SOP: Procedure for Reserving Accommodations

This SOP details the **procedure for reserving accommodations**, encompassing the steps for checking availability, submitting reservation requests, confirmation processes, payment methods, cancellation policies, and communication protocols. The goal is to ensure a smooth, efficient, and transparent booking experience for guests, minimizing errors and enhancing customer satisfaction through standardized reservation workflows.

1. Scope

This Standard Operating Procedure applies to all staff responsible for handling accommodation reservations, including front desk, reservations, online channels, and management.

2. Responsibilities

- **Reservation Staff:** Manage reservation requests, confirmations, modifications, and cancellations.
- **Front Desk Staff:** Support walk-in bookings and guest inquiries.
- **Accounting:** Ensure payments are processed and recorded accurately.
- **Management:** Oversee compliance and address escalated issues.

3. Procedure Steps

1. **Check Availability**
   - Review accommodation inventory for the requested dates via reservation system or manual logs.
   - Communicate promptly if preferred dates/accommodation types are unavailable and provide alternatives.

2. **Submit Reservation Request**
   - Collect guest information (name, contact details, dates, room type, special requests).
   - Accept requests via phone, email, online form, or in person.
   - Record all details accurately in the reservation system.

3. **Reservation Confirmation**
   - Send a reservation confirmation to the guest including all reservation details and reference number.
   - Outline check-in/check-out times, property policies, and required deposit if applicable.
   - Confirm receipt with the guest.

4. **Payment Process**
   - Provide payment options (e.g., credit card, bank transfer, online gateway).
   - Collect deposit/payment as per policy.
   - Issue payment receipt and update reservation status upon successful payment.

5. **Reservation Modification or Cancellation**
   - Accept modification/cancellation requests via approved channels.
   - Communicate relevant policies (deadlines, fees, refund eligibility).
   - Update reservation record and confirm new status with guest in writing.

6. **Communication Protocols**
   - Maintain timely and professional correspondence with guests at all stages.
   - Keep internal records updated for seamless information flow between departments.

4. Documentation

Document	Purpose	Retention Period
Reservation Form	Record guest reservation details	1 year after checkout
Confirmation Email	Proof of confirmation and terms	1 year after booking
Payment Receipts	Payment tracking & accounting	5 years

| Cancellation/Modification Records | Track amendments and ensure compliance with policy | 1 year after action |

5. References

- Accommodation Booking Policy
- Payment Handling SOP
- Communication Guidelines
- Cancellation and Refund Policy

6. Revision History

Date	Revision	Description	Author
2024-06-25	1.0	Initial SOP template created	Admin