



Standard Operating Procedure (SOP)

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

The objective of this SOP is to provide a detailed, standardized process for checking in guests at Tamborine Mountain Glades, ensuring a smooth, efficient, and welcoming experience while adhering to all necessary verification and payment protocols.

2. Scope

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

3. Responsibilities

- **Reception Staff:** Responsible for carrying out the check-in process, including verifying bookings, conducting ID checks, processing payments, and providing information to guests.
- **Front Office Supervisor:** Oversees the check-in process to ensure adherence to the SOP and assists with any issues that may arise.

4. Procedure

4.1 Preparation Before Guest Arrival

1. **Review the Daily Arrival List:**
 - At the beginning of each shift, review the daily arrival list to identify expected guests, special requests, and any VIP arrivals.
 - Ensure all pre-arrival checks are completed, such as room allocation and preparation, special amenities, and any other guest requests.
2. **Room Readiness:**
 - Confirm that all assigned rooms are clean, inspected, and ready for occupancy.
 - Coordinate with housekeeping and maintenance teams to resolve any issues before the guest arrives.

4.2 Welcoming the Guest

1. **Greeting the Guest:**
 - As guests approach the reception desk, greet them with a warm and friendly welcome.
 - Use the guest's name if known (e.g., "Welcome to Tamborine Mountain Glades, Mr./Ms. [Last Name]").
2. **Inquire About Reservation:**
 - Politely ask the guest for their reservation details (e.g., name, booking confirmation number).
 - Locate the reservation in the system based on the provided information.



4.3 Verification of Booking

1. Confirm Reservation Details:

- Confirm the guest's reservation details, including dates of stay, room type, and any special requests.
- Verify the number of guests and any additional services or packages included in the booking.

2. Check for Prepayments or Deposits:

- Verify if any prepayments or deposits have been made against the reservation.
- If applicable, confirm the amount and note it in the guest's profile.

4.4 ID Checks

1. Request Identification:

- Politely request a valid government-issued photo ID from the guest (e.g., passport, driver's license).
- Verify that the name on the ID matches the name on the reservation.

2. Verify Identity:

- Check the ID to ensure it is valid and unexpired.
- Compare the guest's appearance to the photo on the ID to confirm identity.

3. Document the ID:

- Record the ID details in the guest's profile in the system, as required by company policy or local regulations.
- If a copy of the ID is required, follow the appropriate procedure for making and storing the copy securely.

4.5 Payment Processing

1. Review Payment Details:

- Review the payment method provided at the time of booking (e.g., credit card on file, direct bank transfer).
- Confirm the total amount due, including room rate, taxes, and any additional charges or deposits.

2. Request Payment:

- If the payment has not been made, request the guest to provide a valid payment method (e.g., credit card, debit card, cash).
- Politely inform the guest of the total amount due and any required deposit or pre-authorization.

3. Process Payment:

- Swipe or insert the card into the payment terminal or process the transaction as per the chosen payment method.
- If pre-authorization is required, ensure it is completed before proceeding with the check-in.

4. Issue Receipt:

- Once the payment is processed, provide the guest with a receipt and confirm that the payment has been successfully recorded.



- If the guest requests a breakdown of charges, provide a detailed invoice.

4.6 Room Assignment and Key Issuance

1. Confirm Room Assignment:

- Reconfirm the assigned room number and any special requests (e.g., high floor, near elevator).
- Ensure the room is ready for occupancy and free from any last-minute issues.

2. Issue Room Keys:

- Program the room key card(s) and provide them to the guest.
- Demonstrate how to use the key card if the guest is unfamiliar with the system.

3. Provide Essential Information:

- Inform the guest of the room number, location, and how to access the room.
- Provide information on hotel facilities, breakfast times, check-out procedures, and any other relevant details.

4.7 Finalizing the Check-In

1. Offer Assistance:

- Ask the guest if they require any assistance with their luggage or need directions to their room.
- Arrange for a bellhop or staff member to assist with luggage if needed.

2. Thank the Guest:

- Thank the guest for choosing Tamborine Mountain Glades and express a genuine wish for them to enjoy their stay.
- Offer a contact number or direct line to reception for any additional assistance during their stay.

3. Record Completion:

- Update the guest's profile in the system to indicate that check-in has been completed.
- Make any necessary notes in the system regarding the guest's preferences or special requests.

5. Post Check-In

1. Follow-Up:

- After the guest has checked in, follow up within 30 minutes to ensure they are satisfied with their room and have everything they need.
- Address any concerns or issues immediately, involving the Front Office Supervisor if necessary.

2. Daily Reports:

- At the end of the shift, compile a report of all check-ins, including any issues or irregularities, and submit it to the Front Office Supervisor.

6. General Policies

1. Guest Privacy:

- Ensure all guest information is handled confidentially and in accordance with privacy laws and company policies.



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- Do not disclose guest information to unauthorized persons.

2. **Professional Conduct:**

- Maintain a professional and courteous demeanor at all times.
- Dress in accordance with the company's dress code and present a polished appearance.

3. **Handling Issues:**

- If any issues arise during the check-in process, escalate them to the Front Office Supervisor immediately.
- Remain calm and polite, and work to resolve the issue to the guest's satisfaction.

7. **Training and Review**

1. **Ongoing Training:**

- Participate in regular training sessions to stay updated on check-in procedures, system updates, and customer service best practices.

2. **Review and Improvement:**

- Regularly review check-in processes and feedback to identify areas for improvement.
- Work with the Front Office Supervisor to implement any necessary changes to enhance the guest experience.