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## **1 SOP Title**

**Front Office Check-In SOP – Standard Guest Arrival Procedure**

## **2 Department**

Front Office

## **3 Purpose**

To ensure smooth, fast, professional, and revenue-secure check-in of guests in a 2–3 star Indian hotel, while maintaining legal compliance and guest satisfaction.

This SOP ensures:

- Proper documentation
- Advance payment control
- Accurate PMS entry
- Good first impression
- Reduced disputes at checkout

Suitable for:

2–3 Star Indian Hotel

30–60 Rooms

Mixed Demand (Business + Leisure)

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## **4 Scope**

Applicable to:

- Direct bookings
- OTA bookings
- Corporate bookings
- Walk-in guests
- Indian & Foreign guests

Applies to:

- Front Office Associate
- FO Supervisor

- Duty Manager
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## 5 Responsibility

Position	Responsibility
FO Associate	Execute check-in
FO Supervisor	Approvals & support
Duty Manager	Handle escalation
Security	ID verification support (if required)

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## 6 Step-by-Step Procedure

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### A. Guest Arrival & Greeting

1. Stand and greet with smile:  
"Good morning/afternoon/evening, welcome to Hotel \_\_\_\_."
2. Maintain eye contact.
3. Offer assistance with luggage (if bellboy available).
4. Confirm booking name.

First impression matters most.

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### B. Booking Verification

1. Check booking in PMS:
  - Name
  - Room type
  - Nights
  - Rate
  - Meal plan
2. Confirm with guest:

- Number of nights
- Departure date

If OTA booking:

- Verify rate & inclusions carefully.
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### **C. ID Verification (Mandatory)**

#### **Indian Guest:**

- Aadhaar / Driving License / Passport / Voter ID

#### **Foreign Guest:**

- Passport
  - Visa
1. Take photocopy/scan.
  2. Verify validity.
  3. Fill Registration Card.
  4. Ensure guest signature.

Never check-in without valid ID.

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### **D. Advance Collection**

1. Inform politely:  
“As per policy, we require advance payment at check-in.”
2. Collect:
  - Full payment (preferred) OR
  - Minimum 1-night room charge
3. Confirm payment mode.
4. Issue receipt.
5. Update PMS.

Never skip advance for walk-in guest.

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## **E. Room Allocation**

1. Allocate room in PMS.
  2. Check room status as “Vacant Clean.”
  3. Inform Housekeeping.
  4. Prepare key card.
  5. Write room number discreetly (do not announce loudly).
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## **F. Guest Information Sharing**

Briefly inform:

- Breakfast timing
- Wi-Fi details
- Restaurant timing
- Check-out time
- Contact reception (dial 9 or 0)

Keep explanation short and clear.

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## **G. Key Handover**

1. Hand over key politely.
2. Say:  
“Your room number is \_\_\_\_, please let us know if you need any assistance.”
3. Thank guest.

Target Check-In Time:

Within 5–7 minutes.

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## **Do's and Don'ts**

### **Do's**

- ✓ Smile while greeting
- ✓ Verify ID carefully
- ✓ Collect advance properly

- ✓ Confirm booking details
- ✓ Update PMS immediately

### **Don'ts**

- ✗ Don't announce room number loudly
  - ✗ Don't argue about rate at desk
  - ✗ Don't skip documentation
  - ✗ Don't delay key handover
  - ✗ Don't check-in without room inspection
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### **8 Service Standards**

- Greeting within 10 seconds
  - Check-in under 7 minutes
  - 100% ID compliance
  - Advance collected as per policy
  - Zero billing dispute at checkout
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### **9 Escalation Matrix**

<b>Situation</b>	<b>Escalate To</b>
No ID available	FO Supervisor
Early check-in request	Duty Manager
Overbooking issue	Manager
Guest refusing advance	FO Supervisor
Visa doubt (foreign guest)	Duty Manager

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### **10 Documentation / Records Required**

- Registration Card
- ID Copy
- Advance Receipt

- PMS Entry
  - C-Form (for foreign guest)
  - Walk-in Register
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### **❗ Common Mistakes to Avoid**

- Not verifying ID properly
- Wrong room type allocation
- Not collecting advance
- Wrong rate entry in PMS
- Not informing breakfast timing
- Announcing room number publicly
- Delayed OTA booking verification

In 2–3 star hotels, weak check-in control leads to revenue leakage and disputes.

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### **📋 Training Notes**

How to Train Staff:

1. Conduct mock check-in role play.
2. Practice ID verification process.
3. Train on PMS entry live.
4. Teach polite communication tone.
5. Conduct daily 5-minute pre-shift briefing.
6. Supervisor to monitor first 20 check-ins of new staff.

Training Duration:

- 2 days practical check-in training
  - 5 days supervised live desk handling
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- ✓ SOP Ready for Printing
  - ✓ Suitable for Budget & 2–3 Star Indian Hotels
  - ✓ Practical, Revenue-Protective & Guest-Friendly
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