



Standard Operating Procedure (SOP)

Title: Front Office – Reception – Check Out
Version: 1
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1. Objective

The objective of this SOP is to provide a detailed, standardized process for checking out guests at Tamborine Mountain Glades, ensuring a smooth and efficient departure experience, accurate billing, proper room inspection, and final settlement of all charges.

2. Scope

This SOP applies to all front office and reception staff involved in the guest check-out process at Tamborine Mountain Glades.

3. Responsibilities

- **Reception Staff:** Responsible for carrying out the check-out process, including billing, conducting room inspections, and processing final payments.
- **Front Office Supervisor:** Oversees the check-out process to ensure adherence to the SOP and assists with any issues that may arise.

4. Procedure

4.1 Preparation Before Check-Out

1. **Review the Daily Departure List:**
 - At the beginning of each shift, review the daily departure list to identify expected check-outs, any special arrangements, and potential late check-outs.
 - Ensure all relevant guest information is updated in the system.
2. **Billing Preparation:**
 - Review the guest's folio to ensure all charges are accurate and up to date, including room charges, dining, minibar, and any additional services.
 - Verify that all pre-authorized payments are correctly recorded and that any pending charges are added to the folio.
3. **Room Inspection Coordination:**
 - Coordinate with housekeeping and maintenance teams to ensure that rooms scheduled for check-out are inspected promptly after guest departure.
 - Assign specific rooms to be inspected based on the departure list and any reported issues during the guest's stay.

4.2 Guest Check-Out Process

1. **Greeting the Guest:**



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- As the guest approaches the reception desk for check-out, greet them warmly and inquire about their stay (e.g., “Good morning, Mr./Ms. [Last Name], I hope you enjoyed your stay with us. Are you ready to check out?”).

2. **Verify Guest Identity:**

- Request the guest’s room number and verify their identity using the guest’s profile in the system.
- Confirm the check-out date and ensure there are no changes to the departure time.

4.3 Billing and Payment Processing

1. **Review the Guest Folio:**

- Present the guest with a detailed statement of their charges, including room rate, taxes, and any additional charges incurred during their stay.
- Ask the guest to review the folio and confirm that all charges are accurate.

2. **Resolve Discrepancies:**

- If the guest identifies any discrepancies or has questions about the charges, review the relevant transactions and provide clarification.
- Correct any errors immediately and generate an updated folio if necessary.

3. **Process Final Payment:**

- Ask the guest for their preferred payment method (e.g., credit card, debit card, cash) if the payment has not been pre-authorized.
- Process the payment through the appropriate terminal or system, ensuring that the transaction is completed successfully.
- If the guest has already provided a pre-authorized credit card, confirm the final amount and process the payment using the card on file.

4. **Issue Receipt:**

- Once the payment is processed, provide the guest with a receipt and a copy of the final folio.
- Thank the guest for their payment and confirm that their account is settled.

4.4 Room Inspection

1. **Notify Housekeeping:**

- After the guest has checked out, immediately notify housekeeping that the room is vacant and ready for inspection.
- Provide housekeeping with any specific instructions or concerns regarding the room, such as reported damages or special requests.

2. **Conduct Room Inspection:**

- Housekeeping staff should inspect the room for cleanliness, inventory any minibar usage, and check for damages or missing items.
- If any issues are found, report them immediately to the Front Office Supervisor.

3. **Update Room Status:**

- Once the room inspection is complete, update the room’s status in the property management system (PMS) to reflect that it is vacant and clean, or mark it for maintenance if needed.



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- If any damages or extra charges are identified, ensure these are added to the guest's folio and processed according to the hotel's policy.

4.5 Final Settlement and Departure

1. Return of Deposits:

- If the guest has provided a deposit (e.g., for a security deposit or a key deposit), ensure it is refunded upon successful check-out, provided there are no outstanding charges or damages.
- Process the refund through the appropriate payment method and provide a receipt for the refunded amount.

2. Collect Room Keys and Other Items:

- Request that the guest return their room key(s) and any other items provided by the hotel (e.g., parking passes, towels).
- Verify that all items are returned and record this in the guest's profile.

3. Thank the Guest:

- Thank the guest for staying at Tamborine Mountain Glades and invite them to return in the future.
- Offer assistance with luggage or transportation if needed, and ensure they have all the information they need for their onward journey.

4. Post-Check-Out Follow-Up:

- If the guest had a positive experience, invite them to leave a review or provide feedback.
- For VIP guests or guests who had issues during their stay, consider sending a follow-up email thanking them for their stay and addressing any concerns they may have raised.

5. Post Check-Out Procedures

1. Daily Reconciliation:

- At the end of each shift, reconcile all check-outs with the system's records to ensure accuracy.
- Report any discrepancies or issues to the Front Office Supervisor.

2. Room Turnover:

- Coordinate with housekeeping to ensure that rooms are cleaned and ready for new guests as quickly as possible.
- Report any rooms that require maintenance to the appropriate department.

3. Documentation and Reporting:

- Document any issues that arose during the check-out process, including guest complaints, discrepancies, or damages.
- Submit a daily check-out report to the Front Office Supervisor for review.

6. General Policies

1. Guest Privacy:

- Handle all guest information with the utmost confidentiality, ensuring compliance with data protection laws and company policies.
- Do not disclose any guest information to unauthorized individuals.



2. Professional Conduct:

- Maintain a high level of professionalism and courtesy throughout the check-out process.
- Adhere to the venue's dress code and present a polished appearance.

3. Issue Resolution:

- Handle any issues or disputes during the check-out process with tact and professionalism.
- Escalate any unresolved issues to the Front Office Supervisor or Manager.

7. Training and Review

1. Ongoing Training:

- Participate in regular training sessions to stay updated on check-out procedures, billing processes, and customer service best practices.

2. Review and Improvement:

- Regularly review the check-out process to identify areas for improvement based on guest feedback and operational efficiency.
- Work with the Front Office Supervisor to implement changes that enhance the guest departure experience.