

# 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**