

Module # 7 – Component # 1

Front of House

What follows are **suggested** or **recommended** policies and procedures that may be **utilised as a guide**, or **used as a template** to **create your own**, should they not exist at your lodge. These **should not be considered the single correct method, technique** or **systematic way** in which to undertake the tasks described; rather they are **provided as a model** for you to update and edit to your unique situation and circumstance. It must also be noted that **several of these” p & p’s “apply to multiple units, divisions** or **department** of a lodge. For example, “lost luggage” applies to the **front of house** and **reception**. We have however not duplicated them across the various sections.



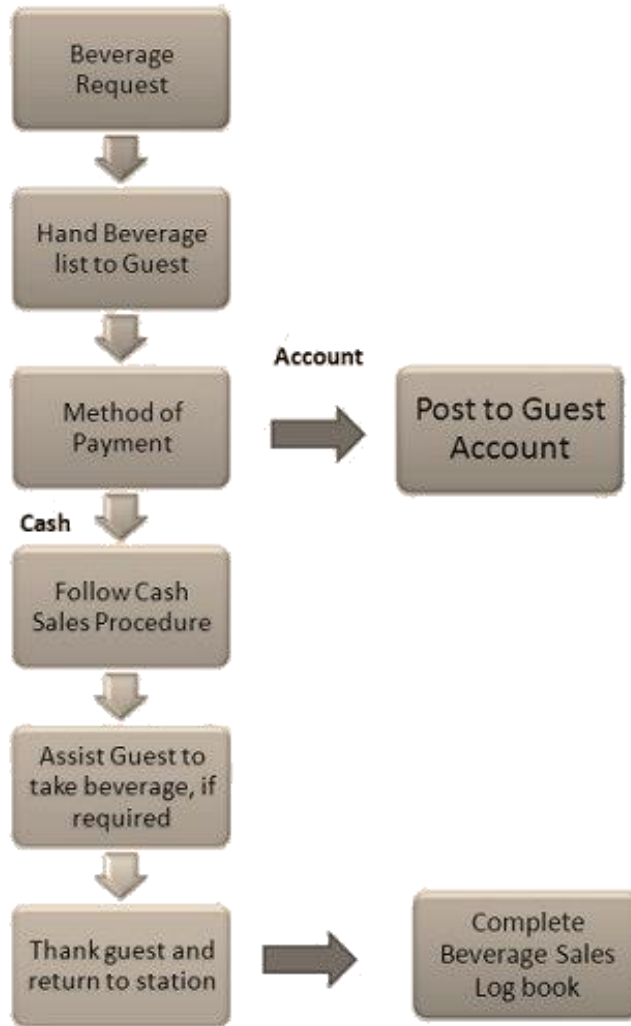
Important note: Because this course and assessment comes to us from Wilderness Safaris, many of the questions, their answers and contents reflect their internal policies, procedures and protocols and are therefore highly subjective. Each lodge will function per their own internal procedures, within the laws of their country.

The policies and procedures examined include:

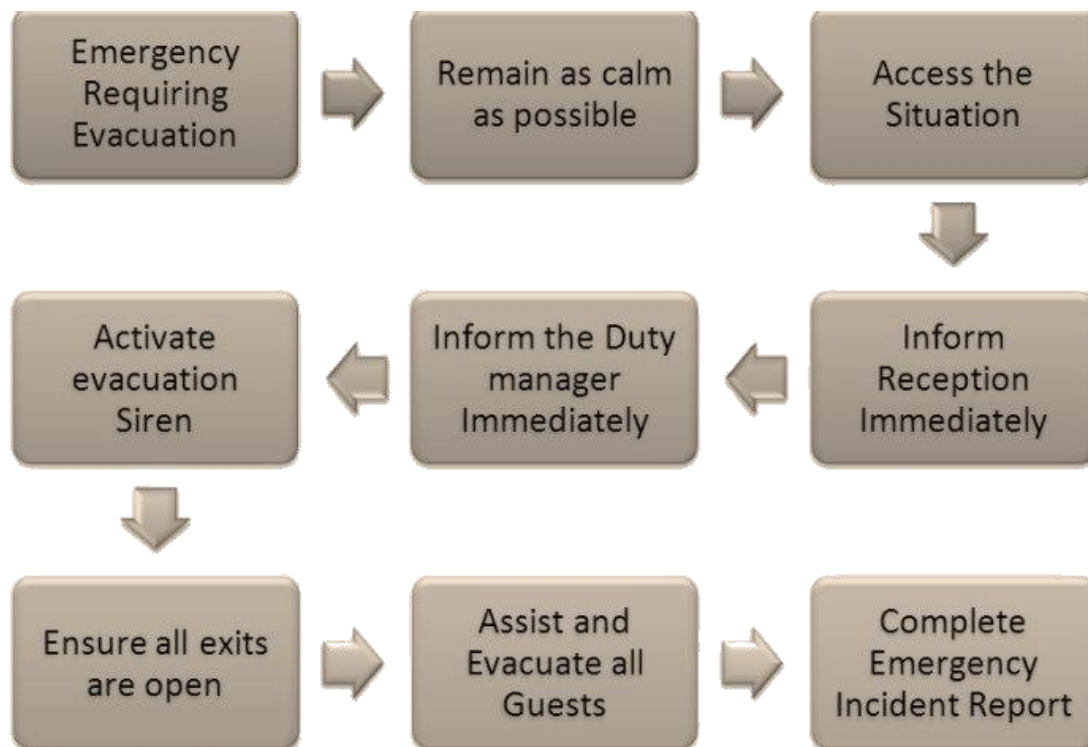
Front of House	Food & Beverage
<ul style="list-style-type: none">Beverage salesEvacuation proceduresExtra bed requestForeign exchange requestGuest check-inGuest checkoutGuest complaint verbalGuest inspection of the roomGuest transfer outsourced vendorLate checkoutLost propertyLuggage collectionLuggage deliveryManagement of keysProperty damageReservation cancellationReservation requestRoom allocationSecurity procedureTelephone handlingWake-up callWritten complaints	<ul style="list-style-type: none">CashieringF & B CostingsGoods receivingKitchen cleaningManaging functionsMenu planningMis-en-placePurchasingQuality assurance of suppliersRestaurant cleaningRestaurant linenRestaurant paymentRestaurant seatingScullery processesServing guestsStock rotationStorage proceduresTaking an order
	Back of House <ul style="list-style-type: none">Canteen cleaningRefuse sorting

<p style="text-align: center;">Admin Finance</p> <ul style="list-style-type: none"> Asset tracking Bank reconciliations Commission claims Credit applications Creditor payments Daily banking journal Debtors reconciliation Drop safe reconciliation Monthly reporting Petty cash procedure Staff calls Staff travel Tip gratuity procedure 	<p style="text-align: center;">Housekeeping</p> <ul style="list-style-type: none"> Annual room maintenance Daily maintenance Daily room tent cleaning Housekeeping amenities supplies Housekeeping key management Laundry dry-cleaning Linen stock management Lost damaged laundry Maintenance procedure Public area cleaning Public area handover Public bathroom cleaning Room status Spring cleaning Stocktake Sub-contractor procedure Trolley procedure
<p style="text-align: center;">IT</p> <ul style="list-style-type: none"> Back-ups Care and maintenance 	
<p style="text-align: center;">Management</p> <ul style="list-style-type: none"> Absenteeism Purchasing Quality Management Staff Rosters 	<p style="text-align: center;">Reservations</p> <ul style="list-style-type: none"> Complimentary reservation Group reservation Rate determination Telephonic complaint

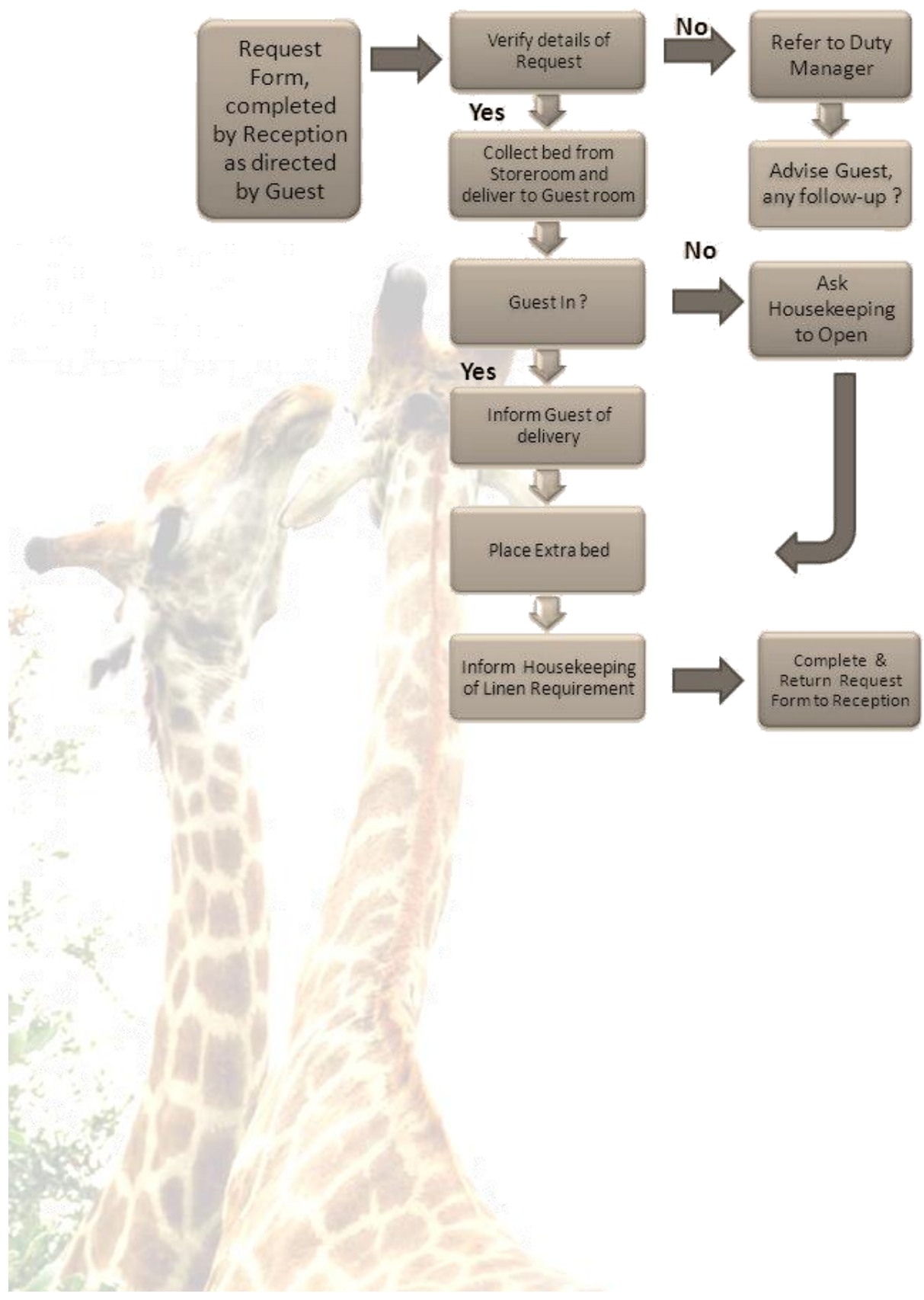
Beverage sales



Evacuation procedures



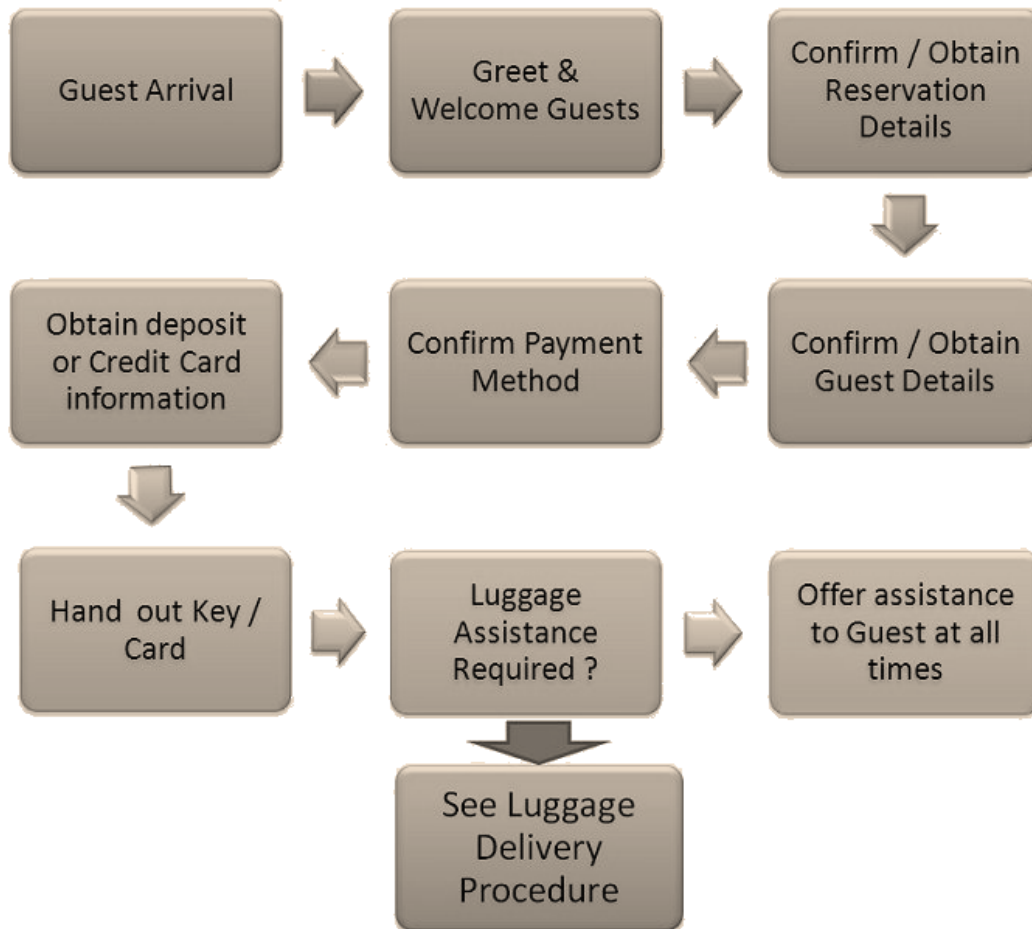
Extra bed request



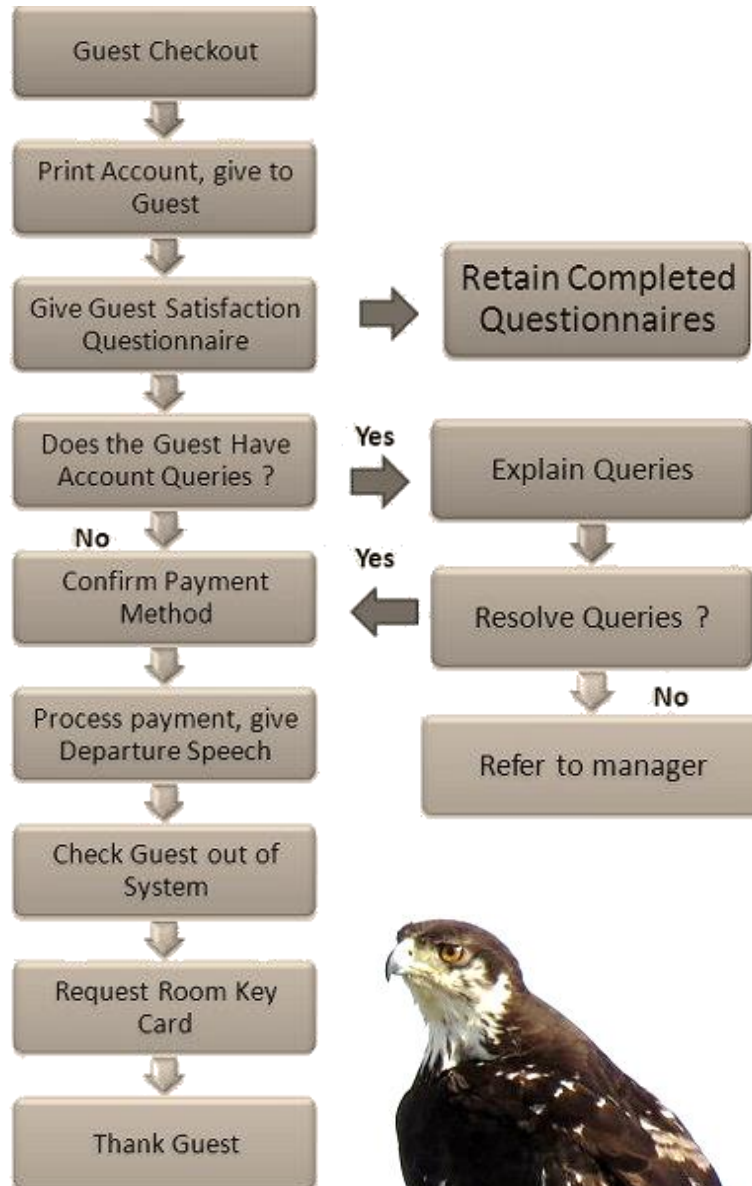
Foreign exchange request



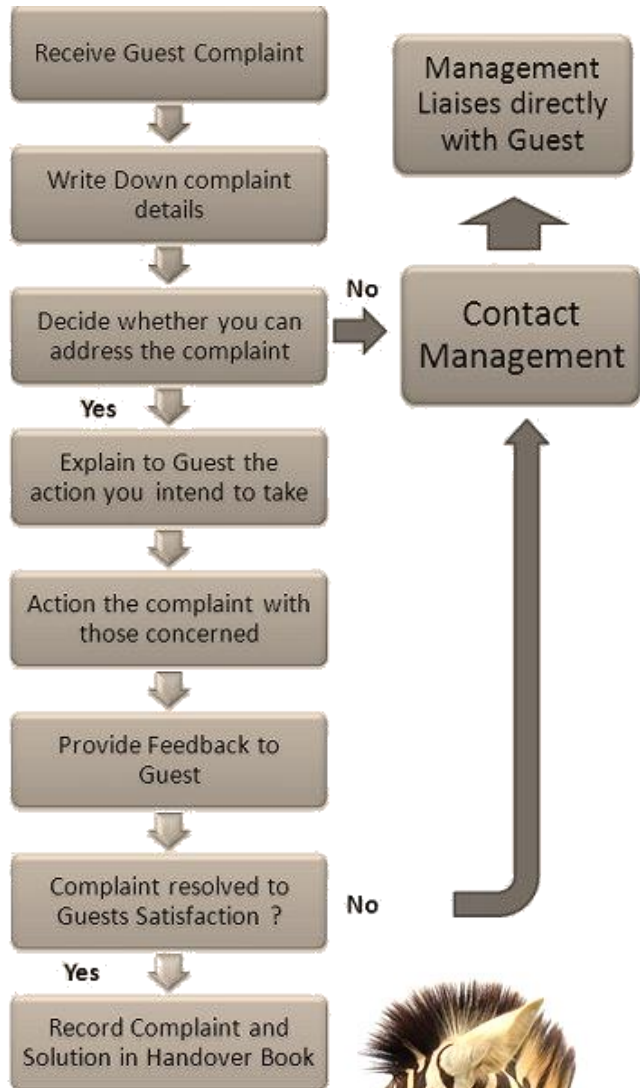
Guest check-in



Guest checkout



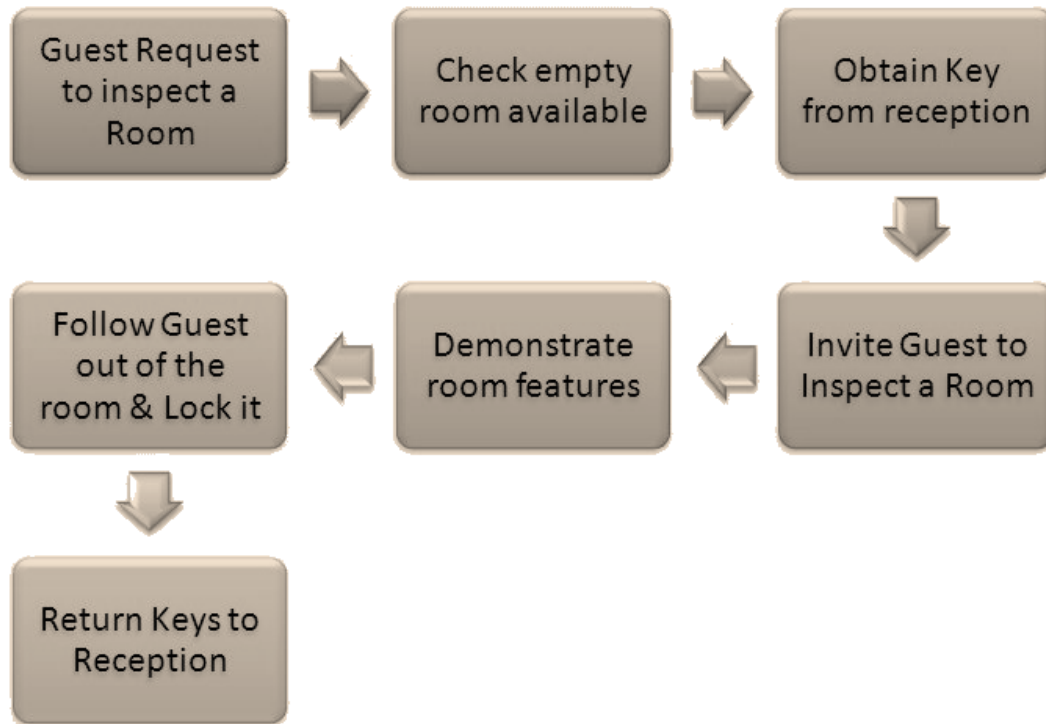
Guest complaint verbal



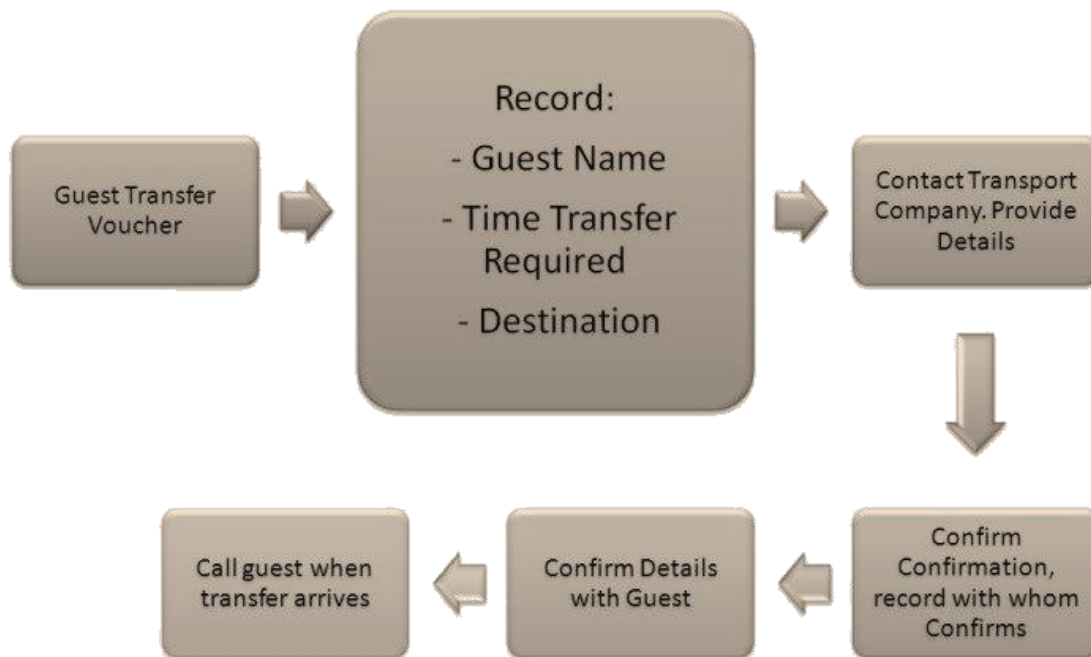
Guest written complaints



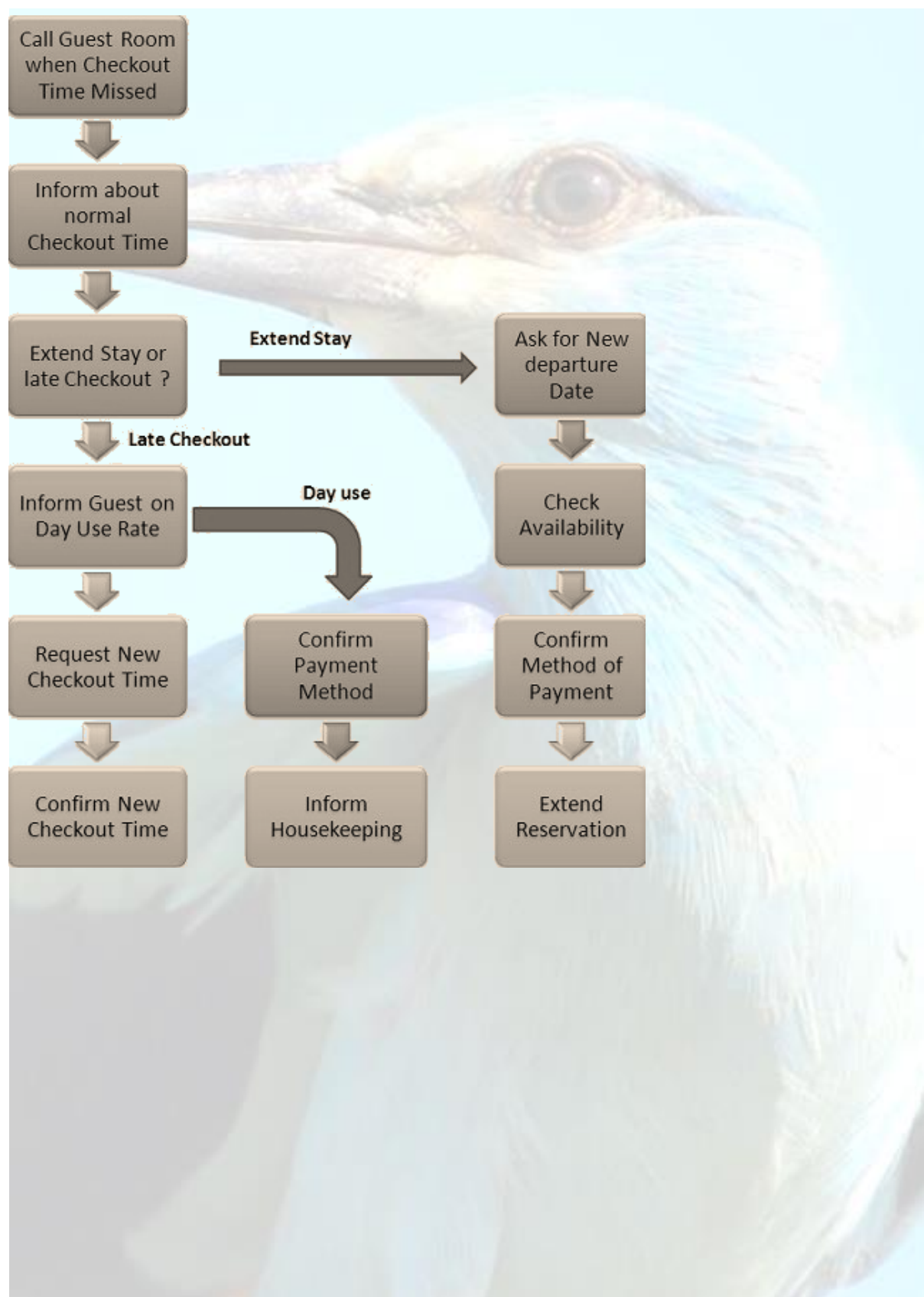
Guest inspection of the room



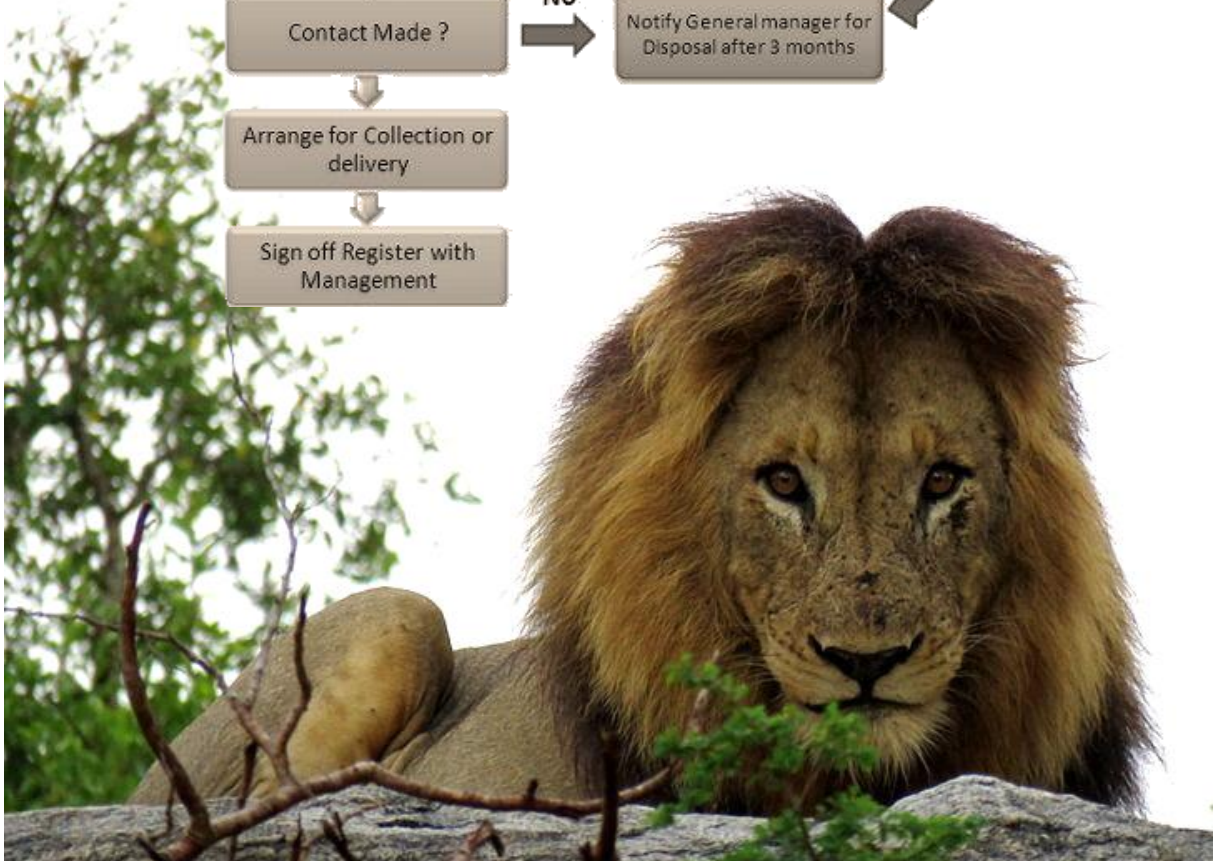
Guest transfer outsourced vendor



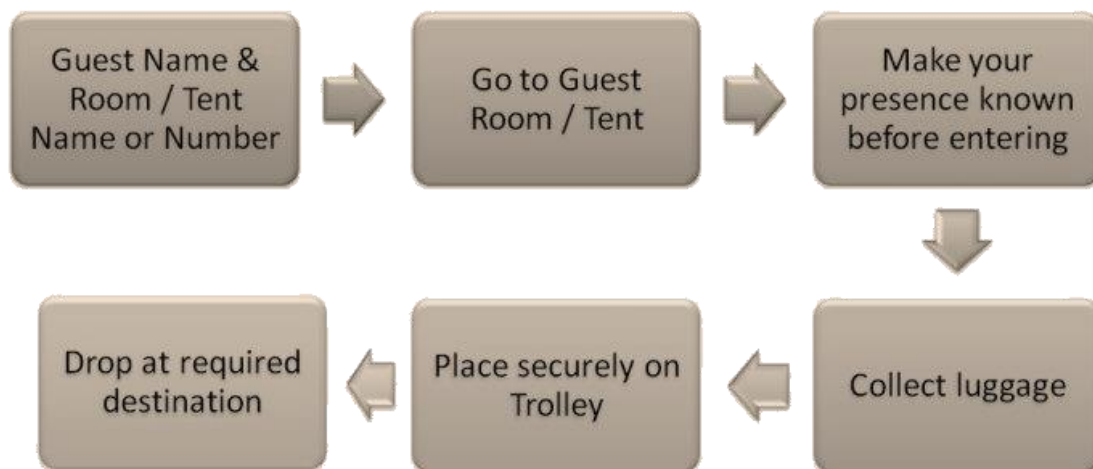
Late checkout



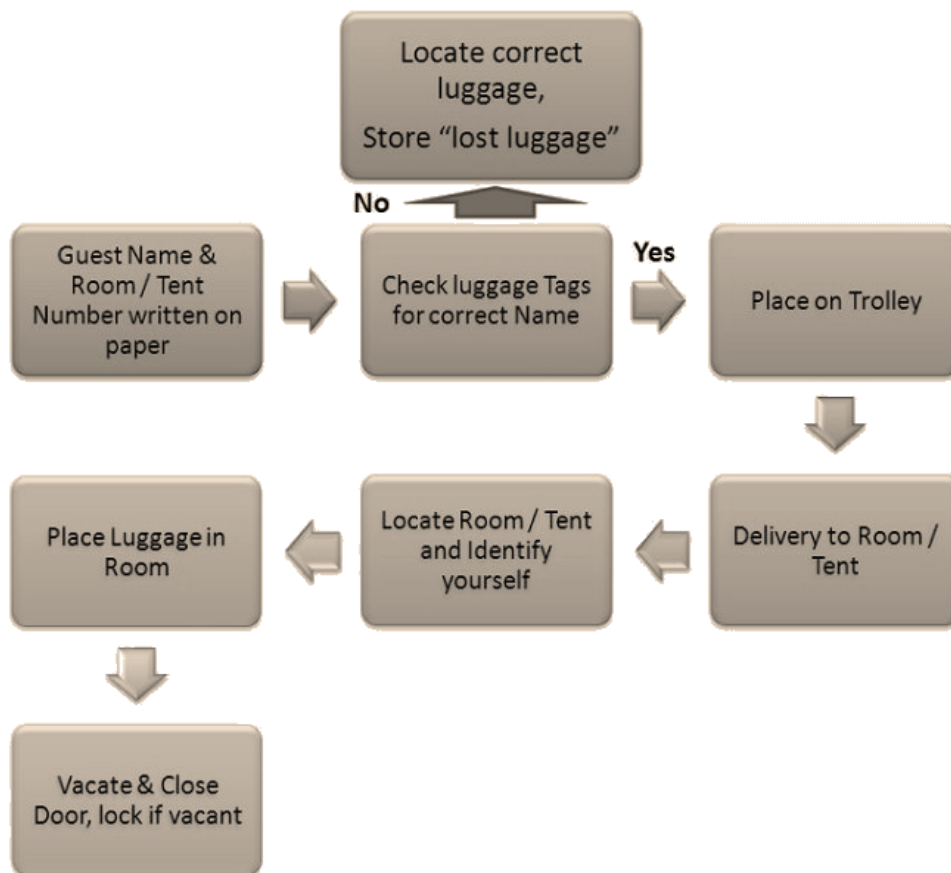
Lost property



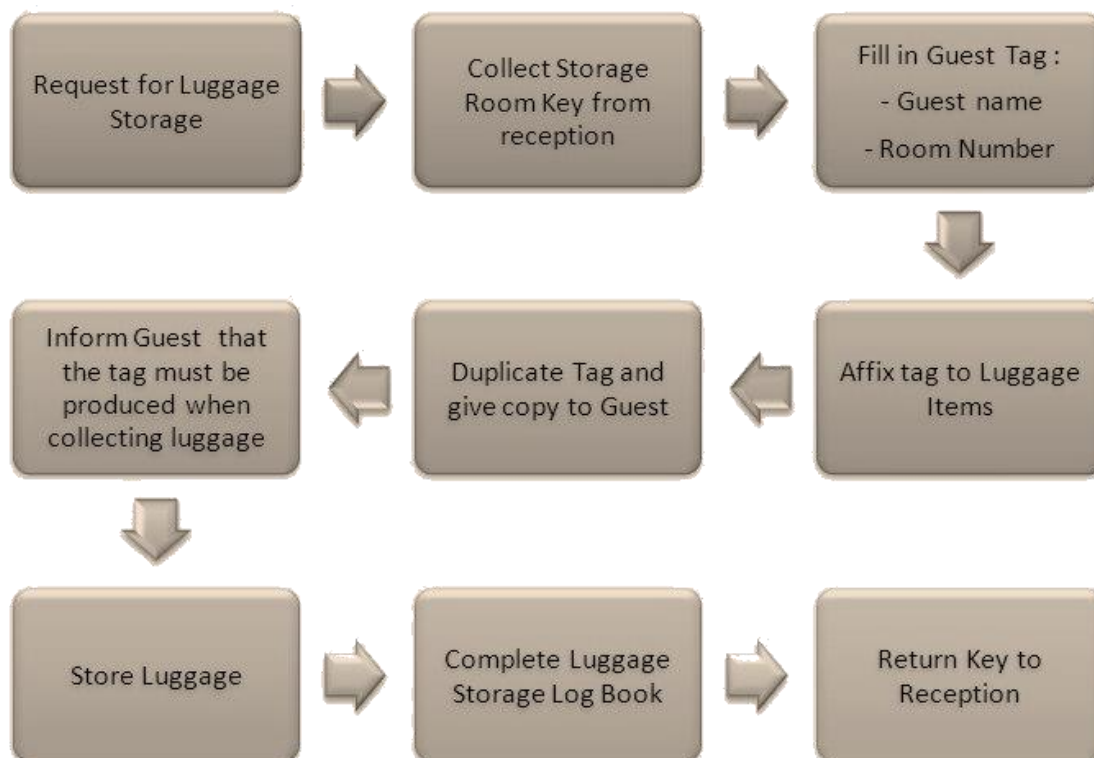
Luggage collection



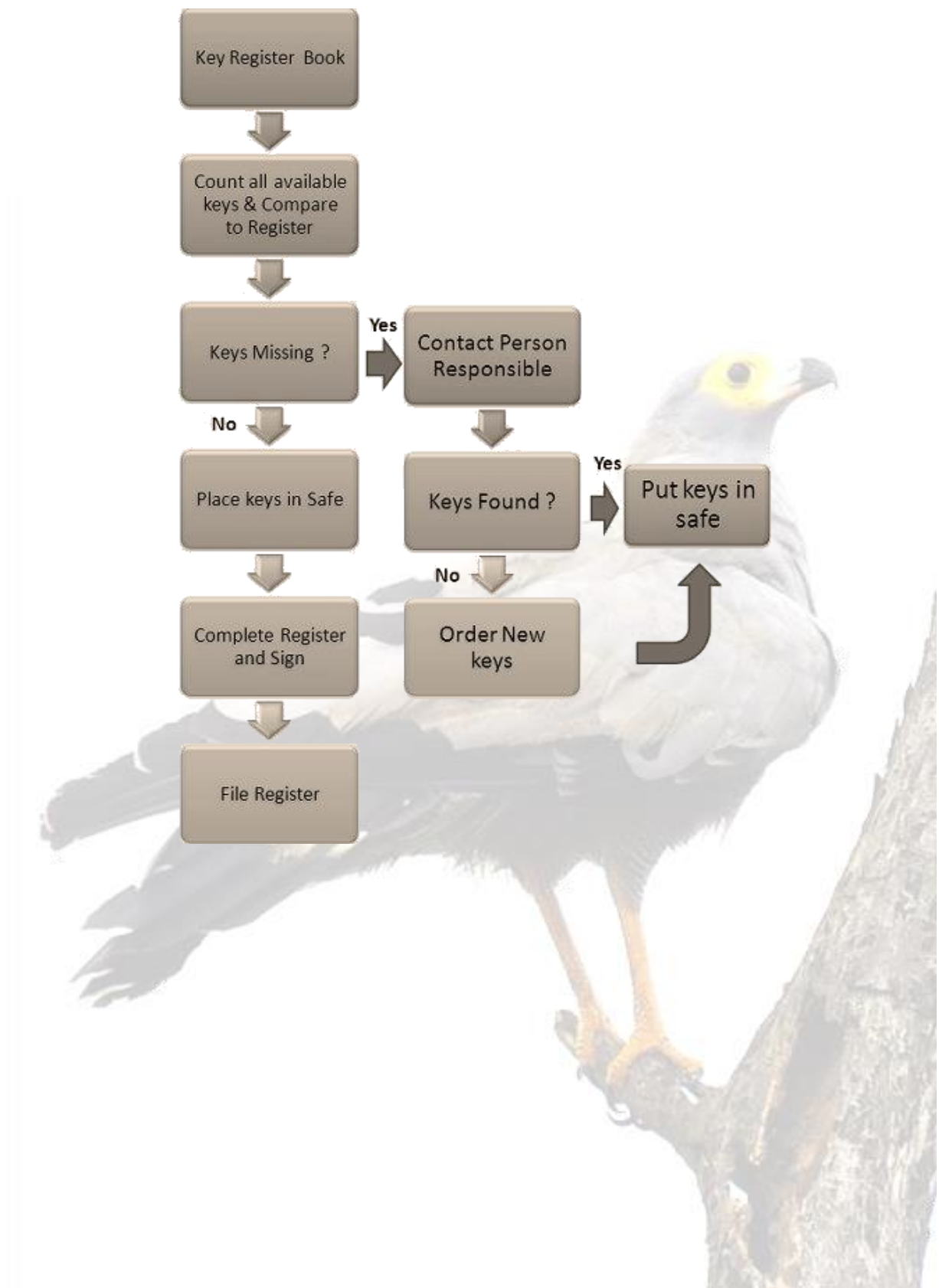
Luggage delivery



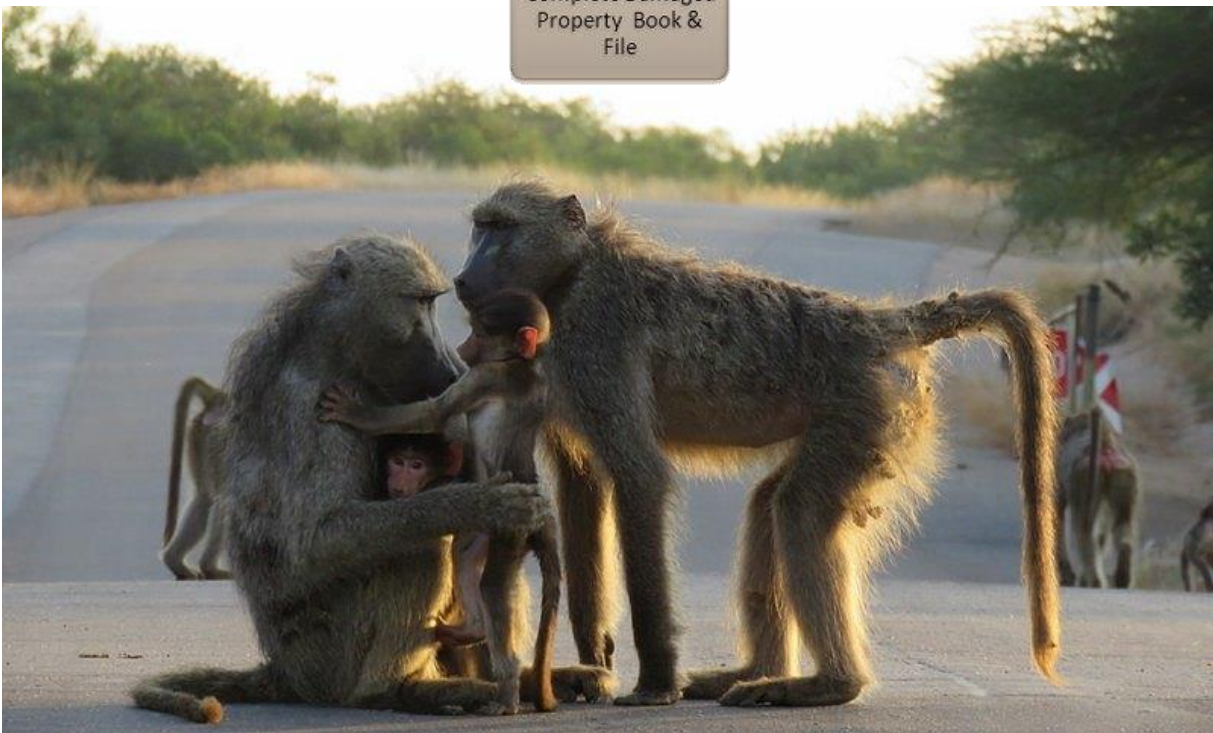
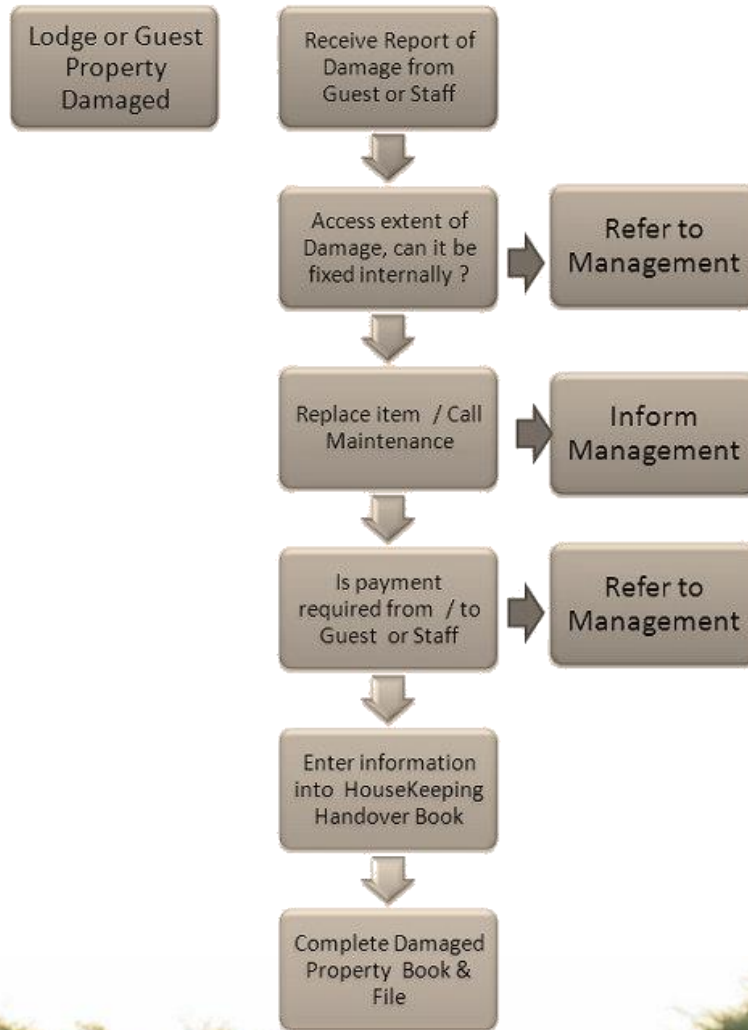
Luggage Storage



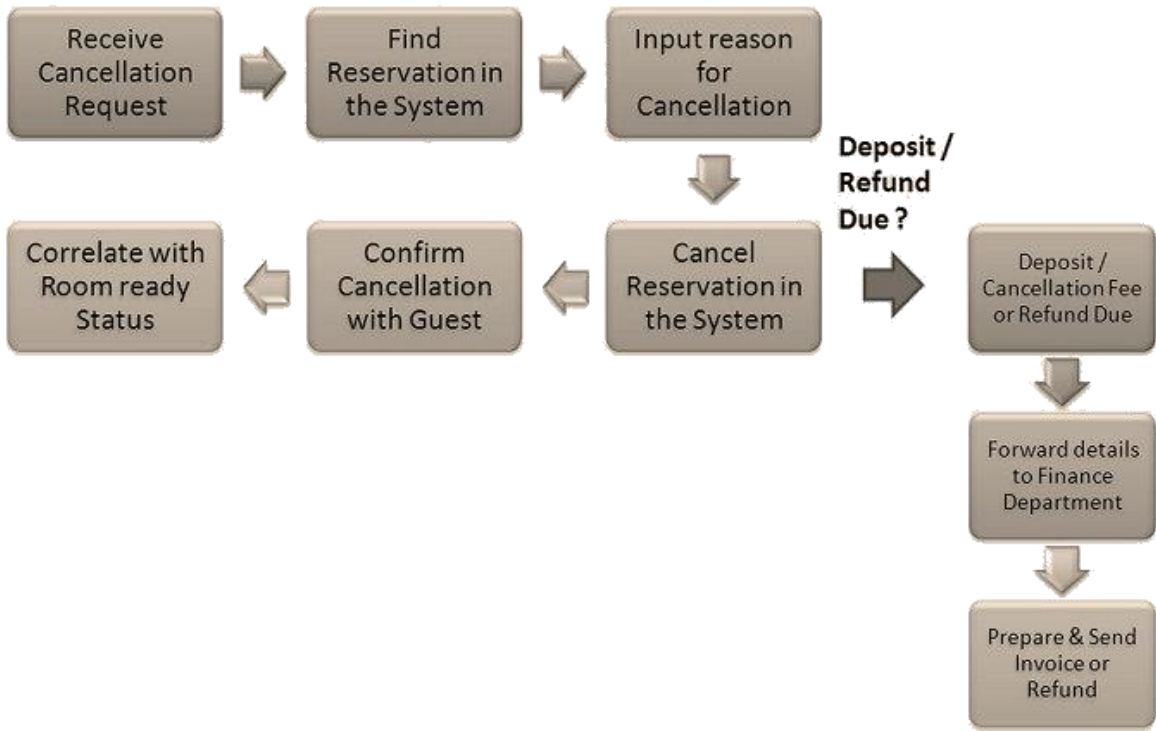
Management of keys



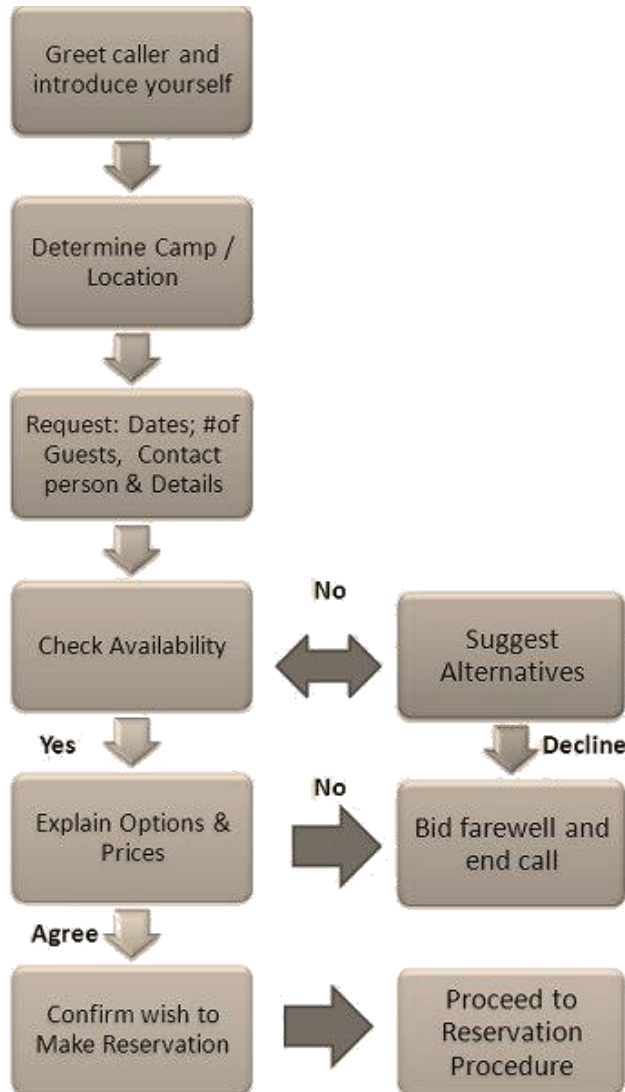
Property damage



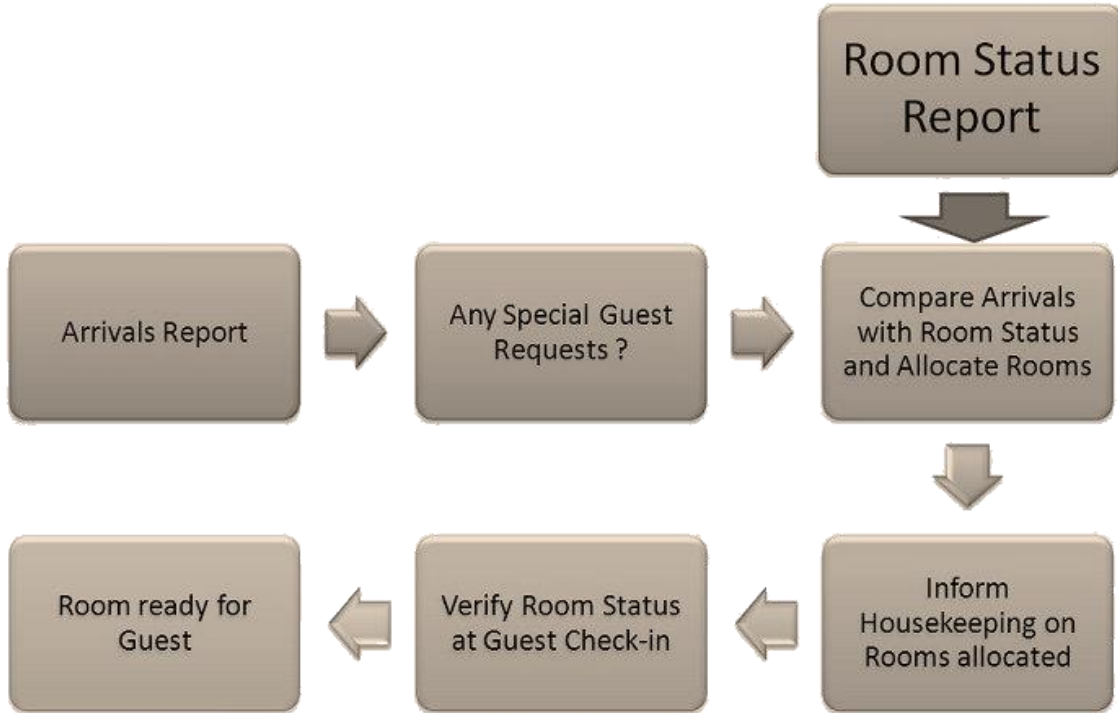
Reservation cancellation



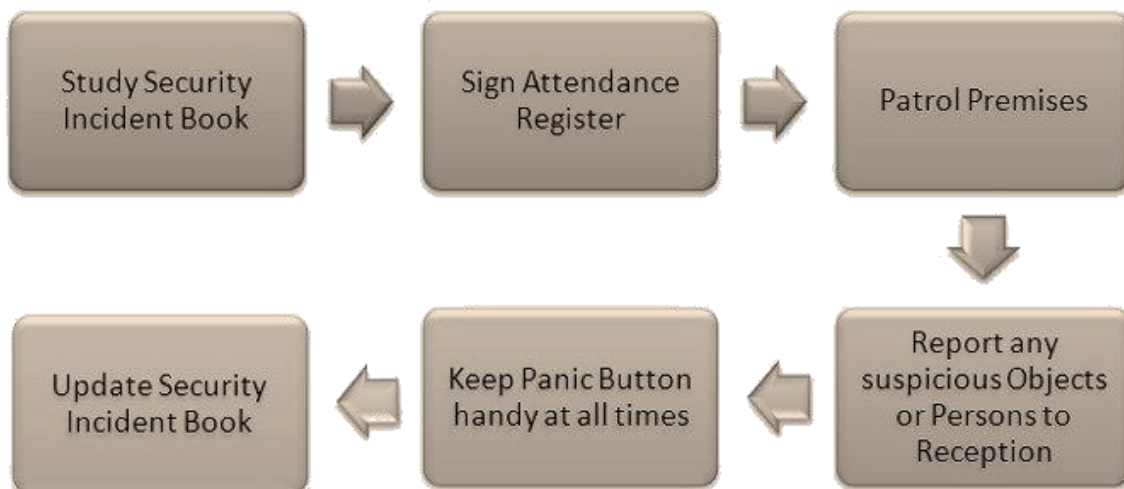
Reservation request



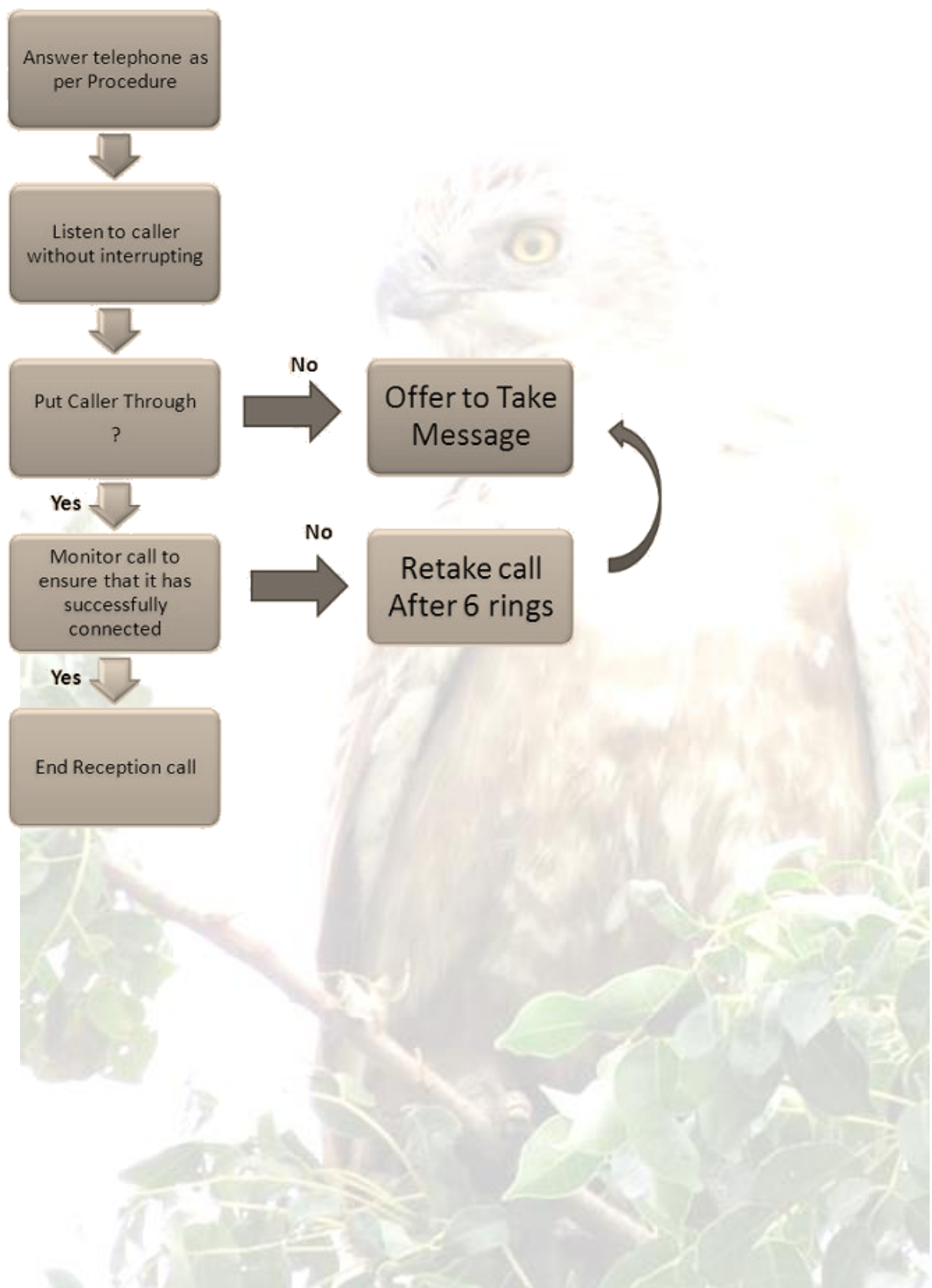
Room allocation



Security procedure



Telephone handling



Wake-up call

