

# SOP Template: Hotel and Accommodation Reservations

This SOP details the process for **hotel and accommodation reservations**, covering reservation procedures, guest information management, booking confirmations, payment processing, cancellation and modification policies, communication protocols with guests and service providers, and handling special requests. The objective is to ensure a seamless, efficient, and accurate reservation experience for guests while maintaining up-to-date records and maximizing occupancy rates.

## 1. Scope

This SOP applies to all front desk staff, reservation agents, and relevant personnel involved in the reservation and accommodation process.

## 2. Responsibilities

- Front Desk/Reservations Staff: Receive and process all reservation requests.
- Accounting/Finance: Manage payment processing and reconciliation.
- Management: Ensure compliance and continuous process improvement.

## 3. Reservation Procedures

1. Receive reservation request via phone, email, website, or third-party platform.
2. Check room availability for the requested dates and room type.
3. Collect and verify guest details (see Section 4).
4. Confirm rates, terms, and policies with the guest.
5. Record reservation details in the Property Management System (PMS).
6. Send booking confirmation (see Section 5).

## 4. Guest Information Management

Required Information	Data Privacy
Full Name Contact Information Check-in/out Dates Number of Guests Room Preferences Payment Details	Ensure all data is collected, stored, and processed in compliance with relevant privacy regulations (e.g., GDPR).

## 5. Booking Confirmation

1. Send confirmation email/SMS to guest including:
  - Reservation number
  - Guest name
  - Booking dates
  - Room type and rate
  - Hotel address and contact info
  - Applicable policies (cancellation, modification, check-in/check-out)
2. Log confirmation in PMS.

## 6. Payment Processing

1. Obtain payment details as per booking requirements (deposit or full payment).

2. Process payment via approved channels (credit card, online payment, bank transfer, etc.).
3. Issue payment receipt to guest.
4. Record transaction in PMS and accounting systems.

## 7. Cancellation and Modification Policies

1. Clearly communicate cancellation/modification policies upon booking and in confirmation correspondence.
2. Process guest requests for changes/cancellation via phone, email, or online platform.
3. Update records in PMS and confirm updated details to guest.
4. Process applicable refunds or additional charges as per policy.

## 8. Communication Protocols

- Respond to all guest inquiries within 24 hours or as per service standards.
- Use professional, courteous, and clear language in all communications.
- Maintain records of all substantive communications.

## 9. Handling Special Requests

1. Document any special requests (e.g., accessibility, dietary, baby crib) at point of reservation.
2. Coordinate with relevant departments (housekeeping, F&B, maintenance) to fulfill requests.
3. Confirm accommodation of requests with guest prior to arrival.

## 10. Record Keeping

All reservation records, confirmations, payments, and guest communications must be securely stored in the PMS for the duration specified by data retention policies.

## 11. Review and Improvement

Management should review reservation processes quarterly and implement improvements based on feedback, occupancy data, and industry best practices.