Standard Operating Procedure (SOP)

Handling Guest Requests and Special Arrangements

This SOP details the process for **handling guest requests and special arrangements**, encompassing the steps for receiving, documenting, and fulfilling guest needs efficiently. It covers communication protocols, coordination among departments, customization of services, managing special dietary requirements, and ensuring guest satisfaction. The aim is to provide exceptional personalized experiences by responding promptly and accurately to all guest requests.

1. Purpose

To define a standardized procedure for managing and fulfilling all guest requests and special arrangements to ensure consistent, prompt, and personalized service delivery.

2. Scope

Applies to all front office, guest relations, housekeeping, food & beverage, and all relevant staff responsible for guest interactions and service delivery.

3. Responsibilities

- **Front Desk/Guest Relations:** Receive, document, and communicate guest requests to relevant departments.
- **Department Supervisors:** Ensure fulfillment of requests and communicate completion.
- **All Staff:** Deliver service with attention to detail and guest preferences.

4. Procedure

4.1 Receiving Requests

1. Greet the guest courteously and listen to the request attentively.
2. Clarify details and confirm understanding by repeating the request.
3. Record the request promptly in the Guest Request Log or Property Management System (PMS).
4. Note all relevant guest information: room number, guest name, special preferences, time sensitivity, and contact details if applicable.

4.2 Communicating and Documenting

1. Communicate the request to the concerned department via the designated communication channel (PMS, email, phone, or messaging platform).
2. Update the request status in the system (e.g., pending, in-progress, completed).
3. For special arrangements (e.g., birthdays, anniversaries, surprise amenities), note specific instructions and any confidentiality requirements.
4. Ensure all dietary or medical requirements are clearly highlighted and verified with F&B or relevant teams.

4.3 Fulfilling Requests and Follow-up

1. The respective department fulfills the request within the stipulated timeframe, ensuring all guest specifications are met.
2. Upon completion, the department updates the request status in the system and notifies Front Desk/Guest Relations.
3. Front Desk/Guest Relations contact the guest to confirm completion and ensure satisfaction.
4. Document guest feedback and note preferences in guest history for future stays.

4.4 Communication Protocols

- Maintain professional, friendly, and helpful communication at all times.
- Escalate urgent or unresolved requests to departmental supervisors or management.
- Maintain confidentiality and respect guests' privacy, especially for special arrangements.

4.5 Customization and Special Services

- Where possible, personalize amenities and services according to guest preferences (e.g., room dÃ©cor, welcome note, favorite snacks).

- For dietary requirements, liaise closely with the chef/kitchen to ensure safety and satisfaction.
- Arrange external services (e.g., spa, transportation, tours) with trusted providers and confirm all details with the guest.

5. Documentation & Record Keeping

- All requests must be logged in the Guest Request Log or PMS.
- Special arrangements, feedback, and outcomes should be recorded in the guest profile for personalization in future visits.

6. Training & Review

- Regularly train all guest-facing staff on responding to and handling guest requests and special arrangements.
- Review and update this SOP annually or as required to enhance guest satisfaction and operational efficiency.

7. Sample Guest Request Log

Date/Time	Guest Name	Room Number	Request/Arrangement	Status	Follow-up
2024-06-12 10:20	Mr. Smith	210	Vegan breakfast, late checkout	In Progress	Confirm with guest upon completion
2024-06-12 12:30	Ms. Lee	315	Bouquet and cake in room for birthday	Completed	Guest confirmed satisfaction

8. References

- Guest Service Manual
- Property Management System Guidelines
- Food Safety & Allergen Management Policy