

Standard Operating Procedure. Hotel Front Office Department		
Date: 00-00-2029	Approved by:	Drafted by:
Pages: 7	General Manager	Front Office Manager

Summary.

Below are the Highlights of Front office complete SOPs however detailed functions for easy reference are furnished following the summary.

- Skills and qualifications.
- Staffing and training.
- Staff scheduling and appearance.
- Guest call handling procedure.
- Room reservation procedure.
- Reservation cancellation procedure.
- Pre-arrival preparation procedure.
- Booker preferences follow up procedure.
- Room allocation procedure.
- In-room experience preparation procedure.
- Airport counter service procedure.
- Pick and drop transportation procedure.
- Valet parking service procedure.
- Luggage handling service procedure.
- Lobby services procedure.
- Arrival drink and towels service procedure.
- VIP Check-in procedure.
- General check-in procedure.
- Walk in guest handling procedure.
- Guest birthday, anniversary, special events celebration procedure.
- Guest request delivery procedure.
- Guest complaint handling procedure.
- Room move and room change procedure.
- Extra Bed and third occupancy procedure.
- Billing and payment procedure.
- VIP Guest Check out procedure.
- All Guest Check out procedure.
- VIP Guest Departure experience procedure.
- All Guest Departure experience procedure.
- Guest claims handling procedure. (Lost and Found, Theft)
- Medical attention procedure.
- On-call doctor procedure.
- Police case, arrival procedure.

Hotel Front Desk Operations Manual

Ying-Ying Zheng



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