall ensure that all documents are available for analysis

7.6.2 The accountant shall carry out analysis by verifying that all the figures at various points tally as required by accounting regulations.

7.6.3 After the revenue reports the auditor shall give a summary of the day's financial activities

7.6.4 After completion of revenue reports and handing over to the accountant, he shall carry out inspection through ratifying them by counterchecking all entries and rectifying any errors. Copies of the reports shall then be forwarded to the General manger and account files for follow-up of debtors, management decision making and end of month reporting.

7.7 Method for Cleaning a Guest Room

7.7.1 Housekeeper shall counter-check that the room steward has ensured that rooms are thoroughly cleaned as per the regulations.

7.7.2 The Housekeeper shall ensure that the bathroom is completely mould and odour free.

7.7.3 The Housekeeper shall ensure that TURN DOWN is done between 6 pm and 10 pm.

7.8 Method for Pest Control

7.8.1 The pest control shall be done once every quarter

7.8.2 The Housekeeper shall contact the pest control company if there is need for the said services and shall agree with the other heads of department on when the exercise shall to take off.

7.8.3 The Housekeeper shall counter check to ensure that the pest control was done effectively and call the service provider in case of any unforeseen emergency such as vermin infestation.

7.9 Procedure for Safety management

7.9.1 Information shall be passed to all sections concerning an event

7.9.2 In case of a major threat, an evacuation alarm shall be raised. All guests shall then be directed to an assembly point. Emergency responders shall then be called to assist in the management of the situation.

7.9.3 If the damage is extensive then operations shall be suspended for repair and restoration to be carried out.

7.9.4 If the damage is not extensive, the victims shall be reassured and after which repair shall be carried out and operation restored. In an event of a minor threat, the staff and residents shall be reassured and calmed.

7.9.5 Investigations on cause and damage shall then be carried out. Repair and restoration of operation shall then be carried out.

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