

Chapter 9 Outline

The Check-Out and Settlement Process
Departure Procedures
 Methods of Settlement
 Late Check-Out
Check-Out Options
 Express Check-Out
 Self Check-Out
Unpaid Account Balances
Account Collection
 Account Aging
Front Office Records
 Guest History File
 Marketing Follow-Through
 Data Privacy
Summary

Competencies

1. Identify functions and procedures related to the check-out and settlement process, including departure procedures and methods of settlement. (pp. 339–345)
2. Describe express check-out and self check-out procedures. (pp. 345–347)
3. Explain how hotels handle unpaid account balances, summarize account collection procedures, describe how managers use guest history files, and outline how the front office staff can support the hotel's marketing program through the check-out process. (pp. 347–357)