# TELEPHONES SOP (Rajhi Hotel – Madinah)

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By CHA International for Madinah Hotel – Rajhi
Scope & Objective

Scope:

This document applies to all the functions of the Telephones department.

Objective:

This document describes all the functions carried out to ensure that our guests have a consistent and satisfactory service experience from the Telephones department.
TELEPHONES SOP (Rajhi Hotel – Madinah)

FRONT OFFICE ORGANISATIONAL CHART

Front Office Manager

- Guest Service Manager
  - Assistant Guest Services Manager
    - Guest Services Supervisor
    - Business Center Administrator
  - Communication Supervisor
    - Guest Services Assistant
    - Telephone Operator
- Assistant Front Office Manager
- Night Manager
  - Reception Manager
  - Assistant Night Manager
  - Head Concierge
    - Front Office Supervisor
    - Concierge Supervisor
    - Luggage Assistant
    - Doorman
    - Valet Drivers
    - Car Washer
- Transport Manager
  - Transport Supervisor
TELEPHONES SOP (Rajhi Hotel – Madinah)

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GOAL

To have right attitude and a professional approach towards all our guests

PROCEDURE

Sit down right; do not slouch in your chair
Do not lean on your hands when answering calls at the switchboard
Do not read any material e.g. newspapers, magazines whilst on duty.
Do not do any personal browsing on the internet.
Smile when answering the phone.
Listen attentively and act professional. Always sound confident.
Speak clearly and with a positive tone of voice.
Use the guest's name at least twice, once known.
Ask the right questions to identify the guest's needs.
Do not criticize other guests or colleagues.
Do not refer to guest as “he/she/Them” in their presence.
Be specific and concise in your explanations.
Consult your fellow associates if any doubt arises.
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GOAL

To present the right company image

PROCEDURE

Nails should be short, clean, and well trimmed.
The name tag must be worn on the left hand side
Jewelry should be of a standard nature:
    Only one ring
    Watch of a standard nature (not flashy, large, colorful)
Excessive perfume should be avoided
TELEPHONES SOP (Rajhi Hotel – Madinah)

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GOAL

To be prepared before starting each shift by receiving an efficient, clear and concise handover, and to ensure that all equipment required is in working condition.

PROCEDURE

Morning Shift

Read the logbook (Operator’s & Briefing) and follow-up on any pending requests and sign once completed
Take handover from the night shift Operator (including the trunk lines chart already checked)
Attend morning briefing.
Check for at “At A Glance” copy for the day
Check the itinerary of Groups in house report
Check Wakeup calls (Night Operator's notepad, Reception Wakeup Call Lists) Update occupancy figures in Opera System
Organize your desk
    clean the switchboard, computer and other areas.
    arrange your drawers and prepare all the necessary files.
    check stationery, and that walkie-talkies are charged
Check the reminder clipboard for any urgent or important messages
Check Music on-hold
Check the reminders and take care list on the board and update the help page near the Fire Control Panel and fire box.
Also update online in VIP
Check functions for the day
Check conference lines (lines to be released/ to be blocked, set alarm for billing).
Guest in house list, and VIP's to be printed at 0700hrs
Update and monitor VIP Events/ Task
Print the accompany report from Opera and update the names and birthdays in VIP.
Update the Duty on call board
Be familiar with F & B activities, the outlets opening and closing timings and guests’ whereabouts.

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Check equipment if all are in proper working order.
Prepare the handover for the next shift.

**Evening Shift**

Read the logbook (Operator’s & Briefing) and follow-up on any pending requests and sign once completed.
Take handover from the Morning shift Operator.
Attend the afternoon briefing.
Organize your desk
- clean the switchboard, computer and other areas
- arrange your drawers and prepare all the necessary files
- check stationery, walkie-talkie charged
Check the reminder clipboard for any urgent or important messages
Check music on hold
Check for at “At A Glance” copy for today
Check if any wake-up calls are to be followed up
Check the reminders and take care list on the board and update the help page.
Check Functions of the day
Update and monitor VIP Events/ Task
Check conference lines (lines to be released/ to be blocked, set alarm for billing)
Print guest in house lists and VIP’s at 15:00hrs and 23:00hrs
Be familiar with F&B activities, outlets opening and closing timings and guest whereabouts
Give PR calls to the guest
Update IDD reminder and Guest Service Sheet for the next day.
Do shift filing
Check wake up call sheet and reception wake up call register and set alarm for the wake up calls
Check equipment if all is in proper working order.
Prepare the handover for the next shift

**Night Shift**

Read the logbook (Operator’s & Briefing) and follow-up any pending requests and sign once completed
Take handover from the Evening shift Operator
Attend the evening briefing
Check wake up call sheet for the earliest wake up call.
- set alarm
- group wake up call (if any) – i.e. Fajr Prayer time
- check all operators note pad
Organize your desk
- clean the switchboard, computer and other areas
- arrange your drawers and prepare all the necessary files
TELEPHONES SOP (Rajhi Hotel – Madinah)

- check stationery, walkie-talkie charged
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Check music on hold
Check for at “At A Glance” copy for the following day
Update and monitor VIP Events/ Task
Check the reminder clipboard for any urgent or important messages
Check trunk lines (40 lines)
Be familiar with F&B activities, outlets opening and closing timings and guest whereabouts
Prepare the report for the night manager
Prepare and e-mail the group’s itinerary for the day to AFO Managers and other department in FO
Feed in the Customers Feedback Form (CFFs) into the online CFF system
Print guest in house lists and VIP’s at 03:00hrs
Turn on the lobby light on day mode (at 05:00am)
Check Functions for the following day
Check conference lines (lines to be released/ to be blocked, set alarm for billing)
Check that all equipment is in proper working condition
Check if the reminder and IDD call sheet is prepared
Check the wake up call sheet and reception wake up call register and set alarm for the wake up calls
Prepare the handover for the next shift
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GOAL

To provide prompt, efficient and professional service for guest over the phone, making sure of meeting guest’s requirement

PROCEDURE

ATTENDING CALLS

- Be familiar with all the features and operation of the switchboard
- Make sure that the headset are properly plugged in and placed on the head before answering the calls
- Answer the calls within three rings
- A welcoming and friendly while answering the calls
- Using clear diction/language and pronunciation while answering the calls
- Personalize the call,
- Answer the calls with a smile and clear voice
- Say “Thank you for calling Madinah Hotel. This is __name___. How may I be of service?” (External calls) and “Good morning/afternoon/evening operator. This is __name__ at your service?” (internal calls)
- Ask, listen and respond in an effective manner to customers, both internal and external, consistently
- Let the caller hang-up the phone first
- Make note of necessary information and inform the same to the respective department/person
- When speaking to the guest, find out the name and use at least twice during conversation
- To clarify the guest name (as the spelling if necessary), use the Opera system for help

CALL ON HOLD

- Answer the calls within three rings
- Smile while answering the calls, the caller will hear it in your voice
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Introduce yourself “Thank you for calling Madinah Hotel. This is __name__. How may I be of service”
Let the caller speak before you place him/ her on hold.
Ask permission before place the caller on hold and wait for an answer “May I put you on hold Sir/ Madam/ name?”
Offer the caller a choice i.e. if a call is on hold, the operator have to check with the caller after every 20 seconds and ask if he/she would like to continue waiting or leave a message
If the guest has to hold for more than a minute, give him/ her approximate time he/she would have to hold
If the guest does not agree to be kept on hold, obtain his/ her name and contact number and get back to the guest.
When going off hold, say “Thank you for waiting”
Always use “on hold” facility

TRANSFERNCALLS
Make sure you are familiar with all extensions
While speaking to the guest, transfer the call in the following situations;
    if he/she wishes to speak to the guest/ administration
    when making reservations
Procedure of transferring calls:
    listen to the guests requirements clearly
    if the caller want to speak with hotel’s guest, get the name. (if the caller mentions the room number, do ask the guest’s name. Do not connect any calls if the caller cannot mention the name of the guest).
    Never disclose any room number to the caller.
When transferring the call, say “Connecting you, Mr./Mrs. __name__
If the caller want to be connected to administration, get the name
When connecting to administration/ outlets, say “Connecting you to __name of the outlets/ administration office__”
Before releasing the line, give information to whom the line will be connected

HANDLINGOUTGOINGCALL
Listen to the guest and get the relevant information
    - telephone number
    - place
    - name of the person to be contacted
Repeat the information
Inform the guest about the call cost as per hotel billing instructions
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Booking a Collect Call
   call the Etisalat operator”151”
   advise the Etisalat operator that you are booking a collect call
   advise the guest about his call when connected by Etisalat
   e.g; Mr.____, your call is online, than you”

Booking an Information call
   Inform the guest that he/ she will be charged for this call
   Call the Etisalat operator “151”
   Advise the Etisalat operator that you are booking an information call (an overseas number to be found)
   After receiving the number from the Etisalat operator, ask the operator for the charges
   Give the number to the guest and also inform him/ her of the charges
   Prepare a bill and give it to the reception to post the charges

HANDLING MULTIPLE CALLS
   All calls must be answered within three rings
   Remain calm and courteous at all the time
   Be prepared and organized. Have adequate supplies handy, such as message pads, pen, and directories
   When the telephone rings while you are between a call, politely excuse yourself so you may promptly answer the second phone call
   Always inform the caller before putting them on hold
   When going off hold, say “Thank you for waiting”
   Remember the priority of each call if you have several callers on hold
   If a caller needs help that will take time, take their name & telephone number and offer to return the call within a certain amount of time, such as a half an hour. Remember to contact the caller within the specified time
TELEPHONES SOP (Rajhi Hotel – Madinah)

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GOAL
To provide an efficient and personalized wake-up call to the guest 24 hours a day

PROCEDURE
RECEIVING & HANDLING WAKE-UP CALL REQUESTS

Service is available around the clock.
Service number is answered within three rings
Operator provides a warm and sincere greeting, using guest’s last name at the time when call is requested
Operator addresses guest by last name during closing.

The following information must be verified at time of call
Listen carefully and attentively to the guest’s wake-up call request.
Verify guest’s last name, confirm room number, confirm day, date and time requested.
Check if the guest requires a “reminder wake-up call”
Check with the guest if they would like to arrange tea/ coffee and breakfast along with their wake up call.
Offer to book transport for departure guests and connect to the concerned department.
Repeat and re-confirm the wake up call request, mention the guest’s name, room number, wake up call time, reminders if any and other requests
Thank the guest, and end the conversation on a pleasant note
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PROVIDINGA WAKE-UP CALL

Wake-up calls must be delivered within five (5) minutes of the requested time.
Same-time calls should be prioritized by VIP level, as indicated on VIP treatment plan
Wake-up calls are delivered personally [no automated systems/pre-recorded messages]
Requests for wake-up calls are to be handled in a warm and friendly manner with the appropriate
salutation, confirmation of the guest’s last name, the purpose of the call, wake-up time and a pleasant
closing
All wake-up calls should be made with warm and friendly voice.
All wake up call must include information the guest has requested, including the time of day and the
outside temperature.
The guest’s last name must be used
The guest must be offered a follow-up call if it is not already scheduled.
All follow-up calls will be given with the same information the guest has requested to be given.
“Good morning Mr/Mrs. Smith, it is six O’clock, your wake up call, the temperature outside is 26
Celsius, have a pleasant day”
Offer another reminder call if the guest never place reminder wake up call request.

HANDLING UNANSWERED WAKE-UP CALLS

If there is no reply from the room, the operator on duty should inform the Concierge to go up to the
room and knock the door of the concerned room.
If guest does not answer the door, the operator must inform the Duty Manager and Duty Security.
Duty Security only will open the door with the approval of the Duty Manager.
If guest is a single lady, please inform the Duty Manager so that a lady associate wakes the guest.
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GOAL

To be able to provide clear and concise information and efficient service to the guests by knowing the functions and events going on in the hotel

PROCEDURE

Check the function sheet clipboard for the day.
Check if the group has requested for the lines to be released
On request, release the line by updating the information in the function log book. (Each line in every conference room is given a Pay Master Number, any call made through any of these extensions the charge is directly posted to the concerned Pay Master Number)
Before the line is released the Operator on duty informs guest in the conference that he/she will get back to the guest.
The Operator should check if the line is connected to a Pay Master, and check with any of the Banqueting staff if the line can be released.
Release the line through the Switchboard, using the Room Cut facility.
Set the alarm for billing, manually setting the time on the alarm clock.
When function finish and the line has been closed, the function log book is to be taken to the reception desk and the reception staff will proceed with the billing instructions by signing the function log book.

Releasing the Line

In switchboard take a line, press “COS” button
Enter room no. then press again “COS” button
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GOAL

To give the correct messages to a guest

PROCEDURE

Prepare yourself before taking any messages.  
Ensure to have a pen and a paper with you.  
Listen carefully to the caller and take the message down.  
Ensure the following details are taken;  
 o Name / Family name of the guest(check spelling)  
 o Room number  
 o Name of the caller  
 o Time and date the message is taken  
 o Message  
Repeat back the message to the caller  
Type the message in the Opera System  
Inform the Concierge to print the message and deliver to the room.  
If the message is of a disturbing nature (death, serious illness, injury), immediately inform the Duty Manager who will personally convey the message to the guest

Taking messages for Staff or Managers

Note down all the above mentioned information.  
Write it in the message pad.  
Call the respective Staff or Manager to deliver the message.  
File the Message form in the Message file
TELEPHONES SOP (Rajhi Hotel – Madinah)

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GOAL

To ensure the guest privacy and avoid any disturbances during their stay

PROCEDURE

Handling request for “DND”

When a guest requests not to be disturbed, a “DND” status may be offered and should be explained to the guest.
Check with the guest for how long they would require the DND status to be active and put the information in the “Reminders Page” and place a DND locator in Opera.
Check if he is expecting any particular call during his stay and ask him/her if we can take the messages and get the full details.
Keep everybody informed and write it in the reminder sheet.

Receiving a call for “DND” room

Check with the caller the name of the guest and/or room number
Double check in the Opera system if the information given is the same
Cross check with the “Reminder Guest In-house sheet” for any special message
Inform the caller that the guest is unavailable
Do not transfer the call unless otherwise specified

Putting room on “DND”

Get a line from the switchboard.
Press “DND Ind.” (An Blinking arrow will appear)
Dial 3 (Pre Fix) followed by the room number. (Blinking Arrow will Disappeared)
Press again “DND Ind.” Button. (Blinking Arrow will Again Appear)
Press “Release” from the Switchboard
TELEPHONES SOP (Rajhi Hotel – Madinah)

Write down the information on the Reminder Guest In House Form

Removing “DND” on the room

Get a line from the Switchboard.
Press “ DND Ind.” (Blinking arrow will appeared)
Dial 3 (Pre Fix) Followed by the room number you want to remove DND Sign.
Press again “DND Ind:” Button (Arrow will Disappeared)
Press “release” Button.
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GOAL

To be aware of guests location in case of any urgent phone call/message

PROCEDURE

Handling request for Guest Locator (LOC)

Get correct information from guest.
  Where he/she is going to be in the hotel
  Time he/she will be in that place
  Time he/she will be staying in that place
  Reconfirm important details

Entering Guest Locator “LOC” in the system
  Click “Locator” from the Opera to the specified room
  Click “New” then it will show “New Locator”
  Enter the time “From & To”
  Go to Locator Text and type the text or remarks
  Click “OK” and a “Locator” will appear under the guest profile
  Write the information on the Reminder Guest In House Form
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GOAL

To ensure that the guest able to leave and retrieve messages

PROCEDURE

LEAVING VOICE MESSAGE TO THE ROOM

If outside caller wants to leave a voice message to the room, the operator has to connect the call to the room and after 5 rings it will automatically give the caller an option to press 1 to leave a message or press 2 to reach the operator.

RETRIEVING VOICE MAIL MESSAGE FROM THE GUEST ROOM

Voice messages can be retrieved only by the guest from the guest room only. When guest will have a voice message his message light on the telephone will blink indicating that there is a voice message for the guest and also it will appear on the television screen that she has a message. Then guest needs to press message button on the telephone and then enter any four digit number to retrieve the voice message, the guest should remember this four digit password his entire stay. If a guest forgets the four digit password that he had entered then he can call the operators and we can trace the password from the TRIAS SYSTEM.
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GOAL

To respond to an elevator emergency and ensure Safety of Guests & associates

PROCEDURE

Operator needs to free him/herself from all calls on hearing the lift panel ring
Operators have to make the caller comfortable
Advise your colleagues next to you to inform the Emergency Party (Duty Engineering, Duty Paramedic, Duty Security and Duty Manager)
Keep talking to the guest until one of the Emergency Party reach the location
Information should be taken while speaking to the guest:
  - Name of the guest/ associate
  - Guest's room number or Associates Department
  - Establish how many people (adults/children) are in the elevator.
  - On which floor is the elevator stuck.
  - Where is the elevator located and in which building. (Try to find out if it’s a guest/service elevator)
  - Find out if any guest has been injured or is claustrophobic (fear of closed spaces).
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<td>: Sam Saker</td>
</tr>
</tbody>
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GOAL

To respond and ensure the safety of staff/ guest and property of the hotel

PROCEDURE

- When hearing fire alarm on the panel, operator to free oneself from all calls
- Check the location of fire on fire panel.
- Press “Silence Alarm” and immediately inform the Fire party (Duty Manager, Duty Security & Duty Engineer) by calling them on their respective mobiles.
- Call the Fire Brigade if requested by the Fire Controller.
- Inform the General Manager, Hotel Manager, Technical Director, Security Manager, Guest Service & Front Office Manager about the fire as per instruction from the Fire Controller.
- Inform the Fire Controller immediately for any guests/ staff who need any assistance regarding the emergency situation or evacuation.
- Remain at post until directed to evacuate by the Fire Controller.
- All actions made in connection with the Fire Emergency to be recorded in the Fire Register Logbook for our reference.
- If it is not a real fire, wait for anyone form the fire party to call operator to reset and cancel the buzzer on the fire panel.
- Note the reason for the alarm, in the Fire Register Logbook.
TELEPHONES SOP (Rajhi Hotel – Madinah)

<table>
<thead>
<tr>
<th>Task</th>
<th>: Emergency #77</th>
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<tr>
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<td>: September 2012</td>
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<tr>
<td>SOP Author</td>
<td>: Ghada</td>
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<td>SOP Owner</td>
<td>: Madinah Hotel</td>
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<td>: Sam Saker</td>
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GOAL

To respond to any emergency immediately and in a calm and efficient manner

Procedure

On hearing the Emergency Phone Ring (#77 when dialed internally by an associate), operator to free oneself from any calls and answer the Emergency Phone immediately.

“Switchboard Emergency, This is (operator's name) at your service?”

Take note of the important details by asking the following:

Name of the caller
Location of the accident
Nature of the Accident
Name of guest/staff injured
Date & Time of the accident.

In case of unconsciousness first we need to call the Ambulance.
Immediately inform Duty Paramedic, Duty Manager, Duty Security, Senior Manager, Caracalla Manager, Duty Front Office, Hotel Manager, General Manager about the emergency / accident.
Senior Manager will be informed about the emergency only after 18:00hrs
General Manager will be informed about the emergency only in case of major emergency like unconsciousness or death of a person.

Log down in our “Accident Form” the details of the call.
Duty Manager will give us a call if Ambulance needed. Then we need to call Ambulance by dialing (?????) and give the correct hotel address, type of accident, gender, age, and telephone number of the duty manager.

We then call our nearby hotels example Movinpick, Oberoi, Hilton, Shaza, and Elaf to inform them that we have called an Ambulance to our hotel and if in case it comes there kindly direct it to our hotel. Then we also inform the security gate to direct the Ambulance to
Secondary entrance or Haram side entrance. We also inform concierge to inform us when the Ambulance arrives and departs as we need to record it down on Accident Action Form. After the incident, call the paramedic and ask for the accident details, make an incident report for our reference, and a copy of the report for the Duty Manager. Write the names of operators on duty.
TELEPHONES SOP (Rajhi Hotel – Madinah)

<table>
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GOAL

To provide an efficient service to the guest needing assistance in just one call and to ensure that the request has been satisfactorily dealt with

Procedure

Upon hearing the Guest Services phone ring, pick up the phone by saying (“Good Morning/ Afternoon/ Evening Guest Service Center, this is __name__ at your service?”)
After getting the request, always offer to provide additional service: (“Thank you for calling is there anything else I may assist you with?”)
If the matter is a complaint, log it down on a Customer Feedback Form and hand over to the Duty Manager immediately who will then ensure it is resolved.
Ensure to note down the request on the guest services sheet.
Enter the request in the StarGuest and call/page the relevant department/ associate and handover the request.
Follow up with the relevant department/associate to check that the request has been met.
At the end of the day, file the guest services sheet for our reference