

Standard Operating Procedure (SOP)

Handling Special Guest Requests and Noting Specific Requirements

This SOP details the process for **handling special guest requests and noting specific requirements**, including identifying guest needs accurately, communicating requests to relevant departments, documenting preferences and special accommodations, ensuring timely and personalized service delivery, and following up to confirm guest satisfaction. The goal is to provide exceptional guest experiences by addressing unique requests efficiently and maintaining clear records for continuous improvement.

Version	1.0	Effective Date	[Insert Date]
Department	Front Office/Guest Relations	Review Date	[Insert Date]

Procedure

- 1. Receiving and Identifying Special Requests**
 - Listen attentively and acknowledge all guest requests (in person, by phone, email, or app).
 - Clarify details if any information is unclear.
 - Note the exact requirements such as dietary restrictions, room preferences, accessibility needs, or celebratory occasions.
- 2. Documenting the Request**
 - Enter the request and associated details in the Property Management System (PMS) or designated guest profile database.
 - Attach any supporting notes or documents if required.
 - Verify data entry for accuracy.
- 3. Communicating with Relevant Departments**
 - Inform all impacted departments (e.g., Housekeeping, F&B, Engineering, Concierge) promptly via the appropriate channels.
 - Confirm understanding with the recipient department by receiving an acknowledgment.
 - Route urgent or highly specific requests directly to department heads.
- 4. Ensuring Timely Fulfillment**
 - Track progress to ensure all requests are fulfilled before the guest's arrival or as scheduled.
 - Coordinate between departments where multiple actions or preparations are required.
 - Update the guest record with completion status and any relevant comments.
- 5. Personalized Service Delivery**
 - Deliver the requested service or accommodation as per guest's preference.
 - Greet guest by name and confirm satisfaction upon delivery.
 - Offer alternatives if the original request cannot be met, ensuring guest comfort and satisfaction.
- 6. Follow-Up and Continuous Improvement**
 - Follow up with guest during or after their stay to confirm full satisfaction with special arrangements.
 - Document feedback for future reference and training purposes.
 - Review records to identify trends and opportunities for service improvement.

Documentation & Records

- All special requests and guest preferences must be recorded in the PMS/guest profile.
- Retain acknowledgment emails/messages from relevant departments for accountability.
- Store guest feedback and incident reports confidentially for reference and analysis.

Responsibilities

- **Front Office/Guest Relations:** Accurately log requests, communicate with departments, and follow up with guests.
- **Relevant Departments:** Take prompt action and update status of the request.
- **Management:** Monitor execution of SOP, review feedback and improve processes.

Note: All staff should maintain professionalism and discretion when handling special requests, especially those

involving privacy or sensitive information. Immediate escalation to management is required for requests outside standard policy or capacity.

Related Policies

- Guest Privacy and Confidentiality Policy
- Service Recovery Policy
- Accessibility and Inclusion Policy

Revision History

Date	Version	Description
[Insert Date]	1.0	Initial release of SOP