Standard Operating Procedure (SOP): Guest Check-In and Check-Out Protocols

This SOP details **guest check-in and check-out protocols**, including reservation verification, guest identification procedures, room assignment and key issuance, handling special requests, payment processing, providing hotel information and services, checkout process, billing accuracy, deposit refunds, and ensuring guest satisfaction. The objective is to streamline the guest experience while maintaining security and operational efficiency.

1. Purpose

To provide step-by-step guidelines for the check-in and check-out processes, ensuring seamless guest service, security, and accurate record-keeping.

2. Scope

Applicable to all front desk and guest service staff responsible for guest arrival and departure protocols.

3. Check-In Procedure

- **Greet Guest:** Offer a warm and professional welcome upon arrival.
- **Reservation Verification:** Confirm guest's booking details (name, dates, room type).
- **Identification:** Request and verify a government-issued photo ID and required documentation.
- **Registration:** Have the guest complete registration forms (manual or digital).
- **Room Assignment:** Allocate the assigned room and confirm readiness for occupancy.
- **Key/Card Issuance:** Activate and hand over room keys/card after confirming guest details.
- **Special Requests:** Note and communicate any special requests (accessibility, early check-in, etc.) to relevant departments.
- **Payment Processing:** Collect pre-payment or authorize credit card for payment and security deposit.
- **Information Provision:** Inform the guest about hotel facilities, services, breakfast hours, Wi-Fi details, emergency procedures, etc.
- **Escort/Assistance:** Offer assistance with luggage or escort if needed.
- **Conclusion:** Wish the guest a pleasant stay and give contact details for further assistance.

4. Check-Out Procedure

- **Warm Farewell:** Greet departing guest courteously and inquire about their stay.
- **Room Number Confirmation:** Confirm guest identity and room number.
- **Key/Card Return:** Collect room key/card and any loaned items.
- **Billing Accuracy:** Present a detailed bill, review charges (room, mini-bar, services, taxes, etc.) with the guest.
- **Payment:** Process any outstanding payments or refunds as applicable.
- **Deposit Refund:** Return any security deposit according to property policy and clearances (check room status for damages).
- **Update System:** Mark the room as vacant and ready for housekeeping in the PMS.
- **Assist with Luggage/Transport:** Offer help with luggage and/or arranging transportation.
- **Feedback:** Request feedback on the guest experience and log any comments or complaints.
- **Farewell:** Thank the guest and invite them to return.

5. Responsibilities

- Front Desk Agents: Execute check-in/out steps, document special requests, maintain records.
- Supervisors: Oversee processes for compliance and assist with exception handling.
- Housekeeping: Confirm room status for early check-in/late check-out and deposit returns.

6. Records and Documentation

- Registration forms (physical or digital).
- Guest check-in/out logs and payment receipts.
- Special requests and feedback forms.

7. Quality Assurance

- Random audits of registration and billing.
- Review of guest feedback and complaint resolution.

8. References

- Hotel policy and procedures manual.
- Property Management System (PMS) guidelines.