



Guest Check-in and Check-out Protocol

Pre-Arrival & Room Preparation

Tasks to be completed *before* the guest arrives and before check-out begins.

Expected Arrival Date

Number of Guests

Room Type Assigned

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

Special Requests Noted?

- ☐ Yes
- ☐ No

Details of Special Requests (if applicable)

Write something...


Room Cleaning Status

- ☐ Not Started
- ☐ In Progress
- ☐ Completed
- ☐ Needs Attention

Notes on Room Condition

Write something...

Room Photo (Condition)

 Upload File

Guest Check-in Procedure

Step-by-step guide for welcoming and registering arriving guests.

Reservation Number

Enter a number...

Guest Name(s)

Write something...

Room Type Confirmed?

- ☐ Confirmed
- ☐ Upgraded
- ☐ Downgraded
- ☐ Not Available

Payment Method

- ☐ Credit Card
- ☐ Debit Card
- ☐ Cash
- ☐ Other

Arrival Date (Confirm)

Enter date...

Scheduled Arrival Time

Special Requests/Notes

Write something...

Loyalty Program?

☐ Yes

☐ No

Guest Signature (Acknowledgement)

Room Inspection & Documentation (Check-out)

Procedure for inspecting the room and documenting its condition upon guest departure.

Overall Room Condition Notes

Write something...

Damaged/Missing Items - Estimated Value (USD)

Enter a number...

Evidence of Damage/Excessive Wear (Select all that apply)

☐ Stains on Furniture

☐ Broken Fixtures

☐ Damage to Walls/Floors

☐ Missing Linens/Towels

☐ Smell/Odor Issues

☐ Pet Damage

☐ Other (Specify in Notes)

Photographic Evidence of Damage/Issues (Mandatory)

 Upload File

Detailed Description of Any Found Issues

Write something...

Room Cleanliness Assessment

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Quantity of Remaining Toiletries

Enter a number...

Condition of Mini-Bar (If Applicable)

- ☐ Stocked as per Standard
- ☐ Used - Requires Restock
- ☐ Missing Items

Key/Access Card Handling (Check-out)

Protocol for collecting and managing keys/access cards after check-out.

Access Card Returned?

☐ Yes

☐ No

Key Returned?

☐ Yes

☐ No

Notes on Key/Card Return (if applicable)

Write something...

Number of Keys/Cards Retrieved

Enter a number...

Key/Card Condition (If Any Damage)

☐ No Damage

☐ Scratched

☐ Bent

☐ Broken

Detailed Description of Key/Card Damage (if applicable)

Write something...

Key/Card Deactivated?

☐ Yes

☐ No

Billing & Payment (Check-out)

Process for reviewing charges, processing payments, and providing receipts.

Total Room Charge

Enter a number...

Taxes Applied

Enter a number...

Additional Charges (e.g., minibar, restaurant)

Enter a number...

Discounts Applied

Enter a number...

Payment Method

☐ Credit Card

☐ Debit Card

☐ Cash

☐ Other (Specify)

Notes on Payment (if applicable)

Write something...

Authorization Code (if applicable)

- ☐ Verified
- ☐ Declined

Receipt Number

Write something...

Guest Farewell & Feedback

Ensuring a positive final impression and gathering guest feedback.

Did the guest express overall satisfaction?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Record any specific positive comments from the guest.

Write something...

Record any specific negative comments or concerns raised by the guest.

Write something...

Was a follow-up offered for any issues raised?

☐ Yes

☐ No

Estimate guest satisfaction score (1-10)

Enter a number...

Note any staff member interaction that significantly impacted the guest experience (positive or negative).

Write something...

Post-Check-out Room Reset

Tasks to be completed after the guest has departed and the room is vacant.

Room Temperature (upon entry)

Enter a number...

Damage/Missing Items Observed?

- ☐ None
- ☐ Furniture Damage
- ☐ Broken Fixtures
- ☐ Missing Linens
- ☐ Missing Amenities
- ☐ Other (Specify in LONG_TEXT)

Detailed Description of Observed Damage/Missing Items (if applicable)

Write something...

Room Cleaning Required?

- ☐ Standard Clean
- ☐ Deep Clean
- ☐ No Clean Required

Scheduled Cleaning Date

Enter date...

Scheduled Cleaning Time

Amenities Replenishment Required?

- ☐ Toiletries
- ☐ Coffee/Tea Supplies
- ☐ Towels
- ☐ Other (Specify in LONG_TEXT)

Specific Replenishment Details (if applicable)

Write something...