**UNIT 15**

**Let’s start at front office**

Here’s front office. This is Louise, our reception manager.

* Hello.
* Hello.

Louise is responsible for six staff: a cashier, two receptionists, a reservations clerk and two porters. In reception they handle all the reservations, arrivals, payments and departures. And there’s always a receptionist here to deal with any questions or requests.

* What about phone calls?

Yes, phone calls too. That’s the phone area over there. If guests want services like laundry or dry cleaning, front office staff tell the housekeeper. She is responsible to the assistant manager.

* Is there much computer work?

Yes. These are the computers and those are the printers over there. All reservations, check-ins, payments and in-room services are processed on these. We use the Fidelio system.

* Oh, I see.

We also use the Sabre system for travel arrangements as most travel agencies use this system. So everybody here is trained on these systems. Now if you’d like to come through here…