WORKING MATERIAL 2.9 · CHAPTER 2 — THE OPERATIONAL PERSPECTIVE · SETTING: TBILISI, GEORGIA

The Guest from Enquiry to Departure: Registration, Data and Routines

Source: Francesco Dore, The Helm and the Lens, Volume 9a — The Small Property, subchapter 2.9 (book page 313)

GUIDING QUESTION

If a guest asked you tomorrow what you write down about him, why and for how long, could you tell him in three sentences? And do you know what happens in your house to his data after he has left?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
Every guest must fill in a registration form	Only partially true	Who must register depends on local rules; some register every guest, others only some	
Registration forms are best kept as long as possible	No	Retention and disposition must be controlled (7.5.3); local rules set periods, some with a duty to destroy	
A passport copy is the safest proof	Only partially true	It collects more than registration usually asks; many data-protection laws ask for no more than the purpose needs	
The platform handles the data, so it is not our concern	No	Externally provided processes relevant to the system are controlled (8.1)	
A process needs a flowchart	No	Criteria and control are required (8.1); the form is the property's choice	
Small houses never need a record of their data processing	Only partially true	Some data-protection regimes require one even of small firms that process guest data daily	
The house must be able to show its processes ran as planned	Yes	Documented information to the necessary extent is required (8.1)	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Describing the routine only for the normal case, so the duty fails at the late arrival.

☐ Keeping records without end, so that every month adds risk and no benefit.

☐ Collecting more than required, such as passport copies with no stated purpose.

☐ Assuming the platform or an app takes care of the house's own data duties.

☐ Keeping registration, data protection and routine in separate folders.

☐ Following a predecessor's habit without checking what the rules require.

☐ Leaving the answer to a guest's question to the owner alone.

☐ Forgetting enquiries and cancellations, which leave data too.

3 · A Checklist for the Guest Journey

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Is the guest journey written on one sheet with six stations?	Processes are planned and controlled with criteria (8.1)	
Does every station have criteria someone can check?	A sentence that cannot be checked is not a criterion	
Does a late-arriving guest still complete the registration the house requires?	The duty most often fails exactly when the desk is empty	
Have we confirmed locally who must register, how, and for how long records stay?	Registration and retention differ by country and region	
Is there a deletion date with a named deputy?	Retention and disposition must be controlled (7.5.3)	
Can everyone at the desk tell a guest what happens to his data?	At weekends the owner is not the one asked	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standards and its practical application. Clause numbers in brackets point to the harmonized structure or the standard the subchapter names; where the evidence lives, and the sheets named, are this book's method, not a requirement of any standard.

Question	Where the evidence lives	Seen?
Is the guest journey on one sheet, with stations and checkable criteria for each (8.1)?	The guest-journey sheet	☐
Is the late-arrival routine controlled, with the identity check noted (8.1)?	Late-arrival envelopes; the completed registration forms	☐
Are completed registration records kept for their period and no longer (8.1, 7.5.3)?	The registration records; the retention sheet	☐
Is there a monthly deletion date with a deputy, and a dated note of each deletion (7.5.3)?	The house calendar; the deletion notes in the folder	☐
Is there a record of which data the house holds, why, for how long and who has access?	Two pages in the folder	☐
Was a change to the journey, such as self check-in, treated as a planned change (8.1)?	A note on the change in the folder	☐

> *What this sheet is not: no management-system standard prescribes this form, and filling it shows conformity with nothing. It is a working aid drawn from the book; the standards' own texts govern the real case, and legal duties are established with competent local expertise. Independent material; not affiliated with or endorsed by ISO or any certification, accreditation or scheme-owning body. The standards' own texts prevail; legal duties must be confirmed locally.*