

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