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.

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Geoff Craighead

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