

	<b>RESOURCE LIBRARY - SWITCHBOARD</b> <b>Guest Service Center</b>	Code: 03.02.005
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## INTRODUCTION

The Service Center is the link between the guest and different departments in the hotel. The role of the Service Center is to provide the guest with an easy communication tool (one button service for all) which allows the guest to request all type of hotel services through one department, the Service Center. The guest will benefit of a quick, personalized and quality assurance service delivery.

## POLICY:

This policy must be applied by all Service Center Agents receiving internal calls from guests. The Service Center Supervisor should ensure that there is an internal procedure developed which incorporates the guidelines of this policy.

The Service Center Supervisor will ensure that all Service Center employees are aware of the procedure to be implemented.

The Service Center Supervisor will provide training to all Service Center employees to ensure the internal procedure is correctly implemented. Training sessions will be held in conjunction with the different department involved, such as housekeeping, engineering, food & beverage. A strong liaison with these departments is highly recommended.

## STATEMENT OF POLICY:

1. All incoming calls should be answered within two rings and at the latest, before three rings.
2. When a call is received from an internal extension, the standard reply to be used is:
  - Greeting according to the time of day: *“Good Afternoon”*
  - Name of department: *“Service Center”*
  - First name of person answering: *“Joyce speaking”*
  - Assistance to be offered, *how may I help you?*  
 i.e. *“Good afternoon, Service Center, Joyce speaking, how may I help you?”*  
 This should be said in a clear, friendly and distinct voice and not so rushed that it becomes unintelligible.
3. All Service Center staff must be able to speak fluent English and at least one agent with fluent native language skills on each shift.
4. The Service Center staff listens carefully to the guest’s request and follows the Service Center procedure.
5. The Service Center employee **manage the guest’s request directly with** the concerned department for the following services:
  - Housekeeping
  - Engineering
  - Laundry
  - Guest Services
  - Security
  - Administration
6. The Service Center employees follow up on the guest’s request with the concerned department and make sure the service is delivered in the appropriate timing.



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7. The Service Center employees forward the line to the concerned departments when the request is specific and related to this department, such as:
  - Food & Beverage orders
  - Invoice clarification
  - Finance and legal issues
8. In case of statement 7, the Service Center staff will provide the concerned employee in the concerned department with full details of all the information received.
9. In return, this employee must obligatory do the following:
  - Greet the guest by name
  - Rephrase the original request
  - Makes sure that the guest feels that he is fully aware of the request
10. Callers should always be advised of the next action of the Service Center, i.e.:
  - ☎ *Sorry Mr. Smith, there is no answer in the (\*\*\*\*), would you like me to call you back later?*
  - ☎ *Sorry for keeping you on hold, Mr. Smith, I will connect you to (\*\*\*\*).*
11. Callers are not to be kept on hold for longer than 30 seconds without the Service Center staff interfering to apologize from guest for keeping him/her on hold.
12. Unsuccessful connections must be responded to by suggesting an alternative solution whenever possible, i.e. "I am sorry, the Banqueting Manager is not in his office presently, may I transfer you to the Food & Beverage Manager instead?"