

Hotel Front Desk Checklist

This checklist is designed to ensure smooth, efficient, and hospitable operations at our front desk. Adhering to these guidelines will help maintain high standards of guest service, organize daily tasks, and align front desk activities with our hotel's policies and guest satisfaction goals.

1. Opening Procedures

Opening procedures set the tone for the day. Starting with a well-prepared front desk will ensure that we are ready to meet our guests' needs effectively.

- ☐ Review the logbook for any updates or special instructions.
- ☐ Check the front desk area to ensure cleanliness and organization.
- ☐ Ensure all necessary supplies are stocked and accessible.

2. Guest Arrivals and Check-ins

First impressions are crucial. This section ensures a welcoming and smooth check-in process that caters to all guest preferences and needs.

- ☐ Verify reservation details and note any guest preferences.
- ☐ Prepare room keys and welcome packets efficiently.
- ☐ Inform guests about hotel amenities and services, enhancing their stay.

3. Ongoing Guest Services

Excellent ongoing guest services are key to maintaining satisfaction throughout the guest's stay. This section focuses on responsiveness and personalized attention.

- ☐ Handle guest inquiries and provide assistance as needed.
- ☐ Manage requests for room changes or upgrades efficiently.
- ☐ Coordinate with housekeeping and maintenance to resolve guest-related issues promptly.

Hotel Front Desk Operations Manual

Jianjun Gao



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