SOP Template: Guest Request Handling and Fulfillment Steps

This SOP describes the **guest request handling and fulfillment steps**, detailing the process for receiving, documenting, prioritizing, and responding to guest requests efficiently. It covers communication protocols, coordination among departments, tracking progress, ensuring timely fulfillment, and obtaining guest feedback to enhance satisfaction and service quality.

1. Purpose

To ensure all guest requests are handled promptly, efficiently, and professionally, ensuring guest satisfaction and service excellence.

2. Scope

Applicable to all front office, housekeeping, maintenance, and relevant department personnel involved in receiving and fulfilling guest requests.

3. Responsibilities

- **Front Office Staff:** Receive and document guest requests, communicate with relevant departments, and follow up on progress.
- **Relevant Departments:** Take action to fulfill the requests and update status.
- **Supervisors/Managers:** Oversee the process and address escalations if necessary.

4. Procedure

1. **Receiving the Request**
   - Receive guest requests via phone, in person, or digital channels.
   - Greet the guest warmly and listen actively to understand the request fully.
2. **Documenting the Request**
   - Record the request accurately in the designated log or software system (include time, room number, guest name, request details).
   - Assign a reference or tracking number if applicable.
3. **Prioritizing the Request**
   - Assess urgency and impact (e.g., maintenance issues get highest priority).
   - Mark or flag urgent or time-bound requests clearly.
4. **Communicating with Relevant Department(s)**
   - Relay the request promptly to the appropriate department via direct communication or task management system.
   - Confirm receipt and acknowledgement from responsible personnel.
5. **Tracking and Monitoring Progress**
   - Follow up with relevant department to track progress.
   - Update the log or system with status changes (e.g., in progress, pending, completed).
6. **Fulfilling the Request**
   - Department fulfills the request in a timely manner.
   - Notify the front office/staff and guest upon completion.
   - Front office confirms with guest that the request was fulfilled satisfactorily.
7. **Closing and Documenting**
   - Mark the request as closed or completed in the system.
   - Document any additional remarks or feedback.
8. **Obtaining Guest Feedback**
   - Politely inquire if the guest was satisfied with the resolution.
   - Record any compliments or concerns for further review and quality improvement.

5. Communication Protocols

- Maintain polite, clear, and timely communication with guests and staff.
- Provide regular updates to guests if the request takes additional time.
- Escalate unresolved or complex requests to supervisors/management promptly.

6. Documentation and Tracking (Sample Log)

Date/Time	Room	Guest Name	Request Details	Status	Remarks/Feedback
2024-07-01 09:30	312	Ms. Smith	Extra towels	Completed	Guest very satisfied
2024-07-01 10:10	219	Mr. Lee	Air conditioner not working	In progress	Technician contacted

7. Quality Review

- Regularly review guest request logs to identify trends or recurring issues.
- Use guest feedback for training, process improvement, and service enhancement.

8. Revision History

Date	Change Description	Approved By
2024-07-01	Initial SOP creation	Front Office Manager