

# **Hotel Management**

## **Standard Operating Procedure**

**Department:** This SOP applies to all departments and functions within the hotel, including but not limited to front desk, housekeeping, food and beverage, security, and maintenance

**Objective:** This SOP aims to serve as a starting point for following a set of guidelines for the smooth and efficient operation of [HOTEL NAME]. Staff can also use this document as a checklist to ensure standard operating procedures are being carried out.

### **General Hotel Procedures:**

#### **1) Guest Check-In:**

- Greeting and welcoming guests.
- Confirming reservations and collecting required information.
- Assigning rooms and issuing key cards.
- Explaining hotel policies and services.
- Providing local information and answering guest queries.

#### **2) Guest Check-Out:**

- Greeting and welcoming guests.
- Confirming reservations and collecting required information.
- Assigning rooms and issuing key cards.
- Explaining hotel policies and services.
- Providing local information and answering guest queries.

#### **3) Housekeeping:**

- Cleaning and maintaining guest rooms.

# Hospitality Policy And Procedures Manual

**Kerry L. Sommerville**



## **Hospitality Policy And Procedures Manual:**

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