

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