

# SOP Template: Vehicle Reception and Guest Greeting Procedures

This SOP details **vehicle reception and guest greeting procedures**, covering the systematic approach to welcoming visitors and managing vehicle arrivals efficiently. It includes protocols for verifying guest identities, directing vehicles to designated parking areas, providing clear instructions, and ensuring a professional and courteous initial interaction. The procedure aims to enhance security, streamline visitor flow, and create a positive first impression for all guests.

## 1. Purpose

To establish standardized procedures for receiving vehicles and greeting guests, ensuring safety, security, operational efficiency, and delivering exceptional guest experience.

## 2. Scope

This procedure applies to all security, front office, and guest relations personnel involved in the reception of guests and their vehicles at the premises.

## 3. Responsibilities

- **Security Personnel:** Initial vehicle check, verification, and parking direction.
- **Guest Relations/Front Desk:** Warm welcoming, guest verification, and assistance.
- **Parking Attendants (if applicable):** Vehicle parking, valet service, and guidance.

## 4. Procedure

1. **Preparation**
  - Ensure all entry points and parking areas are clean, safe, and staffed appropriately.
  - Have guest arrival lists pre-printed or available digitally.
2. **Vehicle Arrival**
  - Security personnel observes vehicle approach and signals readiness.
  - Politely signal the driver to stop at the designated checkpoint.
3. **Identity Verification**
  - Greet the guest with a courteous welcome.
  - Request guest name and purpose of visit.
  - Verify identity against the guest list or confirm appointment details.
  - For unlisted visitors, follow secondary verification procedures (e.g., contact host).
4. **Parking Instructions**
  - If valet service is available, request vehicle keys and ticket.
  - Direct self-parking guests to the designated parking area, providing clear instructions.
  - Issue parking passes if required.
5. **Guest Greeting & Escort**
  - Offer assistance with luggage or belongings as needed.
  - Escort or direct the guest to the reception or waiting area.
  - Notify the host of the guest's arrival.
6. **Documentation**
  - Record vehicle and guest details in the visitor log (manual or electronic).
  - Note time of arrival and assigned parking spot.
7. **Follow-up**
  - Monitor parking areas for security and traffic flow.
  - Assist guests during departure and ensure smooth exit procedures.

## 5. Safety and Security Protocols

- Never leave vehicles unattended at entry points.
- Do not allow access to unauthorized guests or vehicles.
- Report any suspicious activity to security immediately.

## 6. Documentation Example

Date/Time	Guest Name	Purpose of Visit	Vehicle Details	Parking Spot	Host Notified
2024-07-01 09:15	Jane Smith	Business Meeting	Blue Honda Accord, Plate XYZ 123	B12	Yes

## 7. Review and Training

- Review this SOP quarterly or after any incident or feedback.
- Conduct regular training for all relevant staff on SOP adherence, customer service, and emergency protocols.