SOP Template: Updating Reservation Status for No-Shows and Cancellations

This SOP details the process for **updating reservation status for no-shows and cancellations**. It covers identifying no-shows, recording cancellations, updating the reservation system promptly, notifying relevant departments, and ensuring accuracy in status changes to maintain efficient booking management and improve customer communication.

1. Purpose

To ensure timely and accurate updates of reservation statuses for no-shows and cancellations, maintaining efficient booking management and clear customer communication.

2. Scope

This SOP applies to all front desk and reservations staff responsible for managing guest bookings and status updates in the reservation system.

3. Definitions

- **No-show:** A guest who fails to arrive without prior notice or cancellation within the agreed timeline.
- **Cancellation:** An advance notice from the guest or a third party indicating that the reservation will not be utilized.
- **Reservation System:** The official software or log used to manage room or service bookings.

4. Procedure

1. **Identifying No-Shows**
   - Review daily arrival list after cut-off time (e.g., 10:00 PM or agreed-upon check-in time).
   - Cross-check reservations not checked in against guest communications for possible late arrivals or updates.
2. **Recording Cancellations**
   - Confirm cancellation request via guest communication (email, phone call, online platform, etc.).
   - Document date, time, and source of cancellation for records.
3. **Updating Reservation Status**
   - Access the reservation system.
   - Locate the specific booking.
   - Change status to "No-show" or "Canceled" as applicable.
   - Include notes on reason, time, and any applicable fees or refunds.
4. **Notification of Relevant Departments**
   - Inform housekeeping, front desk, and revenue management teams of status updates via preferred internal communication channels.
   - Forward guest communication or system notes if further follow-up is required.
5. **Accuracy & Verification**
   - Double-check details before finalizing status changes to avoid errors.
   - Confirm system update is reflected accurately and saved.

5. Documentation

- Record all status updates, reasons, and actions taken in the system notes for future reference.
- Archive communication related to no-shows and cancellations as per company policy.

6. Review

- Supervisors should periodically audit reservation logs to ensure adherence to this SOP.
- Update this SOP as necessary to reflect system or process changes.