

# 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