

STANDARD OPERATING PROCEDURE (SOP)	REF: 13
DATE: December 2019 VERSION NO: 1	DEPARTMENT: Front of House APPLIES TO: Reservations, Front of house.
TITLE: Accessible Guests	

Purpose

The Hotel caters for guests with disabilities and have rooms to accommodate guests with wheelchairs and mobility disabilities along with parking spaces for blue badge holders. These guests are flagged up to ensure the required rooms are allocated to them.

Procedure:

- 1/ When a guest makes a booking they will inform us that they will require Accessible rooms and, should they bring a car, book a disabled car parking space.
- 2/ Guests with Accessible needs will be flagged up in the system with the VIP code ACC like the example below:



The screenshot shows a reservation window titled 'DSB - Reservation 105902 RESERVED'. The guest's name is 'Americano Da Costa'. The first name is 'Jose' and the title is 'Mr'. The country is 'GB' with a UK flag icon. The VIP code is 'ACC'. There are fields for phone and email. Below the guest details is a 'More Fields' button. At the bottom, the arrival date is '27.06.16' (Monday) and the number of nights is '5'.

- 3/ Once these guests are flagged, Front of house team has to make sure Accessible rooms will be allocated.
- 4/ These rooms fall on the standard Dorsett category. However they have accessible features such as: space for wheelchair, lower bed and furniture (to accommodate the wheelchairs) and lower bathroom fittings. They all have emergency cords which will ring on the back office panel.
- 5/ Our disabled car spots are complimentary for guests with a blue badge and a trace should be left on the booking advising us that we will be needing one of these.



Prepared by: Position: Front of House Manager	Approved by: Position: Operations Manager
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