

Subject: How to Deal with Unwelcome Guest		No: FOPP V001 18-4-2022
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General Overview

The Frontliners team needs to have the same understanding of handling guests if listed as Unwelcome / Not-Recommended guests. To ensure guests who are potentially a problem to the hotel are not accepted we have created an “Unwelcome” category (“blacklist” in the system)

Who is an Unwelcome guest?

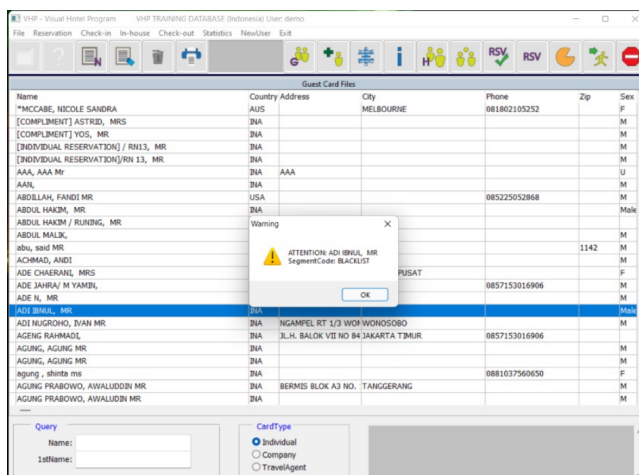
Some people are downright rude because of things that happen, while others resort to criminal damage or, admittedly on rarer occasions, physical violence.

This is a largely subjective area and depends on how much you are willing to tolerate inappropriate behaviour.

Ensure that each case incident has written evidence with GM’s acknowledgement.

What the Front office team needs to do..

- If any guests are listed on the Blacklist Record, put them in the guest profile system. In the VHP system, this can be attached in the segment “blacklist”, this will pop up while creating the reservation by typing the right name on the guest card.



And this data is not included in the segment report because it is only as a companion segment.

- Reservation can refuse the booking and reception can reject the guest for Check-In.
- In the case of a booking coming through an OTA, the charges are subject to hotel consideration on refusing the guest and the guest is returned their payment.

In the case of a booking coming through an OTA, it would be case by case.

If in the guest history, he/she did the action that was mentioned on the list type of guest should be put into non-Recommended guests below, then the hotel may contact the OTA to cancel the reservation and return their payment.

Other than those reasons, hotels must accept the reservation and treat a guest like the other guest and provide the best service.

What type of guests should be put into Non-Recommended guests?

- No Pay:** If a guest leaves without paying then clearly a phone call is required to ensure there wasn't a legitimate reason for their sudden disappearance. If there was, payment can be requested and should promptly follow. Otherwise, if it has been blocked/locked without paying and can no longer be contacted, it is clearly not to be trusted.
- Causing significant damage:** like breaking a TV set, severely damaging furniture, etc..
- Verbal or physical abuse:** If a staff member is verbally or physically assaulted. (If there is an assault the GM needs to process it to the police).
- Doing illegal transactions:** drugs, sexual harassment, human trafficking, etc.

Can we report the Unwelcome guests to OTAs or Travel Agents?

When the hotel system receives the booking:

- Immediately contact the OTA, requesting a cancellation of the reservation and explaining why we have blacklisted the guest.
- The information should be provided via e-mail (draft letter on the last page)
- The email states that OTAs are not allowed to notify the customers that they are included in the blacklist.

Can the hotel spread the information to ALL OTAS?

It's not suggested, the guest can book even through other people.

At the time of the incident, the hotel should have notified guests directly in a professional manner that they are not allowed to come and stay at the hotel anymore due to the case.

How Frontliner staff can manage Unwelcome guests;

- Listen to the guest's request as you would any other guest, do not interject with the bad news immediately
- Politely explain that you are unable to accept a reservation from them due to a previous incident.
- They may ask "which incident"? Explain that you simply can't go into detail, and the decision has been made by the management.
- If they continue to push for a reservation, calmly reiterate that you simply don't

- have the ability to do so.
- e. If they simply won't give in, tell them that you will pass their contact details on to the Manager.

DRAFT LETTER TO OTAs:

Dear XXX....

This email is issued to you informing the guest with the details below;

Name:

Address:

NIK:

We experienced a negative case with a guest who acted unprofessionally and in an unacceptable way.
(the hotel can shortly explain the reason).

Therefore we couldn't accept this guest's reservation in our hotel.

Please do not notify the guest the reason of being non-recommended to stay in the hotel xxxxxx.

Regards,

FOM

CC: GM -

Note: