

Cleaning

(the most important part of the job)

1. The list of the rooms to clean will be handed over by Andras, Babi or Conny in the previous evening or in the morning **during the discussion on the schedule of the work** We ask our guests to hand the **receipt** for the deposit over..

2. According to the receipt we check:

the keys, if there was TV, iron etc. .We also check the room , bed cloths, towels etc. This is a quick look on the apartment. If we found everything all right, we've receive the keys, the receipt for the deposit for the keys, and **then give the deposit back, not opposite or earlier.**

That is why we cannot receive the keys in the court yard, in another apartment etc., because we cannot check the guest(s) how many keys he had, left everything all right etc.

If there is a doubt call Andras.

After we see the guest off to the entrance of the apartment, wishing : Good bye , have a pleasant journey.

We also give him, a flyer, a colour brochure, or a key holder with our flyer or Andras' visiting card , or even a complete price list, if he is interesting in it.

You can also give him a Budapest folder with photos. Important that our sticker should be on. So he has our phone number e-mail address, web site etc. He can recommend us to friends etc., but he might have left something in the apartment. So he can call us later to inquire about his left belongings etc.

If he does not accept anything, he was not satisfied with our services etc.

3.If the guests lost his receipt for the deposit(he cannot find it again), then we write again a receipt about **returning** the deposit to him and getting the keys from him back. **This time is the original copy is ours.**

I received the deposit of 170 RON (Romanian Lei) for the room # Szk6/2 and I returned the keys of the room. Make sure how many keys the guest got upon arrival, how much was his deposit. Inquire at us ! You also sign the receipt.

4.The check out time is 10.30 a.m. If the guest did not tell us other time, we have to be in that room/apartment by that time. But it is advisable to be in the apartment 10-15 min. earlier, because he can have a slight change in his schedule. It is particular valid for apartment like Dohany, because we do not stay there, we only go there if we have a job to do. That is why it is good to be there some minutes earlier.

5. If the guest is not yet ready to leave , we can do some job, collecting the rubbish, washing up the dishes in the kitchen, pulling the dirty bed cloths off, sweeping the hall, kitchen, or the corridor in front the of the entrance of the apartment. We can clean the windows of the kitchen or something like that.

May be he ordered a taxi by 10.30. So the taxi driver will be for sure 5-10 minutes earlier there. To avoid last minute rush, hustle we rather go there a bit earlier, if we can.

6. If there is no sign that the guest will leave on time, we ask him: do you want to extend your stay : half a day or one more night etc. We remember him the rules for the guests. Check out time is 10.30 a.m.

After he should pay either half a day or one more depending what time he wants to leave. If he does not intend staying any longer, just packing his things, you can do the followings. If it is in Szentkiralyi utca 5.

You can leave him some minutes and do something else in another apartment and return there in 10-20 minutes according to the answer of the guest what time is he really leaving.

If you are somewhere in the city, you can go to the parking sites or to the pedestrian walk and talk to some tourists giving them pamphlets, information etc.

If not you can start to clean the kitchen, wash up the dishes, cleaning the hall, the corridor in front of the apartment etc.

If you are in hurry, because you might have to be in another apartment in 30-50 min. please tell the guest.

Try to force him to be faster. " I am sorry, but I am in a hurry, because other guests in another apartment are waiting for me to check out in thirty-forty minutes".

7. We can start to pull the bed cloths off, sweep the room etc. We should be still polite, but if we are in a hurry what else to do !

8. Schedule of cleaning:

8.1. Opening the windows to let fresh air in. Pulling off the bed cloths, putting into a bag. If you don't have any bag there, turn out a pillow case and put the dirty bed cloths into. Do not put the dirty bed cloths on the even more dirty floor, gate way, corridor, street etc. Put it in a bag or plasti box. After cleaning we take the dirty cloths from Szk house umber 6 into Szk 5 office or apartment 6.

8.2. Remove the rubbish(food rests etc.) from the refrigerator, tables, rooms , windows, shelves, wardrobes etc. They could leave some tinned fish, rest of cigarettes etc. which can smell very strongly. If the rubbish smells strongly put in the plastic bag of the rubbish bin, tie the mouth of it.

Wipe the refrigerator, tables, shelves, window-sill (board), wardrobe with the wet sponge with detergents on it in one hand and **in the other hand** a dry clout (wiper). So you get a clean, dry surface. in seconds.

8.3. Make one bed with two small towels on it. Do we know who and how many person will arrive in the room, we make immediately so many beds. For example a family with 4 persons arrives 13 hours, then 4 make 4 beds ready. We use crape bed cloths, which do not need ironing, but please smooth (straighten out) on the bed.

After you are ready , check everything with one look.. That is meant for everything what you are doing.

If the room has more than 2 beds, we put a complete bed cloth for one bed on the other bed. If we would make another bed, I were too much work to pull it off, if only one person arrive in the room.

8.4 Put the chairs on the table or on one of the empty beds. Sweep off the room, kitchen etc. Wipe off the room with clean water a drop detergent in. Press the water well out of the textile , because much water is not good for the parquet floor. It will be also late dry, so many foot prints make the floor again dirty.

If the water gets black (dirty) , change it . With dirty water you cannot clean.

If necessary wipe off the floor with a dry , clean old towel, which is used for cleaning by us. Particularly those surfaces where we'll still walk during cleaning.

The cleaning tools should be also **cleaned after cleaning**. The textile should be rinsed out , then wrung (dry) not to get smelled after a while. If there is a possibility hang the textile over the bucket. The water can drop into.

8.5. We check all the rooms , wardrobe doors, refrigerator door etc. for stains, spots.

Refrigerator:

You can **either pull the plug and leave the door open or** close the door and leave the plug in.

So the frige will still work. If you close the door and unplug the refrigerator, becomes mouldy. To clean such a refrigerator takes 1-2 hours !!!! Check always for finger prints !!

9. If the refrigerator is icy , please remove the ice. The best to do it at the beginning of the cleaning.

Unplug the refrigerator, put a towel in the bottom and a pot full of hot water in. Close the door. Some minutes later you can remove the lager parts of the ice.. Then the whole ice will melt soon. Set the temperature set not to be on maximum. If we later wife the frige dry, and leave unconnected, the door should be left **open. If you close the door, it becomes mouldy !! Pay attention to this !**

10. After cleaning check: hot water, heating, the cleaning is complete, windows are closed. Are enough rolls of toilet paper in the bath room. One in the toilet paper case(holder) and at least one over it. If there is a place for spare toilet paper for example in a wardrobe or shelf we leave some more there..

11. If the guest caused some damage or loss, he should pay for it. Dirty towels with the shoe prints on it. The guest gets the towels and he pays for each towel 450 Ft. Broken window 1300Ft.

12. If he does not give us all of the keys, ask where did he leave them ? What happened ? We immediately change the lock to the room. If the person is suspicious, also the locks to the entrance of the flat.

Always notify the owner immediately ! The locks are very expensive, manufactured for our company abroad. One lock costs from 5000 to 25 000 Ft (from 24 \$ to 120 \$) depends on the type and the numbers of the keys belonged to it. If the guest give a broken key(all

fragments), we replace with a good one, no extra charge !In case the guest want to prolong until 16.30 , he pays half of the price, if he wants to stay even longer a full day should be paid by him. The deposit is not for the payment.

The deposit stays in the safe. It cannot be used for payment.

13.We have the possibility **only in Szentkirályi utca 5. depositing luggage for 300 Ft** per day or bicycle for 500 Ft in the storage right in the court yard. It can be deposited until 9 p.m. Latest on the last day.

If the guests do not accept this service , luggage offices are at the bus and also at the train stations, but not at the air port.

14. Cleaning of a room is always together with cleaning of the kitchen and the bathroom, which belongs to the room. If he staid s in Szk 7/2, the large common bath room, the common toilet has to be cleaned, but also the kitchen.

15.How to clean the kitchen. Gather the garbage , wash up the dishes, glasses, cutlery, pots etc.

Glasses should be put in the cupboard **after drying**. Do not put glasses upside down, because the water will destroy the cup board .Two kitchen-clothes should be hung up, detergents, matches put in the kitchen.

16. How to cleaning the bath rooms (always in rubber gloves !)

Gather the rubbish, wipe the shelf , wipe off the shower case, or bath tub. After we wash (rinse out)with water. We wife off the water tap, dry (shines now likes new), wipe the shower, or tub dry, the tiles also.

If water drops remain , become stains of scale. The tub or shower case should be also checked that the water runs quickly down. If not use the toilet rubber "pump". Put the plug in, run water in the case, put some detergents in and push and pull the "rubber pump" .The dirt, hairs, sediments will come up.

After cleaning the toilet, put **only some drops** „Hypo or Florasept" (disinfectant).

If two or more persons will use the toilet , put at least 2-3 rolls of spare toilet paper in.

So you do not need to come back in 2-3 days again. We turn the fan on, and after finishing cleaning turn off. If we have something else to do there , leave the fan for some more minutes longer on.

After cleaning check : mirror is clean, pilot flame is in the water heater on.

17.How to clean sink on the floor drain.

Ones or twice in a month we remove the cover of it. We check it on sediments. If there is some, it gets soon smelling bad. We take a toilet brush put detergents in, put the brush into the drain. We lay an old towel, which is used by us for cleaning. Then we twist the brush and remove the dirt. Rinse it with water

of the shower rose ! Some of the drains get often dry, the water level sinks under the outflow pipe, so the smell of the sewage channel comes up ! For example Szk 7, 17.

Because of this smell many people left the apartments ! Pay attention to this problem !

18. How to light the pilot flame of the water heater

To burn the gas is air necessary. With the air always dust comes into the heater.

This dust will set down in the narrow aluminum pipe to the pilot flame. We can clean this quickly by blowing through the air and the flame is again strong, broad enough.

To check the result : turn off and on the water tap couple times very quickly. If the pilot flame stays, OK.

19.Check the invoice is made out for the guest(s) who left .Sometimes the guests do not want any invoice. If he was registered in the guest book, **we have to** write an invoice regardless he needs it or not. The last moment is the day, when he left. Check the guest book. Was he written in ? If so, check the invoice book of the apartment : did someone of us (assistants) start to write it ? Name, arrival date etc. If so, please go on with it. Complete it. If not check that all of the previous guests got an invoice according to their arrival dates.

If there is a problem , call Andras ! If all the previous guests got their invoice , write his invoice out. If one is missing, check the dates and write **in order of arrival** the invoice for the previous guest(s)

only afterwards the invoice for the guest (s) who left **that morning**. Simply said the dates on pages in the invoice book should follow each other.

After an invoice with the date 25th May **cannot** follow the date 23rd May !

20. Cleaning in a flat where guests are still staying in

If we happen to go in an apartment, where guests stay, and we see rubbish(garbage) in the

kitchen, **water** on the floor in the bath room etc. we'll clean it. We also put some rolls of toilet paper in the bathroom(toilet).

If guests says longer than on **the sixth day of his stay, we change his bed cloths, towels, clean the room , bath room free of charge without any remembering !**

21.Big cleaning

In every 4-5 weeks , but before a group arrives, or if we have some more time we'll do it.

Cleaning the windows, washing the curtains, pushing the beds, refrigerator to the side.

Wiping the top of the wardrobes, under the beds , table-legs, chair-legs etc. Washing up all the pots , glasses in the kitchen etc.

There is no need to do this big cleaning in every 4-5 weeks, but the apartment should look always **clean**.

We advertise and pride ourselves on clean rooms and apartments. So the rooms should be clean.

22. Sweeping and wiping off the corridor in front of the apartment. We do it always together with the cleaning of the relevant apartment. Keep order also in the gate way. Gather all the cigarettes, ad papers etc.

The stair case from the first floor down to the ground floor should be cleaned in Szentkiralyi utca 5 every day.

23. We check also ourselves after every cleaning ! It is better to find a problem by ourselves than by Andras or by the guests.

After finishing the cleaning we close everything, windows, put the key set for cleaning and for the rooms back in order in the safe. Keep order in the safe and in the wardrobes for our bed cloths and cleaning tools.

At the beginning of every month we write out : stand of gas meter, water meter, electric meter on the entrance door of the apartment, but also on a piece of paper and give it to .

24. We sweep the pavement in front of the house in Szentkirályi utca 5 even the bigger rubbish and cigarettes from the road surfaces !

Regular checking without warning

In the apartment, where guests stay **we are checking daily:**

1. warm water supply working ? Is there any pilot flame , does the main flame start burning by turning on the warm water tap. In winter also the heating system.

2. At meeting our guests in the house , staircase etc. ask: is everything all right ? What is wrong, missing etc. ?.

3. Removing the rubbish , litter etc. laying on the floor in the apartments, kitchens, stair case, etc.

We do not clean the rooms, but if the kitchen is shared, we remember our guests to clean it, because the other room's guest will be upset. But we can also do it. It takes usually 1-2 minutes

Keep the showers dry ! Wipe off with an old dry towel. We keep such in every apartment for example under the sink in the kitchen. The apartment below it can be leaking !! Toilet paper supply !

4. In front of Szentkirályi utca 5 twice daily in the morning and in the afternoon sweep off the pavement (side walk in USA), but also the at the shoulder of the road surface.

5.The rubbish bins should be stuffed to be able to close the cover of them. Keep the area of them clean

6.Everything should work properly.

Weekly checking

1. The floor sinks in the showers of Szk 21, 6, 7 , Szk 17/1 etc. should be cleaned , because they can horribly bad smell . Clean them with a toilet brush a bit detergents in, old towel covered over.

The water might be missing in them, fill after with fresh water a bit " Hypo" in .

2. Weekly(big) cleaning. Under and in the beds, in the wardrobes wiping off with a sponge and a dry cloth.

4. Window curtains cleaning. After a strong smoker the curtain should be washed and everything wiped off !

5. If you do not have any other job, please check the dishes, pots in the kitchens. Wash them

- up ,
wipe them clean and dry.
6. You can lean on any language during washing up !.
7. Replace burnt bulbs.
8. Wiping off the entrance doors,.

Aspects before accommodating guests

1. For 1-2 persons we rent first smaller rooms, because later we might not have any more larger rooms for a larger group or family.

2. We offer/ show/ first rooms with separate bathroom , but not with attached one. If the guest is satisfied with , we have saved a room with private bath for other demanding guests from Israel , Italy etc.

We offer first rooms in the third floor, because the other guest might refuse it on the third floor, and we cannot offer him a proper one. So he will leave us. To take a room somewhere else...

3. Guests for **one night should stay in Szk 5.**

5. We try to rent the rooms in order the apartments. Not in every apartment one room and one or two will stay empty. So we have to clean less kitchens, etc.

Receiving guests in the heating period

We are heating only some apartments : Szk 11, Szk9. Please accommodate guests first in those rooms depending smoker or non-smoker (Szk6). If they are occupied , heat Szk 9 ... Szk 11 etc.

But more important that some guests will demand later a complete apartment and cannot give them any..

Then they will go to a hotel.

6. The returning guests ask where they stayed earlier, if available give them the same room. But remember them we have lots of other rooms as well.

7. Guests requiring a watched parking site should stay at Szk.

9. If someone came to an event, ask him where it is, we might go there to give pamphlets.

11. Have short talk/conversation/ with the guests ! What is the purpose of his visit, where did he find us/hear about us. If on the internet (WLAN) at which web site or with which search .

Ask his e-mail address !

12. Every guest should get a sticker with our phone numbers etc. /losing the way, the address

will be in his guide book or at the map, or in his wallet/., but also **his own** key !

Explain the situation, he left his key somewhere after 10 o'clock he cannot enter any more, unless his girl friend has a spare key. Give them a map with our sticker on it.

The tourists from the East will keep a free map for longer time even at home.

Our address will be then available !

How to write out an invoice with VAT for taxation office

If the guest is Hungarian or we definitely know he stays only one night, we write immediately the invoice out. We also make the invoice at the time of the payment , if he needs an official invoice

for his company , ask him first at which address, which company's name etc.

If a guest is registered with the guest book, we have to make out the invoice anyway, but maybe at departure.

That is we ask him will you need an invoice for your taxation office ?

If he answers no, still we write his name and address , basic price on the next actual page of the

invoice book of the relevant apartment. This will be good, if we would forget it later.

Latest upon departure we **have to write the invoice out.** In this case it is good to have the start

with the proper date and place in the invoice book. This belongs to the job of the person ,who cleans the room !!

For example 2 persons in the room Szk6/2 for one night : szoba két főnek 1 8900
8900.

We ask Andras, what to write in , if the guest stayed more nights.

Maybe Andras tells write out only one night, because he had prepaid some night in advance .

Before we write an invoice out, we **compare the guest book with the invoice , whether all of the previous guests got their invoices ?**

If someone was left out, write it. At the same time you also write the departure day for the guest(s)

in the guest book. This must compile with the invoice.

The taxation office (NAV) requires an up-to-date invoice book .

You cannot write out an invoice with the date 25th May after an invoice with the date of 31st May in the same invoice book.

That is why it is advisable to begin/write an invoice upon arrival after payment and registration.

The person, who will check the guest out and clean the room, will complete the invoice.

The guests are very often in a hurry, sometimes they do not ask for an invoice.

We have to make the invoice out anyway.

But this way the dates could not be mixed.

We write surname, name, date, cod: usually 55-90 " szállás "

mennyiség : nights (for example 2 persons 3 nights in a studio :

stúdió két főnek 3 10900 32700

egységár : stúdió

értéke : value= the price in one room 10900

If other guests are also staying in the apartment,who are paying together , but with another

price/for example shared bathroom, we write it in different row. Last row the total price all of the

guests all nights.

The total price we have to write also **in Hungarian words.**

VAT 18% and tourist tax : 4 %-t.

If the guests arrive together on the same day and do not require a separate bill/invoixe/ you can

also make out an iinvoice for a larger group on one page.

Corrections on the invoice not allowed

If the invoice is wrong, we delete the whole invoice. Write on it **„SZTORNO „ and keep all of the**

pages in the invoice book.

After giving an invoice the second copy or if there are three copies altogether stay in the book.

The firs original copy goes to the guest. If he does not need it , throw away, but only after the guest left.

On the first copy write it : " első példány".

Put a cartoon /hard paper under, not to write all of the pages through.

REDUCTION : the reduction will be written under the total price

: 2 x 10900 218000
 10 % reduction for student card /Nr..... - 2180

total amount : 19620 Ft

On the VAT invoice can only be written **forint, but other currency you can write in brackets**

behind for example in Euro !

You generally write at every invoice: **fizetve /paid/ and the signature of the employee (one of us).**

If somebody pays by money transfer, write our bank account number 11715007-20368484
OTP XV.ker

a fizetés módja : banki átutalással way of payment and the term /usually in 5 days.
For such payment we have a separate invoice book " **banki átutalásos** ".
This one will be usually made out by András at BN by prepayments.

If a Hungarian guest pays with SZÉP kártya (a kind of card from the government), use the invoice book "**SZÉP kártyával fizetőknek**"
Noone can pay by credit / debit card.

Deposit

In the rules for the guests, on the flyer at the bottom of the price list, at our web site etc. it is written,

that **we require a deposit** for the keys upon arrival 40€ or 10000 HUF or 150 RON or 150 PLN etc.

If 2 persons stay in one room we give 2 sets of keys, i 3 3 sets We try giving one set of keys to every guest.

According to our possibilities every guest should have his **own set** of key.

We can avoid this way much trouble.

If a guest comes late home without key, he does not need to ring the bell, disturbing other guests in the apartment or the other people in the house.

At night the phone calls are forwarded to that colleague s mobile phone, who worked in the second shift.

If a guest breaks a key, his friend might have another one, so he does not need to spend the night outside.

Please tell the guests the key helps only if it is with him.

The deposit need to be paid per a room not per key or per person.

We also except other currencies which we can change in the bank for the case something happens. But you have to know the money, its exchange rate , before you accept it.

These amounts are not quite equal, but the exchange rates are varying from day to day.

Receipt for the deposit

We write out a receipt in the copy booklet .

Date, apartment/room number, the amount of the deposit in figures as well as in **words**.

Do not leave space, where somebody can write another figure before, making from 50 250 Euro.

--40--EUR, fourty EURO

Sometimes guests cannot or do not want to pay any deposit or not the enough amount.

Regarding students form the West , could not be a big problem. Always ask Andras what to do.

If you decide on your own, the responsibility is also on you. Ask some questions, what he is doing here, has he stayed at us before etc. If he does not have enough, he can leave **his valid driving license** or a passport. We are not allowed to keep it, that is why it is better to leave something else and some cash.

The owner might decide not to accommodate the guest.

Returning the deposit

Get the receipt from the guests first, because the important information is written on it:

How many keys, how much was the deposit, , TV, iron + ironing board, coffee maker, hair dryer etc.

We are not checking the rooms any more after every leaving guest. But in occasion, when we think it would be needed, we can still check the apartment for example for the TV remote control.

People from the West prefer stealing decorations, not TV. Check also those pictures etc.

Receive the keys and special things like iron etc. Have a quick look at the apartment: towels with shoe prints an will be handed over the guests (500 Ft per a piece), bloody sheets also 600 Ft

per a piece, burned pots 600-1200 Ft etc. By the way the fresh bloody sheets put in

cold water and rub / wash it by hand.

It disappears immediately !

Later with Biopon áztató in and wash it after 10 min. left in the water with washing powder.

Check for broken windows, burned out beds etc. We do not count the glasses etc.

Then give the deposit back In doubt call Andras (4162432) or Babi.

If a guest lost his key, we keep the deposit and change immediately the cylinder of the room lock.

If the guest looks more suspicious, also the cylinder of the entrance lock.

Always notify Andras !

The cylinders are manufactured for our company abroad, you cannot make any copy of them. They usually belong to a lock system, so they are very expensive. The deposit does not cover the costs.

For us is much better , if he is looking again for it, an finding it.

How to change the cylinder of the lock ?

Take the handles off, loose the screws on the lock plates, unscrew the bolt holding the cylinder. For that you have to open the door. Insert the key, hold in 45 degrees angle , and pull it out whiles

moving a bit to the left and to the right.

If he does not want to take the cylinder and the rest of the keys with him home, gather the keys and the cylinder, put a note on it : date, ap./room number who lost the key and

hand it over Andras.

Put the new cylinder in. Put the keys on the key rings. Check all of the key sets, including the cleaning one.

How to receive guests ?

When somebody rings the bell : greeting : Hello You are welcome to City Centre Apartments !

When you meet the guest you can also introduce yourself, asking which country they are from.

Maybe you speak their language which is always an advantage.

How many persons are You ? Do you have a reservation ? For what kind of room/studio/apartment ?

No, we don,t . Do you know our prices ? No, we got the address from our friend. Here you are our price list.

From 1st August to 13th Aug. please add 10 % season surcharge to the basic price.

We are three persons (people) we want an apartment with one rooms and one bathroom.

Do you want it with the view to the street or to the court yard?

Is the street noisy ? No, I don't think so. It is a one way street with low traffic. But we have a studio on the third fool with a double bed+ chair bed, you can take it.

Such an apartment (studio) costs on Wednesday, July 29th ,14500 HUF for 3 persons and per a night.

How much is it in euro ? Can we pay in euro ? It has two rooms and one bath room.

Check the current exchange rate at our web site **OTP Bank** or on weekends only OTP available.

Exchange rate of **OTP "vételi árfolyam"** 304,5 HUF.

$14500:304,5=47.62$ €. The guests have 50 €, we give the change $50-47,62=2,38 \times 304,5=794$ Ft ~ 725 Ft in Forint.

You should pay the deposit in euro, but we prefer to get the rent in forint, but if you do not have enough forints, please pay in euro.

We stay for 3 nights, maybe we longer . Please pay for 3 nights $3 \times 14500=44850$ HUF +80 Euro deposit.

Here you are the receipt for 2 sets of keys, 80 € deposit for the keys, and 45600 HUF for 3 nights

from 24th to 27th June. What time will you be leaving on the 27th ? We leave not early.

You can stay until 10.30 a.m.

Please sign it here. Here you are this is your copy,please keep it.

But our train leaves in the afternoon.

Please take your luggage to the train station or we can also deposit your luggage in our luggage room.

That costs 300 HUF per piece. Please write your name, room number on the sticker and put the sticker

on your luggage, then. All right we'll do it.

May I see your passport please ?

When and where did you cross the border ? By air , train car from which country ?

Please write only your permanent address and put your signature at the end .

The rest we'll fill in. Could you please also sign the invoice book ?

Do you have a city map ? No, we don't. Here you are our map. We are marked here on this map.

Here is the pedestrian zone, Buda castle district, City Park etc. Here you can see our ad on the map

with the phone number and address etc. The closed metro station is Astoria, right here.

Please look at the house rules and useful practical information in your apartment, which were written by us.

There are some persons in the house who are disturbed by any kind of noise, light, talks in the staircase and smoking in the court yard.

House rules in Szentkirályi utca 5.(Organization and Function Regulations)

Two paragraphs are effecting our guests in accordance with the European guide lines:

On the common areas of the house : gate way, court yard, hanging corridors, stair cases smoking is forbidden.

The house is fining the rule breakers by 10 000 Ft(~39 €).

Please in

The noisy activities after 10 p.m., that disturbs other people rest, will be fined by 50 000 Ft(~190 €).

We kindly ask our guests to arrange parties in the nearby restaurants or at the terrace of Mikszáth tér/square.

Upon returning at night, during going to the apartment we ask our guest to be extremely quiet not talking form the guests: it is prohibited to smoke in any premises of the apartments.

Fine is from 150 000 HUF(500 € up to 2 000000 (6666 €!!)

There are places for smokers in the main stair case with ash tray.

Forwarding information

All information /news/ we change with each other do not keep as a secret. At meeting other colleague

we tell all these. Szk 9/1 extended his stay by one night, Szk 11/1 is already clean, 6/a left two days earlier.

6/a was in hurry, has though paid, but not yet registered wit the guest book, 7/2 left , but not yet cleaned.

All important things we report Andras or Babi receiving new guest(s) , extension of stay, guests left earlier

If we found a guest , who was looking for us, called us several times earlier, searching us, if all of the rooms in a category are occupied, unexpected events, water pipe burst, leaking something,

keys disappeared , lock of a room door 6/1 changed.

There is a booklet for messages in the office/laundry in Szk utca 5. We write everything in it.

Szk 11/2, 17/2 cleaned, 6/a extended his stay, at 11.45 I went upstairs in 17/1 to clean etc.

The bookings should be registered in the reservation book that way that we can see along a horizontal line

/row/ where which room is available, which one is occupied and which one is booked/ reserved.

If someone of us arrives to Szk , he can at once see the situation at that moment. He does not need to call all of us for 5-10 minutes. May be one guests is waiting for an immediate answer in front of the office.

I prefer for that the **Reservation book**, extension of stay, accommodating new guests etc..

3. If we have to call each other , **first we try to call on wire phone.**

4. **from a phone in an apartment to an apartment** or B.N. utca for example Andras.

5. **The bill for one minute could be much lower than calling a mobile number !**

6. The quality could be also better on a wire phone

2. Open the book for reservations and read the changes from there. If there is more different things to tell,

make a small summary with the points to tell. So you cannot forget one important thing.

Szk6/1 1 2 RUS paid until 18th , 10.30 3 nights, Szk 6/a 3 1 UA 1 night until 9.20
Minibus service ordered.

3. Keep near every phone ball pen and sheets of paper for messages to note on.

4. The phone is for exchanging important information briefly , not for chatting in a Café.

5. Keep mobile phone intact , in Szk utca keep the **wireless phone** with you in a pocket you can hear its ringing well. If you are cleaning a apartment, make sure that the line of the apartment 7 is connected. Number 3171456, because we call you always on this number. This number is also seen on the web site. Guests can call it for information.

Important phone numbers: B.N. Iroda 416 24 32

RT 5(András) +36-30-5190966

RT 2 (Conny) +36-30-2429427

RT 1/Baby/ +36-30-942 2263

Szk iroda : 317 1456, only the "office " or laundry room)

7.How to receive a booking on the phone:

If the person has no internet, we can receive a booking also on the phone, but only for the same day , or for the next day.

Please ask and note: how many persons, how many rooms, arrival date and time, transportation in which category (studio, room with bath, shared bath). Has he stayed at our apartments before ?

Can we send a confirmation by e-mail or fax ? To which number or address ?

Can he visit our web site to get more information there?

name of the guest, which country from ?

We write in the reservation book.

If possible we confirm the price, address, deposit, arrival time and transportation.

8. Extension of stay

make sure that he can stay in the same room. Is there any **firm** reservation for that room ?

If it is not possible(firm reservation for that room and we cannot give him another room in the same

category for one reason, we ask the guest who is staying in that room to move in another room of the same category .

If necessary contact Andras. Read the reservation book !

9. Cancellation of a booking

If the guest wants to leave earlier than he paid for and tells us until 10.30 in the morning, we give him the rent. If he tells us after 10.30 but before 16.30 we give him half a day's rent.

If he received an invoice , he has to give us the original copy of the invoice back.

We put in the invoice book together with the other two copies. So together we can cancel it.

Afterwards we write a new invoice out. If he does not have the invoice, we cannot give money back,

because we cannot cancel the invoice in the invoice book.

Cancellation of reservations for groups over 20 persons :

Up to 7 days prior arrival no cost

" " 3 " " 50 % of the rent of the first night(prepayment)

less than three days to arrival the first night's rent (prepayment) stays with us, no money back.

Consultation (discussion) at meeting with Andras after a work day

The list of the jobs done that day has to be handed over

This list contains also the income, expenses of that day, settling the accounts.

The given USD and Euro has to be always with you after this settlement.

As many as possible assistants should take part together on it.

2015.V.11.

Babi

Szk 9/1 2 nightsx2UA = 2x 8900 Ft = 17800 Ft

leaving V.13. **8.00 !!!**

Deposit 50 USD in the safe in Szk office

Szk 28/ 1 1 1RO 2 nights.x8900 Ft=17800 :304= 58,55€ leaving V. 13. 10.30

Deposit 150 RON in the safe

Szk 11/3 2 DEx10900x 2 nights = 21800 Ft leaving V.13. 8.15 deposit 40 €

bevétel : **39600** Ft + 58,55€