

	<b>RESOURCE LIBRARY - SWITCHBOARD</b> <b>Messages, Faxes &amp; Mail</b>	<i>CODE:</i> 03.02.002
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 1

## INTRODUCTION

- Poor handling of guest messages and a mail is a frequently cause for complaints, the objective of this policy is to ensure that messages, faxes and mail are handled professionally in all XYZ Hotels.

The Front Office Manager should ensure that there is an internal procedure developed which incorporates the guidelines of this policy. The concerned staff should be communicated and trained on the procedure to follow.

## POLICY:

### Messages:

1. Messages must be taken accurately by repeating the message back to the caller and double checking the spellings of names and locations.
2. The message should always be printed out using the computerized message facility and never delivered hand written, it should indicate the date, time and person who took the message.
3. All messages should be delivered within 15minutes of receiving them and the message light activated in the guest's room. A copy should always be retained by the operator or concierge in the event of a query.

### Faxes:

4. All XYZ Hotels should offer a fax service on a 24 hour basis.
5. The transmission report should be attached to the original fax document and returned to the guest immediately in a sealed envelope.
6. If a guest receives a fax it should be delivered within 15minutes in a sealed envelope and the message light activated. XYZ properties do not charge for incoming faxes.

### Mail:

7. All incoming guest mail should be recorded in a log book in front office or the bell desk indicating the name of the guest, room number, date mail arrived and the outcome.
8. Mail received for a guest who is not currently registered should be held while the bell desk searches past and future reservations. Already departed guests who have a valid address on the guest history should have the mail forwarded immediately. Mail that cannot be placed should be returned to the sender if there is an address on the back of the envelope or returned to the Post Office but should never be opened by a staff member.