



Hotel Guest Arrival Checklist Template

 Show only Checklist

Display Style
Default 

Pre-Arrival Checks

Verify room readiness and system updates before guest arrival.

Expected Arrival Date

Enter date...

Number of Guests

Enter a number...

Room Type Confirmed?

- ☐ Confirmed
- ☐ Needs Confirmation



Special Requests Noted?

- ☐ Yes
- ☐ No

Details of Special Requests

Write something...

Arrival Time Estimate

Enter date...

Room Verification

Confirm room is clean, in order, and meets quality standards.

Room Number

Enter a number...

Room Status (Clean/Dirty/Out of Order)

- ☐ Clean
- ☐ Dirty
- ☐ Out of Order

Cleanliness Issues (Select all that apply)

- ☐ Dusting
- ☐ Floors
- ☐ Bathrooms
- ☐ Bed Linen
- ☐ Furniture
- ☐ Windows
- ☐ None

Temperature (Celsius)

Enter a number...

HVAC Functioning

- ☐ Working
- ☐ Not Working
- ☐ Needs Repair

Notes/Comments

Write something...

Guest Welcome

Tasks to ensure a positive first impression and smooth check-in.

Greeting Style

- ☐ Formal
- ☐ Casual
- ☐ Personalized

Guest Name (Confirmation)

Write something...

Room Number

Write something...

Number of Guests

Enter a number...

Special Requests Noted?

- ☐ Yes
- ☐ No

Details of Special Requests

Write something...

Loyalty Program?

☐ Yes

☐ No

Loyalty Tier (if applicable)

Write something...

Key & Access

Ensure proper key issuance and access card programming.

Room Number

Enter a number...

Key Type Issued

☐ Traditional Key

☐ Key Card

☐ Mobile Key

Key Card Number (if applicable)

Enter a number...

Access Code Provided (if applicable)

☐ Yes

☐ No

Access Code Details (if applicable)

Write something...

Master Key Handling

☐ Checked Out

☐ Securely Stored

Key Release Time (if applicable)

Enter time...

Information & Amenities

Provide necessary information about hotel services and local attractions.

Welcome Letter/Message

Write something...

Breakfast Included?

☐ Yes

☐ No

Number of Wi-Fi Devices Registered

Enter a number...

Directions to Hotel Restaurant

☐ Provided

☐ Not Provided

Local Attraction Information Provided?

Write something...

Pool/Spa Information Provided?

☐ Yes

☐ No

Post-Check-In Follow Up

Briefly check in with the guest to ensure satisfaction.

Follow-up Call Time

Guest Satisfaction - Initial Impression

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Needs Improvement

Notes on Guest Special Requests/Concerns

Time (minutes) Spent with Guest

Did guest acknowledge directions/hotel information?

- ☐ Yes
- ☐ No