

SOP: Guest Check-In Procedures

This SOP details **guest check-in procedures** to ensure a smooth and efficient arrival experience. It covers greeting guests, verifying reservations, collecting necessary identification and payment, providing room keys, explaining hotel amenities and policies, and addressing any special requests. The procedure aims to enhance guest satisfaction while maintaining security and operational efficiency.

1. Purpose

To outline the steps for checking in guests in a professional, efficient, and secure manner, providing a welcoming first impression and confirming all required information.

2. Scope

This procedure applies to all front desk and reception staff responsible for the guest check-in process.

3. Responsibilities

- Reception/Front Desk Staff: Execute the check-in procedure and deliver excellent customer service.
- Front Office Supervisor: Oversee that SOP is adhered to and support staff if issues arise.
- Security & Management: Ensure proper guest identification protocols are enforced.

4. Procedure

1. **Greet the Guest:** Welcome the guest courteously with a smile and appropriate salutation. Ask how you can assist them.
2. **Verify Reservation:**
 - Request the guest's name and search for the reservation in the system.
 - Confirm reservation details (room type, length of stay, special requests).
3. **Collect Identification & Payment:**
 - Politely ask for valid identification (e.g., passport, driver's license) and a credit card or form of payment.
 - Verify the ID matches the reservation information.
 - Process payment or pre-authorisation as per hotel policy.
4. **Register the Guest:**
 - Have the guest complete and sign the registration form if required.
 - Update the guest profile in the hotel management system.
5. **Provide Room Key and Information:**
 - Assign the room as per the reservation and guest preferences.
 - Hand over the room key/card securely. Advise on use if digital or traditional.
6. **Explain Amenities and Policies:**
 - Inform the guest of hotel facilities, breakfast hours, Wi-Fi, check-out time, and relevant policies (e.g., smoking, visitors).
7. **Address Special Requests:**
 - Confirm or arrange any special requests (e.g., wake-up calls, accessibility needs).
8. **Offer Further Assistance:**
 - Ask if the guest requires help with luggage, directions, or additional services.
9. **Conclude the Process:**

- Thank the guest and wish them a pleasant stay. Direct them to elevators or staff as needed.

5. Documentation and Records

- Maintain digital or hard copies of guest registrations as per policy.
- All identification must be verified and stored according to data protection laws.
- Record any incidents, special requests, or anomalies in the guest file or logbook.

6. Frequently Asked Questions

Question	Response
What identification is required?	Government-issued photo ID (passport, national ID, or driver's license).
Can I check in early?	Early check-in is subject to availability; additional charges may apply.
Is a deposit required?	Yes, a security deposit or credit card pre-authorization is generally required at check-in.

Note: All staff must maintain guest confidentiality, comply with privacy regulations, and provide courteous, consistent service at all times.