Front Office SOP Pack

$29 · 14 Word SOPs + PDF + training sign-off matrix

SAMPLE

IN THIS SAMPLE

Page 2 · Contents — 14 SOPs

Page 3 · FO-01 Guest Check-in

Page 4 · FO-04 Overbooking & Walking a Guest

Page 5 · Training Sign-off Matrix (Excel)

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Every page here is cropped and watermarked SAMPLE so you can judge the layout and depth before you buy. It is not a usable copy.

The full, editable files come as one zip, instantly after checkout.

Prices in USD, one-time. Checkout by Lemon Squeezy.

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Faulty or not as described? We fix it or refund within 14 days. No change-of-mind refunds.

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HOTELOPS TOOLKIT · WRITTEN STANDARDS

Front Office SOP Pack

14 standard operating procedures · one template · Demo Hotel

HOW EVERY SOP IS BUILT

Each SOP uses the same five parts so staff always know where to look: **Purpose** (why), **The standard** (what "done" means, in one box), **Steps** (in order, with a trainee tick column), **Common mistakes** and **Check** (what the supervisor or trainer looks for). The Word versions in the Word-SOPs folder are fully editable.

CONTENTS

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Code	SOP	Owner	Page
FO-01	Guest Check-in	FO Supervisor	3
FO-02	Guest Check-out	FO Supervisor	4
FO-03	Walk-in Guests	FO Supervisor	5
FO-04	Overbooking & Walking a Guest	Duty Manager	6
FO-05	Cash Float & Shift Cash-up	FO Supervisor	7
FO-06	Night Audit Basics	Night Auditor	8
FO-07	Key Control	FO Supervisor	9
FO-08	Phone Etiquette	FO Supervisor	10
FO-09	Complaints at the Desk	Duty Manager	11
FO-10	Upselling at Arrival	FO Manager	12
FO-11	VIP & Repeat Guest Recognition	FO Manager	13
FO-12	Lost Key & Lock-out	FO Supervisor	14
FO-13	Guest Privacy & Data	FO Manager	15

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FRONT OFFICE SOP PACK · FO-01

Guest Check-in

Property		**Owner**	FO Supervisor
When used	Every arrival	**Version / date**	v1 ·

PURPOSE

A warm, accurate check-in in about five minutes, with the right room, rate and payment.

THE STANDARD

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> **Guest greeted within 30 seconds of reaching the desk. Identity, stay details, rate and payment confirmed before a key is issued. Room is inspected and ready before it is allocated.**

STEPS

#	Do this	Trainee ✓
1	Stand, smile and greet within 30 seconds; if busy, acknowledge with eye contact and "I'll be with you shortly".	
2	Find the reservation; confirm name, dates, room type, rate and number of guests aloud.	
3	Check photo ID and any registration details your local law requires; complete the registration card or PMS record.	
4	Take payment or a pre-authorisation per policy (fill in: amount per night $____ plus incidentals $____).	
5	Allocate a room shown as clean and inspected. Never allocate a dirty room with a promise.	
6	Encode keys (FO-07), write the room number on the key folder, never say it aloud in a busy lobby.	
7	Provide the guest with the Wi-Fi card and the key folder.	

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FRONT OFFICE SOP PACK · FO-04

Overbooking & Walking a Guest

Property		**Owner**	Duty Manager
When used	When arrivals exceed available rooms	**Version / date**	v1 ·

PURPOSE

If the hotel can't honour a reservation, the guest is moved with care and at the hotel's cost, and the decision is made early.

THE STANDARD

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> **Overbooking is checked by the set time each day (fill in: __:__). Only the duty manager decides who is walked. The walked guest gets a confirmed equal or better room nearby, transport and a follow-up.**

STEPS

#	Do this	Trainee ✓
1	Run the arrivals versus availability check at the set time; flag a shortfall to the duty manager.	
2	Try to fix it first: out-of-order rooms back in service, early departures, no-shows after the cut-off.	
3	Choose who to walk using the hotel's order (fill in): for example, not VIPs, repeat guests, long stays or late arrivals with children.	
4	Book a room of equal or better standard at a partner hotel before the guest arrives.	
5	Duty manager meets the guest in private, apologises, explains, and confirms what the hotel pays (fill in: first night, transport, a call home).	
6	Arrange transport, call the partner hotel, confirm the guest is on the way.	

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Front Office Training Sign-off Matrix

Demo Hotel (SAMPLE) · type the sign-off date in the yellow cell for each person and SOP

Name	Role	Start date	FO-01	FO-02	FO-03	FO-04	FO-05	FO-06	FO-07	FO-08	FO-09	FO-1
Demo Agent 01 (SAMPLE)	Receptionist	05 Jan 2099	08 Jan 2099	09 Jan 2099	10 Jan 2099	11 Jan 2099	12 Jan 2099	13 Jan 2099	14 Jan 2099	15 Jan 2099	16 Jan 2099	17 Jan
Demo Staff 02 (SAMPLE)	Receptionist	06 Jan 2099	09 Jan 2099	10 Jan 2099	11 Jan 2099	12 Jan 2099	13 Jan 2099	14 Jan 2099	15 Jan 2099	16 Jan 2099	17 Jan 2099	18 Jan
Demo Staff 03 (SAMPLE)	Night Auditor	07 Jan 2099	10 Jan 2099	11 Jan 2099	12 Jan 2099	13 Jan 2099	14 Jan 2099	15 Jan 2099	16 Jan 2099	17 Jan 2099	18 Jan 2099	
Demo Staff 04 (SAMPLE)	Receptionist	08 Jan 2099	11 Jan 2099	12 Jan 2099	13 Jan 2099	14 Jan 2099	15 Jan 2099					
Demo Staff 05 (SAMPLE)	Guest Relations	09 Jan 2099	12 Jan 2099	13 Jan 2099	14 Jan 2099	15 Jan 2099	16 Jan 2099	17 Jan 2099	18 Jan 2099	19 Jan 2099	20 Jan 2099	21 Jan
Demo Staff 06 (SAMPLE)	FO Supervisor	10 Jan 2099	13 Jan 2099	14 Jan 2099	15 Jan 2099	16 Jan 2099	17 Jan 2099	18 Jan 2099	19 Jan 2099	20 Jan 2099	21 Jan 2099	22 Jan
Demo Staff 07 (SAMPLE)	Concierge	11 Jan 2099	14 Jan 2099	15 Jan 2099								
Demo Staff 08 (SAMPLE)	Receptionist	12 Jan 2099										

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