



Hotel Concierge Service Standards & Guest Requests Log 2026 Checklist

Pre-Shift Preparation & Grooming Standards

Verification of concierge uniform, professional grooming, workstation cleanliness, and review of daily VIP arrivals and special events.

Inspection Date

Shift Start Time

Grooming & Uniform Checklist

- ☐ Uniform is clean and pressed
- ☐ Name tag is visible and straight
- ☐ Professional grooming standards met
- ☐ Personal hygiene and scent neutrality

Workstation Readiness Status

- ☐ Fully Prepared
- ☐ Needs Attention
- ☐ Requires Cleaning

Daily VIP Arrival Notes

Write something...

Supervisor Verification

Guest Arrival & First Impression Protocol

Standardized procedures for welcoming guests, luggage assistance coordination, and initial identification of specific guest needs.

Arrival Date

Enter date...

Estimated Time of Arrival

Enter time...

Guest Name

Write something...

Guest Type

- ☐ VIP
- ☐ Loyalty Member
- ☐ Standard Guest
- ☐ Group/Event Guest

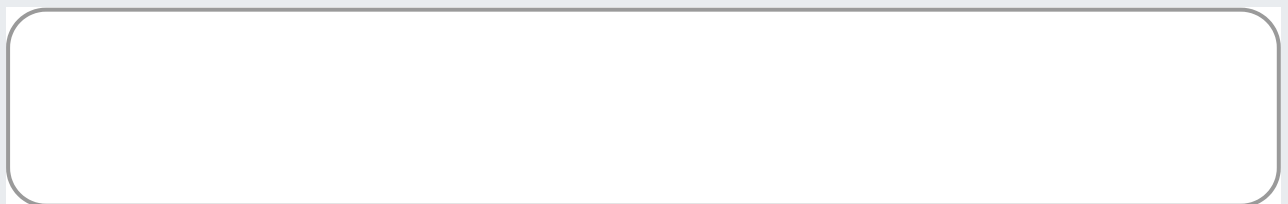
Initial Greeting Services Provided

- ☐ Luggage Assistance
- ☐ Welcome Drink/Towel Offered
- ☐ Directions Provided
- ☐ Vehicle/Valet Coordination

Special Arrival Observations

Write something...

Concierge Signature



Guest Request Logging & Tracking

Systematic recording of all guest inquiries, amenity requests, and transportation bookings with time-stamped entry and follow-up status.

Request Date

Enter date...

Request Time

Enter time...

Guest Name & Room Number

Write something...

Request Category

- ☐ Transportation
- ☐ Dining Reservation
- ☐ Luggage/Bell Service
- ☐ Tours & Activities
- ☐ Room Amenities
- ☐ Other

Detailed Description of Request

Write something...

Urgency Level

- ☐ Low
- ☐ Medium
- ☐ High
- ☐ Immediate/Urgent

Assigned Staff Member

Write something...

Staff Verification

Local Information & Recommendation Accuracy

Verification of up-to-date information regarding local attractions, restaurant availability, weather updates, and transportation schedules.

Information Categories Verified

- ☐ Restaurant Availability & Reservations
- ☐ Local Tourist Attractions & Museums
- ☐ Public Transport & Shuttle Schedules
- ☐ Weather Forecast & Dress Code Advisories
- ☐ Local Event & Entertainment Calendar

Restaurant/Attraction Name

Write something...

Verification Notes & Updated Details

Write something...

Last Information Verification Date

Enter date...

Concierge Auditor Signature

VIP & Loyalty Member Special Handling

Specific checklists for personalized amenities, room upgrades, and pre-arrival preference verification for high-value guests.

VIP Arrival Date

Enter date...

VIP Guest Name & Room Number

Write something...

Pre-Arrival Amenities Required

- ☐ Fruit Basket
- ☐ Champagne/Wine
- ☐ Personalized Note
- ☐ Floral Arrangement
- ☐ Extra Pillows/Linens

Special Preferences or Dietary Restrictions

Write something...

Loyalty Tier Level

- ☐ Platinum
- ☐ Gold
- ☐ Silver
- ☐ General Guest

Concierge Supervisor Verification

Transportation & Tour Coordination

Management of taxi, limousine, and shuttle bookings, including driver communication and itinerary confirmation.

Booking Date

Enter date...

Scheduled Pickup Time

Enter time...

Passenger Name & Room Number

Write something...

Transport Type

- ☐ Taxi
- ☐ Private Limousine
- ☐ Shuttle Bus
- ☐ Car Rental

Tour Services Required

- ☐ City Walking Tour
- ☐ Museum Tickets
- ☐ Airport Transfer
- ☐ Restaurant Reservation

Special Instructions or Itinerary Details

Write something...

Concierge Verification

Inter-Departmental Communication Log

Coordination notes for Housekeeping, Front Desk, and Food & Beverage regarding special room setups or scheduled deliveries.

Communication Date

Enter date...

Target Department

- ☐ Housekeeping
- ☐ Front Office
- ☐ Food & Beverage
- ☐ Maintenance
- ☐ Security

Request Reference Number

Write something...

Instruction Details

Write something...

Urgency Level

- ☐ Low
- ☐ Medium
- ☐ High
- ☐ Critical/Immediate

Concierge Confirmation

Complaint Resolution & Service Recovery

Documentation of guest dissatisfaction, immediate actions taken to rectify issues, and follow-up calls to ensure satisfaction.

Incident Date

Enter date...

Time of Complaint

Enter time...

Complaint Category

- ☐ Room Condition
- ☐ Service Delay
- ☐ Staff Behavior
- ☐ Billing/Invoice Error
- ☐ Facility/Amenity Issue
- ☐ Other

Description of Complaint

Write something...

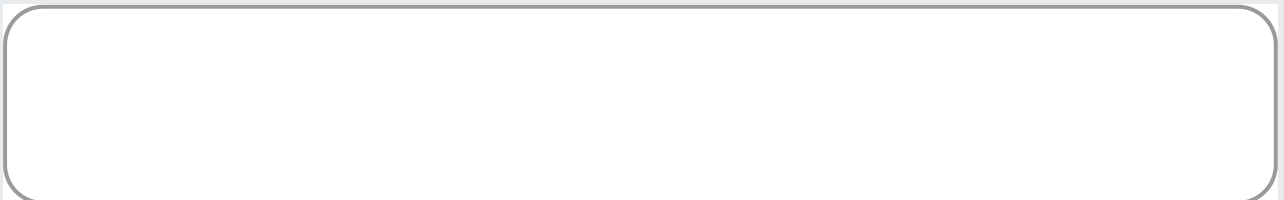
Immediate Action Taken

Write something...

Resolution Status

- ☐ Resolved On-site
- ☐ Escalated to Manager
- ☐ Pending Follow-up
- ☐ Compensation Issued

Concierge Signature



Lost & Found Concierge Coordination

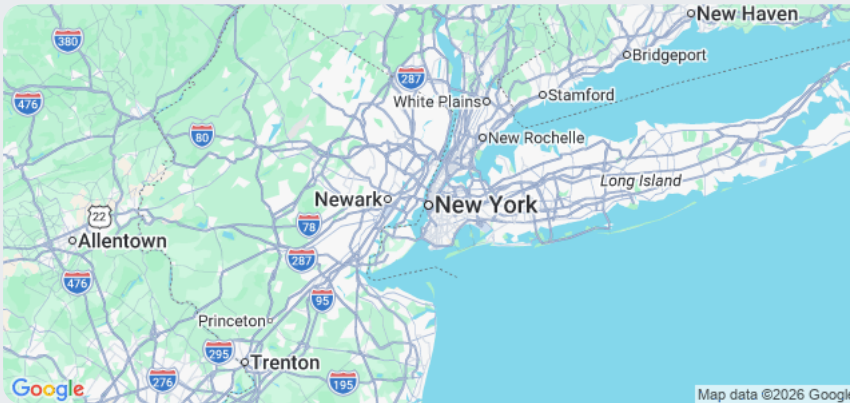
Procedure for logging items left in lobby areas, communicating with housekeeping, and managing guest retrieval requests.

Item Description

Write something...

Location Found

 [Set My Current Location](#)



Date Found

Enter date...

Immediate Actions Taken

- ☐ Logged in Digital System
- ☐ Placed in Secured Vault
- ☐ Notified Housekeeping
- ☐ Labeled with Tag Number

Staff Member Signature

End-of-Shift Handover & Summary

Completion of the daily log, transfer of pending requests to the next shift, and briefing on unresolved guest priorities.

Handover Date

Shift End Time

Pending Tasks for Next Shift

- ☐ Unresolved Guest Requests
- ☐ Outstanding Transportation Bookings
- ☐ Pending VIP Amenity Deliveries
- ☐ Follow-up Required for Complaints

Detailed Handover Notes

Outgoing Concierge Signature

Incoming Supervisor Acknowledgment

< Previous

> Next

👍 Finish

🔧 Generate Sample Report