

Room No. : 612
Arrival : 03.06.24
Departure : 04.06.24

Reg. No:
VAT No:
Membership No :
Group :
Company:

Invoice No. : P-12124
Invoice Date : 03.06.24
Confirmation No. :
A/R number :
Cashier No. : 20
Reference No. :
Page No. : 1 / 1

Date	Description	Charges EUR	Payments EUR
03.06.24	Deposit Accommodation 12%VAT	105.00	
03.06.24	MasterCard Manual		105.00

Date	Deposit amount	Folio type	VAT amount
		Total	105.00
		Total to pay	0.00 EUR
		Total without VAT 12% (105.00)	93.75 EUR
		Total VAT 12%	11.25 EUR

This invoice has been prepared electronically and is valid without a signature.

H

Harper Woolf

H

Oyster festival

6x

Oysters / Austeres

2x

Glass of Champagne /
Šampanieša glāze

Harper Woolf

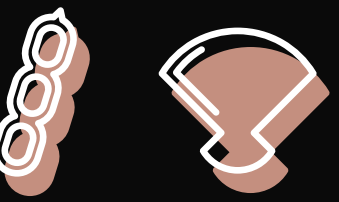
55 €

Cold Amkstaiss

Oysters (3 pcs) / Austeres (3 gab)

Red wine classic sauce | yuzu-passion sauce /
Sarkanvīna mērce | yuzu mērce

14.50 €

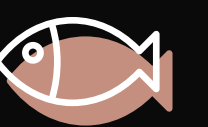


Fake Avocado / Viltots Avokado

Salmon Tartare | Avocado Guacamole | Wasabi Oil | Passion-Marinated Onions |
Latvian Lumpfish Caviar

Laša tartars | Avokado gvakamole | Wasabi eļļa | Marinēti sīpoli | Latvijas zaķzivs ikri

13.00 €

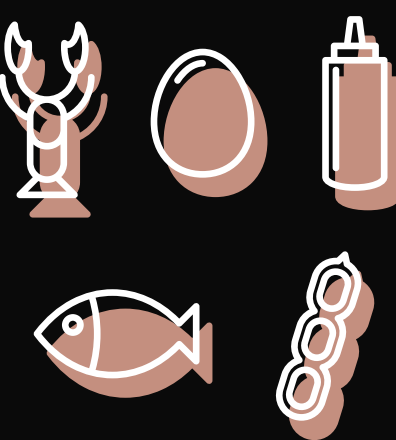


Harpers Surf and Turf

Local Deer Tartare | Wild Shrimps and Chips | Lumpfish Caviar | Kimchi Mayo |
Bonito Flakes

Brieža tartars | savvaļas garneles un čipsi | Zaķzivs ikri | Kimči majonēze | Bonio pārslas

16.00 €



Hidden Stracciatella / Paslēptā stracciatella

Slightly Marinated Tomato | Yellow Tomato Jelly | Cucumber Granita
Viegli marinēti tomāti | Dzeltēno tomātu želeja | Gurķu granita

13.00 €



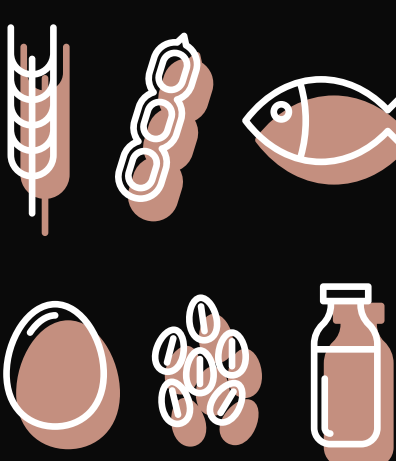
Latvian River Eel Smoked for 48 Hours /

Latvijas zutis, kūpināts 48 stundas

Rye Bread and Olives | Japanese Cucumbers | Microgreen Cream Cheese |
Black Meringue /

Rudzu maize un olīvas | japāņu gurķi | Mikrozaļumu krēmsiers | Melnais bezē

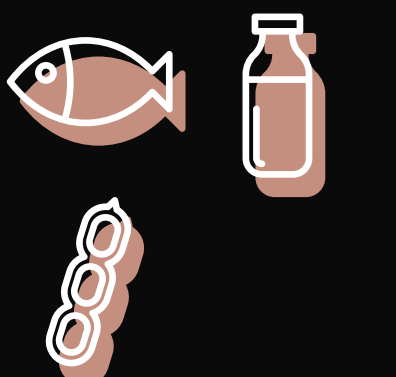
14.00 €



Hamachi

Bifido and Horseradish | Cucumber and Granita | Tapioca Chips /
Paniņas un mārrutki | gurķis un granita | Tapiokas čipsi

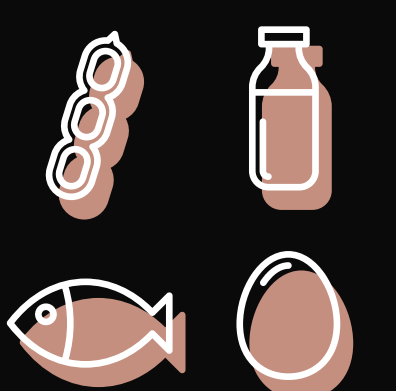
17.00 €



Vitello Tonnato

Grey Peas | Tuna | Anchovy Caviar | Quail Eggs | Capers and Parmesan Chips /
Pelēkie zirņi | Tuncis | Anšovu ikri | Paipalu olas | Kaperi un Parmas siera čipsi

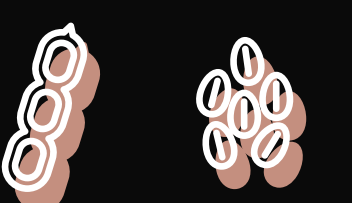
17.00 €



Local oystich tartar / Vietējā strausa tartars

Grey pea foam | marinated forest chantarels | cucumbers /
Pelēko zirņu putas | meža gailenes | gurķi

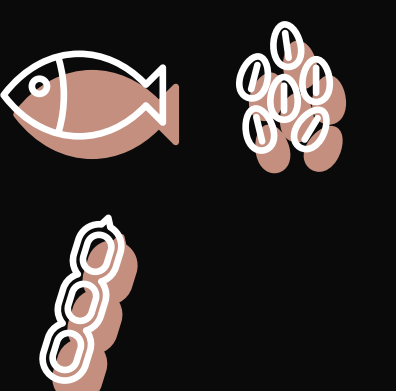
16.00 €



Tuna New Style Sashimi / Tunča Sašimi

Ponzu | Shimeji | Furikake / Ponzu | Shiimeji sēnes | Furikake

15.00 €





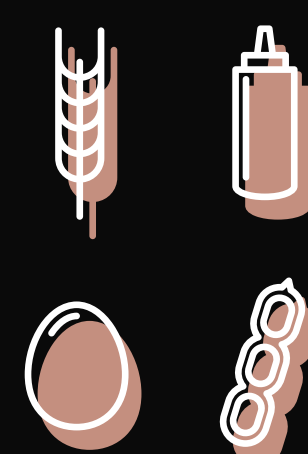
Harper Woolf

Wacm
Siltais

**Takoyaki Glaze Beef Tongue /
Liellopa mēle Takoyaki glazūrā**

Lime Mayo | Potato Flowers | Crispy Leeks /
Laima majonēze | kartupeļu ziedi | kraukšķīgi puravi

13.00 €



Beef Steak Tataki / Liellopa steika Tataki

Brown Butter-Truffle Ponzu | Shimeji Mushrooms | Truffle Caviar | Salsify Chips /
Brūnais sviests-trifeļu ponzu | šimeji sēnes | Trifeļu ikri | melnsaknes čipsi

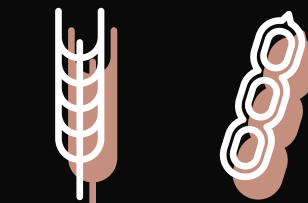
17.00 €



Tempura Vegetable Roll / Dārzeņu rullīši tempurā

Broccolini Asparagus | Okonomiyaki Eggplant | Mango Salsa | Lime Mayo |
Lotus Chips /
Brokoļi | Sparģeļi | Okonomiyaki baklažāni | Mango salsas | Laima majonēze |
Lotosa čipsi

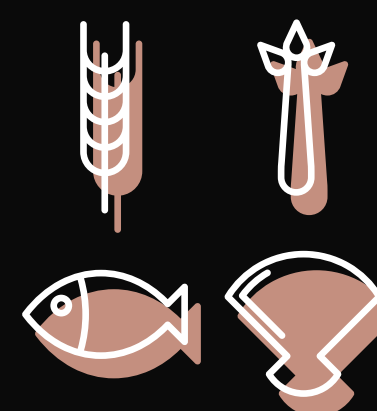
14.00 €



Calamaretti

Fish Mousse and Quinoa | Tomato Salsa Sauce | Anchovy Caviar /
Zivju muss un kvinoja | tomātu salsas mērce | anšovu ikri

18.00 €



Grilled Mackerel / Grilēta Makrele

Miso Glaze | Japanese Cucumbers | Stracciatella | Grilled Little Gem /
Miso glazūra | japāņu gurķi | stracciatella | grilēti lapu salāti

18.00 €



Wild Argentinian Shrimps / Argentīnas savvaļas garneles

Kohlrabi | Trout Caviar | Bisque Glaze | Maurolaki /
Kolrābis | foreļu ikri | biska glazūra | maurloki

17.00 €



Scallop / Ķemmītes

Parmesan Foam and Noodles | Trout Caviar | Chimichurri Colored Seaweed /
Parmas siera putas | nūdeles | foreļu ikri | jūraszāles

16.00 €



Arancini / Arančīni

Mushrooms | Grey Pea Kimchi Foam | Parmesan | Tuile /
Sēnes | pelēko zirņiņu putas | parmas siers | tuile

13.00 €





Harper Woolf

Wacm
Siltais

Duck Fillet / Pīles fileja

Orange-Beer Sauce | Zucchini and Asparagus | Sweet Potato Puree /
Apelsīnu-alus mērce | cukīnī | sparģeļi | saldo kartupeļu biezenis

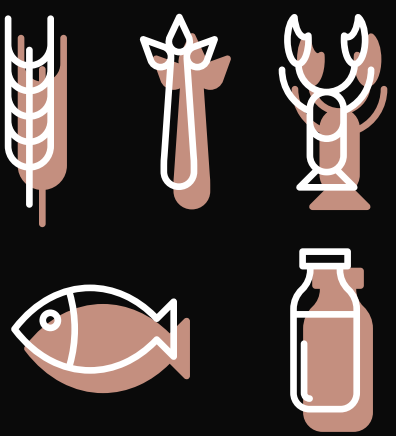
23.00 €



Local Sturgeon / Store

Zucchini | Bisque and Trout Caviar | Asparagus /
Cukīnī | bisks un foreļu ikri | sparģeļi

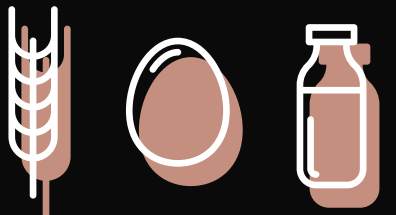
23.00 €



Iberico Pork Tomahawk

Dark Beer Sauce | Chorizo | Potato Croquette | Padrón /
Tumšā alus mērce | chorizo | kartupeļu krokete | padrona pipari

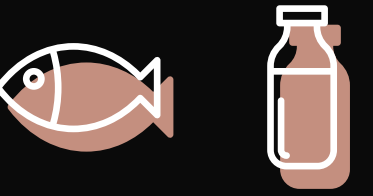
22.00 €



Black Cod / Melnā menca

Chestnut Puree | Burned Corn | Brussels Sprouts | Lemongrass Butter Sauce /
Kastaņu biezenis | cepta kukurūza | briseles kāposts | citronzāles – sviesta mērce

24.00 €



Wild Deer / Savvaļas briedis

Leek Charcoal | Caramelized Cheese Demiglace | Wild Mushrooms |
Kohlrabi | Chestnut Puree /
Puravi | karamelizēts siers Demiglace | savvaļas sēnes | kolrābis | kastaņu bieznis

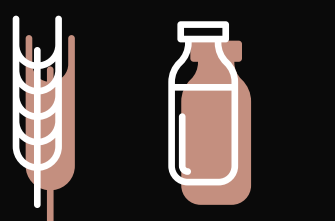
24.00 €



Rib-Eye Beast

Portobello Burned Shallots | Pepper Demiglace /
Portobello sēnes | cepti sīpoli | piparu Demiglace mērce

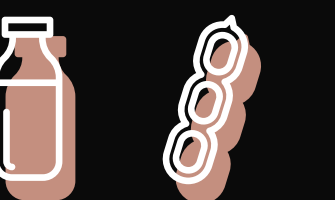
33.00 €



Fake Steak / Viltots steiks

Grilled Cabbage with Teriyaki Glaze | Green Peas Puree | Crunchy Chickpeas /
Grilēts kāposts Teriyaki glazūrā | zaļo zirnīšu biezenis | kraukšķīgi turku zirņi

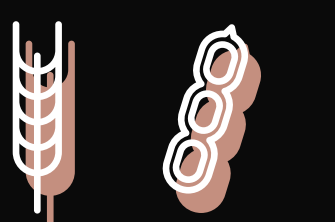
19.00 €



Lamb Fillet / Jēra fileja

Chimichurri | Green Peas and Peppermint Puree | Aubergines /
Čimičuri | zaļo zirnīšu un piparmētru biezenis | baklažāni

21.00 €



Grilled Octopus / Grilēts astoņkājis

Chorizo | Cauliflower – Coconut Puree | Tomato and Potato /
Chorizo | ziedkāpostu-kokosriekstu biezenis | tomāti | kartupeļi

24.00 €





Harper Woolf

60Day DryAged Local Beef Steak (100g) / 60 dienas nobriedināts vietējais liellopu steiks (100g)	13.00 €
Argentinian Black Angus GrainFed RibEye (100g) / Argentīnas melnās Angus šķirnes graudu barībā audzēts ribai steiks (100g)	14.00 €
Uruguayan Black Angus GrainFed Filet (100g) / Urugvajās melnās Angus šķirnes graudu barībā audzēts filejas steiks (100g)	12.00 €
Uruguayan Black Angus GrainFed Striploin (100g) / Urugvajās melnās Angus šķirnes graudu barībā audzēts striplāinas steiks (100g)	10.00 €
Steak Tartare (100g) / Steika tartarss (100g) - min 200g	13.00 €

Anti-vegan
Antivegetārais



Harper Woolf

Extra
Ekstra

Sides / Pidevas

7.00 €

Young Potatoes with Garlic Confit and Spring Onions
Jaunie kartupeļi ar ķiploku konfiti un pavasara sīpoliem

Broccolini with Truffle Cheese
Brokoļi ar trifeļu sieru

Asparagus with Chimichurri
Sparģeļi ar čimčuri mērci

Portobello Mushroom with Sour Shallots
Portobello sēne ar skābiem šalotiem

French Fries
Franču frī kartupeļi

Sweet Potato Fries
Saldo kartupeļu frī

Sauces / Mērces

3.00 €

Red Wine Sauce
Sarkanvīna mērce

Pepper Sauce
Piparu mērce

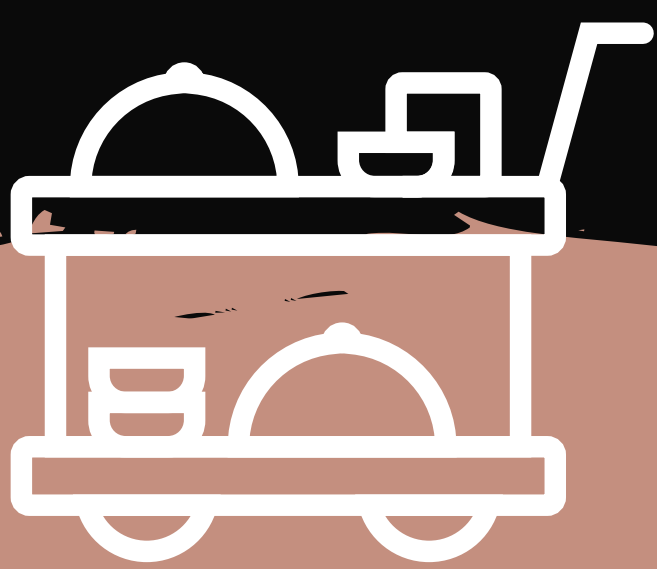
Caramelized Cheese Sauce
Karamelizēta siera mērce

Dark Beer Sauce
Tumšā alus mērce

Chimichurri
Čimčuri

H

Harper Woolf



Local Cheese Cart /
Vietējo sieru grozs (100g)

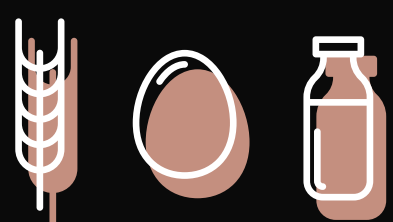
9.50 €

Sweet
Saldais

Caramelized Cheesecake / Karamelizēta siera kūka

Coffee Lime Sichuan Pepper Crumble | Gold Glaze | Fresh Raspberry and Sorbet /
Kafijas, laima, sičuāņas piparu drumstalas | zelta glazūra | svaigas avenes | sorberts

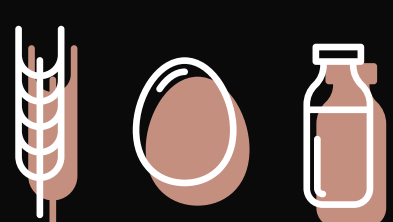
10.00 €



Napoleon Cream / Napaleona krēms

Puff Butter Pastry | Blueberry Sorbet | Quince Gel /
Kārtainā sviesta mīkla | melleņu sorberts | cidoniju gēls

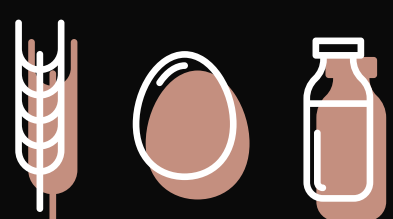
9.50 €



Latvian Honey Cake Harper Style / Medus kūka Harper stilā

Honey Biscuits | Sour Cream /
Medus biskvīts | skābais krējums

9.00 €



Chocolate Stone / Šokolādes akmens

Cotton Candy / Cukurvate

9.50 €





Harper Woolf

Cereals containing gluten
Graudaugi, kas satur lipekli (glutēnu)



Crustaceans and their products
Vēžveidīgie un to produkti



Eggs and their products
Olas un to produkti



Fish and their products
Zivis un to produkti



Peanuts and their products
Zemesrieksti un to produkti



Soybeans and their products
Sojas pupas un to produkti



Milk and its products (including lactose)
Piens un tā produkti (ieskaitot laktozi)



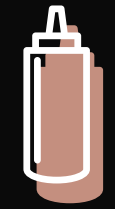
Nuts and their products
Rieksti un to produkti



Celery and its products
Selerijas un to produkti



Mustard and its products
Sinepes un to produkti



Sesame seeds and their products
Sezama sēklas un to produkti



Sulfur dioxide and sulfites
Sēra dioksīds un sulfīti



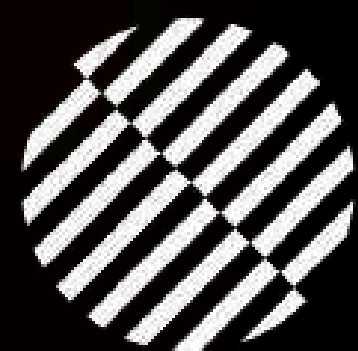
Lupin and its products
Lupīna un tās produkti



Molluscs and their products
Gliemji un to produkti



Allergēns
Alerģēni



pullman

HOTELS AND RESORTS

RIGA OLD TOWN

TIMELESS HARMONY

Step into a harmonious blend of past and present at our historic-meets-modern hotel in Riga's Old Town. Nestled between a 18th-century gem and contemporary structures, our hotel tells a tale of creative synergy. Just steps away from iconic landmarks like the Presidential Palace and Parliament Building, our location boasts a lush green square at our doorstep. Wander through the enchanting Bastion Hill, right around the corner, for a romantic escape amidst tree-lined paths and scenic vistas. Experience timeless charm in the heart of Riga

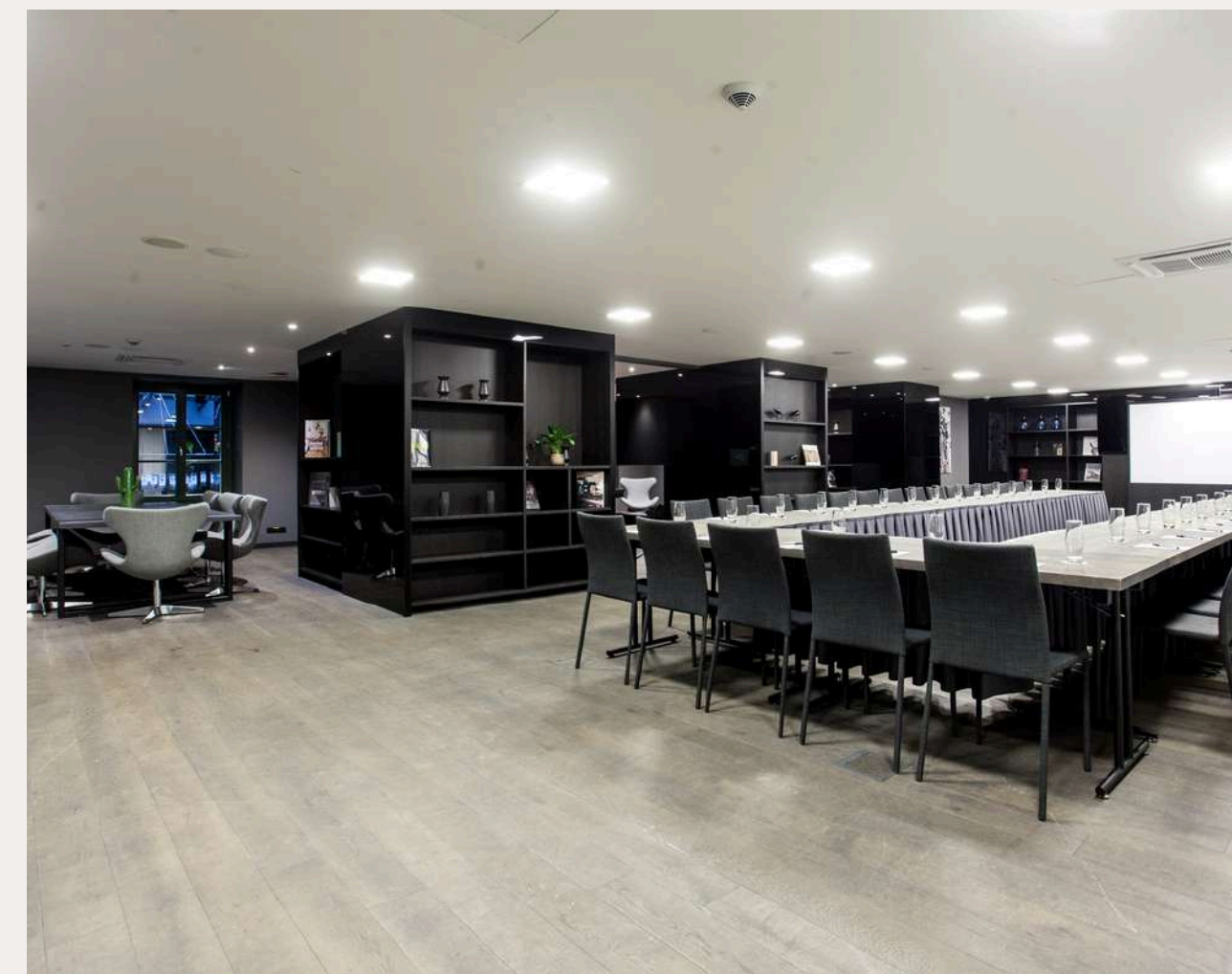


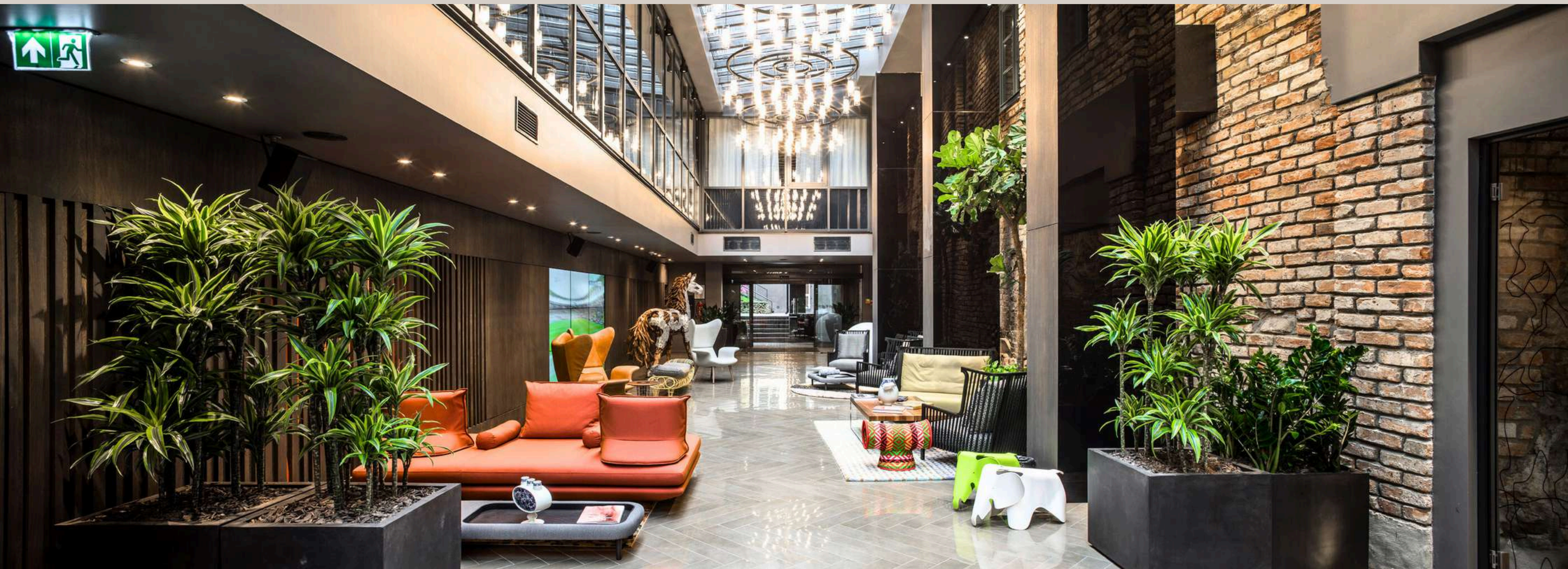
MEETINGS EVENTS



Prime Location, Premier Meetings:
Unveiling Top-Quality Facilities in Riga
*Total conference area: **800 m2***

Pullman Riga Old Town hotel also offers superior catering for all events, private or public. From a breakfast forum to a gala dinner, and the breaks in between, we offer an imaginative and efficient service. Ambience guaranteed, and a menu worthy of the occasion.





MEETING ROOMS CAPACITY

ROOM NAME	SURFACE (M)	HEIGHT(M)	WIDTH(M)	LENGTH(M)	THEATRE	U-SHAPE	BOARDROOM	CLASSROOM	BANQUET	RECEPTION
FJORD	26.8	5.8	4.2	5.0	16	-	12	-	-	-
MAREMMANO	69.7	2.5	6.8-8.5	7.6	35	20	18	20	30	
ARDEN	123.5	2.5	6.7-7.5	16.4	120	45	40	50	70	45
PASO FINO	39.5	2.5	4.8	8.3	-	12	14	-	-	130
BUSINESS AREA FALABELLA (WITH 5 WORKSHOP AREA)	187.5	2.3	6.8	17.0	130	50	50	60	50	-
MAREMMANO+ARDEN	193.2	2.5	6.7-8.5	24.0	180	60	60	85	100	150
APPALOOSA	127	5.8	6.5	21.0	80	45	40	40	50	200
APPALOOSA+ATRIUM (AVAILABLE 14:00)	254	5.8	6.5	41.0	150	-	-	-	150	120
ROCKY MOUNTAIN (PRIVATE DINING ROOM)	29	2.3	4.3	6.2	-	-	14	-	-	250



RESTAURANT

Harper Woolf, has always embraced a carefree and adventurous spirit .Having traversed the globe, she carries with her a treasuretrove of stories, eager to share the remarkable places she has visited and the extraordinary people she has encountered.



OUR VISION

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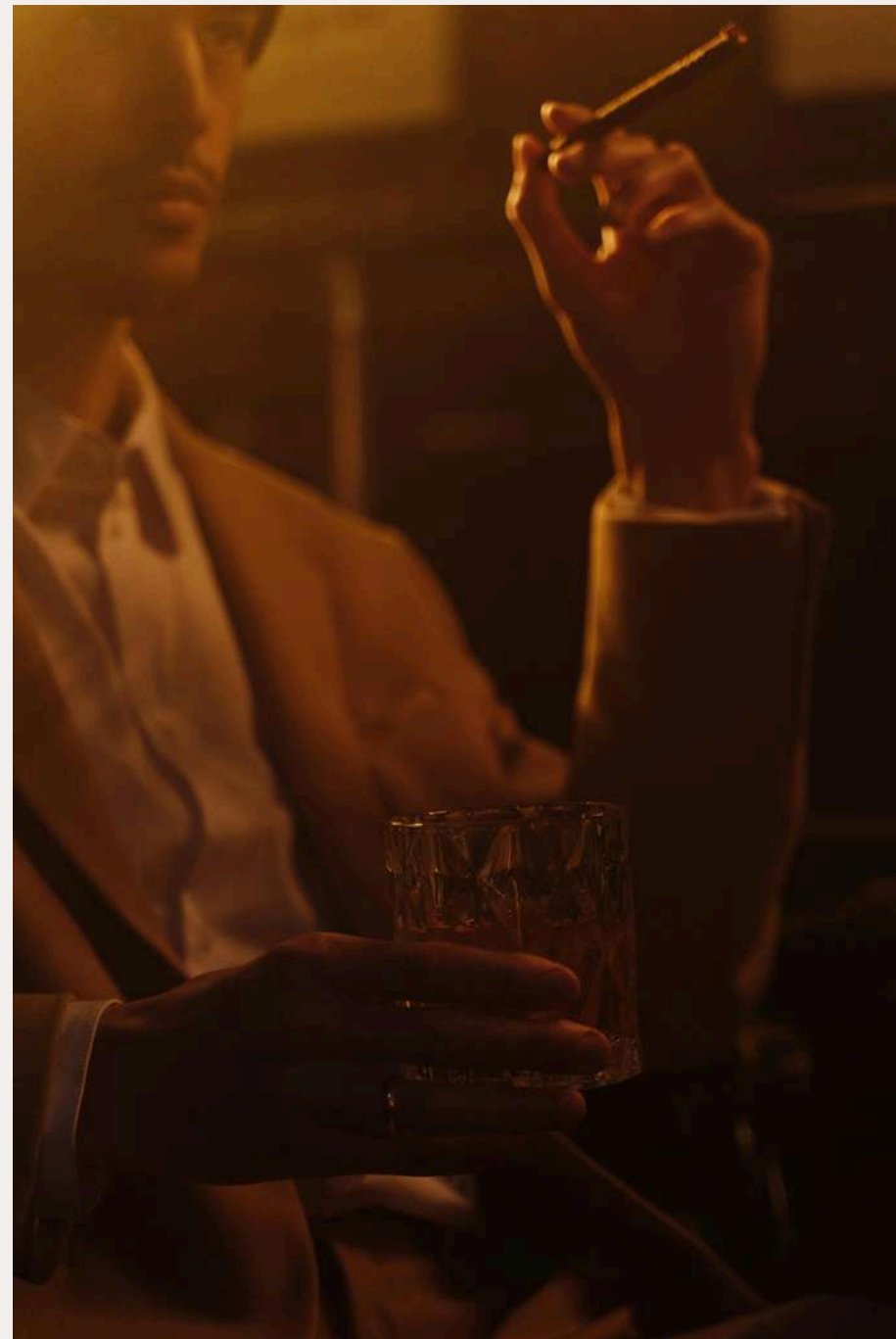
You don't have to be an explorer to become Harpers' friend, or be able to speak 10 different languages. She does not care for age, gender or money. All she wants you to be is curious, open- minded and enthusiastic for culture.



HAVANA DREAMS

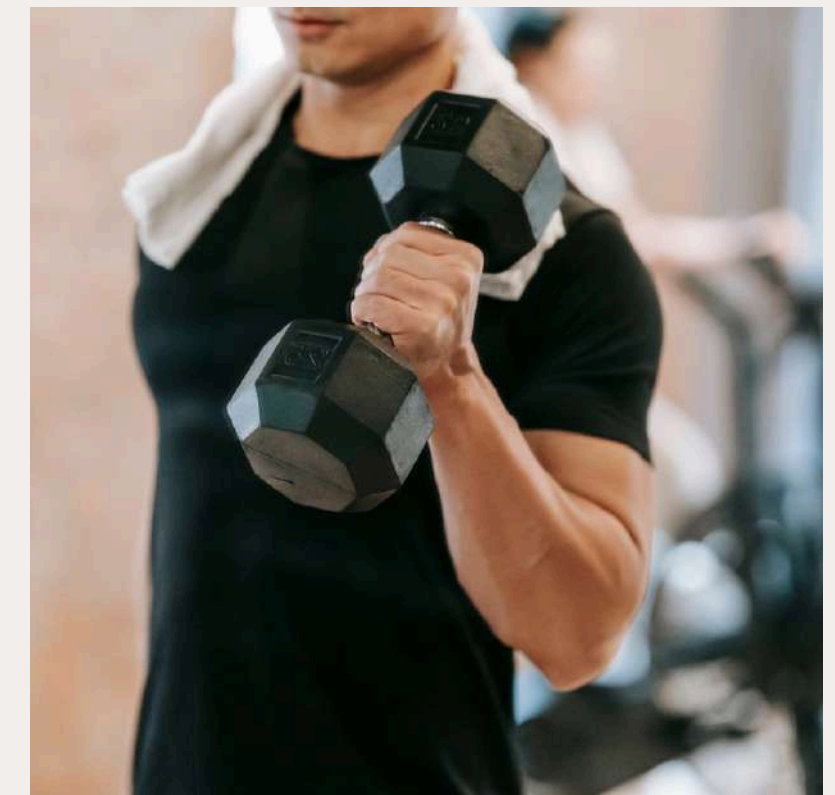
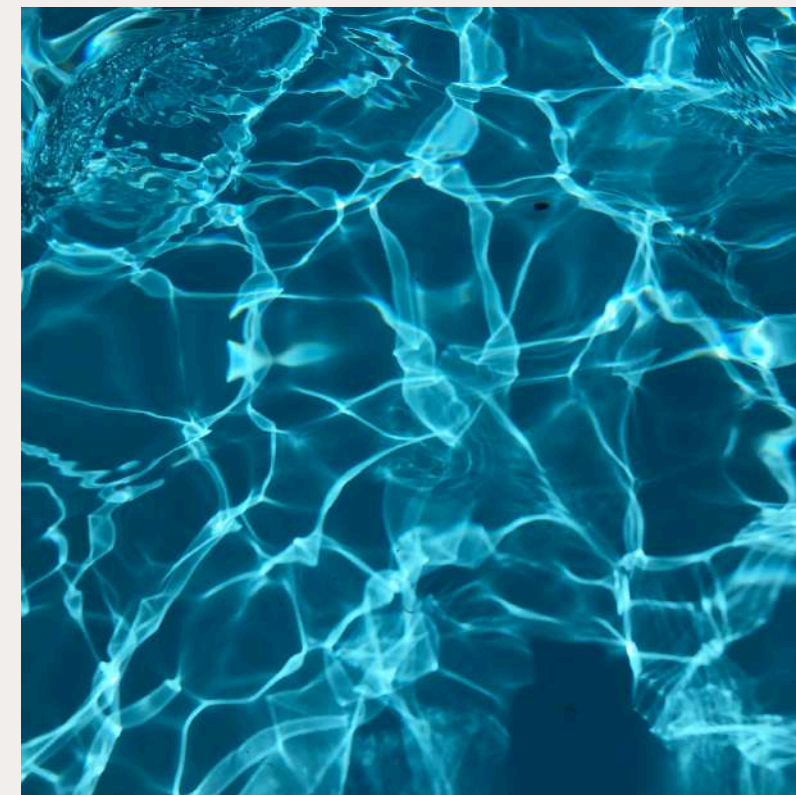
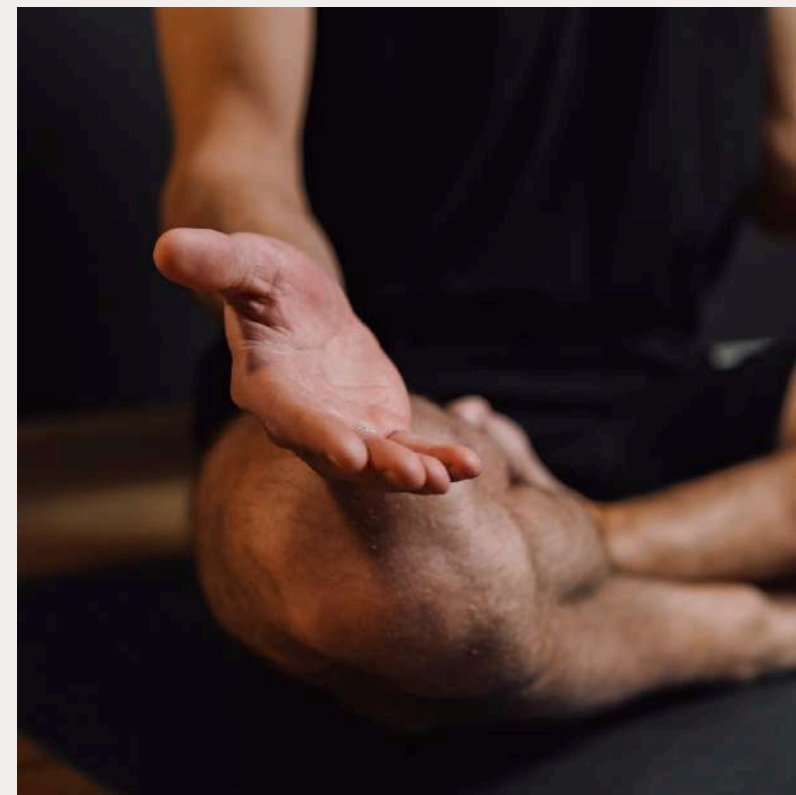
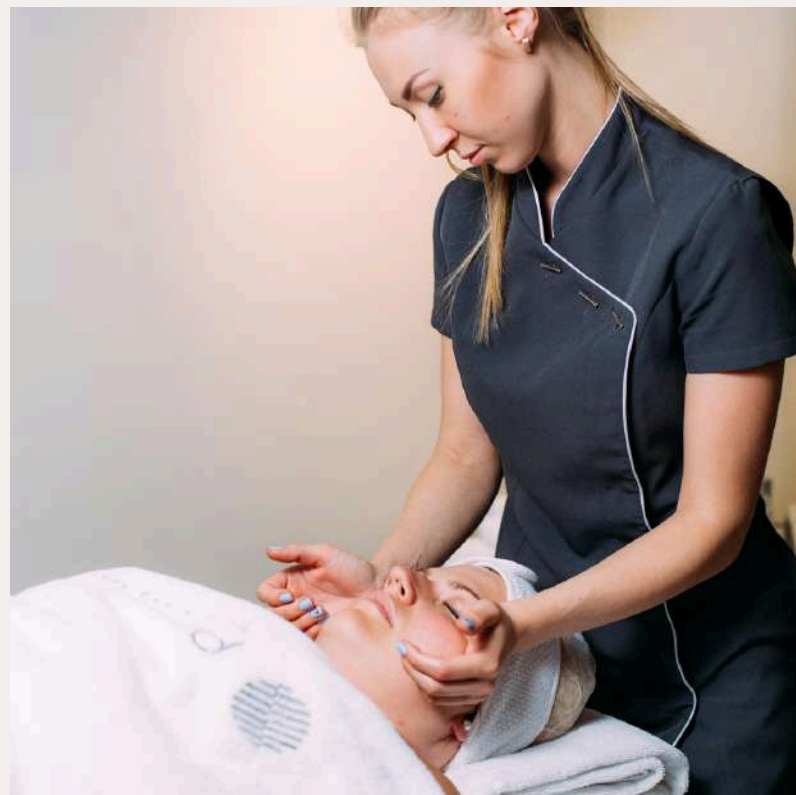
Discover a Haven Where Time Slows Down and Memories are Crafted, One Satisfying Puff at a Time.

Harper Woolf, a dedicated enthusiast of cigars and a curious explorer, embarked on a transformative journey to delve into the world of cigars while discovering diverse cultures across the globe.



FIT & SPA

Our state-of-the-art facility offers a holistic approach to health, featuring cutting-edge fitness equipment, expert-led workout classes, and personalized training programs tailored to your needs. Whether you seek relaxation, revitalization, or simply a moment of serenity, Pullman's Fit & Spa is your sanctuary for total well-being.



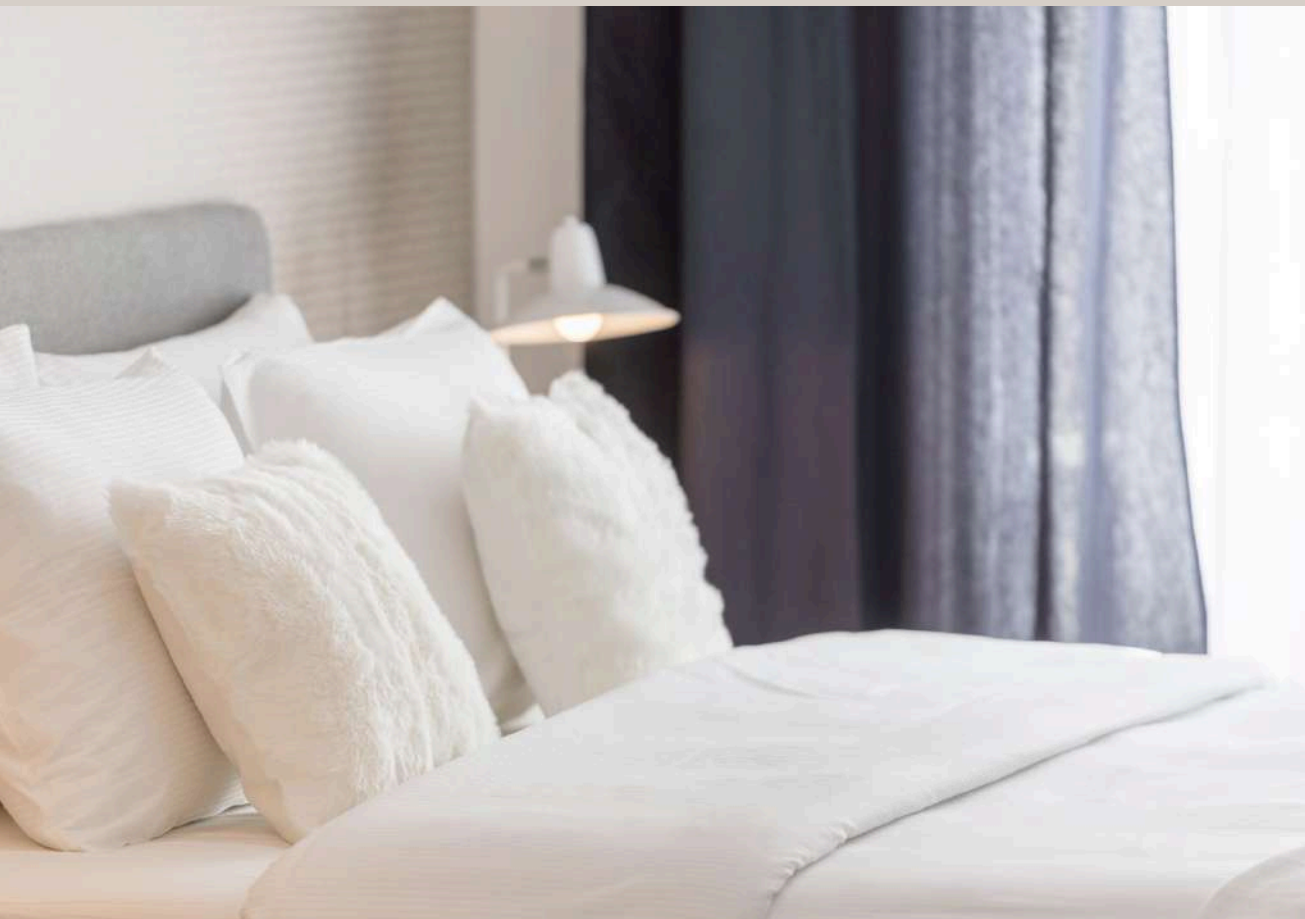


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ROOMS

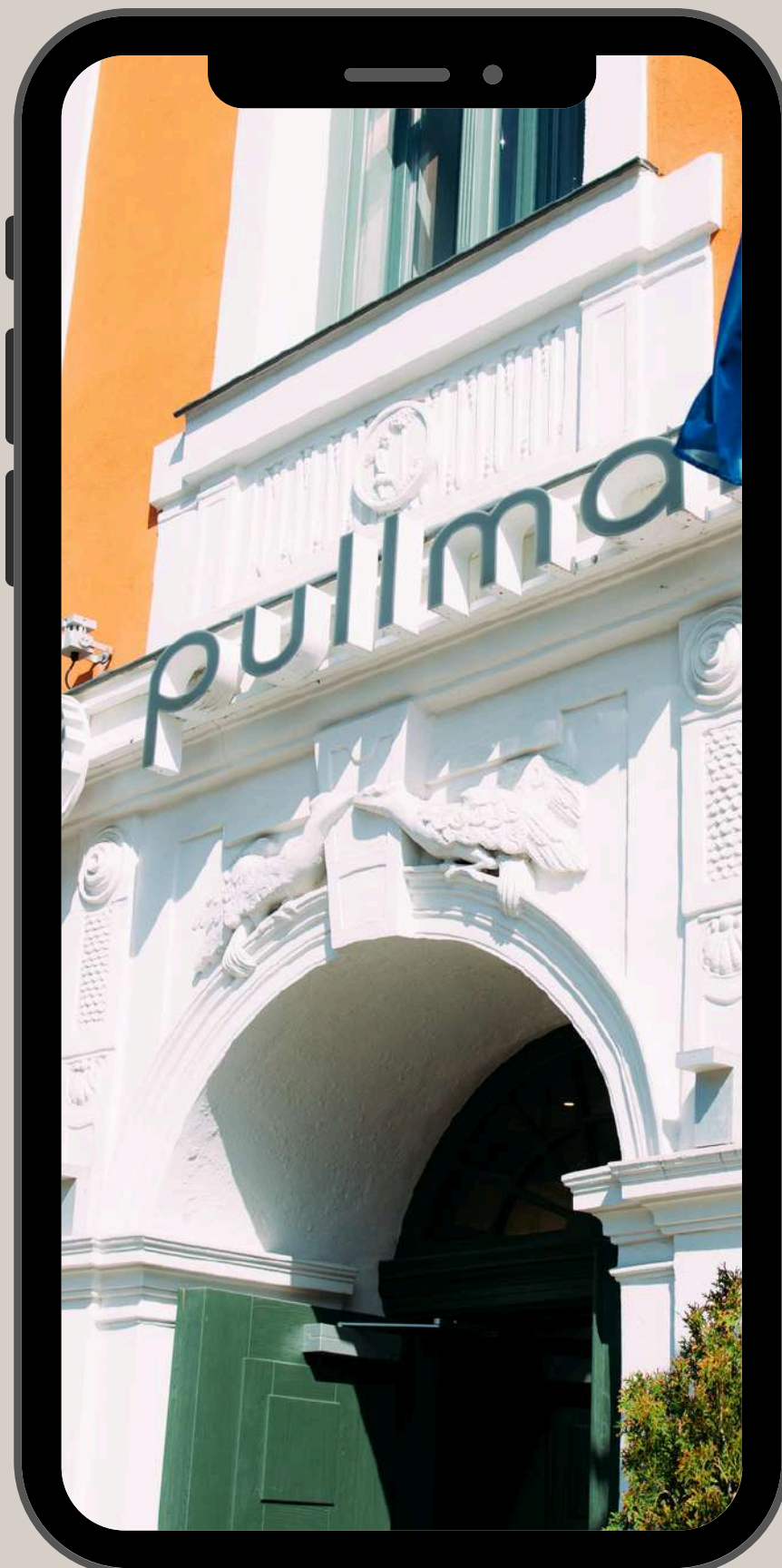


CASUAL



Each of our meticulously designed rooms boasts individual air-conditioning, ensuring personalized comfort for every guest. Enjoy seamless connectivity with complimentary high-speed Wi-Fi and stay entertained with a LED Smart TV. Immerse yourself in your favorite tunes with a Bose® docking station, creating the perfect ambiance for your stay.





CONNECT WITH US

24 JEKABA STREET – RIGA – LV-1050 – LATVIA
P. +371 67 81 54 44 –
E. H9619@ACCOR.COM
PULLMANRIGA.LV – PULLMANHOTELS.COM

@pullmanriga
@harperwoolfriga



PULLMAN RIGA OLD TOWN

**New lifestyle. The best place to meet. Beautiful heritage. Inspired design.
Discover Pullman Riga Old Town in the heart of the city – here, a new story begins.**

THE CITY'S NEW STORY

Situated in the historic center of Riga, the hotel achieves synergy between historical and modern architecture by merging together a building from 1789 and a 21st century structure. The historical building, a residential house created by Johan Heinrich Kramer and Christoph Haberland as the first brick house built outside the city walls, is now connected by atriums with two newly built modern structures. The hotel tells a new story of creative harmony between past and present in the very heart of Riga.

GREAT LOCATION

The hotel is situated in the Old Town, just 200 m from the Presidential Palace and the Parliament Building, in the greenest part of the city center. A large green square is located just outside the hotel's main entrance. Just around the corner guests can enjoy a stroll around one of the most romantic places in Riga – the Bastion Hill featuring narrow paths, tree alleys, a stone garden and a water cascade. This park, located right next to the Freedom Monument, has been a treat to the eye for more than a century. Winter or summer, a special atmosphere is always here.

THE PLACE TO BE



In the heart of Riga's historical center.



Stylish fittings and luxurious touches.



Inspired design.

ELEGANT AND COMFORTABLE ROOMS

- 84 Superior Double
- 59 Superior Twin
- 12 Deluxe
- 1 Presidential Suite

Room sizes: 25 m² - 117 m²

The rooms feature:

- opening windows
- optimal acoustic isolation
- blackout curtains
- air conditioning with individual remote
- wide working desk
- safe deposit box
- iron and ironing deck
- minibar
- coffee/tea making facilities
- free in-room mineral water
- brand magazine
- Nespresso® coffee machine

Room service:

From full meals to light refreshments, from local delicacies to international classics, our room service menu can suit any schedule or mood.

RESTAURANT AND PRIVATE DINING

PULLMAN RIGA OLD TOWN restaurant offers:

- healthy meals at any time of any day, midday or midnight, jetlagged or not
- in the bar or in the restaurant, outside, inside, in the bedroom or in the lobby
- innovative concepts: Vinoteca by Pullman, Tea Deli
- dynamic and efficient service

PULLMAN RIGA OLD TOWN also offers superior catering for all events, private or public. From a breakfast forum to a gala dinner, and the breaks in between, we offer an imaginative and efficient service. Ambience and a menu worthy of the occasion guaranteed.

HIGH-LEVEL MEETING EQUIPMENT AND SERVICES

8 conference rooms:

- 5 boardrooms
- 1 private dining room
- 2 conference rooms with maximum capacity of 150 and 200 persons

Total conference area: 800 m²

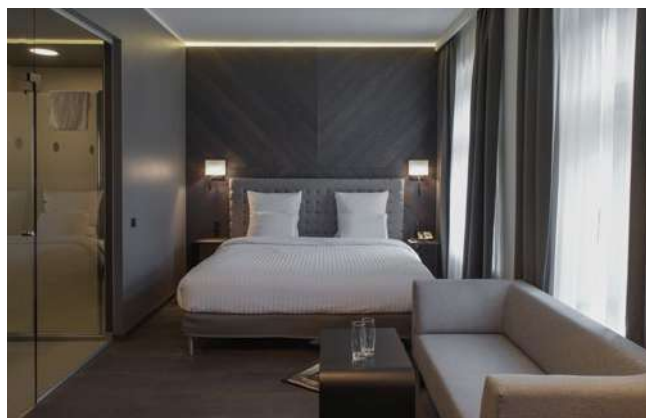
Business facilities:

- audio and visual equipment
- lectern
- projector
- day light access
- air conditioning
- WI-FI access
- coffee break rooms
- simultaneous interpreting

ACCESS TO THE HOTEL

PULLMAN RIGA OLD TOWN
24 Jekaba street, Riga, LV-1050, Latvia
T. +371 67 81 54 44 F. +371 67 81 54 45 E. H9619@accor.com

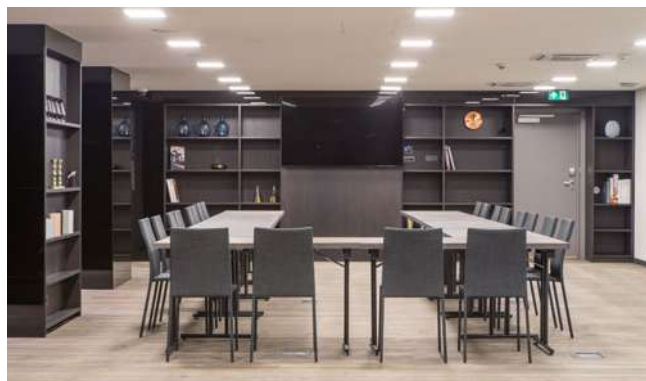
pullmanhotels.com



1.



2.



3.

1. ROOM 2. RESTAURANT 3. MEETING ROOM

SPA LOUNGE AND FIT LOUNGE

Whether you visit on business or on holiday, PULLMAN RIGA OLD TOWN offers the latest facilities and amenities designed to satisfy all your requirements.

SPA Lounge: 2 saunas and a 19 m swimming pool on the top floor of the building.

SPA Lounge area: 300 m²

RIGA CENTRAL RAILWAY STATION: 1,1 km

RIGA INTERNATIONAL AIRPORT: 9,4 km

THE FREEDOM MONUMENT: 0,6 km

PULLMAN HOTELS AND RESORTS

RIGA OLD TOWN

Reģistrācijas karte / Registration form

Uzvārds / Family name	Vārds / First name	Pilsonība / Citizenship
Pases nr / Passport No.	Dzim.datums / Date of birth	
Adrese Address		
Telefoni nr. / Phone No.	E-pasta adrese / Email address	
Kompānija / Company name	All Accor Live Limitless biedra karte / All Accor Live Limitless member card	
	Automašīnas reģ.nr/Car reg No.	
Istabas nr. / Room No.	Ier. datums/ Arr. Date	Izbr. Datums / Dep.Date

Es apņemos segt visus izdevumus, kas radīsies manas uzturēšanās laikā. Šos izdevumus es atļauju noņemt no norādītās kartes bez manas klātbūtnes.
Hereby I authorise Pullman Riga Old Town to charge my credit card for hotel services and damages which have been used, but not paid upon check-out.

Es apstiprinu, ka vēlos pieteikties ALL Accor Live Limitless lojalitātes programmai un sākt izmantot priekšrocības nekavējoties.
Yes, I would like to become an ALL Accor Live Limitless member and start enjoying instant benefits right away for my stay.

Es apstiprinu, ka vēlos piedalīties viesnīcas veiktajās aptaujās izmantojot mana e-pasta starpniecību.
I accept to be invited by email to give my feedback online regarding my level of satisfaction.

Lūdzu nosūtīt rēķinu uz reģistrācijas kartē norādīto e-pasta adresi.
Please send scan of my invoice via the e-mail provided on this form.

Parakstot šo reģistrācijas karti es dodu piekrišanu, ka mani dati: vārds, uzvārds, telefona numurs, epasta adrese un rezervācijas procesā norādītās kredītkartes detaļas tiek nodotas SIA "Hotel J24" rīcībā un var tikt izmatoti šādiem nolūkiem:

-Reģistrēšanās viesnīcas sistēmā;

-Lai piedalītos viesnīcas Pullman Riga Old Town veiktajās aptaujās izmantojot mana e-pasta starpniecību;

-Lai mutiskas vienošanās gadījumā pievienotu mani viesnīcas lojalitātes programmai "ALL Accor Live Limitless";

-Lai viesnīca būtu tiesīga nosūtīt man rēķinu par manā uzturēšanās laikā saņemtajiem pakalpojumiem.

By signing this form, I agree that my personal data details in form of: name, surname, telephone number, e-mail address and credit card collected during my stay at hotel is processed by SIA "Hotel J24" and may be used for the following purposes:

-For registration in hotel system;

-To participate in electronic service satisfaction survey conducted by Pullman Riga Old Town Hotel using my email address provided in this form;

-To joining the ALL Accor Live Limitless loyalty based on my consent;

-To receive electronic invoice to the email address provided in this form.

Es saprotu, ka visas istabās NAV atļauts smēķēt, tāpēc šī noteikuma neievērošanas gadījumā, es piekrišu samaksāt 150.00 EUR sodu par katru smēķēšanas reizi (ieskaitot elektroniskās cigaretes).

I understand that all rooms of the hotel are non-smoking and I agree to pay 150.00EUR fee per each smoking time (including electronic cigarettes) in case I fail to comply with policy and decide to smoke in the non-smoking room.

Klients apņemas par jebkurām pretenzijām pret viesnīcu, ja tādas radušās, kā arī par nozaudētām, bojātām vai pazudušām mantām, informēt viesnīcu rakstiski ne vēlāk kā līdz izrakstīšanās brīdim. Izrakstoties no viesnīcas, ja klients uz izrakstīšanās brīdi nav iesniedzis rakstisku pretenziju tiek uzskatītas par nepamatotām, klientam ir pienākums atsaukt jebkādu negatīvu informāciju par viesnīcu un, ja tā ietekmējusi vai var ietekmēt viesnīcas reputāciju, atlīdzināt viesnīcai ar neslavu celšanas saistītus zaudējumus vai kompensāciju saskaņā ar viesnīcas sastādīto aprēķinu.

Hotel guests agree by signing this form that Hotel Management will be informed in writing about any missing or lost guest property before departure from Hotel. Hotel will not be liable for any claims of lost or missing property after the departure from the Hotel. Hotel guests agree they will not post any negative comments or claims of lost or missing property against the Hotel on Internet. In case of any such comments resulting in negative impact on Hotel reputation, Hotel guests will pay a compensation to the Hotel according to Hotel Invoice provided.

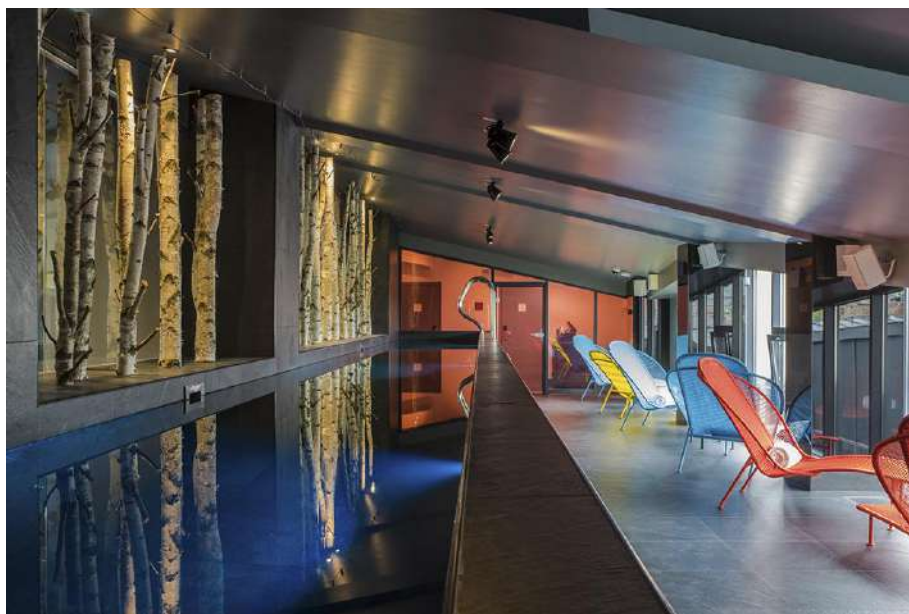
Es apstiprinu, ka visa sniegtā informācija reģistrācijas kartē ir korekta.

I confirm that all the information provided on the registration form is correct.

Lūdzam, parakstīt šeit / Please, sign here: _____

fit and spa

LOUNGE



CLASSIC MESSAGES/ KLASISKĀS MASĀŽAS

<i>Aromatherapy massage</i>	<i>60 min</i>	<i>80.00 Eur</i>
<i>Hot stone massage</i>	<i>60 min</i>	<i>85.00 Eur</i>
<i>Energy renewal massage</i>	<i>60 min</i>	<i>85.00 Eur</i>
<i>Sports massage</i>	<i>60 min</i>	<i>95.00 Eur</i>
<i>Full body massage</i>	<i>60min</i>	<i>90.00 Eur</i>

EXPRESS SERVICES/ EKSPRESS PROCEDŪRAS

<i>Back massage</i>	<i>30 min</i>	<i>45.00 Eur</i>
<i>Deep back massage</i>	<i>30 min</i>	<i>55.00 Eur</i>
<i>Shoulder and neck massage</i>	<i>30 min</i>	<i>50.00 Eur</i>
<i>Leg massage</i>	<i>30 min</i>	<i>50.00 Eur</i>
<i>Head massage</i>	<i>30 min</i>	<i>45.00 Eur</i>

PLEASE BOOK IN ADVANCE/ LŪDZU VEIKT IEPRIEKŠĒJU PIERAKSTU



FRONT OFFICE COMPETITION

Study Materials

CASE STUDY DESTINATION

Students may wish to study official tourism website of Riga to gain insights into tourist sights and experiences available to visitors. This will help students to prepare themselves for the competition, especially for General knowledge test and the tasks 1 and 4 of the competition. Websites that may be of the interest to the competing students are:

<https://www.latvia.travel/en/city/riga>

https://www.tripadvisor.com/Tourism-g274967-Riga_Riga_Region-Vacations.html

<https://www.roughguides.com/latvia/riga/>

<https://www.lonelyplanet.com/latvia/riga>

<https://www.liveriga.com/en/>

<https://www.latvia.travel/en/10-must-see-riga>

CASE STUDY HOTEL

The front office competition 2024 pertains to the hotel [Pullman Old Town Riga hotel](#); onwards as a case study hotel. This means that competing students should carefully study hotel's infrastructure, amenities and in particular the Pullman Riga_Factsheet and Pullman Riga_details, SPA services Menu, HW Restaurant menu and Guest registration form. The study material (details) was provided by Mr. Emils Bendiks (FO Manager)

The case study hotel official website:

- <https://pullmanriga.lv/>

Students are also encouraged to study information about the case study hotel at various booking sites, for example booking.com or tourism social media sites, for example, Instagram.



PULLMAN OLD TOWN RIGA

FRONT OFFICE OPERATIONS STANDARDS

PHONE CALLS

Answering the phone:

- 1) All calls must be answered!
- 2) The call must be answered within 12 seconds and transferred to the reservations department (or rooms) within 3 seconds. Outside reservations department working time the call will be handled at front desk.
- 3) Groups reservations are transferred to Group reservations team, all other reservation inquiries are handled by the FO staff.

RESERVATIONS

Taking a reservation:

1. Greeting over the phone,
2. Asking the preferable dates, number of persons, bed type, with or without breakfast explain breakfast),
3. Offering at least 2 room types, giving rates and what rates include,
4. Asking is guest ever stayed with us before asking if guest is member of the ALL loyalty programme (in not, offer to sign up),
5. Noting down personal info (first name, last name, phone number, email), purpose of stay,
 - a. Cancellations up to 24 hours before scheduled/reserved arrival for Flexible rate bookings are free of charge, later cancellations result in charge for 1st night.
 - b. On a day when booking is made via phone call, if the availability on requested dates of a stay doesn't exceed 50%, no CC details for guarantee is required. 51% and above a CC authorization form is sent to a guest and upon return of the filled form, we note down cc details as a guarantee and no pre-payment is made.
6. Explain city Tax charge.
7. Reconfirm the full reservation details (guest name, dates, rate, cancellation policy)
8. Provide a reservation confirmation number.
9. Is there anything else I can do for you?
10. Thank the guest and end the call in a polite and welcoming manner.

EXTRAS/SPECIALS

- Restaurant “Harper Woolf” is a brand-new restaurant in hotel premises (before they had “Equus” that we had since opening in 2016). Harper Woolf restaurant is the idea of shared dining. Harper Woolf is an imaginary character, girl, that travels the world and adapts to local culture and cuisine. Restaurant works from 12:00-23:00 every day. Last orders for food until 21:30. Check the menu for details.
- Gym and SPA area (sauna and pool) is located on the 7th floor of the hotel with a



beautiful view to Bastejkalns. Gym is open 24/7 and is totally free for all the guests. Sauna and pool is free for guests from 07:00-21:00 every day.

- Outside visitors can use the spa for a price of 15 Euro per person per visit. SPA also offers various SPA treatments. See SPA services Menu.

CHECK-IN

Check-in starts at **14.00**. If there are rooms available, early check-in can be offered. Please establish eye contact with guests and greet each guest clearly.

PROCEDURE

1. Check in 3-5 minutes.
2. Warm greeting, small talk.
3. Double checking the booking details.
 - a. If the guest has not stayed in our hotel before and/or no information is received with reservation or no reservation exists, the guest is asked to fill in the registration card.
4. Explain all info about the hotel (breakfast, spa, WIFI, restaurant, bar).
5. Taking payment, asking if guest is here for business, if yes requesting company business card.
6. Ask about loyalty programme.
7. Wish the guest a good stay
 - Is there anything I could do for you?
 - If the answer is “no”, then inform the guest of how he/she can ask for assistance if needed with anything. In case the guest needs anything, #9 button on the telephone can be used.

Breakfast	Room service/Availability/Charge
7:00 till 11.00	Breakfast buffet is a traditional European/Continental choice with Latvian seasonal touch (fruits / vegetables / local fish products). Guests can book room with breakfast included or not. If it is not included, it costs 25 Euro per person per one breakfast time.

CHECK-OUT

Check-out until at **12:00**

- Greet the guest in a polite and friendly way.
- Ask the guest for the room number. State the guest’s name to verify the room number.
- State total amount of the guest invoice and describe what guest is charged for.
- In case of several expenses present printed invoice to the guest for overview and confirmation.
 - Usually, the deposit for the entire stay is being taken upon Check-in. So at Check-out guest have 0 balance and can do fast Check-out, just drop the key card at front office
- If the guest confirms content of the invoice, specify payment type and present the invoice.
- Ask the guest “Did you have a pleasant stay? Is there anything we could do better?”



Pass the guests comments to your direct supervisor.

- Ask if help with transfer is needed (e.g. taxi)
- Thank the guest for staying at our hotel and wish “Safe journey!”
- Late check-out can be granted if rooms available (consult with Service Manager) until The check-out time must be noted in OPERA, latest by 10:00.
 - Late check-out fee

By 14.00	By 16.00	After 16.00
free	25 EUR	Full daily rate

ANSWERING TELEPHONE CALL

- a) Calls need to be answered within 12 seconds. If needed, calls being forwarded to different departments. If busy, anyways phone is being picked up, saying we will note the phone number and give a call back. Guest always have to finish the conversation first.
- b) Outside calls: Pullman Riga Old Town Hotel, “Name” speaking, good afternoon, How may I help you?
- c) Inside calls: Reception, “Name” speaking, good afternoon, How may I help you?
- d) Transferring the call to the room
 - a. Guest’s room number must never be disclosed to third parties. In case there is no response to the transferred call, offer to take a message or invite for latter call
- e) Wake up calls – we provide wakeup call service to all accommodating guests, upon request at the Front office

PARKING FOR HOTEL GUESTS

Hotel is located in the secured and controlled area, due to a parliament building right next to the hotel. Guests can park at [Europark](#), which is a private owned/operated garage. Parking costs 24 euros per 24 hours for hotel guests. Parking area is open 24/7. Walking distance from parking to the hotel entrance – 3 minutes.