

SOP Template: Daily Reception Log and Report Maintenance

This SOP details the process for **daily reception log and report maintenance**, encompassing accurate recording of visitor information, tracking appointments and deliveries, ensuring timely updates, and generating daily summary reports. The procedure aims to maintain organized, reliable, and secure reception records to support efficient front desk operations and enhance communication across departments.

1. Purpose

To ensure a standardized approach for maintaining reception logs and daily reports, promoting accuracy, security, and efficiency in front desk operations.

2. Scope

This SOP applies to all reception staff responsible for recording visitor information, managing appointments and deliveries, and compiling daily summary reports.

3. Responsibilities

- **Receptionist(s):** Accurately log visitors, appointments, and deliveries; maintain up-to-date records; generate reports.
- **Reception Supervisor:** Review daily logs and reports for accuracy; provide feedback and additional training as necessary.
- **Security:** Support verification of visitors as needed.

4. Procedure

1. Reception Log Maintenance

- Record each visitor's name, company, time in/out, purpose of visit, and person/department to be visited.
- Check identification (if required) and issue visitor badges.
- Record all scheduled appointments and walk-in visits.
- Log incoming deliveries: date/time, courier, recipient, and description.
- Update entries promptly with check-out times or delivery handovers.

2. Daily Updates

- Review entries for completeness and accuracy at least twice daily (midday and end of shift).
- Correct any discrepancies or missing information.
- Ensure confidential data is securely handled and only accessible to authorized personnel.

3. Daily Report Generation

- At end of shift, generate a summary report containing:
 - Number of visitors and appointments
 - List of outstanding deliveries
 - Notable events/incidents
- Distribute the report to relevant departments as required (e.g., security, administration, management).

4. Record Keeping

- Store daily logs and reports securely (digitally or in locked file cabinets).
- Retain records according to company policy and legal requirements.

5. Documentation

Document	Retention Period	Storage Location
Visitor Log Sheets/Digital Records	1 year	Reception office (secured)
Daily Summary Reports	1 year	Reception/Administration (secured)
Delivery Records	6 months	Reception office (secured)

6. Review and Revision

This SOP shall be reviewed annually or as required to ensure continued relevance and compliance with organizational policies.

7. References

- Company Data Privacy and Security Policy
- Front Desk Etiquette and Customer Service Guidelines

Appendix: Sample Daily Reception Log Format

Date	Visitor Name	Company/Affiliation	Time In	Time Out	Purpose	Visiting	Delivery Details (if any)	Remarks
2024-06-21	Jane Doe	Acme Corp.	09:05	09:45	Meeting	Mr. Smith	N/A	-
2024-06-21	---	DHL	10:08	---	Delivery	Ms. Brown	2 Boxes	Delivered to storage