

# SOP: Evaluation and Approval Workflow for Booking Requests

## 1. Purpose

This SOP defines the **evaluation and approval workflow for booking requests**, detailing the step-by-step process for reviewing, assessing, and authorizing booking submissions. It outlines criteria for evaluating requests, roles and responsibilities, communication protocols, and documentation standards to ensure efficient and transparent management of bookings.

## 2. Scope

This procedure applies to all booking requests received via official channels for [Organization/Department Name]. It covers bookings for rooms, equipment, facilities, or other resources requiring official approval.

## 3. Roles and Responsibilities

Role	Responsibility
Requester	Submits complete and accurate booking request with all required information.
Booking Administrator	Performs preliminary review, verifies data, and forwards valid requests for evaluation.
Evaluator/Approver(s)	Reviews requests using standard criteria, approves/rejects with documented rationale, escalates if necessary.
Records Administrator	Maintains booking request records and approval documentation.

## 4. Workflow Steps

- Submission**
  - Requester completes and submits booking request form via designated platform or email.
- Reception and Preliminary Review**
  - Booking Administrator checks request for completeness and validity.
  - Incomplete requests are returned to requester for correction.
- Evaluation**
  - Approved requests are reviewed by the assigned approver(s) based on evaluation criteria (see section 5).
- Decision**
  - Approver decides to approve or reject the request; rationale for rejection must be recorded.
- Communication**
  - Confirmation or rejection is communicated promptly to the requester, including relevant details or required next steps.
- Documentation**
  - All booking requests and approval outcomes are logged per documentation standards (see section 7).

## 5. Evaluation Criteria

- Availability of requested date, time, and resource.
- Adherence to organization policies and usage guidelines.
- Completeness and accuracy of submitted information.
- Potential conflicts with existing bookings or priority use cases.
- Special requirements or exceptions, if any.

## 6. Communication Protocols

- All communications should be documented and delivered via official channels (e.g., organizational email, booking platform notifications).

- Notifications of approval or rejection must include booking details, decisions made, and further instructions if required.
- Escalations or follow-up queries should be acknowledged within 1 business day.

## **7. Documentation Standards**

- Maintain a centralized log of all booking requests with status, actions, and approver comments.
- Preserve copies of request forms, communications, and decision records for audit purposes.
- Regularly back up booking data according to IT policies.

## **8. Review and Continuous Improvement**

- This SOP should be reviewed annually or after significant changes in booking processes.
- Feedback from users and approvers should be gathered to improve workflow efficiency.

## **9. References & Appendices**

- Appendix A: Booking Request Form Template
- Appendix B: Approval/Rejection Email Templates
- Related Policies: Resource Usage Policy, Data Retention Policy