

SOP Template: Concierge Desk Shift Handover and Daily Log Updates

This SOP details the process for **concierge desk shift handover and daily log updates**, ensuring seamless communication between shifts, accurate recording of visitor information, and timely reporting of any incidents or special requests. It aims to maintain continuity of service, enhance customer experience, and provide a reliable reference for all concierge activities throughout each operational day.

1. Purpose

To ensure smooth shift transitions, maintain accurate daily logs, and deliver uninterrupted concierge services.

2. Scope

This SOP applies to all staff stationed at the concierge desk across all shifts.

3. Responsibilities

- **Outgoing Concierge:** Complete daily log updates, prepare for shift handover, and communicate outstanding issues.
- **Incoming Concierge:** Review handover notes, clarify any queries, and assume all pending duties.
- **Concierge Supervisor:** Monitor and ensure compliance with this SOP.

4. Procedure

- Daily Log Updates**
 - Log every visitor, contractor, and delivery.
 - Record guest requests or issues, including action taken and status.
 - Document incidents, complaints, or unusual events clearly and objectively.
 - Note VIP arrivals or departures and special arrangements.
- Preparing for Shift Handover**
 - Update the daily log at least 15 minutes before the end of the shift.
 - Summarize pending tasks, unresolved issues, and important communications for the next shift.
 - Check all desk supplies and ensure security items (keys, passes, radios) are accounted for.
 - Briefly inspect the workspace for cleanliness and readiness.
- Executing the Handover**
 - Outgoing and incoming concierge meet face-to-face at the desk at shift change.
 - Discuss the daily log, highlight critical information, and clarify pending tasks or guest requests.
 - Physically hand over security items and confirm receipt.
 - Both parties sign the log or handover register to confirm transfer of responsibilities.
- Review by Supervisor (at least once per day)**
 - Check daily log entries for completeness and accuracy.
 - Address discrepancies or incomplete handovers with relevant staff.

5. Daily Log Template

Date/Time	Event/Visitor Name	Purpose/Request	Action Taken	Status	Staff Initials
YYYY-MM-DD HH:MM	John Doe	Guest Check-in	Checked in, issued keycard	Completed	AB
YYYY-MM-DD HH:MM	Delivery Co.	Package Delivery	Received, logged, notified recipient	Pending Pickup	CD

6. Incident/Special Requests Log Template

Date/Time	Incident/Request	Details	Action Taken	Status	Staff Initials
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YYYY-MM-DD HH:MM	Lost Item	Guest reported lost wallet in lobby	Searched area, took contact details	Ongoing	EF
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7. Documentation & Record-Keeping

- All daily and incident logs must be saved and backed up electronically where possible.
- Physical copies, if any, should be maintained in the designated logbook and archived monthly.

8. Revision History

Date	Version	Description	Author
YYYY-MM-DD	1.0	Initial release	Your Name

Note: Adherence to this SOP is mandatory. Any deviation must be reported to the concierge supervisor immediately.