



Welcome Guests Like a Pro

Pre-Arrival & Communication

Ensuring guests feel welcome even before they arrive sets a positive tone.

Confirm Guest Preferences (Dietary, Accessibility)

- ☐ Yes, preference noted
- ☐ No, no preferences noted

Arrival Date

Enter date...

Estimated Arrival Time

Guest Special Requests/Notes

Write something...

Confirmation Email Sent?

- ☐ Yes
- ☐ No

Guest's Name (from reservation)

Write something...

Number of Guests (Confirm)

Enter a number...

First Impressions - The Arrival Experience

Creating a welcoming and efficient arrival process.

Check Arrival Time Buffer

Enter a number...

Designate Accessible Drop-off Zone

 Set My Current Location



Exterior Lighting Check

- ☐ Adequate & Welcoming
- ☐ Needs Adjustment
- ☐ Malfunctioning

Landscaping & Cleanliness

- ☐ Immaculate
- ☐ Needs Attention
- ☐ Requires Immediate Action

Greeting Signage Visible?

Write something...

Music/Ambiance (if applicable)

- ☐ Appropriate & Welcoming
- ☐ Needs Adjustment
- ☐ Not Applicable

Note any unusual conditions or potential hazards

Write something...

Immediate Welcome & Orientation

Making guests feel comfortable and informed upon arrival.

Confirm Guest Name & Reservation Details

- ☐ Correct
- ☐ Needs Verification
- ☐ Incorrect

Briefly Explain Key Amenities & Services

Write something...

Point Out Important Locations (e.g., Wi-Fi, Breakfast Area, Emergency Exits)

 [Set My Current Location](#)



Provide Wi-Fi Password

Enter a number...

Offer Assistance with Luggage

☐ Yes

☐ No

Provide a Brief Overview of Local Area (Optional)

Write something...

Confirm Check-Out Date

Enter date...

Personalization & Anticipation

Going the extra mile to cater to individual guest preferences.

Preferred Room View (if applicable)

☐ City View

☐ Garden View

☐ Pool View

☐ Ocean View

☐ No Preference

Dietary Restrictions/Allergies

- ☐ Gluten-Free
- ☐ Dairy-Free
- ☐ Vegan
- ☐ Vegetarian
- ☐ Nut Allergy
- ☐ Shellfish Allergy
- ☐ Other (please specify in LONG_TEXT)

Specific Requests/Notes (e.g., extra pillows, specific amenities)

Write something...

Preferred Wake-Up Method

- ☐ Phone Call
- ☐ Text Message
- ☐ No Wake-Up Call Needed

Number of Accessible Amenities Requested (e.g., Roll-in shower, grab bars)

Enter a number...

Special Occasion Date (e.g., Birthday, Anniversary) - for potential surprise

Enter date...

Children's Ages & Interests (for potential kid-friendly amenities)

Write something...

Addressing Concerns & Providing Support

Being prepared to handle inquiries and resolve issues promptly and gracefully.

Guest's primary concern (if any)

- ☐ Room Issue
- ☐ Service Issue
- ☐ Billing Issue
- ☐ Facility Issue
- ☐ Other - Please specify in LONG_TEXT

Detailed description of guest's concern (if 'Other' selected)

Write something...

Time taken to resolve concern (in minutes)

Enter a number...

Resolution Method

- ☐ Immediate Action
- ☐ Compensatory Offer
- ☐ Escalation to Manager
- ☐ Referral to Specific Department
- ☐ Further Investigation Required

Notes on Resolution Details

Write something...

Guest Satisfaction Level (Post Resolution)

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Employee Name Addressing Concern

Write something...