SOP Template: Guest Check-in and Check-out Procedures

This SOP details the **guest check-in and check-out procedures**, covering reservation verification, identification confirmation, key issuance, room assignment, billing process, handling special requests, and expressing hospitality during check-in. It also includes steps for efficient check-out, final billing settlement, room inspection, and feedback collection to ensure a smooth, welcoming, and efficient guest experience while maintaining accurate records and operational consistency.

1. Check-in Procedure

1. **Greet the Guest**
   - Welcome the guest warmly with a smile and positive body language.
2. **Reservation Verification**
   - Request the guest's name and verify the reservation in the system.
3. **Identification Confirmation**
   - Request and check a valid photo ID (e.g. passport, driver's license).
4. **Registration & Guest Details**
   - Ensure guest details are up-to-date. Obtain digital or physical signature if required.
5. **Payment Authorization**
   - Take payment method or pre-authorize credit card as per property policies.
6. **Room Assignment & Key Issuance**
   - Assign a clean, ready room as per reservation.
   - Issue room key/keycard; explain its use and security.
7. **Provide Information**
   - Inform about check-out time, breakfast hours, Wi-Fi details, amenities, and emergency exits.
8. **Handle Special Requests**
   - Accommodate and record any special requests (e.g. extra bed, late check-out, room upgrades).
9. **Express Hospitality**
   - Ensure guest feels welcomed; offer assistance with luggage, directions, or further inquiries.
10. **Recordkeeping**
    - Complete required check-in documentation in the PMS (Property Management System).

2. Check-out Procedure

1. **Greet the Guest**
   - Welcome the departing guest; thank them for staying.
2. **Verify Guest & Room Details**
   - Confirm guest's identity and room number.
3. **Review Charges & Finalize Bill**
   - Present the final bill, including accommodation, mini-bar, room service, other incidentals.
   - Clarify any queries and resolve discrepancies.
4. **Settle Payment**
   - Process the payment by cash, card, or other accepted methods.
   - Issue a printed or digital receipt.
5. **Room Inspection**
   - Coordinate with housekeeping for a quick room check (if required by policy).
6. **Key/Card Collection**
   - Collect room keys or cards from the guest.
7. **Feedback Collection**
   - Invite the guest to provide feedback; offer feedback forms or digital surveys.
8. **Offer Luggage Assistance & Arrange Transportation**
   - Assist with luggage and call for a taxi or transport, if needed.
9. **Farewell**
   - Thank the guest sincerely for their stay and wish them a pleasant onward journey.
10. **Update Records**
    - Mark the room as vacant and ready for cleaning in the PMS.

3. Responsibilities

Role	Responsibility

Front Desk Staff	Execute all check-in and check-out steps, maintain records, uphold guest service standards.
Housekeeping	Prepare rooms for arrival, inspect rooms at check-out promptly.
Supervisor/Manager	Oversee adherence to SOP, resolve escalated issues, coach staff.

4. Documentation & Recordkeeping

- Ensure all guest registration cards, IDs, payment records, feedback forms, and related documents are updated and securely stored as per the property's data privacy policy.
- Update Property Management System with guest profile and billing details within 30 minutes of check-in/check-out.

5. Quality & Consistency Assurance

- All steps must be followed to promote a professional, welcoming, and efficient guest experience.
- Periodic audits and feedback reviews should be conducted to ensure SOP compliance and identify areas for improvement.

Note: This SOP may be tailored according to specific property types, local regulations, or guest preferences.