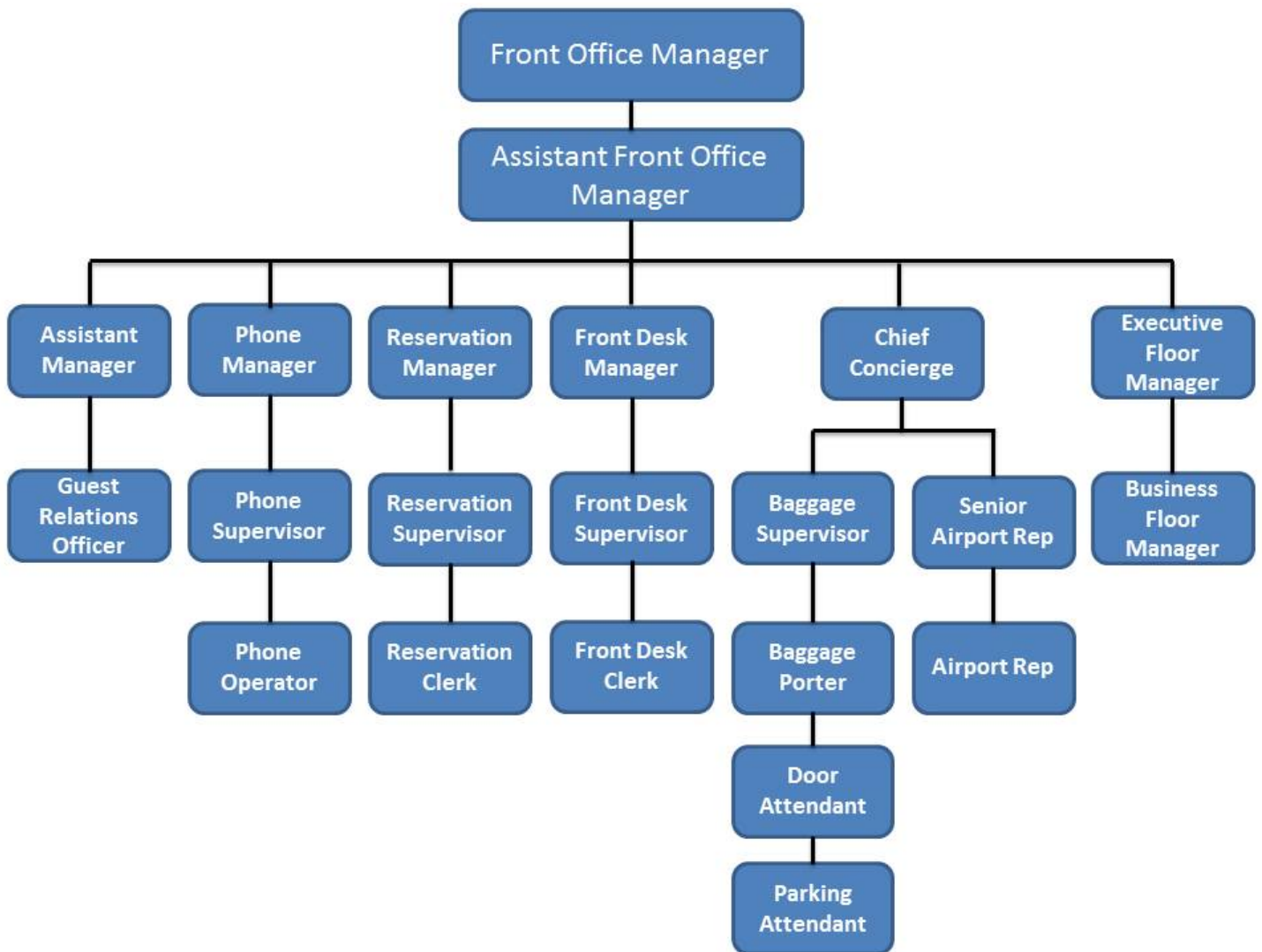


Module 04 Hotel Front Office Operations, Unit 01 Front Office Department
Organization Chart of a Hotel Front Office Department



Registration/Check In Procedures

- 1. Greet the guest**
- 2. Verify guests identity**
- 3. Present the registration form**
- 4. Confirm method of payment**
- 5. Update guests account**
- 6. Issue room key**
- 7. Escort guest to room**