

SOP Template: Guest Check-in and Check-out Procedures

This SOP details **guest check-in and check-out procedures**, encompassing reservation verification, guest identification, room allocation, key issuance, billing and payment processing, handling special requests, room inspection during check-out, and ensuring guest satisfaction. The procedure aims to provide a seamless and efficient experience, enhance guest comfort, and maintain accurate records for operational excellence.

1. Purpose

To ensure standardized and efficient guest check-in and check-out procedures that enhance service quality and operational accuracy.

2. Scope

This SOP applies to all front desk and reception staff handling guest registration, stay, and departure processes.

3. Responsibilities

- **Front Desk Staff:** Execute check-in/check-out procedures and handle guest inquiries.
- **Front Office Manager:** Supervise process compliance and address escalated issues.
- **Housekeeping Staff:** Coordinate room readiness and inspection during check-out.

4. Procedure

4.1 Guest Check-in Procedure

1. **Greet the guest cordially upon arrival.**
2. **Verify reservation details** (name, dates, room type) in the Property Management System (PMS).
3. **Request a government-issued photo ID** for verification; scan and securely store as per policy.
4. **Confirm booking details, payment method, and any special requests.**
5. **Allocate an available, clean room** as per reservation and guest preferences.
6. **Register guest information** in the PMS and ensure accurate record keeping.
7. **Issue room keys/card** and inform guest of the room number and available facilities.
8. **Escort guest to room** (if applicable) or provide directions, offering assistance with luggage.
9. **Complete check-in by wishing a pleasant stay and addressing questions or special requests.**

4.2 Guest Check-out Procedure

1. **Greet guest and confirm check-out request.**
2. **Retrieve guest record and review billing** (room charges, services, minibar, etc.).
3. **Present final bill** for guest verification. Clarify and answer any billing queries.
4. **Process payment** (cash, credit card, etc.) and issue receipt.
5. **Request guest to return room key/card.**
6. **Inform housekeeping** to inspect room and report any discrepancies or damages.
7. **Update PMS for completed check-out.**
8. **Thank guest for their stay, offer assistance with transport/luggage, and invite feedback.**

5. Special Requests & Issues Handling

- Note and fulfill guest special requests where possible (e.g., late check-out, extra amenities).
- Escalate issues or complaints immediately to the duty manager.

6. Records & Documentation

- Maintain accurate records of check-ins/check-outs in the PMS.
- Store guest identification and payment records securely as per data protection policies.

7. Review & Continuous Improvement

- Periodically review procedures for efficiency and guest satisfaction.
- Train staff regularly on SOP updates and customer service best practices.

8. References

- Property Management System (PMS) User Manual
- Hotel Guest Privacy & Data Protection Policy
- Customer Service Training Material

Document Control:

Version: 1.0 | Effective Date: [Insert Date] | Review Cycle: Annually