
1 SOP Title

Foreign Guest Handling SOP – Check-in, Stay & Compliance

2 Department

Front Office (Primary)

Coordination: Housekeeping, F&B, Security

3 Purpose

To ensure smooth, respectful, and legally compliant handling of foreign guests in a 2–3 star Indian hotel, while maintaining safety, documentation accuracy, and positive guest experience.

This SOP ensures:

- Proper FRRO / C-Form compliance
- Professional communication
- Avoidance of legal penalties
- Comfortable stay for foreign guests

Important:

Foreign guest documentation errors can lead to legal penalties.

4 Scope

Applicable to:

- Individual foreign tourists
- Business travelers
- Group foreign guests
- Long-stay foreign guests

Applies to:

- Front Office Associates
- FO Supervisor
- Duty Manager
- Security

Responsibility

Position	Responsibility
FO Associate	Document verification & C-form entry
FO Supervisor	Review compliance
Duty Manager	Handle special issues
Security	Monitor safety & record

Step-by-Step Procedure

A. Pre-Arrival Preparation

1. Check booking source (OTA / Direct).
 2. Prepare Registration Card.
 3. Keep scanner/photocopy machine ready.
 4. Ensure internet access for C-Form submission.
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B. Check-In Procedure for Foreign Guest

1. Greet politely:
"Welcome to Hotel ____."
2. Request:
 - Passport
 - Valid Visa
3. Check:
 - Passport validity
 - Visa type
 - Visa expiry date
4. Take clear photocopy/scan:

- Passport front page
 - Visa page
 - Immigration stamp page
5. Fill Registration Card completely.
 6. Enter details correctly in PMS.
 7. Submit C-Form online within 24 hours (as per FRRO rules).

Never skip C-form submission.

C. C-Form Submission Procedure

1. Login to FRRO portal.
2. Enter guest details exactly as passport.
3. Double-check spelling.
4. Submit within 24 hours of arrival.
5. Save acknowledgment copy.

Keep digital & printed record safely.

D. During Stay Handling

1. Provide Wi-Fi details.
 2. Inform breakfast timing.
 3. Offer basic local guidance.
 4. Maintain polite, simple English communication.
 5. Avoid discussing political or sensitive topics.
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E. Payment Handling

1. Confirm payment mode:
 - Forex card
 - International card
 - Cash (if allowed within RBI rules)

2. Ensure passport number mentioned in invoice.
 3. GST invoice if required.
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F. Safety & Monitoring

1. Maintain visitor register.
 2. Inform security of foreign guest check-in.
 3. Monitor long-stay cases.
 4. Inform authorities if required (in special cases only).
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G. Check-Out Procedure

1. Verify bill properly.
 2. Confirm no pending charges.
 3. Ask for feedback.
 4. Thank guest.
 5. Update departure in C-form portal (if required).
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Do's and Don'ts

Do's

- ✓ Verify passport carefully
- ✓ Submit C-form on time
- ✓ Maintain respectful tone
- ✓ Keep documents secure
- ✓ Offer local assistance

Don'ts

- ✗ Don't delay C-form submission
 - ✗ Don't keep original passport
 - ✗ Don't ask unnecessary personal questions
 - ✗ Don't argue about visa issues
 - ✗ Don't ignore documentation errors
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8 Service Standards

- Check-in within 7 minutes
 - C-form submission within 24 hours
 - Passport copy clear & readable
 - Professional communication
 - No documentation error
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9 Escalation Matrix

Situation	Escalate To
Visa doubt	FO Supervisor
Expired visa	Duty Manager
Police enquiry	GM
Passport missing	Inform authorities
Long stay beyond visa	Inform management immediately

10 Documentation / Records Required

- Passport copy
- Visa copy
- Immigration stamp copy
- Registration Card
- C-Form acknowledgment
- Guest Invoice

Documents must be stored securely (physical + digital).

11 Common Mistakes to Avoid

- Wrong passport number entry
- Missing immigration stamp copy

- Late C-form submission
- Spelling errors in C-form
- Not checking visa expiry
- Poor English communication
- Treating foreign guest differently (positively or negatively)

In 2–3 star hotels, compliance mistake can attract government penalty.

📄 Training Notes

How to Train Staff:

1. Demonstrate C-form entry practically.
2. Keep passport sample copy for practice.
3. Train on basic English conversation.
4. Explain legal importance clearly.
5. Conduct monthly documentation audit.
6. Keep checklist at reception.

Training Duration:

- 1 day legal documentation training
 - 2 days supervised check-in handling
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- ✓ SOP Ready for Printing
 - ✓ Suitable for Budget & 2–3 Star Indian Hotels
 - ✓ Legally Compliant & Guest-Friendly
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