

Standard Operating Procedure (SOP)

Documentation and Record-Keeping of Bookings

1. Purpose

This SOP defines the process for accurate **documentation and record-keeping of bookings**, ensuring all reservation details are properly recorded, updated, and maintained. It outlines data entry protocols, secure storage, data retrieval methods, and periodic audits to guarantee the integrity and accessibility of booking information, supporting efficient reservation management and customer service.

2. Scope

This procedure applies to all staff involved in managing, recording, updating, storing, and retrieving booking information within the organization's reservation system.

3. Responsibilities

- **Booking Agents:** Accurate data entry and update of booking records.
- **Reservation Manager:** Oversight of record-keeping, ensuring compliance, and scheduling audits.
- **IT/Data Security:** Ensuring secure storage and controlled access to booking data.

4. Definitions

Term	Definition
Booking Record	Documented information for each reservation, including customer details, dates, services, and payment information.
Authorized Personnel	Staff with permission to access, edit, or audit booking records.

5. Procedure

1. **Data Entry**
 - Record all booking details immediately upon confirmation (customer name, contact, service, dates, payment).
 - Double-check information for accuracy before saving.
 - Use unique booking reference numbers for each entry.
2. **Updating Booking Records**
 - Promptly update any changes to bookings (e.g. amendments, cancellations).
 - Document the date, time, and name of the staff making any changes.
3. **Storage and Security**
 - Store all booking records in an approved digital system with access controls.
 - Physical documents (if any) must be stored in locked cabinets with restricted access.
 - Ensure regular system backups.
4. **Data Retrieval**
 - Bookings must be searchable by name, date, and reference number.
 - Retrievals must be logged, including the user and purpose.
5. **Periodic Audits**
 - Conduct quarterly audits to verify record completeness and accuracy.
 - Report discrepancies to the Reservation Manager for corrective action.

6. Documentation and Records

- Digital booking system logs
- Booking amendment and cancellation forms (if applicable)
- Audit reports

7. References

- Company Data Privacy Policy
- Reservation Management Software Guide

8. Revision History

Date	Author	Summary of Changes
2024-06-11	SOP Team	Initial template created