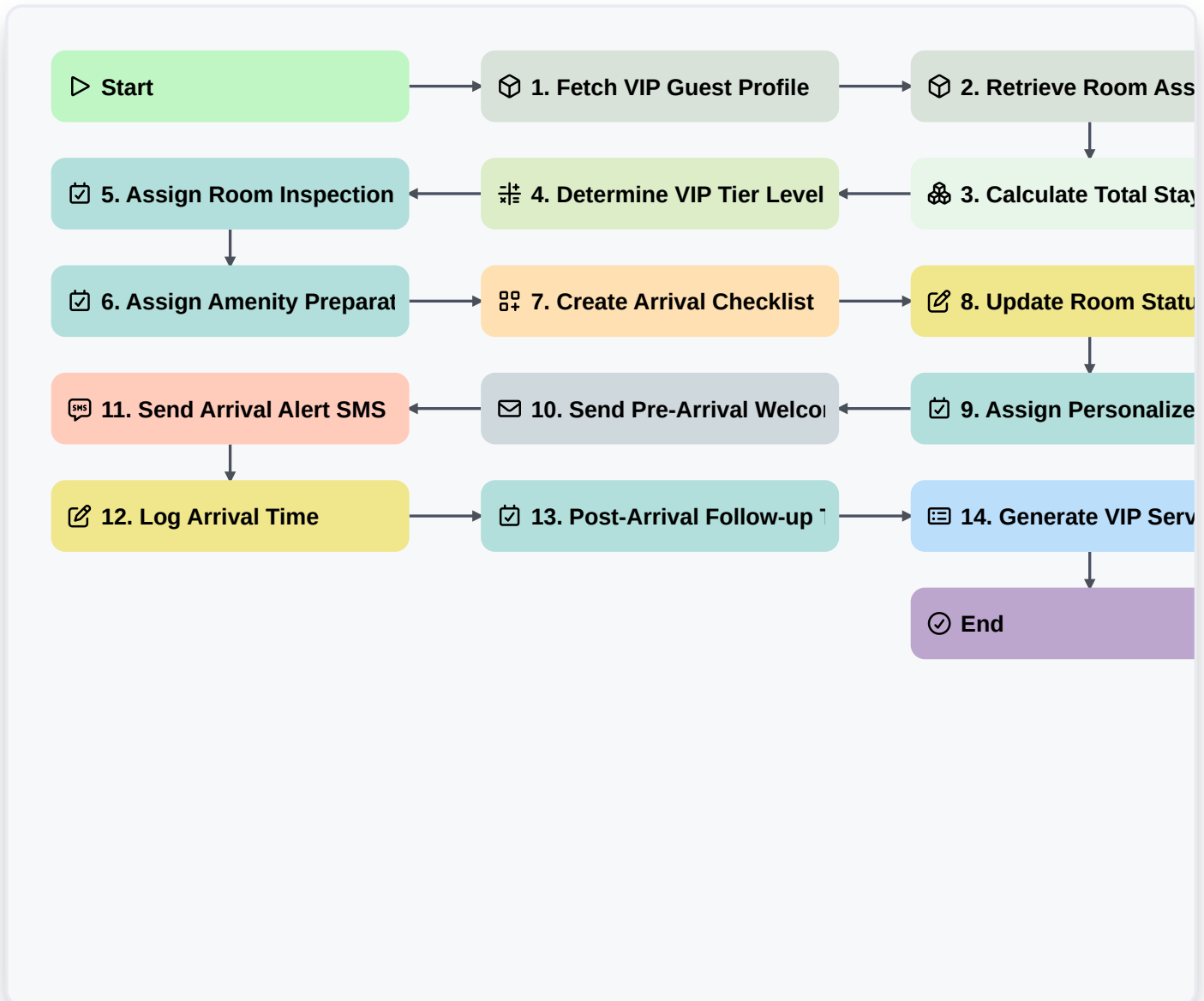


Hotel VIP Guest Arrival And Personalized Service Process



▶ Start

Start of the Workflow/Process.

📦 1. Fetch VIP Guest Profile

Retrieve guest details, preferences, and stay history from the Guest Data Model.

📦 2. Retrieve Room Assignment

Get details of the specific room assigned to the VIP guest for the upcoming arrival.

🔗 3. Calculate Total Stay Spend

Sum all historical and current booking charges to determine the guest's total value/tier.

🔗 4. Determine VIP Tier Level

Calculate the service level (e.g., Gold, Platinum, Diamond) based on aggregated spend and frequency.

📋 5. Assign Room Inspection Task

Create a task for the Housekeeping Supervisor to perform a deep-clean and amenity check.



✔ **6. Assign Amenity Preparation Task**

Create a task for the Concierge/F&B team to prepare personalized welcome gifts (e.g., fruit basket, wine).

☰ **7. Create Arrival Checklist**

Generate a new checklist entry specifically for this VIP arrival instance.

✍ **8. Update Room Status to 'VIP Ready'**

Update the room record in the Room Data Model to indicate it is prepared for a VIP.

✔ **9. Assign Personalized Greeting Task**

Create a task for the Front Desk Manager to personally greet the guest upon arrival.

✉ **10. Send Pre-Arrival Welcome Email**

Send a personalized welcome email to the guest's email address confirming their VIP status and special arrangements.

💬 **11. Send Arrival Alert SMS**

Send an SMS to the Guest Relations Manager when the guest is 15 minutes away from the hotel.

✍ **12. Log Arrival Time**

Update the Guest Arrival entry with the actual timestamp of their check-in.

✔ **13. Post-Arrival Follow-up Task**

Create a task for the Guest Relations team to follow up 2 hours after check-in to ensure satisfaction.

☰ **14. Generate VIP Service Quality Report**

Create a summary report of all VIP arrivals and completed service tasks for the weekly management review.

✔ **End**

End of the Workflow/Process.