

A room change request can occur on different reasons, Front office team should change the room as quickly as possible when a guest is dissatisfied with accommodations or finds defects that cannot be immediately corrected. Guest wanted to stay on a higher category room (upsell) If no room of similar type is available, the Front Desk Supervisor may be authorized to offer upgraded accommodations at no additional cost to the guest. The individual delivering the key should offer to assist the guest with baggage, if the Bellman is not present. Duty Manager, Bellman, Desk Attendant, etc., should immediately be sent to the originating room to deliver the new room key. Noisy floor / Noise from adjacent room. Room Type allocated was not as per the room confirmed. Water leakage in bathroom. Below are few reasons for room change request from guest: A/C not working. Under no circumstances should the guest be asked to return to the Desk for a new room key