

Hotel Guest Arrival Checklist Template

Pre-Arrival Checks

Verify room readiness and system updates before guest arrival.

Expected Arrival Date

Number of Guests

Room Type Confirmed?

- Confirmed
- Needs Confirmation

Special Requests Noted?

- Yes
- No

Details of Special Requests

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)

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

Write something...

Time (minutes) Spent with Guest

Enter a number...

Did guest acknowledge directions/hotel information?

- Yes
- No