

	RESOURCE LIBRARY - TECHNICAL SERVICES Guest Information Protocol	<i>CODE:</i> 07.01.012
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GENERAL

The hotel must inform the Head Office and the Central Reservation Office one month before an area of the hotel is taken out of service.

Hotel management must train staff on the planned work and schedule and must stress the importance of finding creative ways to meet and exceed guest expectations under non-typical circumstances.

Information signage at the hotel is required to inform guests that work is underway and to direct guests away from construction areas to temporary entrances or services.

Check-in procedures must include an explanation of services affected by the renovation work, and who to contact if there is a problem.

The hotel must: sequence the construction work to reduce guest inconvenience, provide temporary facilities (where practical) for those areas affected by the renovation (such as restaurant), screen construction work from view whenever possible, schedule work hours to avoid noise problems, ensure guest safety, and require that the construction area be kept clean and free of debris.

The hotel must instruct the contractor to: a) put guest concerns first, b) set up the construction staging and parking area away from guest areas, and c) not permit the work force to use guest facilities.

Special programs and promotions should be used to help compensate the guest for any inconvenience. Consider discount coupons for return visits, free continental breakfast, manager's reception, car wash services and other programs to ease any guest inconvenience.

Before starting the project, the hotel must set up a display of architectural renderings and interior design colour boards to show the proposed work and completion dates.

→ *Once the renovation finalised, inform again Head Office and Central Reservation for proper update.*