

Caffeinated



by Giorgos “Derek” Vrachliotis (APR 2006)

Night Shift

And why I like it so much!!!

Working in a hotel's front office is a very demanding job, not necessarily hard yet demanding. Apart from the long hours you have to be standing up there are no other physical demands, duties on the other hand are a totally different matter..



Oh yes! Duties are a totally different topic! Generally what a receptionist has to do matches what most people have in mind, making bookings, check-

ing guests in or out, taking and processing room service orders, exchanging currencies and so on. But the night shift is a totally different matter, really totally completely different matter! See one of the duties of the night receptionist is to cross check and cross match all the bills, billings, customer account charges, and so on. Processing all these bills gives the night turn receptionist a very clear and detailed look on what happened during the day, however this is NOT the best part of the work! See hotels (in order to keep being competitive) keep some very detailed records of their guests habits and preferences, it is amazing how many personal details you can keep track of using the latest software! Of course this is not obligatory, the only reason a night receptionist would get into such trouble filling in all these personal details in a guests account is just to keep himself awake. Oh yes that's the hardest part of the work, keeping yourself awake!

It is amazing however how many details you can find out about a person just by looking at his room's activity ~~not nearly as amazing as the amounts a reporter is willing pay to get this kind of information though!~~ WOOPS I wasn't supposed to mention that!!! It is really breathtaking to find out how generously someone can tip you just for finding his favorite newspaper in his room without even asking! The hardest part however (for the night turn of course) is to discover a financial imbalance somewhere somehow, you can't get in touch with the morning guy because he is at home sleeping (like most ordinary people) you can't correct it yourself because it is not your mistake to begin with, so what can you do? One option is to write a memo to the manager to figure it out himself... oh yes!!! Memos... what a wonderful invention! ~~It is amazing to find out how careless people can be with their computers.~~ WOOPS I wasn't supposed to mention that either!

Anyway all I wanted to say was that the next time you have to stay in a hotel, just think carefully before making any kind of requests! Of course if you are not a public figure, politician, celebrity, whatever you have nothing to be afraid of, no one really cares about what you do, how you do it and where you do it (unless of course you have a reason to be afraid). **ENJOY THE SPRING EVERYONE!!!**