

# Standard Operating Procedure (SOP): Guest Check-Out Procedures

This SOP details the **guest check-out procedures**, including verifying guest information, processing final payments, handling key return, updating room status, providing receipts, and gathering guest feedback. The goal is to ensure a smooth, efficient, and guest-friendly check-out experience that enhances guest satisfaction and maintains accurate hotel records.

## 1. Purpose

To outline the steps required for effective guest check-out, ensuring accuracy, guest satisfaction, and compliance with hotel standards.

## 2. Scope

This procedure applies to all front desk staff responsible for handling guest check-outs at [Hotel Name].

## 3. Procedure

- 1. Greet the Guest**  
Welcome the guest courteously and inquire about their check-out.
- 2. Verify Guest Information**  
Confirm the guest's identity and reservation details using the Property Management System (PMS).
- 3. Review Guest Folio**  
Present the bill to the guest, clearly explaining all charges (room, minibar, incidentals, etc.).
- 4. Process Final Payment**  
Accept the preferred payment method, process the transaction, and ensure that all outstanding balances are settled.
- 5. Handle Key Return**  
Request all room keys or key cards from the guest and verify return.
- 6. Update Room Status**  
Mark the room as "vacant/dirty" or "out of order for cleaning" in the PMS to notify housekeeping.
- 7. Provide Receipt and Farewell**  
Print or email the receipt. Thank the guest for staying and wish them a pleasant journey.
- 8. Collect Feedback**  
Invite the guest to provide feedback or complete a customer satisfaction survey.

## 4. Records

- Guest folios and payment receipts
- Feedback or survey forms
- Updated room status in PMS

## 5. Responsibilities

- Front Desk Staff: Adhere to check-out SOP and deliver excellent guest service.
- Front Office Supervisor: Monitor compliance and provide training as required.

## 6. References

- Property Management System (PMS) Manual
- Hotel Front Desk Procedures Manual