Check-out Sequence of Service
退房服务程序

1. Greet Guest迎接客人   Receptionist接待员
2. Confirm Charges确认收费   Receptionist / Cashier接待员/收银员
3. Check notes/traces 检查票据   Receptionist接待员
4. Provide Assistance提供帮助   Receptionist接待员
5. Bid Guest Farewell告别客人   Receptionist接待员

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1. Greet Guest迎接客人

- In order to see guest's approaching the Reception desk stand a few inches back from the computer, this increases your peripheral vision

  为了可以看到客人，请站在离接待处台子计算机几英尺的地方，这样可以增加你的余光

- If you don't know the guest ask for their name, not their room number

  如果你不认识客人，请询问他们的姓名而不是房间号码

- If Reception is busy acknowledge others and ask for assistance

  如果接待处很忙，请求和接受其他人的帮助

- Observe the guests behavior to notice if they are in a hurry or agitated by waiting, thank guests for their patience

  观察客人的行为，是否他们在赶时间或等待的很激动。感谢客人的耐心等候。

2. Confirm Charges确认收费

- While retrieving the guest's folio review note items that they have charged to the account

  检索客人的账单，审查客人几经支付的项目。

  - Choose an item; ask the guest if they enjoyed their breakfast, spa experience, etc.

    选择一个项目，询问客人是否喜欢他们的早餐，水疗的体验等等

- Upon examining the folio, if you do not see any charges for today, address the guest:

  审查账单，如果你没有看到今天的任何费用，请询问客人：

  - *"Ms. Smith, are you expecting any additional charges?"*

    史密斯女士，您还会有其他的费用支出么？

  - *"Ms. Smith, have you had anything from the private bar last night or this morning?"*

    斯密斯女士您昨天晚上或今天早上是否使用过小酒吧？

- Post any additional charges on to the account

  将所有的额外费用输入到账单中

3. Check notes/traces检查票据

- Check to see if the guest has a safety deposit notice
  查看客人是否有担保金存款单
- Check to see if guest has to return any items to the hotel (e.g. key of safe deposit box)
  查看客人是否有物品需要返还酒店（保险箱的钥匙）

4. Provide Assistance提供帮助

- Print folio and ask the guest to review their charges and sign, provide them with a copy of the charges
  打印账单，交给客人过目并签字，提供客人一份账单的复印件
- Confirm their method of payment
  确认支付方式
- Ask the guest if they are vacating their room and if they assistance with luggage or transportation
  询问客人是否离开房间，行李是否需要有人帮助搬运

5. Bid Guest Farewell告别客人

- Thank the guest for staying with XYZ Hotels & Resorts and invite them back
  感谢客人在店居住并欢迎他们再来
- Ensure their requests have been met for transportation or luggage assistance
  确保他们的要求得到满足或帮助行李运输
- Insert local procedure
  插入本地过程

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