



## Front Desk - Starter Pack

### Hotel Detail Sheet

#### User Guide

- You may have used a Hotel Detail Sheet before and do not require help from a User Guide – please feel free to continue and use the form starting on the next page below

#### ➤ Purpose of a Hotel Detail Sheet :

A Hotel Detail Sheet is meant to give you the most basic information you need to know in your first couple of days in a new hotel. Most guests usually require some of those information at some point of their stay. We suggest you print this sheet and take it with you on your first day. Ask one of your new colleagues to go through with you and write all the answers down into the appropriate field. Keep the completed sheet with you at all times and refer back to it if a guest asks you a question you don't know the answer to. You should learn all information by heart within the first week.

#### ➤ About this Hotel Detail Sheet:

Every hotel is slightly different and what might be FAQ's in one hotel are not necessarily the same FAQ's in another hotel. This Hotel Detail Sheet is only a guidance of what questions are most frequently asked by hotel guests. We encourage you to make changes so it suits your specific property much better. All documents are provided in PDF format but we are happy to email you a word version. This service is free. Please email us at [info@receptionacademy.com](mailto:info@receptionacademy.com) to obtain an unprotected word version.

#### ➤ Questions about this Hotel Detail Sheet:

Please do give us a call or drop us an email and we are happy to help.

#### ➤ Ideas and suggestions:

We want lots of reception teams to benefit from this download section and you can help us to achieve that. If you currently use a great form for a certain task, email us and we publish it on our website for everyone to use. We are also grateful for suggestions and feedback.

**Your Reception Academy Team**



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### Hotel Detail Sheet

#### General Hotel Details:

Hotel Name:			
Hotel Address:			
Hotel Phone Number:			
Fires Assembly Point:			
General Manager Name:		Direct Phone Line:	
OPS Manager Name:		Direct Phone Line:	
Nearest Tube Station:			
Hotel Restaurant Name:		Location of Restaurant:	
Breakfast time:			
Lunch time:			
Dinner time:			
Competitor Hotels:			

#### Hotel Room Information:

Total Number of Rooms:		Number of Floors:	
Number of Single Rooms:		Mainly located on Floor:	
Number of Double Rooms:		Mainly located on Floor:	
Number of Twin Rooms:		Mainly located on Floor:	
Number of Double Deluxe:		Mainly located on Floor:	
Number of Twin Deluxe:		Mainly located on Floor:	
Number of Junior Suites:		Mainly located on Floor:	
Number of Executive:		Mainly located on Floor:	
Number of Disabled Rooms:		Mainly located on Floor:	
Number of Smoking Rooms:		Mainly located on Floor:	

#### Other Hotel Facilities:

Business Centre Location:		Opening Hours:	
Function Rooms Location:		Number of Function Rooms:	
Gym Location:		Opening Hours & Cost:	
Nearest Car Park Location:		Cost:	