

SOP Template: Post-visit Check-out and Feedback Collection Process

1. Purpose

This SOP outlines the standardized procedure for the **post-visit check-out and feedback collection process**. It aims to ensure seamless guest departures, accurate billing, efficient feedback collection, and service improvement based on guest insights, thereby upholding high standards of customer satisfaction.

2. Scope

This SOP applies to all staff members involved in guest check-out, billing, feedback collection, data analysis, and follow-up communications at the property.

3. Responsibilities

- **Front Desk Staff:** Manage guest check-out and payments.
- **Guest Relations/Service Team:** Facilitate feedback collection and guest interviews.
- **Management/Quality Assurance:** Oversee data compilation, analysis, and follow-up.

4. Procedure

- 1. Guest Departure Protocol**
 - Greet guest warmly and confirm check-out time.
 - Verify guest identity and reservation details.
 - Assist with luggage handling and transportation if needed.
- 2. Accurate Billing and Payment Handling**
 - Review all charges (room, minibar, services, etc.) in the presence of the guest.
 - Clarify any discrepancies to the guest and resolve queries.
 - Process payments via chosen method (cash, credit card, etc.).
 - Issue detailed invoice/receipt to the guest.
- 3. Feedback Collection**
 - Invite guest to provide feedback via survey or short structured interview.
 - Provide feedback forms (paper or digital) or facilitate participation using company devices.
 - Thank the guest for their input, explain its value for service improvement.
- 4. Data Compilation and Analysis**
 - Collect all feedback forms/interview notes at end of each shift.
 - Enter data into centralized system for compilation.
 - Management or QA team analyzes feedback weekly for trends and actionable items.
- 5. Follow-up Communication**
 - Send thank-you email/message within 24-48 hours after departure.
 - Address specific concerns or suggestions noted during feedback, if applicable.
 - Log follow-up communications for records.

5. Documentation

Document	Responsible	Retention Period
Guest Check-Out Form / Invoice	Front Desk Staff	1 year
Feedback Forms/Survey Data	Guest Relations/QA	2 years
Follow-up Communication Log	QA/Management	2 years

6. Review & Continuous Improvement

- This SOP should be reviewed annually or when significant changes to the check-out or feedback process are

implemented.

- Staff are encouraged to suggest process improvements based on operational experience.

7. References

- Guest Service Manual
- Data Protection Policy
- Guest Feedback Survey Template