

## Chapter 5 Outline

The Registration Process  
    Preregistration Activities  
    Creating the Registration Record  
    Assigning the Room and Rate  
    Establishing the Method of Payment  
    Verifying the Guest's Identity  
    Issuing the Room Key  
    Filling Special Requests  
Creative Registration Options  
    Self-Registration  
Selling the Guestroom  
Denying Accommodations  
    Walk-In Guests  
    Guests with Non-Guaranteed  
        Reservations  
    Guests with Guaranteed Reservations  
Summary

## Competencies

1. List the seven steps of the registration process, explain the function of preregistration, and identify preregistration activities. (pp. 189–192)
2. Describe the function of registration records and registration cards, and identify factors that affect room and rate assignments during the registration process. (pp. 192–199)
3. Outline procedures for establishing the guest's method of payment at registration. (pp. 199–208)
4. Explain the importance of verifying the guest's identity, outline proper procedures for issuing guestroom keys to guests, and describe the front desk agent's role in addressing special requests from guests during registration. (pp. 208–210)
5. Discuss creative registration options, describe techniques used to upsell guests during registration, and explain how to handle situations in which guests cannot be accommodated by the hotel. (pp. 210–216)