



# Hotel Front Office SOP

[Hotel Name] — [Year]

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*This document provides standard operating procedures for every core function of the hotel front office department. It is intended as a working reference for front desk staff, a training tool for new hires, and a foundation for building a customised SOP manual. Procedures should be adapted to reflect your property's specific brand standards, systems, and local requirements.*

## SECTION 1 Front Office SOP for Receptionists

The receptionist SOP sets the conduct and service standards that apply to every guest interaction at the front desk.

### 1.1 Guest Greeting Standards

- Greet arriving guests warmly within 30 seconds of their approach, making eye contact and smiling.
- Address guests by name wherever possible — check the PMS before the guest reaches the desk.
- Maintain good posture; do not lean on the counter or hold personal devices during guest interactions.
- Use clear, professional language at all times. Avoid internal jargon guests would not understand.
- Never discuss other guests, room numbers, or booking details within earshot of other guests.

### 1.2 Grooming & Presentation Standards

- Uniform must be clean, pressed, and worn in full at all times during the shift.
- Name badge must be visible and legible at all times.
- Personal hygiene standards must be maintained throughout the shift.

## SECTION 2 Hotel Front Office Check-In Procedure

Each step should be completed in sequence. Do not skip steps during busy periods — inconsistency at check-in is one of the most common sources of guest complaints.

### 1. Welcome the guest

Greet the guest by name if the reservation is visible on screen. Confirm their arrival with a smile.

### 2. Verify the reservation

Search the PMS using the guest's name or booking reference. Confirm check-in date, room type, and rate.

### 3. Request identification

Ask for a valid government-issued photo ID. For international guests, request passport and visa where required.

### 4. Process payment

Confirm the payment method. Pre-authorise the credit card for the stay amount plus an incidental hold per hotel policy.

### 5. Assign the room

Assign a room based on the guest's preferences and PMS notes. Confirm the room is cleared by housekeeping before assigning.

### 6. Complete registration

Complete the Guest Registration Card (GRC). Have the guest verify and sign. Attach ID copy and file.

## 7. Issue room key

Programme and issue the room key. Confirm the room number quietly — do not announce it aloud in the lobby.

## 8. Provide orientation

Briefly cover hotel amenities, breakfast times, Wi-Fi, and key policies. Offer directions or an escort to the room.

# SECTION 3 Front Office SOP for Handling Reservation Requests

## 3.1 Incoming Reservation Calls

- Answer within three rings using the approved greeting: hotel name, your name, offer to help.
- Collect guest name, contact number, arrival and departure dates, and room type preference.
- Check availability in the PMS before confirming any rate or room type.
- Note all special requests (accessibility, dietary requirements, celebrations) in the reservation record.
- Confirm the booking verbally and follow up with a written confirmation email.

## 3.2 Reservation Cancellations

- Verify the booking using the guest's name and reservation number before taking any action.
- Communicate the applicable cancellation policy clearly before processing.
- Record the reason for cancellation in the PMS.
- Process the cancellation, generate a reference number, and send written confirmation to the guest.
- Return the room to available inventory immediately and update OTA channels if applicable.
- If the request comes from a third party, verify with the guest directly before processing.

# SECTION 4 Hotel Front Desk SOP for Managing Guest Luggage

## 4.1 Arrival Handling

- Greet the guest upon arrival and offer luggage assistance proactively.
- Tag each piece of luggage with the guest's name and room number before moving it.
- Confirm the room assignment before transporting luggage to the room.
- Log all items handled in the Daily Luggage Register.

## 4.2 Departure Handling

- Inform guests of the luggage storage and collection procedure at checkout.
- Store luggage securely in the designated area until the guest is ready to depart.

- Confirm the guest's identity before releasing stored luggage.
- Update the Daily Luggage Register when items are collected.

## SECTION 5 Front Office SOP for Wake-Up Calls

### 5.1 Manual Wake-Up Calls

- Record the guest's preferred wake-up time in the PMS at check-in or when the request is received.
- Call the guest at the confirmed time. If there is no answer, call once more after two minutes.
- If there is still no answer after the second attempt, send a staff member to the room to check on the guest.
- Use a polite, professional tone: confirm the guest's name and the time at the start of the call.

### 5.2 Automated Wake-Up Calls

- Ensure printed instructions for setting automated calls are visible in every guest room.
- Even when a guest has set an automated call, provide a manual backup call for early departures (before 6 am) or on explicit request.

## SECTION 6 Hotel Front Desk SOP for Guest Check-Out

### 1. Prepare the folio

Run the guest folio the evening before departure. Flag any discrepancies before the guest reaches the desk.

### 2. Present the folio

Hand the folio to the guest for review. Allow time for questions without rushing.

### 3. Resolve discrepancies

Address billing disputes calmly. Escalate to the duty manager if the issue cannot be resolved at the desk.

### 4. Process payment

Process the final payment and issue a receipt. Release the credit card pre-authorisation hold.

### 5. Collect room key

Collect or deactivate the room key. Update room status in the PMS immediately to trigger housekeeping.

### 6. Offer assistance

Offer help with luggage and ask if transportation arrangements are needed.

### 7. Invite return

Thank the guest by name, invite feedback, and welcome them to return.

## SECTION 7 Front Office SOP for Handling Guest Complaints

Most complaints should be fully resolved within the same shift. Delays amplify dissatisfaction and make service recovery significantly harder. Front desk staff should have pre-defined authority to resolve common complaints without waiting for a manager.

### 1. Acknowledge immediately

Stop what you are doing and give the guest your full attention. Listen without interrupting. Avoid defensive language.

### 2. Empathize and apologize

Offer a sincere apology regardless of fault. This prevents escalation and signals the hotel takes the complaint seriously.

### 3. Investigate the facts

Ask clarifying questions — room number, when the issue began, whether prior contact was made. Check the PMS and internal logs.

### 4. Offer a solution

Resolve within your authority — room change, billing adjustment, or complimentary amenity. Give the guest a specific timeline, not an open-ended promise.

### 5. Document in the PMS

Record the guest's name, room number, nature of the complaint, solution offered, and final outcome.

### 6. Follow up

Check back with the guest before end of shift to confirm the issue was resolved to their satisfaction.

*Note: Guests whose complaints are resolved effectively often become more loyal than guests who had no complaint at all — this is known as the service recovery paradox.*

## SECTION 8 Front Office Communication SOP

Clear communication is what holds all front office procedures together. Without consistent standards, even well-documented SOPs break down in practice.

### 8.1 Communication Standards

- Address guests by name at every interaction — check the PMS in advance for preferences and special requests.
- Acknowledge every guest within 30 seconds of their approach, even if you are on a call or assisting someone else.
- Answer all incoming calls within three rings using a consistent greeting that includes the hotel name and your name.

- Log all requests relayed to housekeeping, maintenance, or food and beverage in the PMS immediately — verbal-only records are not acceptable.
- Assign a work order reference number to every maintenance issue before the conversation with the guest ends.

## SECTION 9 Front Office SOP for Concierge Services

### 9.1 Guest Assistance Standards

- Provide personalised services including restaurant reservations, transportation, and local recommendations.
- Maintain current knowledge of local attractions, transport options, and dining recommendations.
- Log all special requests in the PMS to ensure follow-through during the guest's stay.
- Confirm all external bookings and arrangements in writing — email, text, or printed confirmation.

## SECTION 10 Front Office SOP for the Switchboard Department

### 10.1 Call Management Standards

- Answer all incoming calls within three rings using the approved greeting.
- Direct calls to the correct department without placing the caller on hold for more than 30 seconds.
- Take accurate written messages for unavailable staff and ensure delivery within 15 minutes.
- Never disclose guest room numbers to callers — transfer to the guest's room without confirming the number.

### 10.2 Emergency Call Protocols

- Know the procedure scripts for fire, medical emergency, and security incidents.
- Contact the duty manager immediately for any emergency call — do not manage emergency situations alone.
- Record all emergency calls in the front office log book: time, nature of call, and action taken.

## SECTION 11 Hotel Front Office SOP for Shift Handovers

A weak handover means the incoming shift starts blind: unresolved guest complaints get ignored, VIP arrivals are missed, and billing discrepancies carry over. The outgoing supervisor must not leave until the incoming supervisor has acknowledged every open item below.

### 11.1 Guest Status

- All expected arrivals for the incoming shift, including VIPs and guests with special requests.
- Room status discrepancies between the PMS and housekeeping system, flagged before handover closes.
- Out-of-order rooms with work order references and estimated return-to-service dates.
- Pending room moves and do-not-release holds with stated release conditions.

### 11.2 Open Guest Issues

- All unresolved guest complaints with action status and a named incoming owner for each.
- Outstanding maintenance requests raised by the front desk during the outgoing shift.
- Promised callbacks — guest name, room number, time committed, and issue to be addressed.

### 11.3 Financial Items

- Cash drawer reconciled with any variance documented and manager sign-off obtained.
- Failed card authorisations requiring follow-up.
- OTA pre-payment confirmations outstanding or non-standard billing instructions.
- Corporate master account status and charges posted during the outgoing shift.

### 11.4 Operational Handover

- Wake-up call schedule for the incoming shift confirmed.
- Lost and found items logged with description and storage location.
- All front office staff read and sign the shift log before the outgoing team leaves.

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