

CLAIMS

1. A reception system, comprising:

- a face photo information check unit,
- a reception terminal; and
- a character information check unit, wherein

when the reception terminal receives an input indicating an application for a check-in of a guest, the face photo information check unit checks passport-face-photo-at-check-in-time information scanned from a passport at the time of check-in, with face-photo-at-check-in-time information on the guest photographed at the time of check-in,

when the reception terminal receives the input indicating the application for the check-in of the guest, the character information check unit obtains reservation information of the guest, by using a reservation number specified by the input or a name of the guest specified by the input, and checks passport character information at the time of check-in scanned from the passport at the time of check-in, with the obtained reservation information, when the passport-face-photo-at-check-in-time information and the face-photo-at-check-in-time information indicate a same person, and when the passport character information at the time of check-in and the obtained reservation information include a same information of the guest, the reception terminal displays information on a room reserved by the guest, and issues a card key for the room reserved by the guest,

when the reception terminal receives an input indicating an application for a check-out of the guest, the face photo information check unit checks passport-face-photo-at-check-out-time information scanned from a passport at the time of check-out, with face-photo-at-check-out-time information on the guest photographed at the time of check-out, and

when the passport-face-photo-at-check-out-time information and the face-photo-at-check-out-time information indicate a same person, the reception terminal execute a check-out process.

2. The reception system according to Claim 1, wherein

when the reception terminal receives the input indicating an application for a check-out of the guest, the character information check unit checks passport

character information at a time of check-out scanned from the passport at the time of check-out, with the reservation information of the guest.

3. The reception system according to Claim 1, wherein
the passport character information, and the reservation information of the guest include at least one of a given name and surname, a nationality, an address, a passport number, and a birth date of a bearer of the passport.

4. A computer-implemented reception method, comprising:
checking, upon receipt of an input indicating an application for a check-in of a guest, passport-face-photo-at-check-in-time information scanned from a passport at the time of check-in, with face-photo-at-check-in-time information on the guest photographed at the time of check-in,

receiving the input indicating the application for the check-in of the guest, obtaining reservation information of the guest, by using a reservation number specified by the input or a name of the guest specified by the input, and checking passport character information at the time of check-in scanned from the passport at the time of check-in, with the obtained reservation information,

displaying information on a room reserved by the guest, and issuing a card key for the room reserved by the guest, when the passport-face-photo-at-check-in-time information and the face-photo-at-check-in-time information indicate a same person, and when the passport character information at the time of check-in and the obtained reservation information include a same information of the guest,

receiving an input indicating an application for a check-out of the guest, and checking passport-face-photo-at-check-out-time information scanned from a passport at the time of check-out, with face-photo-at-check-out-time information on the guest photographed at the time of check-out, and

executing a check-out process when the passport-face-photo-at-check-out-time information and the face-photo-at-check-out-time information indicate a same person.

5. The computer-implemented reception method according to Claim 4, wherein

receiving the input indicating an application for a check-out of the guest,

and checking passport character information at a time of check-out scanned from the passport at the time of check-out, with the reservation information of the guest.

6. A non-transitory computer-readable medium storing a program causing a computer operating in a reception system to execute:

checking, after receipt of an input indicating an application for a check-in of a guest, passport-face-photo-at-check-in-time information scanned from a passport at the time of check-in, with face-photo-at-check-in-time information on the guest photographed at the time of check-in,

receiving the input indicating the application for the check-in of the guest, obtaining reservation information of the guest, by using a reservation number specified by the input or a name of the guest specified by the input, and checking passport character information at the time of check-in scanned from the passport at the time of check-in, with the obtained reservation information,

displaying information on a room reserved by the guest, and issuing a card key for the room reserved by the guest, when the passport-face-photo-at-check-in-time information and the face-photo-at-check-in-time information indicate a same person, and when the passport character information at the time of check-in and the obtained reservation information include a same information of the guest as a result of checking,

receiving an input indicating an application for a check-out of the guest, and checking passport-face-photo-at-check-out-time information scanned from a passport at the time of check-out, with face-photo-at-check-out-time information on the guest photographed at the time of check-out, and

executing a check-out process when the passport-face-photo-at-check-out-time information and the face-photo-at-check-out-time information indicate a same person.