

	RESOURCE LIBRARY - FRONT OFFICE No Show Procedures	<i>CODE:</i> 03.03.007
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 1

1. What is the No Show?什么是No Show?

- Guaranteed booking the same day without arrival
担保预订当天未抵店

2. Check expected arrival 核查预抵

- Before commencement of Night Audit, Night Manager must check the Expected Arrival Report
夜班经理在上班前先要打印并核查当天预抵报表
- Check reservation correspondence against the computer and make sure all the information in the system is accurate. Check reservation to ensure no duplication.
核对所有的预订单与电脑中的信息，确保准确和一致。核查并保证没有重复预订。

3. Back Up 备份

- When complete the night audit, print No Show Report
完成夜审后，打印No Show Report
- Attach the reservation list to No Show Report and Relevant supporting documents for back up.
将预订单附于No Show Report上并备份存档相关单据。

4. Review and proceed charges 复核及收取费用

- In the morning No Show Report will be sent to the Reservation department for review, The report signature confirmation after returned to the Front Office by the Assistant Manager collection charge, If cannot charge will be sent to the Financial department follow up.
No Show Report将于次日送给预订部复核，签字确认后返还至前厅部由大堂经理收取费用，无法直接收取费用的将送至财务部负责托收。