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1 INTRODUCTION

1.1 INTRODUCING THE INTERCONTINENTAL® WELCOME AND FAREWELL

1. Write down how you can personalise your greeting for your guests at your hotel.

Your answer may include:
• A local greeting that is specific to your region.
• For example, a wai gesture accompanied with ‘Sawadee ka/krap’ in Thailand.
• ‘Marhaba’ in Dubai.
• Tipping your hat as guests arrive in London.

2. Write down how you ensure that the check-out process is as hassle-free as possible.

Your answer may include the following:
• By reassuring them that everything has been taken care of.
• By providing seamless billing.
• By providing them with additional information about their onward journey.
• By checking whether they had any problems during their stay.
• By thanking our guests with a warm and genuine smile.
• For VIP guests, a turn-down memento is provided on their last night.
1.2 APPEARANCE, ATTITUDE AND ACTIONS

1. Write down the three factors that help create a lasting first impression, and how they should be presented.

1. Hair – Clean, neat, and styled appropriately.
2. Name badge – Clean, well-presented, and clearly visible.
3. Shoes – Comfortable, simple, and in good condition.

2. Write down the four pillars of the InterContinental® Service Philosophy of ‘Global Etiquette’.

1. Respect guests’ culture and customs.
2. Offer International and local knowledge.
3. Acknowledge guests with a local or personal greeting.
4. Always show the way.
2 THE PRE-WELCOME

2.1 PRE-WELCOME COMMUNICATION

1. Write down the details that should be included in the pre-welcome email.

   - The guest's arrival and departure dates.
   - The room type and number of rooms the guest has booked.
   - The number of adults and children that will be checking in.
   - Any specific guest preferences.
   - Airport transfers.
   - Special occasions.
   - IHG Reward Club or Ambassador status.
   - Check-in and check-out policy.
   - Club InterContinental® benefits – for club guests.
   - Instructions on how to arrive at the hotel or resort by different transportation methods.

2. What is the pre-welcome procedure for Club InterContinental guests?

   Club InterContinental Manager or Supervisor must contact Club InterContinental guests 48 hours before their arrival either by call or email, to confirm details that include:
   - the mode of transport to the hotel,
   - the expected arrival time at the hotel,
   - offering an alternative check-in venue such as, Club Lounge, in-room or in-vehicle,
   - enquire about special requirements such as, celebrations or meetings.
2.2 PRE-WELCOME PREPARATION

1. Write down the seven steps that need to be completed for the pre-welcome preparation.

Step 1  Print and review the IHG arrival reports.
Step 2  Update the guest’s information on the PMS.
Step 3  Add traces and alerts to the guest’s profile.
Step 4  Pre-assign the guest’s room according to their preferences.
Step 5  Prepare the guest’s registration card.
Step 6  Ensure that all traces and alerts are cleared.
Step 7  Coordinate with the Housekeeping department to prepare the guest’s room.

2. Write down the preparation that needs to be completed for a Club InterContinental® member.

A Club InterContinental team member should inspect the room before the Club InterContinental guest’s arrival. A personalised welcome letter from the general manager should also be placed in the room.

3. Write down the preparation that needs to be completed for an InterContinental Ambassador member.

The InterContinental Ambassador guest should be given their guaranteed upgrade. An in-room benefit should be delivered to their room prior to their arrival.
2.3 AIRPORT WELCOME

1 Write down the minimum requirements for an airport representative.

- An airport representative should be equipped with a tablet and mobile device.
- An airport representative’s uniform should always be correctly branded and impeccable.
- Third party service providers should wear neat and tidy business attire.

2 Write down the airport representative’s duties.

- Review and prepare daily arrivals and departure reports.
- Handle guests’ calls and provide information.
- Meet and assist guests.
- Escort guests from the meeting point to their transport.
- Communicate the check-in to the hotel.
- Have excellent knowledge of the airport area.

3 Write down the three steps of the airport welcome.

Step 1 Wait for the guest.
Step 2 Hand over to the driver.
Step 3 Assist with unarranged transport.

2.4 TRANSPORTATION

1 Write down the eight steps that the driver needs to follow when transporting guests from the airport.

Step 1 Communicate with the airport representative to confirm the guest’s details.
Step 2 Approach the airport representative and guest.
Step 3 Greet the guest warmly, and use their last name during the interaction.
Step 4 Take the guest’s luggage and load it into the vehicle.
Step 5 Before departing, confirm the guest’s destination and estimated time of journey.
Step 6 Confirm the guest’s choice of music and comfortable temperature.
Step 7 Check that the Wi-Fi is connected.
Step 8 Ensure that the guest is safely seated with a seat belt.
2.5 THE PRE-WELCOME EXPERIENCE

1. Connect the lesson to the correct picture.

- Pre-Welcome Communication
- Airport Welcome
- Appearance, Attitude and Actions
3 THE WELCOME

3.1 SETTING THE SCENE AT THE FRONT DOOR

1. Write down how to set the scene at the front door by focusing on sight.
   - Check that the landscaping is clean and well-maintained.
   - Check that all signage is perfectly maintained and easily legible.
   - Check that the windows are clean.
   - Check that all lighting around the grounds and entrance is in good working order.

2. Write down how to set the scene at the front door by focusing on sound.
   - Check that the sound system is in perfect working order.
   - Check that there are no loud, distracting noises that may disturb the guests.

3. Write down how to set the scene at the front door by focusing on smell.
   Check that there are no unpleasant smells as guests approach the front door.
3.2 FRONT DOOR WELCOME

1. Connect the action to the correct picture.

- Escort the guest to the check-in area.
- Welcome the guest with a local greeting.
- Open the guest’s door.
- Clear the driveway.
- Assist with the guest’s luggage.
3.3 CHECK-IN

1 Write down what you would do in a situation where the guest’s reservation can’t be found on the PMS.

Your answer may include:
If the guest’s reservation can’t be found on the PMS, simply remain calm and professional, and apologise sincerely for the delay. You could say, ‘I am really sorry again for the inconvenience, Mrs Jones. I will go ahead and assist you to check-in first whilst we find out what happened. Please allow me to ask you a few questions about your stay. How many nights are you staying with us?’

2 Write down what you should do when a guest’s card has failed.

If the guest’s card has failed, politely ask for another form of payment.

3 Write down what you would do in a situation where the guest’s room is not yet ready.

Your answer may include:
• If the requested room is unavailable, try to find an alternative that suits the guest. If the guest is not happy with any of the options offered to them, they may choose to wait for their requested room.
• Apologise sincerely, and indicate a realistic approximate waiting time.
• Offer alternative waiting areas for the guest, such as the lounge or bar, and offer to store the guest’s luggage in the meantime.
• Obtain the guest’s mobile number, so that you can notify them immediately when their room is ready.
• The Duty Manager should find the guest and apologise in person.
3.4 THE WELCOME EXPERIENCE

1. Connect the lesson picture to the correct picture.
4 ROOMING THE GUEST

4.1 JOURNEY TO ROOM

1. Connect the step to the correct picture.

- Handover from front desk
- Check-In
- Arrive at the room
- Escort to the room
4.2 ROOM ORIENTATION

1. Connect the feature to the correct picture.

- **Describe the room facilities**
- **Safety**
- **Room amenities**
- **Menus and directories**
- **Laundry service**
4.3 IN-ROOM CHECK-IN

1. Write down the eight steps for conducting the in-room check-in.

   Step 1: Offer the guest a welcome drink.
   Step 2: Explain to the guest that as a benefit of the loyalty programme, they have been upgraded to an executive suite.
   Step 3: Personalise the guest interaction.
   Step 4: Conduct the check-in process.
   Step 5: Point out the plate of fresh local fruit, the room’s Wi-Fi code, and offer the guest a choice of turn-down time.
   Step 6: Offer the guest a room orientation.
   Step 7: Offer the guest any further assistance.
   Step 8: Thank the guest, and greet them by their last name.

4.4 THE ROOMING EXPERIENCE

1. Write down a few hotel amenities that you can point out to your guests.

   Your answer may include:
   - The gym
   - Swimming pool
   - Spa facilities
   - Food and beverage outlets unique to your location
   - Conference room
   - Meeting facilities
   - Business Centre

2. Write down which in-room facilities you have to point out and explain to guests during a room orientation.

   Your answer may include:
   - Air conditioning controls
   - Light switches
   - The light dimmer
   - TV controls
   - In-room safe
   - Coffee and tea facilities
   - Laundry process and timing of pick-up and delivery
5 THE FAREWELL

5.1 PRE-FAREWELL PREPARATION

1. Write down the two items that should be prepared for the guest’s farewell.
   1. The departure report.
   2. The billing procedure.

2. Write down the five items that need to be added to the departure report.
   1. Special needs or requests.
   2. Early and late checkouts.
   3. Transportation requests.
   4. Incidents or complaints.
   5. Information required or used by hotel operations.

3. Write down the process for preparing the guest’s bill.
   - Ensure the billing instruction is correct.
   - Ensure all company direct or third party billing is properly routed.
   - Ensure all entitled benefits are awarded.
   - Ensure appropriate charges are posted for new InterContinental® Ambassador enrolment.
   - Ensure all applicable discounts are applied.
   - Ensure all postings are neat and in order.
   - Ensure all entitled benefits for InterContinental Ambassadors, Club InterContinental guests and VIPs i.e. minibar for Royal Ambassadors, laundry charges, etc.
5.2 PRE-FAREWELL CONTACT

1. Write down what Spire Elite, Royal Ambassadors, or Club InterContinental® members receive the evening before their departure.

- A personal farewell note from the General Manager.
- A farewell gift.
- A pre-departure call.

2. Write down what information the farewell note contains.

- A reminder of the guest’s onward itinerary.
- Details of the transportation the guest arranged through the hotel that will take them to the airport.
- If the transportation was not arranged through the hotel, the note should contain details of external airport transfer options, with time and pricing.
- The weather forecast for the next day.
- Any relevant information that will facilitate a smoother departure such as airport and taxi information.
- This will be locally relevant information.
- Instruction to request a draft bill for review.

3. Write down what the pre-departure call entails.

- Confirm the details of the guest’s departure and ask if they need any assistance with their luggage.
- Confirm the details of the guest’s transport arrangements and offer further assistance.
- Give billing instructions, and confirm check-out time and location during this call. Offer the guest any further assistance they may need.
5.3 JOURNEY FROM ROOM

1 Write down what you should do before going to the guest’s room.

Check the guest’s name and departure details.

2 Write down what you should do in a situation where there is a ‘Do Not Disturb’ sign hanging on the guest’s door.

Call the room to confirm the guest’s luggage pick-up request.

3 Write down what you should do if the guest requests their luggage to be taken down first.

- If the guest arranged transportation through the hotel, you should offer to load the luggage into the transportation arranged.
- If transportation was not arranged through the hotel, you should offer to assist in transportation arrangement from the hotel.
- If the guest is storing the luggage, you should inform the guest of the area where they can retrieve their luggage.

5.4 CHECK-OUT

1 Write down the process for conducting the check-out.

- Immediately acknowledge the guest by making eye contact and smiling.
- Review the guest’s profile and ensure their satisfaction with their stay.
- Make notes of details that will help personalise the interaction.
- Review the bill. Ask the guest if they have any unrecorded charges, and add them to the bill.
- Present the bill to the guest, and go through it with them to ensure everything is in order.
- Process the payment.
- Offer the guest a copy of the bill.
- Offer any final assistance.
- Bid the guest a warm and sincere farewell, and thank them for their loyalty.
- Hand over to the bell service colleague.
5.5 FRONT DOOR FAREWELL

1. Write down the four steps that should be followed if a guest is departing by taxi or other vehicles that were NOT arranged through the hotel.

Step 1. The doorman should be informed when the guest is at check-out and should then alert the driver of the guest’s transportation to stand by for the departing guest.

Step 2. The doorman should also make sure that the taxi is stopped in a spot that is convenient for the guest, while avoiding traffic congestion.

Step 3. The bell service colleague on duty should then be informed that the guest’s vehicle has arrived and that their luggage can be loaded.

Step 4. Once the taxi has stopped at a convenient spot, the doorman should make sure that the driver is familiar with the directions to the guest’s destination.

2. Write down the two steps that should be followed if a guest is departing by taxi or other vehicles that were arranged through the hotel.

Step 1. It is the concierge’s duty to make sure that the guest’s vehicle arrives at least 15 minutes prior to the guest’s departure.

Step 2. When the vehicle arrives, the doorman should greet the driver and then inspect the vehicle to ensure it is in good condition with all amenities in place.
Write down the eight steps that should be followed regardless of whether the guest is departing with hotel transport or not.

Step 1  The bell service colleague should greet the guest courteously and assist with their luggage. As the colleague and guest move towards the hotel entrance, the colleague should confirm the guest’s destination and pass it on to the doorman.

Step 2  The doorman should direct the guest and bell service colleague to the vehicle, and when they arrive, the bell service colleague should start loading the luggage into the vehicle. The driver of the vehicle may help with the luggage if the guest is making use of hotel transportation.

Step 3  While the luggage is being loaded, the doorman can politely enquire about the guest’s stay and then open the vehicle door for them. The doorman should also make sure the guest is safely seated and ready to travel.

Step 4  If the guest is using hotel transport, it is now the time for the doorman to confirm the guest’s destination with both the guest and the driver.

Step 5  The time has come to say farewell at the hotel. It is very important that the guest is supplied with the airport service representative’s business card so that the guest can easily contact them.

Step 6  The doorman should then, using the guest’s last name, thank them sincerely for their stay and wish them a safe and pleasant journey.

Step 7  Closing the guest’s door should be followed by a warm wave as the vehicle departs.

Step 8  If the guest is using hotel transport, the doorman should now inform the airport representative of approximate time of arrival at the airport, drop off location and all other relevant information, such as the number of guest’s and luggage, the guests vehicle information and the guest’s final destination.
5.6 AIRPORT FAREWELL

Write down the eight steps that the airport representative should follow for conducting the airport farewell.

1. Arrive at the transportation drop-off area five minutes before the guest’s expected arrival.
2. Conduct a final review of the guest’s departure report.
3. Open the vehicle door and greet the guest warmly by their last name.
4. Assist the driver with the guest’s luggage, and confirm with the guest that all their luggage is accounted for.
5. Confirm which airline the guest is travelling on, and escort them to the check-in counter. Personalise your interaction during this step.
6. Gesture with an open hand toward the departure area.
7. Thank the guest for their loyalty and invite them to return again soon.
8. Wish the guest a safe flight, and warmly bid the guest farewell.

5.7 THE FAREWELL EXPERIENCE

Write down what role you play in the InterContinental® farewell.

Your answer may include:

- Conducting the pre-farewell call the evening before departure to Spire Elite, Royal Ambassadors and Club InterContinental guests, and 30 minutes before departure to all other guests.
- Conducting the pre-farewell preparation.
- Escorting the guest from their room, or from the lift lobby to check-out.
- Conducting the front door farewell by escorting guests to their waiting transport, and greeting them warmly and sincerely.
- Conducting the airport farewell.
6 CONCLUSION

6.1 CONCLUDING THE INTERCONTINENTAL® WELCOME AND FAREWELL

1. Write down what your role is in the following processes, and add a personal touch that can improve the guest experience.

Your answer may include:

Pre-Welcome Communication:
**Role:** Conducting the pre-welcome call to VIP guests 48 hours before their arrival.
**Personal Touch:** Highlight any benefits they may be entitled to during their stay.

Airport Welcome:
**Role:** Driving the guest to the hotel.
**Personal Touch:** Ask your guest whether the air conditioning or music is to their liking.

Journey to Room:
**Role:** Escorting the guest to their room.
**Personal Touch:** If it is a return guest, offer to bring them up to date with any facilities and offerings.

Pre-Farewell Preparation:
**Role:** Preparing the guest’s departure report.
**Personal Touch:** If the guest has arranged transport, confirm the booking with the transportation service.

Front Door Farewell:
**Role:** A doorman ensuring a perfect front door farewell.
**Personal Touch:** Ensure that the driver is familiar with the directions to the guest’s destination.