
	<p style="text-align: center;"><b>RESOURCE LIBRARY</b>  <b>HOTEL OPERATIONS - HOUSEKEEPING</b>  <b>Guest History</b></p>	<i>CODE:</i> 03.05.056
		<i>EDITION:</i> 1
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**Policy & Procedure:**

- A guest’s stay should be as personalized as possible, whilst at the same time ensuring efficient and effective communication – guests should only have to mention things once.
- Accurate Guest History allows guests expectations to be exceeded on future stays.
- Guest History is maintained for all Guest stays through the Fidelio System.
- Guest history should be updated with any special requests, guests have made.
- Guest rooms should be prepared according to the guest history.
- During a guest’s stay at the hotel, all departments will take ownership on gathering data and should complete a Guest History Form (See attached sheet) when they discover information that can be added and help exceed the guest’s expectations on their next visit.
- The Department Head/reservation supervisor or guest relation’s officer will be responsible for adding this information to the computer.
- For VIPs a call will be made (if information is not provided) to get any special requests or preferences prior to arrival.
- Any information that relates to the Guests preferences should be put into the guest history and up dated as necessary.

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*Example of Guest History Form*

<b>Name of Guest:</b>
<b>Room Number:</b>  <b>Arrival Date:</b> <span style="float: right;"><b>Departure Date:</b></span>
<b>Likes or dislikes of Guest:</b>
<b>Allergies:</b>
<b>Birthday:</b>
<b>Anniversary:</b>
<b>Name and ages of children:</b>
<b>Name of family members:</b>
<b>Team member Name:</b>  <b>Department:</b>  <b>Date:</b>
<b>Entered into Fidelio date and signature:</b>