



Front Desk Operations Checklist: Guest Check-In & Service Standards

 Show only Checklist

Display Style
Default 

Pre-Shift Readiness

Ensuring the front desk is fully prepared before guest arrival.

Shift Start Time

Enter time...

Cash Drawer Counted & Balanced?

☐ Yes

☐ No



Starting Cash Amount

Enter a number...

Computer System Logged In?

☐ Yes

☐ No

Notes from Previous Shift (if any)

Write something...

Phone System Tested?

☐ Yes

☐ No

Guest Check-in Procedures

Standardized process for efficiently and accurately registering guests.

Reservation Number

Enter a number...

Guest First Name

Write something...

Guest Last Name

Write something...

Guest Type (Individual, Couple, Family)

- ☐ Individual
- ☐ Couple
- ☐ Family

Arrival Date

Enter date...

Arrival Time (Estimated)

Enter time...

Room Type Confirmed

- ☐ Standard
- ☐ Deluxe
- ☐ Suite

Number of Guests

Enter a number...

Special Requests (if any)

Write something...

Payment Processing & Security

Handling transactions securely and following financial protocols.

Transaction Amount

Enter a number...

Payment Method

- ☐ Credit Card
- ☐ Debit Card
- ☐ Cash
- ☐ Mobile Payment

Cardholder Name

Write something...

Card Number (Masked)

Write something...

Security Code Verification

- ☐ Verified
- ☐ Not Verified
- ☐ Not Applicable

Authorization Code

Enter a number...

Notes/Comments (e.g., declined transaction)

Write something...

PCI Compliance Confirmation

☐ Yes

☐ No

Guest Communication & Information

Providing accurate information and addressing guest inquiries effectively.

Guest Name (Confirmation)

Write something...

Confirmation Number

Enter a number...

Room Type

- ☐ Single
- ☐ Double
- ☐ Suite
- ☐ Accessible

Arrival Date

Enter date...

Expected Arrival Time

Enter time...

Special Requests/Notes

Write something...

Package/Add-ons?

- ☐ No
- ☐ Breakfast Package
- ☐ Spa Treatment
- ☐ Airport Transfer

Room Assignment & Key Handling

Properly assigning rooms and maintaining key security.

Room Number Assigned

Room Type Assigned

- ☐ Standard
- ☐ Deluxe
- ☐ Suite
- ☐ Accessible

Guest Signature on Key Registration

Key Card Type

- ☐ Standard
- ☐ Encoded
- ☐ Temporary

Number of Keys Issued

Time Key Issued

Problem Resolution & Escalation

Addressing guest complaints and escalating issues as needed.

Describe the guest complaint in detail.

Write something...

Complaint Category (e.g., Room Condition, Service Issue, Billing)

- ☐ Room Condition
- ☐ Service Issue
- ☐ Billing
- ☐ Noise Complaint
- ☐ Other

Guest Satisfaction Score (1-5, 1 being least satisfied)

Enter a number...

Initial Resolution Attempted

- ☐ Verbal Apology
- ☐ Room Adjustment
- ☐ Service Adjustment
- ☐ Discount Offered
- ☐ None

Details of Initial Resolution Attempt

Write something...

Escalation Required?

- ☐ Yes
- ☐ No

Notes on Escalation (if applicable)

Write something...

Escalated To (Role/Department)

- ☐ Manager On Duty
- ☐ Front Office Manager
- ☐ Maintenance
- ☐ Other

End-of-Shift Procedures

Closing out the front desk accurately and preparing for the next shift.

Cash Drawer Count

Enter a number...

Shift End Time Recorded

Enter time...

Outstanding Issues Reported

- ☐ Maintenance Request
- ☐ Guest Complaint
- ☐ System Error
- ☐ None

Notes on Shift/Unresolved Issues

Write something...

Next Shift Handover Completed

- ☐ Yes
- ☐ No

Date of Shift

Enter date...

Front Desk Agent Signature