# **Check-in Protocol**

**The Greeting/El Recibimiento**

Hello! Please park back-in/facing out

**Cuando vienen en vehículo propio:**

Welcome to the resort! Your room has a parking spot, so you can leave the suitcases in the car.

The reception will require your passport and credit card.

**Cuando vienen en transfer:**

Welcome to the resort! You can leave your suitcases here because we are going to hold them while they check you in.

The reception will require your passport and credit card.

**Welcome drink and fresh towel:**

We have a fresh towel and a (nombre del jugo) welcome drink for you.

**Del pasillo hacia la Recepción:**

Please **(extiende la mano y se dirige a la recepción yendo al frente del huésped).**

This is (nombre del recepcionista que lo va a atender), and he is going to check you in.

**Después del check-in, cuando vienen en vehículo propio:**

Hello! Follow me please!

I am going to drive my golf cart and show the way to go to your room, so you can drive your car and follow me

**Después del check-in, cuando vienen en transfer:**

Hello! Follow me please!

You can get in the golf cart while I take your suitcases.

# **Check-in Protocol in the Room**

**Al llegar a la habitación:**

These are your keys and you just have to get them close to the door lock in order to open it.

**En la habitation:**

Here is where you put the key to get the power in the room and turn on the air conditioner, TV and lights.

These are the remote controls for the air conditioner and TV, this coffee is complimentary, and these beer, sodas and waters are free for today that is the first day.

In this closet you find the laundry bag and its form, and the safe; these are the instructions: behind the door you will find a button, press it to erase the old code. Enter a code comprised of three numbers and one letter and then close the door and lock it.

**Baño:**

This right here is the emergency button.

**Don’t hesitate to reach us at extension “0” if you need a golf cart ride or need anything else.**

**Have a great stay!**