
1 SOP Title

Front Office Operations – Complete Operational SOP

2 Department

Front Office

3 Purpose

To ensure smooth guest handling from reservation enquiry to check-out, maintaining professionalism, accuracy, and guest satisfaction in a 2–3 star Indian hotel.

This SOP ensures:

- Proper guest handling
- Accurate billing
- Clear communication
- Controlled revenue leakages
- Positive guest experience

4 Scope

Applicable to:

- Reservation handling
- Guest check-in
- During stay coordination
- Guest complaints
- Billing & check-out
- Walk-ins
- OTA bookings

Applies to:

- Front Office Executives
- Guest Service Associates
- Night Auditor

- Front Office Supervisor
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5 Responsibility

Position	Responsibility
Front Office Associate	Day-to-day guest handling
Front Office Supervisor	Monitoring & approvals
Duty Manager	Escalation handling
Reservation Executive	Booking accuracy

6 Step-by-Step Procedure

A. Pre-Arrival / Reservation Handling

1. Answer call within **3 rings**.
2. Greet:
“Good morning/afternoon, Hotel ____, how may I assist you?”
3. Check availability in PMS.
4. Quote correct rate (as per approved rate chart).
5. Inform:
 - Room type
 - Inclusions
 - Taxes
 - Cancellation policy
6. Take:
 - Guest name
 - Contact number
 - Email
 - Arrival time

7. Send confirmation via WhatsApp/email.
8. Update PMS immediately.

For OTA:

- Check new bookings every 1 hour.
 - Verify rate & inclusions.
 - Block room properly.
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B. Guest Check-In Procedure

1. Greet guest with smile and eye contact.
2. Stand while interacting.
3. Confirm booking:
 - Name
 - Room type
 - Nights
4. Request valid ID (as per local law).
5. Take photocopy or scan.
6. Fill registration card (if manual).
7. Collect advance (as per policy).
8. Confirm payment mode.
9. Allocate room in PMS.
10. Inform housekeeping.
11. Handover key card.
12. Inform:
 - Breakfast timing
 - Wi-Fi details
 - Check-out time
13. Offer luggage assistance.

Target Check-in Time: **Under 5 minutes (if no queue)**

C. Walk-in Guest Handling

1. Check availability.
2. Quote rack rate first.
3. If negotiation:
 - Follow approved discount limit.
 - Do not exceed authority level.
4. Collect full advance.
5. Record in walk-in register.
6. Update PMS immediately.

Never give heavy discount without approval.

D. During Stay Handling

1. Answer guest calls within 3 rings.
2. Note complaints properly.
3. Coordinate with HK / Maintenance / F&B.
4. Call back guest after resolution:
“Sir/Madam, has your issue been resolved?”

Maintain complaint logbook.

E. Billing & Check-Out

1. Ask: “May I know your room number?”
2. Retrieve bill from PMS.
3. Cross-check:
 - Room charges
 - Restaurant bills
 - Laundry
 - Extra bed

4. Confirm with guest.
5. Collect payment.
6. Issue invoice.
7. Ask for feedback.
8. Inform housekeeping for room cleaning.
9. Close folio in PMS.

Target Check-out Time: **Under 4 minutes**

F. Night Audit (If Applicable)

1. Verify all check-ins updated.
 2. Ensure all bills posted.
 3. Close day in PMS.
 4. Print daily reports.
 5. Submit report to management.
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Do's and Don'ts

Do's

- ✓ Maintain clean uniform
- ✓ Keep reception neat
- ✓ Speak politely
- ✓ Maintain eye contact
- ✓ Update PMS immediately
- ✓ Maintain confidentiality

Don'ts

- ✗ Don't argue with guest
 - ✗ Don't say "Not possible" directly
 - ✗ Don't delay billing
 - ✗ Don't give unauthorized discounts
 - ✗ Don't share guest details
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8 Service Standards

- Phone pick-up: Within 3 rings
 - Check-in: Within 5 minutes
 - Complaint response: Within 10 minutes
 - Grooming: Clean hair, trimmed nails
 - Smile while greeting
 - Always use guest name (minimum twice)
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9 Escalation Matrix

Situation	Escalate To
Guest shouting	Supervisor immediately
Refund dispute	Duty Manager
Police case	General Manager
Overbooking	Revenue Manager
VIP complaint	GM directly

10 Documentation / Records Required

- Registration Card
 - ID copy
 - Walk-in Register
 - Cash Handover Sheet
 - Shift Handover Register
 - Complaint Log Book
 - Daily Arrival List
 - Daily Departure List
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11 Common Mistakes to Avoid

- Not taking full advance
- Not updating OTA booking
- Wrong room allocation
- Forgetting to post restaurant bills
- Not checking minibar charges
- Allowing late checkout without charge
- Poor shift handover communication

These cause revenue loss in 2–3 star hotels.

📋 Training Notes

How to Train Staff:

1. Conduct role play:
 - Angry guest
 - Walk-in negotiation
 - Early check-in request
2. Teach PMS practically (not theory).
3. Practice billing scenarios.
4. Teach legal ID rules.
5. Conduct grooming inspection daily.
6. Supervisor should shadow new staff for 7 days.

Training Duration:

- 3 days classroom
- 7 days practical supervision

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- ✓ SOP Ready for Printing
 - ✓ Suitable for 30–60 room Indian 2–3 star hotel
 - ✓ Operational & Realistic
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