✅ ChecklistGuro

Guest Check-in/Out

Pre-Arrival & Room Preparation

Tasks to ensure a smooth check-in experience and a properly prepared room.

Expected Arrival Date

Enter date...

Number of Guests

Enter a number...

Room Type Requested

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

Special Requests (e.g., early check-in, crib)

- ☐ Early Check-in Requested
- ☐ Crib Needed
- ☐ Rollaway Bed Needed
- ☐ Specific View Requested
- ☐ None

Notes Regarding Reservation

Write something...

Room Status (Prior to Arrival)

☐ Clean

☐ Needs Cleaning

☐ Maintenance Required

Maintenance Notes (if applicable)

Write something...

Guest Check-in

Steps to guide the guest through the check-in process.

Guest First Name

Write something...

Guest Last Name

Write something...

Number of Guests

Enter a number...

Room Type Confirmed?

☐ Confirmed

☐ Needs Adjustment

Arrival Date (Confirmed)

Enter date...

Expected Arrival Time

Special Requests Noted?

☐ Yes

☐ No

Special Requests Details (If Applicable)

Write something...

Room Assignment & Key Handling

Procedures for assigning rooms and securely handling keys or access cards.

Room Type Assigned

☐ Standard

☐ Deluxe

☐ Suite

☐ Accessible Room

☐ Connecting Rooms

Room Number

Enter a number...

Floor Assigned

- ☐ 1st Floor
- ☐ 2nd Floor
- ☐ 3rd Floor
- ☐ 4th Floor
- ☐ 5th Floor
- ☐ Other

Key/Access Card Type

- ☐ Physical Key
- ☐ Access Card
- ☐ Mobile Key

Key/Card Number (if applicable)

Enter a number...

Special Requests (Room Location)

- ☐ Quiet Location
- ☐ Near Elevator
- ☐ High Floor
- ☐ Ground Floor
- ☐ None

Key/Access Card Assigned to

Write something...

Payment & Security Deposit

Steps related to payment collection, authorization, and security deposit management.

Total Room Charge

Enter a number...

Security Deposit Amount

Enter a number...

Payment Method

☐ Credit Card

☐ Debit Card

☐ Cash

☐ Other

Credit Card Number (If Applicable)

Write something...

Expiration Date (If Applicable)

Write something...

CVV (If Applicable)

Write something...

Cardholder Name (If Applicable)

Write something...

Authorization Code

Payment Notes (e.g., authorization issues, refund details)

Write something...

Guest Welcome & Information

Ensuring the guest feels welcomed and informed about hotel amenities and services.

Welcome Drink Offered?

Write something...

Personalized Welcome Note (if applicable)

Write something...

Preferred Amenities/Services Confirmed?

☐ Yes

☐ No

Brief Overview of Hotel Amenities & Services Provided

Write something...

Wi-Fi Information Provided?

☐ Yes

☐ No

Relevant Information Handouts Given (Select all that apply)

☐ Local Area Guide

☐ Restaurant Menus

☐ Spa/Wellness Brochure

☐ Events Calendar

☐ Transportation Information

Assigned Room Number

Write something...

Any Specific Guest Requests/Concerns Noted?

Write something...

Guest Check-out

Procedures to guide the guest through the check-out process.

Scheduled Check-out Time

Number of Nights Stayed

Enter a number...

Late Departure Request?

- [ ] Yes
- [ ] No

Outstanding Balance

Enter a number...

Payment Method Used

- [ ] Credit Card
- [ ] Cash
- [ ] Debit Card
- [ ] Other

Guest Comments/Feedback

Write something...

Room Condition at Checkout?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

Guest Signature

> Write something...

Room Inspection & Cleaning Readiness

Steps to ensure the room is properly inspected and prepared for the next guest.

Check for Damage (Walls, Furniture, Fixtures)

☐ None

☐ Minor (Surface Scratch)

☐ Moderate (Chip, Dent)

☐ Significant (Broken, Missing)

Check Appliance Functionality (TV, AC, Lights, etc.)

☐ Functioning Properly

☐ TV - No Picture

☐ AC - Not Cooling

☐ Lights - Not Working

☐ Other - (Specify)

Mini-Bar Item Count (Verify)

> Enter a number...

Notes on Room Condition

Write something...

Linen Condition (Towels, Sheets, Pillows)

☐ Clean & Fresh

☐ Stained

☐ Damaged

☐ Missing

☐ Requires Replacement

Overall Cleanliness

☐ Excellent

☐ Good

☐ Fair

☐ Poor

Room Secured (Windows, Doors)

☐ Yes

☐ No - Requires Attention

Post-Departure Tasks

Administrative tasks to complete after the guest has departed.

Final Room Balance

Enter a number...

Outstanding Charges?

☐ Yes

☐ No

Notes on Guest Experience (if applicable)

Write something...

Date of Departure

Enter date...

Lost & Found Items?

☐ Yes

☐ No

Lost & Found Item Description (if applicable)

Write something...

Total Revenue Posted

Enter a number...

Folio Reconciliation Completed?

- ☐ Yes
- ☐ No