


IO 1 – Standard Operating Procedures

SOP 07 - Check-in

	<h3>“SOP 07 - Check-in”</h3>
Created by	Štěpán Chalupa
Issued on	12. 5. 2022
Created for	Front Office employees, Trainers and Trainees, Students
Updated by	XX
Updated on	XX
<p>Introduction</p> <p>At the arrival date, the clients will enter the accommodation facility with the request to be accommodated. Please note that the reservations with the current arrival date must be switched to “no-show” status if the guest did not arrive. The procedure follows the 10 x 10 rule, which says that the first 10 minutes of the stay directly affect the rest of the stay and customer overall satisfaction. The guest should be visible and greeted at a distance of 10 feet (approximately 3 metres).</p>	
<p>Purpose</p> <p>The main purpose of the check-in is to register the client with the reservation for the stay. During the registration process, the administrative requirement must be met. In addition, the FO employee must follow the sales rules to improve the overall revenue generated by the reservation and customer satisfaction through advanced customer care activities.</p>	
<p>Procedure</p> <p>The following procedure reflects the situation where the reservation was created before arrival, and no issues are found in the registration process.</p> <ol style="list-style-type: none"> 1. Welcome the guest with a smile (warm and sincere). “Good Morning/Afternoon/Evening, Welcome to the Hotel International; my name is Štěpán Chalupa. How may I help you? (What can I do for you?).” 2. The guest wants to check in for a stay. Request the name, reservation ID or reservation confirmation politely for check-in purposes. 3. Check the reservation in PMS. “Mr Novak, let me check your reservation in the system. “ 4. Re-confirm the reservation details (date of arrival and departure, number of rooms and guests, structure of other ordered services/products). 5. If possible, propose the product upgrade or complimentary upgrade (with respect to current occupancy.). 6. Check the room allocation. 	

7. **Request the client's ID to start the registration process.** For example, “Mr Novak, your room is ready. May I ask you for your ID to prepare the registration form?”
8. **Fill in the registration form and print it out.** During the registration procedure, name and surname, contact details and address, identity proof (verification towards the photo on the ID), arrival and departure date, room rate and type, billing instructions payment methods are registered.
9. **Give the ID back to the client and ask for confirmation of the details in the registration form (including signature).** Please note that there might be different data collection requirements for the foreign quest. In some cases, the Passport and Visa details are obligatory.
10. **Verify the payment methods.**
11. **Ask for advanced payment of the accommodation services** and provide the guest with the details about billing and check-out payment.
12. **Issue the receipt for payment.** At the same time, register the receipt in the PMS.
13. **Provide the quest with the information about services included in the reservation.** For example, meal plan, the timing of the meals, need for reservation of the other services.
14. **Prepare the room key for handover.**
15. **Provide the quest with the offer of other services provided by the hotel or partners.**
16. **Give the key/card to the client.** Provide the client with basic instructions about the stay and route to the hotel room. Let the client know you are willing to deal with any request during the stay.
17. **Change the status of the reservation in the system to “checked-in”.**
18. **Give the client time for further questions.** For example, “*Sir/Madam, is there anything else I can do for you?*”
19. **Wish the guest an enjoyable stay.**

Please note that during the check-in procedure, as an FO employee, you must reduce the time needed to prosecute the tasks not directly connected to communication with the client (filling in the details, printing out the registration form etc.) The client should not wait too long, as the satisfaction level might significantly decrease.

Critical points and unstandardized situations

The check-in process is crucial to the whole stay. From this point of view, the process modifications and the solutions for such a situation must be listed. Therefore, the Walk-in check-in (SOP 08) and Walk-out (SOP 09) are presented separately.

- **The requested room is unavailable, and there are no other rooms to satisfy the customers' needs.** This is the precise example of the malfunction of the overbooking strategy where there is no room to accommodate the client. Therefore, you must follow the walk-out procedure (SOP 09).
- **The client is not able to provide you with the requested personal details.** In connection to the administrative requirements of the registration process, you must avoid the situation where the guest does not meet the administrative requirements accommodated. You can give the guest hints on how to deal with the situation and walk him out.
- **The online check-in was made.** In some cases, the check-in was made through the quest journey application. FO employees must check the correctness of the provided details and identity proof the guest.
- **Check-in kiosks.** Your hotel might be using the check-in kiosks. For this reason, FO employees need to know their functionality and troubleshooting procedures to help the clients during check-in.

- The client arrived with a valid reservation confirmation, but the reservation is missing in the PMS.
- The client arrived with an invalid reservation confirmation.