SOP Template: Guest Arrival and Check-in Procedures

This SOP details the **guest arrival and check-in procedures** to ensure a smooth, efficient, and welcoming experience. It covers greeting guests upon arrival, verifying reservations, providing necessary information about their stay, managing key distribution, and addressing any immediate guest needs or questions. The purpose is to create a positive first impression and streamline the check-in process while maintaining accuracy and hospitality standards.

1. Purpose

To establish a standardized process for guest arrival and check-in that guarantees hospitality, efficiency, and maintains accurate records.

2. Scope

This SOP applies to all front desk and guest services staff involved in the arrival and check-in of guests at the property.

3. Responsibilities

- Front Desk Agents: Execute check-in process, verify guest identity, and respond to guest inquiries.
- Bell Staff: Assist with luggage and escort guests as necessary.
- Supervisors/Managers: Oversee procedure adherence and handle escalated issues.

4. Procedure

1. **Preparation**
   - Ensure the front desk area is clean, organized, and staffed.
   - Review the arrivals list for the day, including VIP and special requests.
2. **Guest Arrival**
   - Greet guests promptly and warmly with a smile.
   - Offer assistance with luggage as required.
3. **Verification of Reservation and Identity**
   - Ask for the guest's identification and reservation details.
   - Confirm reservation in the PMS (Property Management System).
4. **Registration and Information Provision**
   - Ask the guest to complete or review the registration form.
   - Explain hotel facilities, amenities, and breakfast times.
   - Provide a property map or guide as needed.
5. **Key Distribution**
   - Issue the room key(s) and confirm room number confidentially.
   - Demonstrate how to use the key if necessary.
6. **Address Immediate Needs**
   - Ask if the guest has any special requests or immediate needs.
   - Provide directions or additional information upon request.
7. **Completion**
   - Thank the guest and wish them a pleasant stay.
   - Notify bell staff to assist further if applicable.

5. Documentation

- Ensure all guest details are accurately recorded in the PMS.
- Note any special requests for follow-up during their stay.

6. Quality Control

- Supervisors should perform spot checks and solicit guest feedback to ensure service standards are met.
- Frequent training sessions to reinforce SOP adherence.

7. References

- Company Guest Service Policy
- Property Management System User Manual