

Pre-Guest Check-In Procedures

- Room Inspection: Ensure everything is in its proper place.
- Cleaning: Confirm that the room is spotlessly clean.
- Toiletries: Make sure all toiletries are fully stocked and neatly arranged.
- Bedsheets: Check for cleanliness and ensure they're free of stains or wrinkles.
- Dustbins: Empty and clean all waste containers.
- Amenities Check: Verify that all room amenities, such as TV, air conditioning, and lights, are operational.

Reservations

- Confirmation: All reservations should be confirmed via email or official booking platforms.
- Deposit: Collect a deposit if required to guarantee bookings.

Post-Guest Check-Out Procedures

- Room Review: Inspect for any damages or missing items.
- Damage Reporting: Notify management of any issues immediately.
- Room Turnover: Clean and reset the room for the next guest.
- Key Collection: Retrieve room keys from the departing guest.
- Payment: Ensure all outstanding payments are settled.
- Invoice: Provide the guest with an itemized bill for their stay.
- Gratitude: Thank the guests for their stay and encourage a future visit.

Room Service

- Response Time: Address guest requests within a specified time frame.
- Hygiene: Maintain strict hygiene standards when handling food or beverages.

Maintenance

- Regular Inspection: Regularly check rooms and common areas for wear and tear.
- Issue Resolution: Address reported maintenance issues within 24 hours.
- Preventive Measures: Schedule routine preventive maintenance tasks.



Security Protocols

- Security Patrols: Conduct regular security checks in and around the premises.
- Equipment Check: Ensure all security equipment, such as cameras and alarms, are functional.
- Incident Reporting: Document and report any suspicious activities.

Guest Feedback

- Feedback Collection: Encourage guests to provide feedback upon departure.
- Issue Resolution: Address any concerns or complaints promptly and professionally.
- Continuous Improvement: Use feedback for service enhancements.

Staff Training and Development

- Training Sessions: Conduct regular training sessions for all staff members.
- Industry Standards: Keep staff updated with the latest industry best practices.
- Performance Review: Evaluate staff performance regularly and provide constructive feedback.

Emergency Preparedness

- Training: Equip staff with knowledge on emergency protocols, including fire evacuation and medical emergencies.
- Equipment Maintenance: Regularly inspect and replenish emergency equipment, like fire extinguishers.
- Drills: Conduct periodic emergency drills to ensure staff readiness.

