FRONT DESK SOP

STARTER PACK



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About this pack Fast, consistent front-desk service—without guesswork. Use these SOPs as your property's baseline; customize names, room types, and policies as needed.

Section 1: Check-In Flow (Standard Arrival)

- Greet within 10 seconds; eye contact; smile; name repeat
- Verify ID and payment method; pre-auth per policy
- Confirm reservation details: dates, room type, number of guests
- Upsell checkpoint:
  - "*We have a quiet corner room available for $X more—would you like to upgrade*?"
  - "We can add late checkout till 1 pm for $X."
- Key encoding; Wi-Fi and amenities explained
- Directions to elevators/room; offer luggage assistance
- Close with warm line: "*If you need anything, dial 0. Enjoy your stay.*"

Section 2: Upsell Scripts (Examples)

- Room Upgrade
  - "*We have a corner king with extra space. It's an additional $X tonight—shall I secure that for you?*"

- Late Checkout
    - “*We can extend checkout to 1 pm for $X; would that be helpful?*”
- Add-Ons
    - “*We’re offering a breakfast bundle at $X per person; shall I include it for tomorrow?*”

Section 3: Complaint Recovery (LEARN Model)

- Listen: don’t interrupt; take notes
- Empathize: “*I can see how that was frustrating*.”
- Apologize: sincere and specific
- Resolve: one clear action; set expectation/time
- Next steps: follow-up call within 30 minutes; note in PMS

Section 4: Check-Out Flow (Standard Departure)

- Confirm incidental charges; ask about stay experience
- Upsell checkpoint (future stay or membership)
- Process payment; email/print invoice
- Farewell line: “*We hope to welcome you back soon*.”

Section 5: Cash Handling & Night Audit (Basics)

- Cash drawer counts start/end of shift; variances recorded
- Night audit checklist: settlements, no-shows, rate checks, backup

Section 6: Phone & Email Standards

- Answer within 3 rings; warm greeting; name capture
- Email replies within business day; templates for FAQs

Section 7: Training and Handover

- New hire: shadow + role-play scripts 15 minutes per shift in week 1
- Handover log: unresolved issues, VIPs, maintenance notes

