



Standard Operating Procedure: Wake-Up Calls	Effective Date: 04/28/2010	Revised Date:
Department: Front Desk	Approval Date: 04/27/2010	<i>Memo 2010</i>

I. PURPOSE:

To make certain that employees record and perform guest wake-up calls in the most professional and courteous manner, abiding by all company policies and procedures

II. RECEIVING WAKE-UP CALL REQUESTS:

The associate will receive wake-up call requests via the hotel front desk number.

- a. Greet the guest per standard in-house greeting – “Hotel front desk, this is [name]. How may I assist you?”
- b. Upon determining the guest is requesting a wake-up call, address the guest, “Thank you for requesting a wake-up call. May I get your name and room number please?” Record this information in the wake-up call log and/or property management system.
- c. Politely ask the guest “Would you like to schedule a second wake-up call?” If the guest states they would, repeat the first process and log the second wake-up call accordingly.
- d. Before disconnecting the call, confirm the details with the guest. “[Guest name], I have a wake-up call scheduled for [wake-up call time]. Is this information correct?” If they have a second wake-up call, be sure to confirm the details for this call as well.
- e. After confirmation thank the guest and wish them a pleasant stay.

III. LOGGING WAKE-UP CALL REQUESTS

The associate will log wake-up calls in the appropriate manner described below:

- a. After receiving and acknowledging the wake-up time and room number, the associate will record this information in the wake-up call log book and/or property management system
 - i. If the wake-up time requested falls in the coming few hours, set the alarm clock to remind front desk representatives that a wake-up call needs to be made.

IV. PERFORMING WAKE-UP CALLS

The associate will perform wake-up calls to the guest room using the hotel front desk phone at the exact time noted in the wake-up call log book or property management system

- a. The associate will use the following greeting after the guest answers the telephone: “Good morning/afternoon/evening! This is [name] at the hotel front desk calling for your [time] wake-up call.”
- b. If the guest does not answer the phone, note this and repeat the call at 5 minute intervals.
- c. If the guest does not answer the phone after the 3rd wake-up call (15 minutes after scheduled time), the front desk associate will go to the specified room number and knock on the door. The approved door greeting is “Hotel front desk, this is your wake-up call.” Wait 30 seconds for a response. If no response, repeat door greeting. If no response during the second time, return to the front desk and note all attempts in the wake-up call log or property management system.
- d. Note in the wake-up call log book or property management system the completion of the call and/or guest room knock attempts.
- e. Reset the alarm clock for the next scheduled wake-up call.

V. REFERENCE(S):

- a. Wake-up Call Log Book