

ACOLHIMENTO E CHECK IN DE CLIENTES



OBJECTIVO GERAL

- Efectuar o acolhimento e check-in dos Clientes.



OBJECTIVOS ESPECÍFICOS

- No final da sessão os formandos deverão ser capazes de poder acolher e fazer check-in de modo a personalizar as experiências dos Clientes
- Através de uma ficha de avaliação, os formandos deverão aplicar os conhecimentos adquiridos ao longo da sessão.



CONDIÇÕES DE ESTADIA



- Só alojamento (SA)
- Alojamento e Peq. Almoço (APA)
- Meia Pensão (MP)
- Pensão Completa (PC)
- Tudo Incluído (TI)
- Full Credit (FC)
- Complimentary (COMP)



CONDIÇÕES DE PAGAMENTO

- Dinheiro
- Cheque
- Cartão de débito
- Cartão de crédito
- Traveller Cheque
- Transferência bancária
- Moeda estrangeira (Divisas)
- City Ledger (Factura a enviar)

CASH



**Japanese
Yen**

VISA



MASTERCARD



3 Digit Card Verification Number

DINERS CLUB



AMERICAN EXPRESS



The Centurion Card

- Most Exclusive Credit Card - Invitation Only
- Platinum card holders charging \$250,000/yr or more
- \$2500/yr - \$5000 initiation fee
- Made of Titanium
- Dedicated concierge and travel agent



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JCB



CARTÕES DE DÉBITO



CARTÃO DISCOVER (não aceitar)



| 225H01 - Reservation 5416346 CHECKED IN | | | | | | | | | |
|--|-----------|------------|----------|-----------------|-------------------|---------------|---------|---------------------|--------|
| Name | Granger | | | Phone | 0622460928 | | Agent | Voyage Prive SARL d | |
| First Name | Caroline | | | Member Type | | | Company | | |
| Title | | Country | PT | Member No. | | | Group | | |
| Language | FR | VIP | | Member Lvl. | | | Source | | |
| Last Stay | | Last Room | New Gues | Last Rate | | Total stays | 0 | | |
| More Fields | | | | Property | | | | | |
| Arrival | 17-04-13 | Wednesday | | Res. Type | CHEC | Checked In | | Guest Balance | 458.61 |
| Nights | 7 | | | Market | ONEG | TO - Negotial | | Disc. Amt. | % |
| Departure | 24-04-13 | Wednesday | | Source | CRP | Central Rese | | Reason | |
| Adults | 2 | Child | 1 | Origin | EMAIL | Email | | Specials | |
| No. of Rms. | 1 | | | Payment | VI | VISA | | Features | |
| Room Type | JS | RTC. | SP | Credit Card No. | XXXXXXXXXXXXX1370 | | | | |
| Room | 020 | | | Exp. Date | 03/16 | | | | |
| Rate Code | SPO-PRIVE | Fixed Rate | | CRS No. | 5416346 | | | | |
| Rate | 112.17 | | | Approval Code | | | | | |
| Packages | FBB | | | Approval Amt. | | | | | |
| Block Code | | ETA | 15:27 | Suite With | | | | | |
| | | | | Confirmation | | | | | |
| Routing Traces Transport Alerts Item Inventory | | | | | | | | | |
| | | | | | | | | Save | OK |
| | | | | | | | | Options | Close |
| Created By MNCBRE On 12-03-13 Updated By TFIGUEREDO On 20-04-13 | | | | | | | | | |

REGISTO MORADA, E-MAIL E TELEFONE

CAHPT - Individual Profile ID - 84017

Individual

More FieldsStats & InfoContact

Address Information

Last NameBhardwaj

First/ MiddleKavita

Language / TitleE Mrs. & Mrs

AddressHOME

City

Postal Cd. / Ext.

Country / StatePT

Internal Information

SalutationMesdames Kavita

VIPVIP 5

Nationality

Ref. Curr.

Bus. Seg.

Mail Action

Mailing List

Keyword

Notes

Date of Birth

Communications

Contact

History

Search NameFirst

Name

Bhardwaj, Kavita

Bhargava, Rahul

Bharj, Tejider

Attributes

Rate Code

AR No.

Member No.

History Information

Last Room

Last Rate

Last Visit

Options

OK

Save

New

Close

KEY HOLDER E CHAVES

