

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

This SOP details the **guest check-in and check-out procedures**, covering the steps for welcoming guests, verifying reservations, assigning rooms, providing key information, handling payments, and ensuring a smooth and efficient departure process. The goal is to enhance guest satisfaction, maintain accurate records, and streamline operational efficiency.

1. Purpose

To outline standardized procedures for guest check-in and check-out, ensuring consistency, efficiency, and superior guest experience.

2. Scope

This SOP applies to all front desk and reception staff involved in the guest arrival and departure processes.

3. Responsibilities

- Front Desk Staff: Execute check-in and check-out procedures as per SOP.
- Front Office Supervisor: Oversee process adherence, handle escalations.
- Finance/Accounts: Process and verify payments.

4. Procedures

4.1 Guest Check-in

1. **Welcome the Guest**
 - Greet guest warmly upon arrival.
2. **Verify Reservation**
 - Request guest's name and ID.
 - Retrieve and confirm reservation details in PMS.
3. **Registration & ID Verification**
 - Request valid identification (passport, national ID, etc.).
 - Complete registration details as required.
4. **Assign Room**
 - Select an appropriate, clean, and ready room for the guest.
5. **Deposit & Payment Authorization**
 - Collect deposit or pre-authorization as per policy.
6. **Provide Key Information**
 - Issue room keys/cards.
 - Inform guest of breakfast times, amenities, Wi-Fi access, and emergency procedures.
7. **Escort or Direct to Room**
 - Offer assistance with luggage and directions to room.
8. **Complete Check-in Documentation**
 - Record all required guest information in PMS.

4.2 Guest Check-out

1. **Greet the Guest**
 - Welcome and confirm intent to check out.
2. **Room Status Verification**
 - Check PMS for pending charges and room condition feedback from housekeeping.
3. **Prepare Guest Bill**
 - Itemize room, minibar, F&B, and other service charges.
4. **Present Bill and Collect Payment**
 - Present bill for review and process payment/refund deposit as appropriate.
5. **Retrieve Keys and Other Items**
 - Collect room keys/cards and any borrowed property (adapters, etc.).
6. **Update Guest Status in PMS**
 - Mark room as checked out and available for cleaning.

7. Farewell and Assistance

- Thank guest for staying, offer further assistance (transport, baggage help, etc.).

5. Documentation & Records

- Maintain copies/scans of guest ID and signed registration forms as per data retention policy.
- Ensure all payment records are updated in PMS/accounting systems.

6. References

- Property Management System (PMS) User Guide
- Hotel Data Protection & Privacy Policy

7. Revision History

Version	Date	Description	Approved By
1.0	2024-06-01	Initial template release	Front Office Manager