



Standard Operating Procedure (SOP)

Title: Front Office – Reception – Reservation Handling
Version: 1
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1. Objective

The objective of this SOP is to provide clear guidelines for the reception staff at Tamborine Mountain Glades on how to effectively take, modify, and cancel reservations, including handling special requests, ensuring a seamless experience for guests from the time of booking through to their stay.

2. Scope

This SOP applies to all front office and reception staff involved in the reservation process at Tamborine Mountain Glades, including the handling of new bookings, modifications to existing reservations, and cancellations.

3. Responsibilities

- **Reception Staff:** Responsible for accurately processing reservations, modifications, and cancellations, while handling special requests and maintaining high standards of guest service.
- **Front Office Supervisor:** Oversees the reservation process, ensuring adherence to SOPs, and assists with any complex or escalated issues.

4. Procedure

4.1 Taking New Reservations

1. Guest Inquiry:

- When a guest inquires about making a reservation, greet them warmly and ask for details such as the desired dates, number of guests, and any specific room type or package preferences.
- Check availability in the property management system (PMS) for the requested dates and room types.

2. Reservation Details:

- Confirm the guest's choice of room type, dates of stay, number of guests, and any additional services or packages they wish to include.
- Provide the guest with information about the room rate, any applicable taxes, and the total cost of the stay.
- If the guest is booking via phone or in person, request their contact information, including full name, phone number, and email address.

3. Special Requests:

- Ask the guest if they have any special requests, such as dietary needs, room location preferences, or accessibility requirements.



- Note all special requests in the reservation system and ensure that these are communicated to the relevant departments.

4. **Payment Details:**

- Inform the guest of the payment terms, including any deposit required to secure the booking.
- If the booking requires immediate payment or a deposit, request the guest's payment details (e.g., credit card information) and process the payment according to the venue's policies.
- Confirm the payment amount and provide the guest with a receipt or payment confirmation.

5. **Reservation Confirmation:**

- Once all details are confirmed and payment is processed, generate a reservation confirmation number.
- Send a confirmation email to the guest, including all booking details, the total cost, the cancellation policy, and any other relevant information.
- Inform the guest of the check-in and check-out times, and thank them for choosing Tamborine Mountain Glades.

4.2 Modifying Existing Reservations

1. **Guest Request for Modification:**

- When a guest requests a modification to an existing reservation, verify their identity by asking for the reservation number and confirming their contact details.
- Inquire about the specific changes they wish to make, such as altering the dates, room type, number of guests, or adding/removing services.

2. **Check Availability:**

- Verify the availability of the requested changes in the PMS.
- If the requested modifications are available, update the reservation details accordingly.

3. **Review and Confirm Changes:**

- Inform the guest of any changes to the rate or total cost due to the modification.
- Confirm the modified reservation details with the guest, including any new rates, and ensure they agree to the changes.

4. **Payment Adjustments:**

- If the modification results in a change in cost, process any additional payments or refunds as required.
- Update the payment information in the system and send the guest an updated reservation confirmation with the revised details.

5. **Special Requests Update:**

- If the modification includes new or altered special requests, update these in the system and notify the relevant departments.

6. **Send Confirmation:**

- Send the guest a revised confirmation email, detailing the updated reservation information and any changes to the total cost.
- Thank the guest for their continued patronage and confirm the new details verbally if speaking directly.



4.3 Cancelling Reservations

1. Guest Request for Cancellation:

- When a guest requests to cancel a reservation, verify their identity using the reservation number and contact details.
- Confirm the details of the reservation they wish to cancel.

2. Review Cancellation Policy:

- Review the cancellation policy applicable to the reservation, including any fees or penalties that may apply.
- Inform the guest of the policy and any applicable charges before proceeding with the cancellation.

3. Process the Cancellation:

- If the guest agrees to proceed, cancel the reservation in the PMS, ensuring all details are accurately removed from the system.
- Process any refunds or charges according to the cancellation policy and the venue's procedures.

4. Send Cancellation Confirmation:

- Send the guest a cancellation confirmation email, detailing the cancellation, any refunds or charges, and the reservation number for reference.
- Thank the guest for considering Tamborine Mountain Glades and invite them to book with us in the future.

4.4 Handling Special Requests

1. Recording Special Requests:

- During the reservation process, carefully note any special requests made by the guest, such as room location, bed type, dietary restrictions, or special occasions.
- Enter these requests into the PMS under the guest's profile and reservation details.

2. Communication with Departments:

- Communicate special requests to the relevant departments (e.g., housekeeping, kitchen, maintenance) to ensure they are prepared to meet the guest's needs.
- Follow up with the departments as necessary to confirm that the requests will be fulfilled.

3. Follow-Up with Guests:

- Prior to the guest's arrival, send a follow-up email or make a call to confirm that their special requests have been noted and will be accommodated.
- Upon check-in, verify with the guest that their requests have been met and address any last-minute needs.

4.5 General Policies

1. Confidentiality:

- Ensure all guest information, including personal details and payment information, is handled confidentially and securely.
- Do not share guest information with unauthorized individuals or entities.

2. Professional Conduct:



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- Maintain a courteous and professional demeanor throughout all interactions with guests, whether in person, over the phone, or via email.
- Adhere to the venue's dress code and communication standards.

3. **Issue Resolution:**

- If any issues or disputes arise during the reservation process, handle them with tact and professionalism.
- Escalate complex or unresolved issues to the Front Office Supervisor.

5. **Training and Review**

1. **Ongoing Training:**

- Participate in regular training sessions to stay updated on reservation procedures, system updates, and customer service best practices.

2. **Review and Improvement:**

- Regularly review the reservation process to identify areas for improvement based on guest feedback and operational efficiency.
- Work with the Front Office Supervisor to implement changes that enhance the guest booking experience.