Keys:

·        Never say a guest’s room number out loud. When somebody is checking in, refer to their key card and indicate “this is your room number”. Always write their room number and show it to them rather than saying it, for safety purposes.

·        If you receive an outside call asking to be connected to a room number identified by the called, always ask the last name of the guest before transferring, but never, ever confirm the room number that you are transferring the caller to.

·        If an outside caller asks to be forwarded to a registered guest, unless that guest has told us not to forward calls, we will forward the call, but we won’t give out the room number to the caller.

·        If somebody is locked out of their room in the hallway and asks to be let into their room, we must redirect them to the front desk so that we can verify their ID and encode a room key for them.

·        When making “replacement” room keys, it is almost always best to make "duplicate keys", rather than "new" ones, given that guests often find original keys in their room, car, or clothing, and can be locked out – late at night -- if they use an original key that has been invalidated as soon as any “new” key is used on their guestroom door. The exceptions to this, is when guests change who they are room-mates with – such as during multi-day stays during weddings, or when one guest leaves, the remaining registered guests requests a new, unique key for their own sense of security. On our key encoder, making a duplicate key requires you to arrow down and an important moment, rather than the default, "new" key setting if you are cruising through the menu quickly.

·        When extending a reservation (good job BTW) be sure to extend their keys, otherwise they may end up locked out after hours, requiring a very late phone call to staff off of property.