

Welcome to Astra Hotel

Front Office Handbook

AEHT Competition Case Study

Welcome to the Front Office Team!

Our Story

Astra Hotel opened in 1958. It was founded by Mr Giancarlo Sisti, later managed by his daughter Manuela, and is now run by his granddaughters Silvia and Giulia. The hotel has remained in the same family for three generations, reflecting stability, tradition and commitment.

Mission & Philosophy

We believe excellent hospitality starts with a positive working environment. Respect, teamwork and trust among employees create a welcoming atmosphere where guests feel safe, valued and cared for.

Our Guests

We welcome Italian and international business travellers, leisure couples, families, corporate groups, conference delegates and leisure tour groups.

Hotel Overview

- 69 rooms
- Maximum capacity: 155 guests
- 24/7 Front Office
- Restaurant for events and groups
- Meeting facilities
- Accessible and connecting rooms available

Room Categories

Single, Double for Single Use, Double, Triple, Quadruple, Junior Suite and Suite. Accessible rooms and connecting rooms are available for families and groups.

Front Office Standards

Reception operates 24/7. Main duties include check-in, check-out, reservations, guest assistance, tourist information, parking management, bicycle rental, transfer arrangements and complaint handling.

Payment & Booking Policies

All major payment methods including American Express are accepted.

Individual bookings: no no-refundable tariff, free cancellation up to 72 hours before arrival. No-show: first night charged.

Groups: 30% non-refundable deposit approximately three months before arrival; balance due 25 days before arrival; up to three rooms may be cancelled free of charge up to 72 hours before arrival.

Overbooking

Guests are relocated to a partner hotel of the same or higher category within 800 metres. Guests pay only their original Astra Hotel rate; any price difference and taxi transfer are paid by Astra Hotel.

Guest Services

Transfers arranged through local partners.

Private garage: 8 spaces, reservation required, €20/night, max height 178 cm.

Street parking permit: €7/24h.

Bicycle rental: €9/day.

Food & Beverage

Breakfast buffet included (07:00–10:00).

Restaurant for groups, meetings and events (up to 200 guests).

Bar: Tue–Sun 07:00–14:00 and 16:00–22:00; Monday afternoon closed.

Gluten-free and vegan options available.

Meeting & Event Facilities

At Astra Hotel, our meeting rooms are suitable for business meetings, conferences, training sessions, private events and catering services.

Sala Astra

With a surface area of 150 m², Sala Astra is ideal for corporate meetings, conferences, banquets and private events. It can accommodate up to 150 guests in theatre-style layout. The room is equipped with a sound system, speakers' table with microphones, wireless

handheld microphones, a video projector, a 120-inch projection screen, ceiling speakers, a lectern and a stage.

Sala Aldighieri

Covering 110 m² and featuring an L-shaped layout, Sala Aldighieri can host up to 80 guests. It benefits from abundant natural daylight and is equipped with a sound system, speakers' table with microphones, wireless handheld microphones, a video projector, an 80-inch projection screen and ceiling speakers.

Sala Ariosto

Our most intimate meeting room, covering 35 m², is ideal for executive meetings and small business gatherings of up to 25 guests. It is equipped with a video projector and an 80-inch projection screen. A sound system is available on request.

All meeting rooms can also be used for catering services, business lunches, coffee breaks, receptions and private functions, according to the needs of the event.

Operational Procedures

Every guest is treated as a VIP. Upselling includes room upgrades and meal plans.

Lost property is stored for six months; shipping on written request at guest's expense.

In emergencies, staff call 112 immediately and follow emergency procedures.

Service Values

Professionalism
Respect
Teamwork
Flexibility
Common Sense
Guest Satisfaction

Quick Reference

Reception: 24/7
Breakfast: 07:00–10:00
Garage: 8 spaces (€20/night)
Street parking: €7/24h
Bike rental: €9/day
Cancellation: 72 hours
Emergency: 112
Lost property: 6 months