
1 SOP Title

Front Office Check-Out SOP – Billing & Departure Procedure

2 Department

Front Office

(Co-ordination: Housekeeping, F&B, Accounts)

3 Purpose

To ensure smooth, fast, and accurate guest departure while preventing revenue leakage, billing disputes, and negative last impressions in a 2–3 star Indian hotel.

This SOP ensures:

- Accurate billing
- Recovery of all pending charges
- Fast checkout process
- Room status update
- Proper guest feedback collection

In budget & 3-star hotels, most revenue leakage happens at checkout.

4 Scope

Applicable to:

- Individual guest checkout
- OTA guest checkout
- Corporate guest checkout
- Group checkout
- Early morning departures

Applies to:

- Front Office Associate
- FO Supervisor

- Night Auditor
 - Duty Manager
-

5 Responsibility

Position	Responsibility
FO Associate	Prepare & present bill
FO Supervisor	Handle disputes
Housekeeping	Room status confirmation
F&B	Confirm restaurant postings
Accounts	Audit billing (if required)

6 Step-by-Step Procedure

A. Pre-Check-Out Preparation (Before Guest Arrives at Desk)

1. Check daily departure list.
2. Verify:
 - Room rent posted correctly
 - Restaurant bills posted
 - Laundry charges posted
 - Extra bed charges posted
3. Call housekeeping for minibar check (if applicable).
4. Keep bill ready in PMS.

Preparation reduces delay.

B. Guest Approaches for Check-Out

1. Greet politely:
“Good morning Sir/Madam. May I have your room number please?”

2. Retrieve guest folio in PMS.
3. Confirm departure date.

Target checkout time: 3–5 minutes.

C. Bill Verification

1. Print bill.
2. Cross-check:
 - Room nights
 - Tax calculation
 - F&B postings
 - Discounts applied
3. Present bill in folder.
4. Give guest time to review.

Never rush billing explanation.

D. Handling Billing Dispute

If guest questions bill:

1. Listen calmly.
2. Re-check posting in PMS.
3. Verify KOT/restaurant bill copy.
4. If hotel mistake:
 - Apologize
 - Correct immediately
5. If guest misunderstanding:
 - Explain politely

Never argue at reception desk.

E. Payment Collection

1. Confirm payment mode:
 - Cash
 - Card
 - UPI
 - Company billing
2. Process payment.
3. Issue receipt.
4. Mark folio as “Closed” in PMS.

Never close folio without payment confirmation.

F. Room Status Confirmation

1. Inform housekeeping:
“Room 203 checkout.”
 2. Wait for quick room check (if minibar/damage risk).
 3. Update room status to “Vacant Dirty.”
-

G. Feedback Collection

1. Ask:
“How was your stay with us?”
2. Encourage Google review politely.
3. Thank guest sincerely.
4. Offer assistance for transport if required.

Last impression matters.

H. Early Morning Checkout (Express Checkout)

1. Prepare bill night before (if informed).
2. Verify charges.
3. Keep card machine ready.
4. Avoid delay due to system issues.

7 Do's and Don'ts

Do's

- ✓ Prepare bill before guest arrival
- ✓ Verify all postings
- ✓ Handle disputes calmly
- ✓ Collect full payment
- ✓ Thank guest properly

Don'ts

- ✗ Don't argue over small amounts
- ✗ Don't delay checkout unnecessarily
- ✗ Don't forget to post F&B charges
- ✗ Don't close folio without payment
- ✗ Don't ignore guest feedback

8 Service Standards

- Checkout completed within 5 minutes
- 100% charge posting accuracy
- Zero negative billing reviews
- Room status updated immediately
- Payment collected before guest departure

9 Escalation Matrix

Situation	Escalate To
Major billing dispute	FO Supervisor
Refund request	Duty Manager
Card machine failure	Manager
Damage dispute	GM

Situation	Escalate To
------------------	--------------------

Corporate credit issue	Accounts
------------------------	----------

10 Documentation / Records Required

- Guest Folio
 - Payment Receipt
 - Shift Cash Handover Sheet
 - Departure List
 - Billing Correction Log
 - Damage Report (if any)
-

11 Common Mistakes to Avoid

- Not checking minibar
- Missing restaurant postings
- Wrong tax calculation
- Giving refund without approval
- Delaying early morning checkout
- Not updating PMS room status
- Allowing guest to leave with pending payment

In 2–3 star hotels, billing errors directly reduce profit.

12 Training Notes

How to Train Staff:

1. Conduct billing practice sessions.
2. Train on PMS posting verification.
3. Role-play billing dispute.
4. Teach polite explanation tone.

5. Audit 10 random bills weekly.
6. Supervisor to check first 50 checkouts of new staff.

Training Duration:

- 2 days billing system training
- 5 days supervised checkout handling