



# Front Desk Operations Checklist: Guest Check-in & Service Standards

## Pre-Shift Readiness

Ensuring the front desk is fully prepared before guest arrival.

**Shift Start 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)

### 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

### 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

Enter a number...

### Room Type Assigned

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

### Guest Signature on Key Registration

Write something...

### Key Card Type

- ☐ Standard
- ☐ Encoded
- ☐ Temporary

### Number of Keys Issued

Enter a number...

### 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

### 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