SOP Template: Guest Greeting and Check-in Procedures

This SOP details **guest greeting and check-in procedures**, encompassing a warm and professional welcome, verification of reservation details, collection of necessary identification and payment, assignment of accommodations, and provision of essential information about the facility. The goal is to ensure a smooth, efficient, and hospitable arrival experience that sets a positive tone for the guest's stay while maintaining accuracy and security throughout the check-in process.

1. Purpose

To provide clear and standardized procedures for welcoming guests and completing check-in, ensuring a positive impression and operational accuracy.

2. Scope

This SOP applies to all front desk and guest services staff responsible for guest arrivals and check-in at the facility.

3. Procedures

1. **Preparation**
   - Ensure the front desk area is neat, organized, and fully stocked with necessary supplies (registration forms, pens, key cards, welcome packets, etc.).
   - Review the day's arrivals and any special guest notes or requests before guest arrival.

2. **Guest Greeting**
   - Stand, make eye contact, and smile as the guest approaches.
   - Greet the guest warmly by saying, "Welcome to [Property Name]!" or similar appropriate greeting.
   - Offer assistance with luggage or other needs if applicable.

3. **Verification of Reservation**
   - Politely ask for the guest's name and verification details (confirmation number, etc.).
   - Confirm the reservation in the system, including stay dates, room type, and special requests.

4. **Collection of Identification and Payment**
   - Request valid photo identification and payment method from the guest as per policy.
   - Verify and process identification and payment using the designated system.

5. **Room Assignment and Key Issuance**
   - Select a clean and ready room based on the reservation and guest preferences.
   - Prepare and issue room key/card along with any welcome materials.

6. **Provision of Facility Information**
   - Brief the guest on property amenities, facilities, check-out procedures, and relevant policies.
   - Provide directions to the room and offer assistance if needed.

7. **Closing the Interaction**
   - Thank the guest for choosing the property.
   - Invite them to contact the front desk for any further assistance.

4. Documentation

- All guest check-in details, identification, and payment records must be accurately documented in the property management system.
- Any guest requests or special notes should be logged for follow-up.

5. Safety, Security, and Privacy

- Follow data protection and privacy policies when handling guest information.
- Report any suspicious activities or discrepancies to security or management immediately.

6. Review and Update

This SOP should be reviewed and updated annually, or as needed, to reflect changes in policy or operating procedures.

7. Attachments

- Sample Guest Registration Form
- Guest Information Brochure Template