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An exploration into the awareness and compliance of hotel guest registration laws among hotels: The case of three assemblies in the Kwahu area

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Abstract
The registration of hotel guest is very important to the hotel, the hotel guest and the nation at large. It also satisfies a legal requirement in the Ghanaian laws. Contrary to this, may lead to a breach of law which is subject to a liable summary conviction to a fine of not more than one hundred penalty units or imprisonment for a term, not more than six months or both. This study aimed at exploring the awareness and compliance of hotel guest registration laws among hotels. The case of three assemblies in the Kwahu area. The study adopted a descriptive and exploratory case study approach which used both the quantitative and qualitative methods of data collection and analysis. A multi-stage sampling technique was used to select 25 hotels which constituted 39.06% percent of licensed hotels in the three Assemblies in the Kwahu. At the time of data collection, 61 front office staff, 25 hotel managers and, 75 guests were used for the study. The main data collection instruments used were a questionnaire and semi-structured interview guide which were personally administered by the researchers. The study found that front office staff and managers had inadequate awareness of the hotel guest registration laws though there is some form of compliance concerning the registration of hotel guests. The study also found that all the front office staff in the studied area followed a particular pattern in registering hotel guest. The study recommends that there should be intensified public education on the legality of the registration of hotel guest and the benefits of hotel guest registration to encourage both the hotels and hotel guests to undertake effective guest registration.

Keywords: hotel laws, guest registration, hospitality industry, guest cycle, registration procedures, Ghana tourism authority

Introduction
Throughout history, people have always travelled, whether to surmount worlds, discover new places or for pleasure. Thus, there are so many reasons why people travel. Some people travel to explore new places; others travel to discover themselves and learn new things; others travel for business purposes. When people are away from the comfort of their homes, the need for shelter, food and security arises. To a vast extent, this has led to the rise and development of the hospitality industry. As Beatriz *et al.*, (2009) [1] put it, this need of man has consequently led to the development of accommodation facilities. Essay (2013) [2] defines the hospitality industry as a broad field within the service industry that includes lodging, restaurants, event planning, theme parks, transportation, cruise line, and additional areas within the tourism industry. Nykiel (2005) [3] also expresses a similar view as Essay (2013) [2]; to him, the hospitality industry is broad and encompasses travel, lodging, food service, clubs, gaming, attraction, entertainment, and recreation. Foster (2009) [4], on the other hand, describes the term hospitality as the welcoming reaction and handling of strangers.
The hospitality industry, therefore, comprises businesses and institutions that provide lodging, food, and other services to travelers. The welcoming responses and handling of guests are the duties of the people who work in the hospitality industry. A professional hospitality industry must always keep updating according to the needs and wants of the societies. Success in the hospitality industry still relies on catering to the needs of the targeted clientele (Essay, 2013) [2]. The hospitality industry caters for some basic human needs such as shelter, food and safety, and the psychological needs of customers as in Maslow's hierarchy of human needs Huitt, (2007) [5]. The hospitality industry is divided into three main categories: which are commercial, industrial, and institutional.

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Commercial provides services to consumers for a profit; Industrial, on the other hand, assists employees in their workplace and institutional; also provides services to residents, inmates at prisons, or patients at the hospital (Ayres, 2012) [6]. The commercial sector of the hospitality industry, which includes lodging (hotels), is the focus of this study.

The Hotel Proprietors Ordinance Chapter 158 provides a clear definition of a hotel as an establishment held out by the proprietor as offering sleeping accommodation to any person presenting himself who appears able and willing to pay a reasonable sum for the services and facilities provided and who is in a fit state to be received (www.elegislation.gov.hk). Hotel facilities are characterized based on the level of services provided or ownership. Based on the ranks of the service supplied, hotels could be classified into three types. These are economy, mid-range, and world-class hotels. Economic hotels provide necessities for the guests, such as food, bedroom, and bathroom facilities, and it is comparatively cheaper. Mid-range hotels offer extra services such as telephone facilities, fit bathroom and bedroom amenities, outlets like coffee shops and restaurants for the comfort of their guests. World-class hotels, which include five-star hotels and above, on the other hand, provide excellent services at a reasonably higher cost. From another perspective, hotels are classified based on ownership; hence we have a chain or independent hotels. http://modernhotelsofnepal.blogspot.com/2011/02/different-departments-of-hotel.html.

Even though a hotel organization may vary according to its ownership or the kind of services it offers, there is one thing that is certain regardless of the category of the hotel, that is, the Front Office Department. The Front Office is considered the 'nerve centre' of a hotel. The majority of the direct interactions in a hotel occur between the guests and the front office personnel more than in any other department (Beatriz et al., 2009) [1]. It is for this reason that the front desk has been described as the hub of a hotel's operation (Frye, 2012) [9]. The front office is the area where guests are first welcomed and finally departed. It is the place where the current occupancy status of the hotel is maintained, enquiries are answered, and service requests are customarily dispatched. For many hotels, the front office may be one of the only departments that are staffed 24 hours each day (Frye, 2012) [9].

The most crucial duty for the front office staff is to ensure the successful completion of the guest cycle. The guest cycle describes the activities that each guest passes through from the moment he/she calls to communicate a reservation inquiry until he/she departs from the hotel. The guest cycle encompasses four different stages these are the pre-arrival stage, the arrival stage occupancy stage departure stage (www.ichm.edu.np/). The number of interactions and transactions between the guest and the hotel during a guest's stay is determined by the type and nature of front office operations. The transactions can be best understood going through the guest cycle (Baker, Huyton & Bradley, 2010). One of the most critical interactions in the guest cycle is the arrival stage, in which the guest registers. The registration of the hotel guest is the process of taking some personal details of the guest. This is the stage, if well captured, may ensure a successful stay of the guest as well as repeated service.

Most of the hotel guests are walk-in guests, meaning they walk into the hotel without reservations. Whether the guest has made a reservation with the hotel or not, they must go through the registration process on arrival. Guest check-in or registration process at hotels is one of the first opportunities for face-to-face contact of a hotel with the guest. At this point, all the marketing efforts and computerized reservation systems should come together. The front desk clerk who is well trained in the registration process is, therefore, able to portray the hotel positively as the right first impression helps to ensure an enjoyable visit. The customer is addressed as a *guest* in a hotel setup, meaning he or she is not part of the team or the workforce of the establishment (Bardi, 2003) [12]. In the Ghanaian traditional homes, when a guest arrives, there is always someone who welcomes him/her, asks about his or her journey and why he/she has come. This is the same with the hotel industry, and this function is performed by the hotel front office staff. Bardi (2003) [12] believes that the registration process is one of the many points of interaction with the guest and, ultimately, the cornerstone of delivering service before, during, and after the guest's stay. The personal and other information taken from the guest goes on a long in assisting the various departments in the hotel in the provision of good service delivery. The staff needs to know every guest in the hotel so that a standard operating procedure can be carried out.

The Tourism Act (2011) and the Alliance Compliance Order 1971 demand that a hotel keeper provides and keep a detailed guest, including the guest's name, identification number, country of origin, next destination, among others. Therefore, hotel owners are obliged by law to ensure that all hotel guests for whom accommodation is provided are registered. This demand can only be met at the registration point as all guests must be registered at the hotel facility. The Ghana Tourism Authority uses the registration record to issue a 1% levy on the hotels. Also, the Ghana Revenue Authority (GRA) uses the registration card records to track the patronage of the various hotel's duration auditing to assign appropriate tax liabilities for the hotels' activities. Finally, the Ghana Immigration Service uses the registration data to determine the number of foreigners in the region to track their movements and activities. The aim of the study was to explore the awareness and compliance of front office staff in selected hotels in the Kwahu Areas concerning guests' registration Laws in Ghana.

Literature review
The Hospitality Industry

Hospitality was derived from an old French word, 'hospice', which means 'to provide care and shelter for travelers' (Walker, 1999) [13]. Hospitality is the art of satisfying the food, beverage, and lodging needs of guests. The Oxford English Dictionary (2008) considers Hospitality as the act or practice of being hospitable, the reception and entertainment of guests, visitors, or strangers. Lashley (2000) [14], writing for the Joint Hospitality Industry Congress, defines Hospitality as providing food and drink or accommodation to persons or groups of persons away from home. Similarly, the Higher Education Funding Council England (HEFCE) (2008) [15], England's Hospitality Review Panel, defines Hospitality as providing food and drink or accommodation in a service context. Furthermore, the Nottingham Group (2012) defines Hospitality as a contemporaneous exchange

designed to enhance mutuality (well-being) for the parties involved through the provision of food and drink or accommodation.

The Hotel Organisation
The sector in the hospitality industry that deals with lodging or accommodation are the hotel. A hotel is a place for an overnight stay, a building or commercial establishment where people pay for lodging, and where meals and other facilities such as conference rooms are often available. Thus, a hotel is an establishment that provides lodging paid on a short-term basis. Facilities provided may range from a basic bed and storage for clothing to luxury features like en-suite bathrooms. Common-Law states that a hotel is a place where all those who conduct themselves properly and who are fit, ready, and able to pay for lodging facility and other services at a reasonable price (Mackenzie & Chan, 2013) [16]. Toh and Potapova (2013) [26] describe hotels as profitable structures that offer to lodge to travelers. To them, hotel services consist of providing temporary lodging facilities and additional services to guests. The authors believe that hotel services consist of the interactions that result in relationships among customers and staff members, which are called customer relationships. One department solely responsible for good customer relationships and critical service providers in the hotel system is the front office department. The current study will be interested in investigating whether or not the operating staff of the hotels in the study area understand what hotels stand for and what roles they are expected of concerning the awareness and compliance of the hotel guest registration.

The Front Office of the Hotel
Regardless of the class or type of the hotel, local or international, the competition among hotels can be crucial. However, all hotels have one thing in ordinary no matter their size or where they are located. The common denominator among the functionally is the front office which is the most noticeable and essential focal point in every hotel (Brown, 2006) [17]. The front office can be referred to as the nucleus or the heart of the hotel, which controls and records all the activities involved in the guest's stay in the hotel. It is also the most critical first and last contact for guests (Brown, 2006) [17]. The front office's focal point of activity is the reception desk, which is located in the front lobby of a hotel and dispenses all front-of-the-house activities of the hotel (Gray & Liguori, 2003) [18]. The staff's work at all front desks is the same, and it involves receiving and welcoming guests, selling accommodations, maintaining accounts, and keeping other records (Brown, 2006; Gray & Liguori, 2003) [17, 18].

The front office is also the point of contact for other departments within the hotel and incorporates various requests to make the guests more comfortable (Brown, 2006; Ismail, 2002) [17, 19]. Ankara (2009) [20] has a similar description of the front desk. To him, it is the service place where guests arriving at the accommodation business are welcomed, receive accommodation, and make reservations. It is a place where accounts and records are kept. The front desk also provides consultancy services and cooperates with other departments. Thus, the front desk can be considered the hotel facility's heart and face (Jones & Newton, 1997). It is the first guest contact area and also the nerve centre of the hotel. All the front office activities and sites are geared towards supporting guests' transactions and providing quality services to clients (Woods, Ninemeier, Hayes & Austin, 2007) [22].

Registration of Hotel Guests
Guest registration is the recording of guest's personal information for official purposes. During registration, the guest is required to enter the necessary information on the GRC, such as guest name, contact number, the purpose of stay at the hotel, and passport and visa details in case of a foreign guest. The registration or check-in process in the hospitality industry is a critical process as many vital pieces of information of the guest are exchanged between the guests and the hotel staff during this process; the process can be manual or computerized (Baker et al., 2000) [23]. The incoming guests could be individuals or groups and conventions with or without reservations which could involve a substantial number of guests who might all arrive at or about the same time. As the guests come to the registration clerk, each should be pleasantly greeted and asked whether they have reservations or are walk-in's clients. The walk-in clients are potential guests who do not have any pre-arranged plans with the facility and therefore come into the hotel inquire for a room or accommodation (http://www.slideshare.net/ShaniaMaeLArradaza/hotel-operation-front-office)

Legal basis on Hotel Guest Registration
Due to the benefits of hotel guests' registration to the hotels, clients, and the economy, many countries have enacted legislation that governs the conduct of the clients and the hotels. For example, the Hotel Guest Registration Act R.S.O. (1990) sets out institutions in the hospitality industry that must ensure their guests' registration. The Act R. S. O (1990) defines a 'hotel' as a separate building or two or more connected buildings used mainly to cater to the needs of the travelling public by the supply of food and the furnishing of sleeping accommodation of not fewer than six bedrooms. The Act (1990) distinguishes hotels from any other building or connected buildings used mainly to supply food and lodging by the week or otherwise commonly known as 'boarding houses' or of furnishing living quarters for families and have a dining room or restaurant widely known as "apartment houses" or "private hotels" (Act R.S.O., 1990).

The Act (1990) makes it mandatory for every hotel to keep a guest register in which personal details such as the name and usual place of residence of every person admitted as a guest in the hotel and occupying a room therein alone or with another person(s) would be entered (Act R.S.O., 1990). Any owner or a manager of a hotel who fails to keep the register required by Section 2 or fails to see that the particulars required by Section 2 are entered therein, or who knowingly and willfully permits an untrue statement as to the name or place of residence of a guest to be entered in the register would be guilty of an offence and on conviction would be liable to a fine of not more than $100, and in default of payment may be imprisoned for a term of not more than three months (R.S.O. 1990, c. H.17, s. 3). In addition, every person who applies for admission as a guest in a hotel and who registers under or represents himself or herself as bearing some other name than his or her own, or who in registering or procuring admission to a hotel, makes a false statement as to his or her ordinary place of residence,

is guilty of an offence and on conviction is liable to a fine of not more than $100, and in default of payment may be imprisoned for a term of not more than three months (R.S.O., 1990, c. H.17, s. 4).

The Hotel Guest Registration Act [RSBC 1996] of Canada also provides provisions and clauses similar to Act R. S.O (1990). In this Act, a hotel is defined to include an inn or building in which private rooms are maintained for the public's accommodation and a hotel owner or manager as 'keeper' and is seen as the person operating, managing, or in charge of a hotel. The Act demands that a hotel keeper provide and keep a suitable guest register for the registration of all persons provided with sleeping, housekeeping, camping, or other accommodation at the hotel, and all those guests must be registered in it. According to the Act, on the arrival of a guest, the keeper must require the guest to enter in the register, or must enter for the guest, the (a) the name and home address of the guest and all other persons in the guest's party; (b) the date of the arrival; (c) if the guest is travelling by motor vehicle, (i) the trade name of the motor vehicle, and (ii) the license number, and other identifying letters or characters appearing on the official number plate carried on it, including the name of the province, state or country in which the number plate was issued. On the departure of the guest, the keeper must enter the date of departure in the register.

By the Act, the guest has a duty or obligation in providing information on arriving at any hotel when applying for the accommodation of a character described in Section 2 of the Act. Also, the guest must provide to the keeper at the hotel the registration information necessary to complete the registration following Section 2. The Act demands that until a guest has provided such vital pieces of information, he/she must not be provided with accommodation. The keeper has the responsibility of opening all registration records at all times for inspection by hotel inspectors, who are referred to as constables. By the Act, any person who contravenes this Act commits an offence under subsection (1) is liable on conviction to a penalty of not more than $25 (http://www.elaws.gov.on.ca/html/statutes/english/elaws_statutes_90h17_e.htm)

The Malaysian hospitality industry is regulated by the Registration of Guests Act 1965 (Act 381) and is applicable throughout Malaysia. The Act demands that every person checking into a hotel must show his or her identity card, and it defines 'identity card' as an identity card issued under the National or other similar document identifying the holder thereof. The Act, like Act R. S.O (1990) and that of Act 1996, also requests the 'keeper' of a hotel to ensure that every guest is registered. It defines the 'keeper' regarding any specified premises to include the proprietor and manager thereof and any person for the time being authorized to permit persons to lodge in those premises. According to the Act, 'lodging' includes a room in any specified premises ordinarily used as sleeping accommodation by person lodging thereat, the occupation of any such room by the person required to be registered under paragraph 3(1) (a) whether by day or by night for any period (National Registration Act 1965).

According to the Registration of Guests Act 1965 (Act 381), the keeper of any specified premises is obliged to (a) to keep a register in the form in the First Schedule of all persons lodging at the premises who are not servants of the keeper of the premises and who are not under the age of twelve

years; (b) on the arrival of any such person at the premises, to ascertain and enter or cause to be entered in the register kept for that purpose the name, address, occupation, sex and nationality of that person, and the number, place, and date of issue of his identity card or (if he has no identity card) of his passport, together with the date and time of his arrival and the name of the last place from which, and how, he arrived. Also, the keeper has a duty to (c) on the departure of any such person from the premises, to enter or cause to be entered in the register the date and time of departure and the destination on the departure of such person; (d) to enter or cause to be entered in the register such other particulars as may be prescribed; and (e) to furnish to the nearest registration officer such returns as to the persons lodging at the premises at such times or intervals and in such form as may be prescribed (Registration of Guests Act 1965 (Act 381)).

Hotel keepers are obliged to preserve every register kept under the Act for not less than two years from the date of the last entry and may after that, at the keeper's discretion, destroy them. Under the Act, a registration officer may, by notice in writing under his hand, authorize the keeper of any specified premises mentioned in the notice to keep a register in a different form (including a loose-leaf register or card-index or a register which is partly in the form of a bound register and partly in the form of a loose-leaf register or card index) from that provided by the Act. Any keeper of any specified premises who (a) fails to enter or cause to be entered in the register any particulars which he is required by this Act to enter or cause to be entered therein; (b) fails to furnish to a registration officer any return which he is required by this Act to furnish; or (c) fails to produce any register which is required to be made available or to be open for inspection under subsection 3(3), or obstructs any police officer, registration officer, or the person authorized by a registration officer when such officer or person is exercising his/her functions under the Act, shall be guilty of an offence and on conviction shall be liable to imprisonment for a term not exceeding one year or a fine not exceeding two thousand ringgit, or to both.

Conceptual Framework

The ultimate goal of every business organization is to make a profit and retain its core customers. For these aims to be achieved, the business owners and hoteliers are always mindful of their service to the customers. The hospitality industry is made up of tangible and intangible elements in its services and products. The physical products of hospitality, such as food and drink in a restaurant or the actual hotel room, are sold at a price to the guests or customers. For example, the price of a plate of food or the cost (rate/rent) of a hotel room per night is the fee a guest pays for renting a hotel room or the price a customer paid for buying a meal in a restaurant. These are often regarded as tangible aspects of hospitality. It is believed that sometimes the qualities of staff and the way they deliver services to guests are often more important than the tangible products in making a hospitality experience satisfactory or unsatisfactory (Iancu, Soare, Bonciu & Rodica, 2015). Thus, the intangible services are essential components of the tangible element for ensuring guests' satisfaction during their stay in the hotel (Toh and Potapova 2013) [26]. Therefore, in determining the success of the hospitality industry, service quality, and guests' satisfaction, there is

the need to consider the proper use of both tangible and intangible aspects of the hotel's operations.

The hotel can target the guests' desired self-congruence by obtaining the appropriate data about the goals and desires through guests' registration. When received by the front office staff, such data are communicated to the various departments of the hotel, and they are used to provide tailor-made specialized goods and services to the guests to meet their individual desired self- congruence. This can be achieved when the hotel managers and the front office staff have good knowledge of the laws governing hotel guest registration and abide by them. When this is completed, it will lead to guests' total satisfaction, culminating in guest's loyalty with its goodbye products of guest's retention and guest's recommendation of the hotel's products and services to others. This framework will guide the study during data collection, analysis, evaluation, and discussion.

Research methods and approaches
Research design
The current study adopted an exploratory case-study approach. Yin (2003) [31] defines a case study as an empirical inquiry that investigates a contemporary phenomenon within its real-life context, especially when the boundaries between phenomenon and context are not clearly defined. Thus, the case study approach is especially useful in situations where contextual conditions of the event being studied are critical and where the researcher has no control over the events as they unfold. The study adopted an exploratory case study approach because the researcher had no control over the events as they unfold, and also, not much research work has been done in the area of study.

Research approach
There are two research approaches in social research that is quantitative and qualitative approaches (Boumar & Atkinson, 1995; Slavin, 1992). The terms 'quantitative research' and 'qualitative research' have come to signify much more than ways of data collection. They have come to represent deviating traditions about the nature and purposes of research in social sciences. Some authors believe that the notion that the jargons 'quantitative' and 'qualitative' seem to imply 'quantification' or its absence is the central issue is highly unfortunate since the issues span much more than this suggests. Therefore, the current study used both quantitative and qualitative research approaches for the collection and analysis of the data for the study.

Population of the study
The population for the current study included all the hotels in the Okwahu Areas, all hotel staff; all hotel guests that patronized hotels in the Kwahu Areas and all officials of Ghana Tourism Authority as well as the Ghana Immigration Service in the Okwahu Area who are responsible for implementing the guests' registration laws in the Area. However, the target population consisted of all the front office staff of the selected hotels, the officials of the Ghana Tourist Authority in the studied area, supervisors, and selected clients of hotels in three Districts in the Okwahu Areas. The target population, therefore, was made up of 64 licensed hotels, 64 hotel managers, 540 front office staff, 10 Regional Offices staff of Ghana Tourism Authority, 15 Immigration officers in the Eastern Regional office; two

staff of the Ghana Tourism Authority and three immigration officers in the Okwahu South Municipality who are responsible for all the assemblies in the Okwahu area.

Sampling Procedure and Sampling Size
In order to acquire a representative sample for the study, the study used the multi-stage sampling technique to select the sample for the study. In the first stage, a stratified sampling technique was used to select data sources, which were stratified into Assemblies, hotels, front office managers, front office staff, and staff of the regulatory authorities. The hotels were further stratified into stars, including 7 one-star, 4 two-star, and 53 budget hotels. This was done to ensure that each star was well represented in the study. At the second stage, the purposive sampling technique was used to select three out of the four assemblies in the Kwahu areas. Kwahu is best known for Easter festival celebrations, paragliding activities, and tourist sites, as well as forty days' funeral celebrations. These activities and celebrations are primarily centered in three of the four assemblies in the Okwahu Area. For example, most of the activities in the Okwahu areas during Easter times, including the paragliding, street carnival, and site seeing, occur in Nkawkaw, Atibie Mpraeso, Obomeng, and Abetifi. The Okwahu East, West, and South Assemblies were therefore purposefully selected for the study.

In selecting hotels to be involved in the study, a purposive sampling procedure was used to select all the seven (7) two-star hotels and four (4) one-star hotels for study. This was done because due to their status, one expected that they would be implementing best practices in the industry, and therefore, management and staff of these hotels would not only be aware of the existence of the hotel laws, but they would seek to implement them. Besides, it was also expected that they would have more patronage, all things being equal than the budget hotels. The study selected fourteen out of the 53 budget hotels randomly for the study.

In selecting participants from the regulatory agencies, the study again used a purposive sampling technique to select 3 Immigration Officer from the three Assemblies and three Ghana Tourism Authority staff. This approach was used because the two institutions are critical in the implementation of hotel laws in Ghana.

The study used both purposive and simple random sampling techniques in selecting the hotel staff for the study. For example, the study used purposive sampling in selecting all the hotel managers for the study. A simple random sample was used in selecting the three (3) front office staff, each from the starred hotels and two (2) front office staff from the budget hotels for the study.

Table 1: Sample for the Study

Sample Category	Number Selected
Ghana Immigration Service	3
Ghana Tourism Authority	3
Hotel Managers	25
Front Office Staff	61
Clients	75
Total	167

Source: Field work, 2021

This was done among other things because it was realized that the starred hotels have more front office staff than the budget hotels. In all, the study selected eight-six (86) hotel

staff made up of twenty-five (25) hotel managers and sixty-one (61) front office staff. In selecting hotel guests for the study, a convenience sampling technique was used. Even though the researcher was aware of the extent to which a convenience sample, irrespective of its size, actually represents the total population cannot be known (Chaturvedi, n.d). The study, therefore, selected three guests per hotel for the study.

Data Collection Instrument
Data collection instruments refer to devices used to collect data such as questionnaires, tests, structured interview schedules, and checklists (Seaman, 1991) [28]. Since the study adopted qualitative and quantitative approaches (the mixed method), there was the need to select instruments that could be best used for the data collection. Thus, a self-administered questionnaire and semi-structured interview guide were the primary data collection instruments that were used for the data collection. The questionnaire consisted of both close-ended and open-ended items. Close-ended questions provided a range of responses from which the respondents made a choice. Generally, close-ended questions were quick to complete and straightforward to code for computer analysis. However, the open-ended questions allowed the participants to provide the appropriate responses, and it did not restrict the respondents of their responses. These were used to solicit detailed responses from the respondents in an attempt to explain or support the responses to some of the close-ended questions. The questionnaire employed the Likert scale to measure the awareness and compliance, new trends, and importance of hotel guest registration among hotels in the Kwahu area.

The questionnaire had four sections. Section A consisted of the respondents' demographic characteristics such as gender, age, tenure of job, job category, and educational level. Section B sought to determine the respondents' awareness of the hotel guest registration laws by the Tourism Act (2011). These functions both to the hotel and their guests. The third section, Section C, sought to find out the front office staff's knowledge on guest registration and their awareness of the GTA mandatory requirement on hotel guest registration. A semi-structured interview guide was used in collecting responses from the hotel managers, personnel from the GTA, and some hotel guests. The structure of the semi-structured interview guide was similar to that of the questionnaire.

Data collection procedures

The researcher initially sought permission and cooperation from the management of the selected hotels through an introductory letter from the Head of Department of the Hospitality and Tourism Education University of Education Winneba Kumasi to the Human Resource Manager/Administrative Managers of the selected hotels. The introductory letter explained the aims and the objectives of the study as well as the timelines. After the access to the study area and the consent of the respondents had been gained, the questionnaires were distributed to the hotel front office staff to complete. The respondents were given three weeks to complete the filling of the questionnaire. To ensure effective retrieval of the questionnaires, frequent phone calls and visits were made to the hotels to encourage the participants to complete the question. The researcher also went to the Regional and Municipal Offices of the Ghana Tourism Authority and the Ghana Immigration Service to interview the person in charge of hotel operations.

The primary data collection exercise started in the third week of June 2020 and ended in the first week of July 2020. For the data collection exercise, the hotels were grouped into three zones, mainly based on proximity. Zone 'A' consisted of hotels in the Okwahu East Municipality; Zone 'B', hotels in Okwahu South Municipality and; Zone 'C,' hotels in the Okwahu West Municipality. The questionnaires were distributed in the same sequence.

At all the hotels, the researcher was actively involved in the distribution and retrieval of the questionnaires. This, among other things, helped to establish rapport with the respondents, gained their cooperation, and provided the researcher with the opportunity to explain the study's purposes and clarify any 'unclear' statements to the respondents (Ackroyd & Hughes, 1981; Best, 1977).

The first week of the data collection period was spent on distributing the questionnaires at the various hotels starting from the Okwahu East District Assembly. For the remaining weeks, the researcher moved from one hotel to another to follow up the questionnaires and encourage them to complete the questionnaires. In addition, numerous telephone calls were made to the contact persons (Hotel Managers/Supervisors) to encourage the respondents to complete the questionnaires. Extra copies of the questionnaires were given to the contact persons to be given to respondents who had their original questionnaires misplaced. These activities helped to improve the response rate of the questionnaires. In the end, a total of 54 out of the 61 questionnaires distributed were retrieved, constituting an 88.5% response rate. Also, 88 interviews were conducted (See Table below).

Table 2: Response Rates Attained from the Interviews and Questionnaires

Sample Category	Number Distributed/Interviewed	Number Interviewed/Retrieved	Response Rate (%)
Ghana Immigration Service	3	3	100
Ghana Tourism Authority	3	3	100
Hotel Managers	25	25	100
Front Office Staff	61	54	88.5
Clients	75	57	76
Total	167	142	76.6

Source: Field work, 2021

Pre-testing of Instrument
Adams *et al.* (2007) [29] describe pre-testing as using a small sub-sample, which may determine whether the main study's data collection plan is an appropriate procedure. Thus, a

small-scale pre-test study provides an advanced opportunity for the researcher to check the data collection instrument to minimize errors due to improper design elements, such as question wording or sequence. In this respect, the draft

questionnaires were first given to the study supervisor and some experienced researchers for vetting. The questionnaires were pre-tested on a similar sample group from some selected hotel front office staff in the Kwaku Areas to eliminate ambiguous and irrelevant items. Enough space was provided at the end of the questionnaire for respondents to indicate their comments on the clarity, weakness, ambiguity of all the items in the instrument. The comments which were received after the pre-test was used to address the challenges identified. The finally approved questionnaire and interview guide were administered to the sampled respondents for actual data collection.

Data analysis
Statistical Package for Service Solution (SPSS) version 20 was used to analyze the quantitative data and thematic analysis for the qualitative data. The raw data were coded and entered directly into the SSPS software. The analysis then began with general critical reading to develop a system of coding for the verbal responses. Thematic framework procedures followed this to create the appropriate tables or charts for data reduction to enhance easy reading. After careful juxtaposition of the data, recurrent categories were identified from which specific themes were created. The data from the open-ended questions and the semi-structured interview guide were used to support and explain the quantitative data received from the questionnaire.

Results and Discussion
Gender of the Respondents
Table 3 shows the gender distribution of the respondents in the study. Out of the total one hundred and forty-two (142) respondents involved in the study, including management, staff, and guests, 45.0% (64) were males, while 54.9% (78) were females. With a management category population of 31, 51.6% (16) were males, while 48.4% (15) were females. For the staff category, out of 54, 35.2% (19) were males, while 64.8% (36) were females. Finally, for the sample's guest category, 34 (59.6%) out of the total of 57 were males, and the remaining 23 (34.4%) were females. The results from the total sample seem to be in line with the national population groupings. Per the 2010 National Census, women in Ghana outnumber men. The results as presented, therefore, indicate that women in Ghana are now becoming more active in the formal sector than before. Thus, the sample's female population shows that the sample was female-dominated and that perhaps, the gender gap seems to be closing up, both at the secondary and post-secondary

levels of education where females constitute only 33 per cent at secondary and post-secondary institutions (Ghana Statistical Service, 2010).

The staff category results seem to support the long-held view that most Front Office staff are females. This stands in opposition to an earlier study where it was found that the male front office staff outnumbered the female front office staff. The reason for the situation in that study was attributed to the rising unemployment situation in Ghana at the time and the changing curriculum in the Secondary and tertiary institutions where courses like Catering and Hospitality are now attracting young men; hence they also end up seeking employment in the hotel industry. Concerning the guest category of the sample, the data presented a similar view to those of the total sample but in contrast to that of the staff category. Almost sixty per cent (59.6%) of the guests were males, whiles the remaining 40.4% were females. This, to a considerable extent, is understandable and represents the actual state of affairs as more males tend to visit or spend some time in hotel facilities unaccompanied by females than their female counterparts. In addition, some of the females interacted with indicated that they were there with their male partners. This means that if the men had not visited the hotel facilities, those females might not have been there in the first place.

Table 3: Gender Distribution

Gender	Total Sample		Management		Staff		Guests	
	Freq.	%	Freq.	%	Freq.	%	Freq.	%
Male	64	45.0	16	51.6	19	35.2	34	59.6
Female	78	54.9	15	48.4	35	64.8	23	40.4
Total	142	100	31	100	54	100	57	100

Highest Education Attainments of Respondents
The results on the respondents' highest educational attainments indicated that the majority of the respondents (72%) held pre-tertiary education qualifications. For example, 7.8% of the respondents held Junior High School certificates, 39.7% had Senior Secondary Certificates or West African Senior Secondary Examinations (WASSE) Certificates. In comparison, 56 of the respondents (24.5%) had either non-tertiary Diploma or National Vocational and Technical Institute (NVTI) certificates (see Table 4). This indicates that in terms of education, the respondents had basic English language skills that could enable them to understand the study's demands and provide the appropriate responses. Hence, the data provided could be relied upon.

Table 4: Respondents' Highest Educational Attainment

Highest Educational Level	Total Sample		Management		Staff		Guests	
	Freq.	%	Freq.	%	Freq.	%	Freq.	%
JHS	11	7.8	-	-	11	13.0	-	-
SSCE/WASSE	56	30.1	-	-	30	55.5	14	24.6
Diploma/NVTI	36	24.6	15	48.4	13	24.1	8	14.0
First Degree	46	32.4	12	38.7	4	7.4	30	52.6
Second Degree	9	6.3	4	12.9	-		5	8.8
Total	142	100	31	100	54	100	57	100

Source: Field work, 2021

Area of operation
The data on operation areas as supplied by the staff respondents and supported by the management respondents indicated that hotel facilities in the study area had staff for

only two units within the Front Office operation. For example, eighteen (72.0%) of the twenty-five (25) hotel management staff respondents stated that they were operating as hotel managers cum front desk managers while

the rest (28.0%) were operating as front managers at the front desk units of the front office. Of the respondents' staff category, a large percentage (80.3%) worked as front office desk assistants while 19.7% worked as bell boys/girls. The data showed that most of the study's hotel facilities were one-star, two-star hotels or guesthouses and therefore did not have many departments in the front office as the three-stars to five-star hotels would have. The data also revealed that the front office staff's main responsibilities included but were not limited to undertake front-of-house duties such as meeting, greeting, and attending to the needs of guests to ensure a superb customer service experience. In addition, the front office staff was expected to build a good rapport with all guests and resolve any complaints/issues quickly to maintain high-quality customer service (Tewari, 2009) [30]. The front office staff's responsibilities also included dealing

with guests' requests to ensure a comfortable and pleasant stay and assist in dealing with customer complaints effectively and courteously by providing or seeking solutions as quickly as possible. However, because the studied facilities were small hotel facilities, these responsibilities were combined and performed by few employees in these facilities (Beatriz *et al.,* 2009) [1]. This indicates that the front office staff of the studied facilities might be overloaded with too many responsibilities. Therefore, if they were not well motivated, most of them would be looking for greener pastures somewhere (Tewari, 2009; Beatriz *et al.,* 2009) [30, 1]. Management must therefore put in place effective retention mechanisms to ensure that staff was retained in the facilities.

Table 5: Respondents' Areas of Operation in the Hotel Facilities

Area of operation	Total Sample		Management		Staff	
	Freq.	%	Freq.	%	Freq.	%
Hotel/Front Office Manager	18	10.8	18	72.0	-	-
Front Desk Managers	7	6.6	7	28.0	-	-
Front Office Desk Assistants	32	66.3	-	-	32	59.3
Bell Boys	22	16.3	-	-	22	40.7
Total	79	100	25	100	54	100

Length of service of respondents

The data in Table 6 indicate that majority of the staff in the studied hotel facilities had served the facilities for less than five years. Thus, while as many as 68.6% had served in the studied facilities for between one and four years, 25.7% of the staff respondent had served the facilities for between 5 and 9 years. Two staff constituting 2.5%, had served the facilities for more than six years. Thus, only 31.4% of the staff had been with the studied facilities for more than four years. The results of the present study depict the situation in the hotel industry in Ghana as a whole. Due to low remuneration and lack of motivation in the hotel industry, most hotel staff do not stay for longer in one facility (Asare-Bediako, 2011; Amuzu, 2010). In other words, the hotel industry's labour turnover is usually high due to a lack of motivation and possibly training. Even though the 31.4% of the staff who had been with the facilities for more than four years was on the low side, it indicates that some of the facilities' owners or supervisors had put in place good retention mechanisms to retain some of their high performing staff.

Table 6: Length of Service of Respondents

Length of Service	Total Sample		Management		Staff	
	Freq.	%	Freq.	%	Freq.	%
Between 1 and 4 years	31	68.6	12	48.4	19	35.8
Between 5 and 9 years	46	25.7	11	45.2	35	64.2
Between 10 and 14 years	2	2.5	2	6.4	_	_
Total	79	100	25	100	54	100

Source: Field work, 2021

Awareness of and Compliance with the Ghanaian Laws on Hotel Guests Registration

One of this study's key objectives was to determine whether or not the respondents were aware of and were complying with the Ghanaian laws on hotel guest registration. In other words, the study sought to determine whether or not the Front Office staff of the hotels in the Okwahu Area

supported by their managers were aware of and were complying with the legal requirement for hotels to register guests when they checked into the hotels. To achieve this objective, several questions relating to whether or not guests were registered when they visited the hotel facilities, the rationale behind the registration, the processes of the registration, and guests' details captured were posed to the respondents.

Due to the benefits of hotel guest registration to the hotels, clients, and the economy at large, many countries have enacted legislation that governs the conduct of the hotels and their clients. For example, the U. S Hotel Act (1990) makes it mandatory for every hotel to keep a guest register in which personal details such as the name and usual place of residence of every person admitted as a guest into the hotel and occupying a room whether alone or with another person(s) would be entered (Act R.S.O., 1990). Any owner or a manager of a hotel who fails to keep the register as required by Section 2 or fails to see to it that the particulars required by Section 2 are correctly entered therein, or who knowingly and willfully permits an untrue statement as to the name or place of residence of a guest to be entered in the register would be guilty of an offence and on conviction, would be liable to a fine of not more than $100, and in default of payment—may be imprisoned for a term of not more than three months (Act R.S.O. 1990, c. H.17, s. 3).

Similarly, Section 25, subsections 1 to 3 of the Ghana Tourism Act (2011), which regulates the tourism and hospitality industry in Ghana, gives the Ghana Tourism Authority the power to register and license all tourism and hospitality enterprises and sites before they can start operation. Also, Section 35 of the Act makes it mandatory for all hotel owners and their managers to register all hotel guests who are given accommodation in the hotels. For example, Section 35 (1) states, "A holder of a tourist accommodation license shall keep a register on the premises and shall enter in the register the name and address of each guest who stays in the accommodation and other particulars

that the Authority may prescribe" (Tourism Act, 2011, Section 35 (1)). Therefore, the current study wanted to find out whether or not the front office staff of the studied hotel facilities were aware of this legal requirement and were also complying with them.

Registration of hotel guests on arrival
This study was interested in investigating whether or not hotel guests in the studied area were registered and at what point the visitors were registered into the hotel facilities. The results indicated that clients who patronized the hotel facilities in the Kwahu Area were mostly registered before being admitted into the facilities and the clients were either registered at the pre-arrival stage and confirmed their registration on arrival or registered on arrival at the reception of the facilities before gaining access into the main facilities (see Table 8). For example, 88.9% of the front office staff confirmed that they registered guests on arrival. Simultaneously, only 11.15 stated that they registered their guests on pre-arrival and approved the registration on arrival.

The current study results confirm an earlier study that indicated that most of the clients who patronized the hotels in the Okwahu Area operated on a "call-in" basis and that only a few clients booked for spaces before arriving at the hotels. Therefore, pre-arrival bookings were not very popular in those hotels. The current results also confirm the fact that regardless of the size, class, or type of the hotel, local or international, all hotels have one thing in common no matter where they are located.

The result also gives an indication that the hotel facilities in the Kwahu Municipality made full use of the concept of the guest cycle in their operations and supports Mackenzie *et al.*'s (2013) [16] view that the pre-arrival stage of the guest cycle allows a potential guest to make an enquiry from the hotel as to whether or not accommodation(s) would be available on the date(s) and time(s) they intend to stay in the hotel. Suppose the hotel confirms the availability of accommodation. In that case, the prospective guests go ahead to make preliminary bookings usually established at a later date or on arrival at the hotel premises. In making the initial booking, the prospective guests specify the accommodation requirement and its accompanying details.

The pre-arrival stage allows the hotel to sell its services to prospective guests and establish an excellent positive corporate image among prospective guests outside its premises (Mackenzie *et al.,* 2013) [16]. If the facility has accommodation for the prospective guests, the hotel creates a reservation record for the potential guest. The reservation records help personalize guest services and appropriately schedule needed staff and facilities. The reservation department should, then, complete all the pre-registration activities and prepare guest folios (applicable only for automated systems). Doing so will eventually maximize room sales by accurately monitoring room availability and forecasting room revenues.

Table 7: Registration of Guests upon Arrival and Reservation

Registration Requirement	Yes		No	
	Freq.	%	No	%
Required to register guests on arrival	48	88.9	6	11.1
Not Required to register guests on arrival	6	11.1	48	88.9
Total	54	100	54	100

Guests registration procedure
Another critical aspect of the study was to determine the guest registration procedures adopted by the studied facilities. The objective, among other things, was to determine whether or not the studied facilities followed an agreed pattern or things were down haphazardly. As shown in Table 8, the data indicate that generally, all the front office staff in the studied area followed a particular pattern. In most cases, the guest registration procedures involved several steps followed by the front office staff in the studied area to ensure a pleasant, efficient and safe visit for guests (Asare-Bediako, 2010; Bardi, 2007) [32]. For example, the data showed that the guests, whether pre-arrival arrangements had been made or not, reported at the front office, usually the reception desk, and requested to be checked into the hotel (100%); front desk staff confirmed whether or not there were any rooms to give out (100%); guests were requested to fill in the registration card or confirm pre-registration (72.2%), and both the guests and the front office staff signed the registration cards (54%). The data also indicated that in addition to these, the front office staff made room selection and allocation (88.7%) or in some cases, the clients selected their preferred rooms whilst the front office staff made the room allocation (40.7%) and the clients were led to their rooms (100%).

The current study results support eleven-point formula for the registration of hotel guests. Bardi (2007) highlighted on eleven guest registration procedure which includes: i) Guest requests to check into the hotel; ii) Front desk clerk projects hospitality toward the guests; iii) Front desk clerk inquiries about guest reservation status or otherwise; iv) Guest completes registration card; v) Front desk clerk reviews completeness of registration card and vi) Front desk clerk verifies credit; vii) Front desk clerk makes room selection; viii) Front desk clerk makes room assignment; ix) Front desk clerk assigns room rate; x) Front desk clerk discusses sales opportunities for hotel products and services with guest and finally, xi) The front desk clerk provides the room key. From the current study results, one major step in the registration procedure that is missing from the methods practiced by the studied facilities was Bardi's (2007) tenth step that states 'Front desk clerk discusses sales opportunities for hotel products and services with guests. The omission means that the front office staff of the studied areas did not take advantage of the guests' presence on their premises to market their facilities and products. This might be due to a lack of knowledge which a lack of training might have caused. Management must therefore put in place adequate training programmes that will equip the staff with the necessary knowledge and skills to be in the position to sell the facilities and their products.

The study, however, indicates that the hotels in the studied area did not make use of new trends in hotel guest registration such as electronic registration, automated check-ins and check-outs, and digitized room key systems. In recent times, some hotels have moved away from staff-assisted guest registration to automatic registration due to the advent of technology. This has brought about a different outlook on the registration exercise (Cihan, Berezina, Michael, Kasavana & Mehmet, 2011).

Table 8: Procedures for Guests' Registration

Procedures for Guests' Registration	F	%
Guests reported at the front office and requested to be checked into the hotel	54	100
Front office staff confirmed whether or not there were any rooms to give out	54	100
Guests filled in the registration cards or confirmed pre-registration	39	72.2
Guests and the front office staff signed the registration cards	31	54.4
Front office staff made room selection and allocation	48	88.9
Clients made room selection whilst front office staff made room allocation	22	40.7
Guests are led to their rooms	54	100

Clients' Details Captured on the Registration Form
One primary consideration of the study was to determine the details of the data collected from the hotel guests anytime they came to the facilities to register. The data as captured in Table 9 indicates that the Front Office Staff collected demographic data such as the name, date of birth, hometown, and country of origin from the guests. For example, all the staff respondents and the guests agreed that the name of the guests, their date of arrival, telephone numbers, and the names of their hometown were among the data demanded at the registration point. Also, 51% of the staff respondents and 52% of the guest respondents, respectively, stated that guests were required to provide their date of birth at the point of registration. The results also indicated that guests were also expected to provide information on their country of origin, passport number, date of arrival, the purpose of visit, and contact number in case of any emergency.

The current study results satisfy the demands on the nature of data that many hotel laws, including those of Ghana, require hotel facilities to capture and store in their guest registration registers. For example, both the Canadian Hotel Guest Registration Act [RSBC 1996] and the Ghana Tourism Act (2011) demand that hotel facilities must collect personal details such as the name and date of birth; home address of the guests; date of the arrival; the departure date; national identification number; the purpose of visit and emergency numbers among others (Ghana Tourism Act, 2011; Act 1996). The results, therefore, indicate that the hotels in the studied area were fulfilling the demands of the Ghanaian hotel registration laws. By conforming to the needs of the Ghana Tourism Act (2011), the hotel facilities were assisting in creating a conducive and secured place for their clients and also ensuring that the nation gets the needed tax revenue from those facilities.

Table 9: Details Provided by Guests at the Point of Registration

Data Taken	Staff Respondents		Guest Respondents	
	F	%	F	%
Name	54	100	57	100
Date of Birth	51	94.4	52	91.2
Passport Number	36	66.7	18	31.6
National Identification Number	48	88.9	49	85.9
Country of Origin	38	70.4	12	21.1
Telephone Number	51	94.4	49	85.9
Arrival Date	47	87.0	57	100
Date of Departure	54	100	57	100
Purpose of Visit	38	70.4	32	56.1
Hometown	54	100	47	82.4
Contact in Case of Emergency	28	52	31	54.4
Mode of Payment	28	52	15	26.3
Signature of Guests	48	88.9	32	56.1

Source: Field work, 2021

The Legal Requirement or Rational for Registering Hotel Guests
Another major goal of the study was to determine whether or not the respondents were aware of the rationale behind hotel guests' registration. The study results indicated that even though the front office respondents had been registering quests who patronised their facilities, most of them did so under the instructions of their managers and owners and not because of the knowledge of any hotel registration law. For example, a large proportion of the front office staff respondents reported that they registered guests who patronised their facilities either because "It provides records for assessment of tax by the National Revenue Authority (22.2%) or "it provides information to other Departments in the Hotel to enable them to serve guests well (63%). A litter above eleven percent (11.1%) of the front office staff involved in the study stated that they

undertook guest registration in their facilities because "it is a requirement by the Ghana Tourism Authority" and only 3.7% of the respondents were aware that hotel guest registration was "a requirement of Ghana Tourism Authority and Ghana Immigration Service". In effect, only 14.8% of the respondents were aware that hotel guest registration is a requirement under the Ghanaian hotel laws.
It is interesting to note that the lack of awareness of the hotel laws was not limited to only the front office staff but also among their managers and some regulatory bodies staff. For example, even though most of the management respondents, including the regulatory bodies' staff, knew that it was an offence to refuse to register any visitor who visited the facilities, they did not know why such an act constituted an office. The majority of the management respondents believed that the refusal to register a guest was an offence because such an act constituted an act "against

Management Order' or an action that "makes hotel records incomplete" and therefore will affect the "image of the hotel negatively." Only a few of the management respondents stated that the act of non-registration of hotel guests was an offense under the "Ghana Tourism Bill (2011)". For example, one respondent stated:

We ensure that every client is registered before being given a key to the room as this helps us to know how many visitors are in the facility at any point in time, and it also helps us in meeting our tax obligation' (KI 10).

A management respondent who knew it was a requirement under the Ghana Tourism Act (2011) stated:

"In this hotel, we insist that all patrons must be properly registered because it is a legal requirement. The Ghana Tourism Authority requires us to keep records of all our clients. Also, the registration helps us to be in the position to identify our guests, in case of any eventualities" (KI 6).

As for the respondents' management and staff categories, many of the client respondents were also unaware that hotel guest registration was a legal requirement. Most of the client respondents believed that the registration exercise was meant to help them retrieve their lost items from the hotels.

Table 10: Rational for Registering Hotel Guests

	Reasons for Registering Guests	Frequency	%
i	It is a requirement by the Ghana Tourism Authority	6	11.1
ii	It is a requirement by Ghana Immigration Service	2	3.7
iii	It provides records for assessment of tax by the National Revenue Authority	12	22.2
iv.	It provides information to other Departments in the Hotel to enable them to serve guests well	34	63
	Total	54	100

Source: Field work, 2021

It is convenient to conclude from the results of this section of the study that even though the hotel facilities in the studied area were complying with some aspects of the requirements of the Ghana Tourist Bill Act 2011 concerning the registration of guests as well as the details to be captured, the staff were mostly not aware of the legal basis of the requirement which was expected to regulate their activities. Thus, even though there was some level of compliance with the hotel guest registration laws' legal requirement, the level of awareness of the rules among staff and management of the studied hotels was deficient.

Conclusion

Although the front office staff and facilities' owners or supervisors of the facilities in the Kwahu Area were complying with some aspects of the Ghanaian hotel registration laws, including the Tourism Bill 2011, most of them did not see the registration of hotel guest as a requirement of the Ghanaian hotel registration laws but as a one of the duties of a front staff. Even though the hotels in the studied area were small, they had the requisite knowledge about hotel guests' registration processes and abided by the rules governing hotel registration and adopted the right registration processes and practices in registering their guests. The guests were either registered at the pre-arrival stage of the guests' cycle and confirmed the registration on arrival or registered at the reception on arrival before gaining access to the facilities

Recommendations

1. The study found that even though there was a system put in place to ensure effective registration of guests who assessed the services of the hotel facilities in the studied area, the registration faced some challenges such as lack of awareness among stakeholders, the unwillingness of some clients to provide the needed data and the given of false information by others. It is recommended that the officials of the Ghana Tourist Authority in the Eastern Region must undertake an intensive stakeholder education on the content of the Tourism Bill 2011 as well as the benefits of hotel guests' registration to encourage people to be willing to

register and in fact, to demand that they got registered anytime they visited any hotel facility in the area. It is also recommended that the personnel of the Ghana Tourism Authority must intensify their inspection of the hotel facilities to ensure the facilities' managers did the right thing.

2. The study further recommends that there should be intensified public education by the Ghana Tourism Authority on the legality of the registration of hotel guests to encourage both the hotels and hotel guests to undertake effective guest registration

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