

Recommended content for service manual from A to Z

A

	Explanations
accessibility	for questions, information and cases of emergency, reception desk
adapter	international adapters for electrical equipment
administration	opening hours
alarm clocks	available upon request at the reception desk
allergic persons	hypoallergenic laundry, upon request
animation	time table
audio player	volume / sound level in the rooms, where to find
automatic shoe polisher	where to find

B

baby crib / cot	additional bed, ask at the reception
babysitter	ask at the reception
baggage service	carrying of baggage to / from the room / reception
baggage storage	at the reception at arrival or departure
bank / ATM	where to find the next cash machine / bank
bath robe / gown	for the spa area, different sizes
bed linen exchange	daily or on request
blankets	additional blanket if needed
breakfast	time table
bus / railway station	where to find / transfer

C

café	opening times, prices
case of fire / fire action	display evacuation plans
casino	opening times, where to find
check-in / check-out	time table

child care	kids club, trips, time table, process
cleaning	cleaning of guests' personal items
conference rooms	provided for conventions, seminars, ...
country codes	provide list in every room
credit card payment	types of cards that are accepted
currency (money) exchange	inform about foreign currencies
D	
"Do not disturb"	sign to hang on the doorknob
debit card payment	types of cards that are accepted
dialing code (area code)	display list in every room
dinner	dress code, time table, reservation
doctor	where to find
dogs / pets	information on request / enquiry
dress code	e.g. elegant / neat clothes for dinner
drinking / potable water	in every room
E	
electricity	alternating current
elevator	max. number of persons, max. weight
e-mail	acceptance for guests, check at the reception desk
emergency call	telephone numbers (fire brigade, police, ambulance)
evacuation plan	display in corridors and rooms
extension cable	available at the reception desk
extinguisher	where to find
F	
fans	in the rooms, available at the reception desk
fire action	emergency telephone numbers / evacuation plan
fire brigade	where to find

fire drencher	display emergency telephone numbers in the rooms
First Aid	in rooms or at the reception desk

G

garage	number of parking lots
gas station	where to find the next one
gown / bath robe	for spa area, different sizes
evaluation of the hotel	website, evaluation sheet in the rooms
gym equipment	treadmill, stationary bikes, etc.

H

hair dryer	in every bathroom
hairdresser	where to find
hot drinks	tea & coffee in the rooms
hotel bar	time table, age limit, prices

I

instructions for use / telephone	bilingual and multilingual
internet access	WLAN, DSL
internet terminal	computer etc.
iron	in rooms or at the reception desk
ironing board	in rooms or at the reception desk
ironing service	upon request

L

lawn for sunbathing	garden, swimming pool
leisure time activities	information, service, flyer
linen exchange	fresh bed linen, daily or upon request
lunch	time table

M

mineral water / soda	a bottle in every room
minibar / maxibar	available in rooms, prices
money exchange	inform about foreign currencies
multimedia player	max. volume / sound level in rooms, where to find

N

newspapers	daily news, magazines
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O

operation manual / telephone	bilingual and multilingual
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P

payment	debit or credit cards
pharmacy	where to find
photocopier	reception desk, provide a separate area
pillows	choice of pillows: antiallergenic, soft, hard
printing facilities / printer	reception desk, provide a separate area
public transport	time table, connections

R

radio reception	schedule of programs in every rooms
railway / bus station	where to find, transfer
reception	call-through / direct dialing
restaurant	time table, dress code, menu
room service	upon request, telephone number in every room

S

safe	at free disposal in every room
secretary's office (administration)	opening hours

sewing service	for buttons, seams; prices
sewing utensils	available at the reception desk or in the rooms
shoe polishing service	machine or service
slippers	in the rooms or at the reception desk
snacks	minibar, cake in the afternoon
soda / mineral water	a bottle in every room
spa area	steam bath, sauna, treatments, massages
spa tax/visitors' tax	public transport free in certain areas
spa treatments	cosmetic treatments, massages, ...
sports equipment (rental)	bike, sleigh etc.
squash	tennis court
support service	technician, telephone number
T	
table reservation	if possible (for each meal), fixed table for the entire stay
telephone	phone list in every room
towels	daily exchange or upon request
transfer	public transport connections
travel information	info at the reception desk (cultural events, ...)
TV program	schedule in every room
U	
umbrellas	upon request at the reception desk
V	
vending machine	snacks, cigarettes, ...
W	
wake-up call	register at the reception desk, info flyers in rooms