

# SOP Template: Guest Check-In and Check-Out Procedures

This SOP details **guest check-in and check-out procedures**, covering reservation confirmation, guest arrival protocols, room assignment and key distribution, payment processing, guest assistance during the stay, and efficient check-out steps including billing review and feedback collection. The purpose is to ensure a smooth, welcoming, and organized experience for guests, enhancing customer satisfaction and operational efficiency.

## 1. Purpose

To ensure standardized, efficient, and guest-friendly check-in and check-out processes for all guests, boosting overall customer satisfaction and supporting operational consistency.

## 2. Scope

This SOP applies to all front office staff and relevant hospitality team members involved in the guest arrival and departure processes.

## 3. Responsibilities

- **Front Desk Staff:** Execute check-in and check-out procedures accurately and courteously.
- **Bell Service:** Assist guests with luggage and escorting.
- **Supervisors/Managers:** Oversee procedures and resolve guest issues as needed.

## 4. Procedure

### 4.1 Pre-Arrival & Reservation Confirmation

1. Ensure all reservations are updated and confirmed prior to guest arrival (email, call, or app notification).
2. Prepare registration cards and room keys in advance.
3. Check special requests or VIP notes and ensure arrangements are in place.

### 4.2 Guest Check-In

1. Greet the guest warmly upon arrival; offer assistance with luggage if needed.
2. Request the guest's identification and reservation details.
3. Confirm reservation, room type, stay duration, and any special requests.
4. Update and verify guest information in the system.
5. Collect required documentation and advance payment or authorization as per policy.
6. Assign room and issue sanitized room keys/cards.
7. Inform the guest about property amenities, services, breakfast hours, and emergency procedures.
8. Provide directions to the room and offer bell service assistance if available.

### 4.3 During Stay

1. Provide prompt assistance with guest requests and inquiries.
2. Address complaints or feedback proactively; escalate if unresolved.
3. Regularly check-in with staying guests regarding comfort and satisfaction.

### 4.4 Guest Check-Out

1. Greet the guest and request room keys/cards.
2. Confirm guest's name and room number; review stay details in the system.
3. Present the itemized bill for guest review. Address discrepancies promptly.
4. Process final payment; provide receipt.
5. Inquire about the guest's stay and invite feedback (verbal or feedback form/survey).
6. Offer assistance with luggage and transportation arrangements.
7. Wish the guest a pleasant onward journey and thank them for choosing your property.
8. Update system records and mark the room as ready for housekeeping.

## 5. Documentation

- Reservation confirmations and registration cards
- Guest feedback forms/surveys
- Billing receipts and payment records

## 6. References

- Front Office Training Manual
- Reservation System User Guide
- Guest Service Standards Policy

## 7. Revision History

Version	Date	Description	Author
1.0	2024-06-05	Initial SOP creation	Admin