

The Guest Cycle Exercise

Directions: In the boxes below, create a list of at least 3 activities (A) for each stage in the Guest Service Cycle. Technology may or may not be needed for those activities. In addition, list 3 activities that specifically require some type of information technology (T).

Pre-arrival

Example: Front Desk prints all registration cards for next day

- A –
- A –
- A –

- T –
- T –
- T –

Arrival

Example: Guest signs the registration card (contract for services)

- A –
- A –
- A –

- T –
- T –
- T –

Occupancy

Example: Perform bucket check

- A –
- A –
- A –

- T –
- T –
- T –

Departure

Example: Obtain and process payment for the guest's bill

- A –
- A –
- A –

- T –
- T –
- T –