

ASSESSING THE BENEFITS AND CHALLENGES OF GUESTS REGISTRATION IN SELECTED HOTELS OF THREE ASSEMBLIES IN THE KWAHU AREA

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ABSTRACT: *The aim of the study was to assess the benefits and challenges of guests registration in Selected hotels of three Assemblies in the Kwahu area. The study adopted a descriptive exploratory case study approach to gather evidence using a questionnaire, semi-structured interview guide and personal observations. A sample size of twenty-five hotels constituting 39.1% of the hotel population in the Kwahu area was used for the study. The study used a multi-stage sampling technique in selecting the sample for the study. The sample consisted of twenty-five hotels, sixty-one front office staff, twenty-five hotel managers and supervisors, six staff of Ghana Tourism Authority (GTA) and Ghana Immigration Service, and seventy-five hotel guests. A questionnaire was used in collecting data from the front office staff, while a semi-structured interview guide was used to collect data from the hotel managers and supervisors, the staff of GTA and GIS, as well as the hotel clients. The data collected were analysed using Statistical Package for Service Solutions (SPSS) Version 20 using frequency counts and percentage scores in answering the research questions. The study found that both the staff and management personnel of the studied hotels were convinced that some of the hotel registration benefits included satisfaction of legal requirement, providing records on arrival, assisting in tracing guests in case of difficulties while some challenges faced included the unwillingness to provide the needed data and accurate information by clients.*

Key words: Hotel Guests, Benefits of guests registration, front office department, Guest registration, Management staff.

INTRODUCTION

The hotel office staff have a responsibility to administer all routes of reservations to ensure that room bookings are made and recorded accurately and to ensure that all reservations and cancellations are processed efficiently. They are responsible for keeping up to date with room prices and special offers, providing accurate information to guests, and reporting any maintenance, breakage, or cleanliness problems to the relevant manager and administering the general petty cash system and float accurately. The front office staff needs to

conclude guests' stay with issuing of bills and taking of payment; act as an information point for guests concerning the surrounding area; undertake daily financial tasks, such as the end of shift banking; co-ordinate guest services and facilitate communication with all departments in the hotel (Tewari, 2009).

Ishmael (2002) believe that hotel guests registration can be defined as the process of assigning rooms to guests at the time of their arrival by filling in the necessary details about the guest and the rooms contained on a registration form. The registration form acts as a source of

information about the guest and also acts as legal proof for both the guests and the hotel. The registration procedure begins with the Hospitality's display towards the guests as soon as they arrive at the hotel. At this point, the front office staff finds out from the guests whether he/she has a reservation and goes through the process (Toh and Potapova, 2013). If the guest is a walk-in guests, the front office staff checks the room availability status. If rooms are available, it takes the guests through the registration process by completing the registration card, obtaining the guest's signature, and registers the guest. (Toh and Potapova, 2013). The front office staff always have a ready smile all the time to welcome guests. As the guest approaches the front desk, he/she should be greeted warmly. The warmly welcomed guests with a sincere greetings will feel optimistic about the hotel and expect similar gesture from other hotel staff.

The guests registration procedure involves several steps that, if followed accurately, allow management to ensure a pleasant, efficient, and safe visit. The process is discussed generally as these steps relate to effective front office management. Bardi (2007) highlighted eleven guests registration procedure, and these are: i) Guest requests to check into the hotel; ii) Front desk clerk projects hospitality toward the guests; iii) Front desk clerk inquires about guest reservation status or otherwise; iv) Guest completes registration card; v) Front desk clerk reviews completeness of registration card and vi) The front desk clerk verifies credit. The rest of the procedure is vii) Front desk clerk makes room selection; viii) Front desk clerk makes room assignment; ix) Front desk clerk assigns room rate; x) Front desk clerk discusses sales opportunities for hotel products and services with guest and finally, xi) The front desk clerk provides a room key. Bardi (2007) believes that when this procedure is followed correctly, it provides the hotel with almost all the essential information it will need in providing quality service to the client and to secure a re-visit to the facility. Asare-

Bediako (2010) agrees with Bardi (2007) on the procedure outlined, but he is of the view that the lack of the guests' and the Front Office staff's signature makes the process incomplete.

One opportunity to build a good relationship with guests is in the improved gathering and use of guest information, and this practice is not new to the hospitality industry. Before the advent of computers, hotel guests' information was recorded manually in journals or on cards. Hotel guest registration is beneficial to the hotels, clients, and the economy at large (Hotel Guest Registration Act RSBC, 1996). The registration is helpful for both guests and the hotel in various ways. For example, it satisfies the legal requirements to keep records of their guests as stipulated by hotel laws in Ghana, such as the Tourism Act 2011 and the Alliance Compliance Order of 1969. It provides a record of arrivals as opposed to reservations, which may help to account for residents in the event of a fire or other disaster. It provides management information that helps in planning and other management decision-making. For example, hotel guests' registration provides management with information on the proportion of arrivals to reservations, occupancy statistics, guests' national origin, and some special needs of guests. Guests' registration confirms guests' acceptance of the hotel's terms and conditions (if they are asked to sign the register), and it occupies the guest. At the same time, the receptionist checks booking records allocated rooms and prepares keys. Registration of hotel guests also serves as revenue for taxation to the local authority.

People normally lodge or use hotel facilities for various reasons. It could be for a business meeting, a conference of all kinds, vacation, leisure, just to mention a few. Thus, whereas some persons patronize hotel facilities for business, others do so for some special reasons and for that matter might not want to give their true identity. Other people also do not see the significance of giving their details and sometimes wish to fake their identities. Providing fake identity is most common in many

of the hotels and guest houses in Ghana, especially in a case where guests are staying for 'a short time'.

For some guests, the guest process's registration takes too much of their time, especially when they have to follow a long queue to be checked in. This happens as guests mostly may arrive at the facility very exhausted after long travel and would want to quickly check into their rooms to freshen up. Such guests find the checking-in or the registration process, which involves getting to the front desk, showing identification and providing a credit card for room charges and incidentals, and handing over of room key cumbersome and therefore try to avoid it if they can or provide information as quickly as they can and sometimes providing fake information.

Again, the guest registration process is the unprofessional conduct of some front office staff and some managers. Sometimes, some of the hotels' unfaithful staff connives with some guests to avoid registration to a pocket or reduce the amount of tax paid to the public offices. This not only leads to loss of revenue to the state but can sometimes create problems for both the client and the hotel. For example, in an event where someone who refused to fill the registration card on arrival dies or suffer any mishap in the facility, it will be complicated for the hotel to trace his/her identity or contact his/her family. Furthermore, a guest who fails to go through the registration process will find it difficult, if not impossible, to retrieve his/her items left in the facility as there will be no records to prove his/her visit to the facility. The study aimed at exploring the benefits and challenges of guests registration in Selected hotels of three Assemblies, Kwahu area.

RESEARCH APPROACH AND METHODS

The study adopted a descriptive exploratory case study approach to gather evidence using a questionnaire, semi-structured interview guide, documents, and personal observations. A sample size of twenty-five hotels constituting 39.1% of the hotel population in the Kwahu area was used for the study.

Due to the nature and spread of the population, the study used a multi-stage sampling technique in selecting the sample for the study. This included the use of stratified sampling, purposive sampling, and convenience sampling techniques. The sample, therefore, consisted of twenty-five hotels, sixty-one front office staff, twenty-five hotel managers and supervisors, six staff of Ghana Tourist Authority (GTA) and Ghana Immigration Service, and seventy-five hotel guests. A questionnaire was used in collecting data from the front office staff, while a semi-structured interview guide was used to collect data from the hotel managers and supervisors, the staff of GTA and GIS, as well as the hotel clients. The data collected were analysed using Statistical Package for Service Solutions (SPSS) Version 20 using frequency counts and percentage scores in answering the research questions.

ANALYSIS AND DISCUSSION

Age of Respondents

Table 1 indicates that the majority of the respondents were within the age range of 17 and 49 years. This means that the majority of the respondents (83%) who either managed, worked in, or visited the hotel facilities in the three municipalities in the Okwahu Area for leisure, business, or other activities were relatively young as only 17% of the population were within the age range of 50 and 60+ years. The staff category data did not only indicate that the hotel operators in the study area respected the mandatory retirement age in Ghana, but also the data indicated that most of the studied hotel facilities had youthful employees. If they were properly motivated and trained, they would serve the facilities longer and provide quality services to the facilities' clients by being aware of and implementing the Ghanaian laws on hotel guest registration. It is important to note that the staff's youthful nature could also be a threat to the hotel facilities. As observed by Greg & Wadsworth (1999), this category of employees are very mobile and tend to change jobs and employers

relatively frequently, while older workers tend to have a stable relationship with their employers. If this category of employees is not adequately trained and motivated, the facilities will experience rising employee turnover. Therefore, it could be concluded that the youthful nature of the hotel employees in the studied facilities could lead to high employee turnover or an increasing quit rate if effective retention measures are not put in place. The guests who visited the facilities looked similar to those of the total population and the staff. Only a little above 20% of the guests were above 49 years. Close to 90% (87.3%) of the guests were between the ages of 30 and 59 years. A large proportion of the guests were within the age group of between 30 and 39 years. This, to some extent,

is understandable as the hotel facilities in the studied area were mostly patronized by persons who either attended funerals or Easter festivities and who were primarily young.

The guests who patronised these facilities' age profile means that the facility owners must put in place an effective training programme including training in customer service and how to handle young and vibrant clientele to enable the staff to meet the needs of the guests to ensure repeat business. If this is not done, the workers might be tempered to treat their clients as their colleagues, and this could lead to the creation of disaffection among the clients and therefore lead them to change places during their subsequent visits to the towns.

Table 1: Age Distribution

Age Range (yrs)	Total Sample		Management		Staff		Guests	
	Freq.	%	Freq.	%	Freq.	%	Freq.	%
17-29	20	18.7	-		15	27.8	5	8.8
30-39	54	38.1	2	6.5	21	38.9	31	54.4
40-49	38	26.1	13	41.9	14	25.9	11	19.3
50-59	23	12.9	12	38.7	4	7.4	7	12.2
60+	7	2.9	4	12.9	-	-	3	5.2
Total	142	100	31	99.9 (100)	54	100	57	99.9 (100)

Benefits of Registration to the guests and the hotel

An important goal of the study was to determine the benefits of hotel guest registration to the clients, the Ghanaian economy, and the hotel facilities. In other words, the study was interested in determining how the hotels in the Kwahu Area and the regulatory organisations used the information gathered from the guest registration processes to ensure compliance with the Ghanaian laws on hotel registration and also to promote communication and collaboration among the various departments in the hotels with the view to achieving high client satisfaction. To achieve this

objective, some statements capturing some of the benefits of hotel guest registration to the hotels, their clients, and the Ghanaian economy as a whole were captured in a four-point Likert Scale form for respondents to state their level of agreement with each of the statement in the continuum of strongly agreed to strongly disagree. The statements ranged from the fulfillment of the legal requirement, provision of data for effective customer service, guests' security, planning for effective usage of hotel rooms, collaboration among various departments in the hotels to establish guests' history, among others. To ensure effective presentation and analysis of the data, the responses

were further categorised into agreed and disagreed were strongly agreed and agreed constituted agreed and disagreed, and strongly disagreed constituted disagreed.

The data collected confirmed respondents' lack of awareness of the Ghanaian hotel registration laws. Only 16.4% of the respondents appreciated that one of the benefits of hotel guest registration was that "It satisfied the legal requirement by the Ghana Tourism Authority for hotels to keep records of their guests." Further analysis of the data revealed that all the respondents agreed that the hotel registration exercise benefited the hotels, Interestingly, all the respondents disagreed that hotel guests' registration exercise "establishes guests history records at check-out (personal and financial information) while almost all the respondents disagreed that the registration exercise "acted as a source of security for the guests (92.6%)". The respondents were rather divided on whether or not guests' signature on the registration form confirmed guests' acceptance of the hotel's

their clients, and the Ghanaian economy because "It provides a record on arrival"; "It helps the hotel to trace the guests in case of any misfortune"; "It helps in settling guests' accounts properly" and "It helps the Ghana Revenue Service to determine the actual tax a hotel must pay". A large proportion of the respondents also agreed that hotel guest registration "...helps the hotel to provide appropriate services to persons with special needs, such as special food and room requirement, storage for cash and jewels, etc. (88.9%) and also "it helps the front office staff to coordinate guest services in a timely and accurate manner (81.5%)". terms and conditions. It, therefore, served as a legal contract between the guests and the hotel facilities. This is because fifty per cent of the respondents agreed to the statement that "the signature of guests on the registration form confirmed guests' acceptance of the hotel's terms and conditions." In contrast, another 50% of the respondents disagreed with the statement (see Table 2).

Table 2: Benefits of Hotel Guests Registration

S/ N	Statements	SA	A	D	SD
1	It satisfies the legal requirement by the Ghana Tourism Authority for hotels to keep records of their guests	6 (11.1%)	5 (9.3%)	29 (53.7%)	14 (25.9%)
2	It provides a record of arrival	51 (94.4%)	3 (5.6%)	-	-
3	It acts as a source of security for the guests	2 (3.7%)	2 (3.7%)	38 (70.4%)	12 (22.2%)
4	It helps the hotel to trace the guests in case of any misfortune	51 (94.4%)	3 (5.6%)	-	-
5	It helps the hotel to provide appropriate services to persons with special needs, such as special food and room requirement, storage for cash and jewels,	42 (77.8%)	6 (11.%)	3 (5.6%)	3 (5.6%)
6	It helps the hotel in planning for the use of the rooms and other facilities	41 (75.9%)	12 (22.%)	1 (1.9%)	-
7	It helps in settling guests' accounts properly	51 (94.4%)	3(5.6 %)	-	-

8	It establishes guest history records at check-out (personal and financial information)	-	-	28 (51.9%)	26(48.1 %)
9	It helps the front office staff to coordinate guest services in a timely and accurate manner	32 (59.3%)	12(22.2%)	8 (14.8%)	2(3.7%)
10	It helps the Ghana Revenue Service to determine the actual tax a hotel must pay	51 (94.4%)	6(11.1%)	-	-
11	The signature of guests on the registration form confirms guests' acceptance of the hotel's terms and conditions)	15 (27.8%)	12(22.2%)	14(25.9%)	13(24.0%)

The staff's responses were collaborated by the interviews with the managers of the facilities and the officials of the regulatory bodies. For example, one of the regulatory bodies' respondents stated:

"Any time we are in doubt concerning the accounts of the hotel facilities, we call for their registration books and compare the data with those captured in the VAT receipt books. Most often, you see that the data in the VAT receipt books are lower than the data captured in the registration books" KI 21.

Another Key Interviewer stated:

"We normally receive information about people, sometimes foreigners, who are in the districts and intend to commit crime or troubles. When such signals are received, we normally begin to search and track such persons down. We are aware that some of the hideouts of such persons are the hotels and guest houses. Whenever we visit the hotels and guest houses, we normally call for their registration books and check on the identities of persons who had checked in during such periods" KI 11.

The facilities managers were also of the view that the data were distributed to other facilities' sections. For example, one facility manager stated:

"The information collected through the guests' registration exercise helps us to determine the needs of our guests, especially those with special needs. It also helps the various departments in the hotel perform effectively as they receive appropriate information from the front office. For example, the data help the kitchen to determine the

number and types of dishes to prepare for breakfast as we require our guests to make their requests overnight." (KI, 13).

The data collected from the questionnaire and the interviews indicated that the hotel guest registration exercise has been beneficial to the Ghanaian economy, the hotel facilities and their clients as the process provides information for effective customer care, customer security, tax administration, immigration services, effective accounting services, provided management with information on the proportion of arrivals to reservations; occupancy statistics; the national origin of guests and some special needs of guests as well as security of clients.

This is in line with some of the benefits of hotel guest registration, as outlined in the literature. For example, the results confirmed what Asare-Bediako (2010) and others have said that registration records of the hotel guests are useful for various purposes such as satisfying guests' needs, forecasting room occupancies, settling guests' accounts properly, establishing guests' history records at check-out (personal & financial information), assigning a room type and a room rate for each guest as well as determining long-run availability, that is, reservation information versus short-run availability, the actual room status (Asare-Bediako, 2010; Kul Techno Lab & Research Centre; 2019). The data also confirm that guests' registration helps in easy identification of guests and in case of unforeseen and

unprecedented situations such as accidents, natural deaths, homicide, and others; the process helps in identifying and tracing the relations of such a guest (Asare-Bediako, 2010). The results also confirm the idea that the process helps public authority in keeping close track of the movement of guests, mostly tourists, and helps public authority in assessing the right levies that the hotel managers are expected to pay to the state (Asare-Bediako, 2010).

The results also confirm that the front office is the heart of the hospitality industry. It acts as the mediator between the guests and all the other departments in the hotel set up as the front office staff are expected to interact with all departments of the hotel, including marketing and sales, housekeeping, food and beverage, banquet, finance, maintenance, security, and human resources (Gray & Liguori, 2003). The front office staff provides information to the Finance, kitchen and restaurant, marketing, maintenance, security, and housekeeping departments.

The data also confirm Chain Hotelier's (2008) view that most of the departments in the hotel facilities view the front office as a communication liaison in providing guests' services as each department has a unique communication link with the front office staff as the centerpiece of the working force of the industry. The front office is at the centre of interdepartmental communication as it gathers and relays information to the other departments to meet client needs at once (Gray & Liguori, 2003). The data confirm Beatriz et al.'s (2009) view that the front office department provides the guests' history to the Marketing and Sales Department, which enables the Department to develop programmes to attract more clients to the hotel. Also, the data support Bardi's (2003) view that the housekeeping and front office need to communicate with each other about the rooms available for guests' occupancy. Communication between the Food and Beverage Department and the Front Office is also essential in the hotel industry. The Restaurant Supervisor who may be working on the breakfast shift may want to know how many guests would be in the hotel to determine the number of servers to schedule for

breakfast service. Some vital information like the number of occupancy and when the guests may depart would be critical to the Food and Beverage Department in its attempt to contribute to the guests' satisfaction during their stay in the hotel (Beatriz et al., 2009).

Challenges of Hotel Guests Registration

The data received from the respondents confirmed that the hotel facilities studied had put in place some systems to ensure effective registration of guests who accessed the services of the hotel facilities; however, the registration process was faced with some challenges. The results indicated that 24% of the hotel clients "most of the times" were unwilling to register. In comparison, 64% of the clients "sometimes" were reluctant to register and 12% of the clients "all the times" were unwilling to register with the hotel facilities. It was further revealed that those who registered were either unwilling to provide some personal details or provided some incorrect personal information most of the time. The data provided by the staff respondents were collaborated by those of the facility's managers. For example, when asked whether or not clients were willing to go through the registration process anytime they were at the facility, one of the management respondents replied:

"Oh yes, those who usually come in for genuine businesses willingly go through the process and also provide critical information like their names, purpose of visits, contact numbers, among other things. But we have other clients who come in for some short stay, say few hours for other things, such people are always unwilling to register, and if they are prevailed upon to do so, some usually provide fake details. They provide non-existing telephone numbers or numbers that could not be traced to them. This is because people come to the hotel for different reasons, and sometimes, some of them would want to hide their identities so that they cannot be traced" (KI 17).

Another respondent said

"Some people do not recognise that it is in their interest to register. So sometimes some people supply the incorrect details. For example, just last

two weeks there was a funeral in town. A man and a woman checked in, and they were properly registered. After they had left, it was detected that the man had left behind his wallet, which contained his important documents. We tried calling him with the number he registered with only to be told the number does not exist. The documents are still with us. We are hoping that he will one day come for them” (KI, 6).

The results of the study support the view that, in the hotel business, people normally lodge or use the hotel facilities for several reasons (Gray & Liguori, 2003). Some use the hotel facilities for

business meetings, a conference of all kinds, vacation, or leisure, just to mention a few. It is also known that some of the persons patronize hotel facilities for and other special reasons and, for that matter may not want to give their true identities or may not see the need to provide their details and if compelled to do so, may wish to give fake information to cover up their real identities. In many of the hotels and guest houses in Ghana, it is not uncommon to see guests who would like to spend ‘short time in the hotels; such guests, under normal circumstances, may not want to disclose their true identities.

Table 3: Willingness of Clients to Register

Willingness to Register	F	%
Most of the Times	13	24
Sometimes	35	64
All the Time	6	12
Total	54	100

Some Challenges Faced by the Hotel Facilities in Ensuring Effective Guest Registration Process.

The study probed further to identify some of the challenges faced by the studied hotel facilities to achieve an effective registration of hotel guests. The results indicated that many challenges were facing the registration processes in the study facilities. Among the severe challenges facing the hotel, guest registration was “Provision of wrong information by guests (96.3%)” “Those who stayed in the hotel for a short time (two to three hours) do not see the need to register (92.6%)”; “Lack of enforcement of the rules on guest registration by the Ghana Tourism Authority (88.9%); “Lack of appropriate materials for registration of guests in the facilities (82.6%)”; “Unwillingness of some guests to reveal their true identities (70.3%)”; “Lack of awareness of the legal requirement by both front office staff and guests (46.3%)”; and “The desire of hotel owners to evade tax (46.3%). The data from the staff respondents were collaborated by both the

management and client respondents. For example, responding to why some of the clients sometimes fail to register or provide some accurate personal records, one of the client respondents replied:

“You see, in this era of digitization, one is always not sure what the details collected by the hotel facilities would be used for. You remember when Former President Kufuor’s head was placed on the body of a woman. If one is not careful and gives his/her correct details before you are aware, your data would be used for something else. One, therefore, has to be wise and provide some details that will satisfy the hotel operators to save oneself” KI 10.

Another client asked:

“Sometimes you come here just to spend a few hours only to have some rest or to spend some time with a friend. All that you need is a room and a bed. So why should you have to spend time given all the unnecessary details? KI 6.

Some of the clients were of the view that:

“During peak hours, for example, during funerals or Easter time, there is always a large

crowd at the facilities hence it becomes time-wasting going through the process of registration, so you 'only have to do something to represent something' KI 8 &14.

One management respondent also stated that:

"Sometimes we face challenges in the registration process because some of the clients, especially those who arrive at the facility after long travel as they may be exhausted, complain of the time they spend doing the registration. Such clients always want to quickly check into their rooms to have some rest. Such guests usually find the registration process cumbersome and therefore try to avoid it if they can or provide information as quickly as possible and sometimes provide 'fake information'". KI 7.

One respondent of the regulatory institutions confirmed that one of the challenges facing the registration process was the unprofessional conduct of some hotel managers and their staff. He stated that:

"Sometimes hotel management personnel and staff encourage their clients, especially those who come for a "short time" not to go through the process of registration so that there will not be any record of their lodgment for accounting to their

hotel managers or for taxation. Sometimes some of them do not even give the clients receipt for monies paid, and some of the clients also want it, so" KI 9.

Some of the Ghana Tourism Authority officers also believed that sometimes some of the facilities owners refused to register their guests to evade tax. Therefore, surprise visits ought to be used to ensure adequate registration exercise. He said:

"Some of the facilities' owners refuse to register their guests because they do not want to pay the right tax. Even when issuing receipts to clients, some do not want to issue the VAT receipt because they do not want to pay tax. I believe the way out is effective and surprise visits to the facilities to check these unpatriotic activities" (KI 8)

The results confirm the view that people normally lodge or use the hotel facilities for various reasons such as for business meetings, a conference of all kinds, vacation, leisure, just to mention a few. Due to these varied reasons, it is possible that some of the clients would wish not to leave traces in the hotels visited; hence, they might create some problems for the front office workers when it comes to registering and providing accurate personal data.

Table 4: Some Challenges Facing Hotel Guest Registration

S/N	Statements	SA	A	D	SD
1	Unwillingness of guests to reveal their true identities	22(40.7%)	16(29.6%)	4 (7.4%)	12(22.2%)
2	Provisions of wrong information by guests	42(77.8%)	10(18.5%)	1(1.9%)	1(1.9%)
3	The desire of hotel owners to evade tax	12(22.2%)	13(24.1%)	19(35.2%)	10(18.5%)
4	Lack of awareness of the legal requirement by both front office staff and guest	14(25.9%)	11(20.4%)	13(24.1%)	16(29.6%)
5	Those who stay in the hotel for a short time (two to three hours) do not see the need to register	38 (70.4%)	12(22.2%)	3 (5.6%)	1(1.9%)
6	Lack of appropriate materials for registration of guests	42(77.8%)	8(14.8%)	4(7.4%)	0
7	Lack of enforcement of the rules on guest registration by the GTA	32(59.3%)	16(29.6%)	3(5.5%)	3(5.5%)

CONCLUSION

The study concluded that both the management personnel and front office staff of the studied

hotels were convinced that the registration of hotel guests' helps to satisfy legal requirement, providing records on arrival, increases the revenue of the country, assisting in tracing guests in case of difficulties, among others. Even though the front office staff and their managers were knowledgeable about the registration processes and were ready to abide by them, they faced some challenges in their attempt at ensuring the effective registration of guests in their facilities. Some of the challenges they faced included the unwillingness of some guests to provide the needed data as well as the giving of false information by clients.

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