

# How to welcome and see off your guests?

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When a customer enters your hotel, his experience starts from the moment he faces the front desk. If the front desk executives are cheerful and bright, the same will reflect on the customer's stay at your hotel. If it's the opposite, the customer will feel disappointed and will regret taking a room in your hotel. Greet and part with your guests in polite English language so that they take pleasant memories of their hotel experience. Read on to find the appropriate ways to welcome and see off your guests at your hotel.



## A. Check -In

Welcoming your guests is the most important part of check-ins. The manner in which you welcome your guests will decide the tone and pleasantness of his stay. If you greet your guests properly, they will be confident that their stay and interaction with the hotel staff will be pleasant and without hassles. You should always be polite and treat the customers with respect, no matter what race or gender they are. Even if the guests act grumpy and rude, try to charm him with your pleasant interaction. It is always preferable to adopt a formal English conversation rather than informal as some customers may not like an informal tone. Below are some examples of how you can greet guests at the time of check-ins.

### Example:

1. "Good Morning Sir/Madam."
2. "Good Morning and Welcome to Grand Hyatt".
3. "Good Afternoon/Evening Sir/Madam."
4. "How are you this morning/afternoon/evening/today?"
5. "Hello Sir/Madam, What can I do for you today?"
6. "Welcome Sir/Madam, How may I help you today?"
7. "Kindly call the front desk if you need anything."
8. "Just a moment, I will hand you your keys."
9. "You can enjoy our complimentary breakfast between 8.00 am to 11.00 am."
10. "Your room is on the second floor, third to the right."

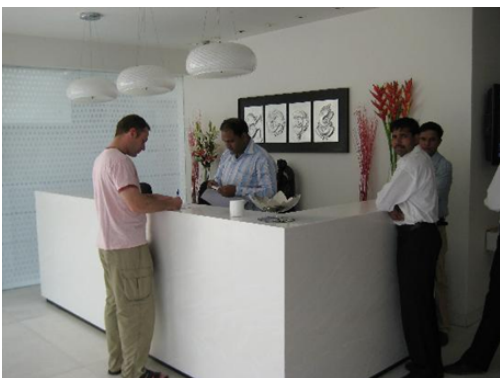


## B. Checkout

Checkout is the time when you can ensure that customers leave your premises with a peace of mind and carries pleasant memories with them. Make sure the bills are arranged and there is no unnecessary charge. Return the customer's possessions in a proper manner and have appropriate facilities to clear his dues. Avoid making customers stand in line and process procedures faster. This is the time to take feedback on how the guests stay was. Whatever feedback they give, make a point of noting it for future improvements. In the end, see off the customers with a heartfelt thanks and good bye. Below are sample checkout conversational dialogues.

### Example:

1. "Hello Sir, Are you ready to check out?"
2. "How was your stay?"
3. "How did you find our hotel food and facilities?"
4. "Was everything according to your preference?"
5. "How would you like to settle your dues?"
6. "Were you satisfied with everything?"
7. "Enjoy the rest of the holidays".
8. "Thank you for visiting Grand Hyatt, see you again."
9. "Have a safe trip back home."
10. "Hope you had a memorable stay with us"



The above samples demonstrate how to check in and check out your hotel guests. Use your [fluent English speaking skills](#) to make proper impressions. You can take the assistance of an [online English tutor](#) to forge long term alliances.

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**- By Monika Agarwal**

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