Front Office SOP Checklist for Indian Hotels

A practical front desk operations guide for hotel reception, guest handling, GST billing, night audits, and OTA workflows.

Managing front office operations manually often leads to slower check-ins, billing errors, guest complaints, and operational gaps across departments. This SOP checklist helps hotels standardize front desk workflows, improve guest experience, and maintain smoother daily operations across shifts.

Included in This SOP Guide
GST-ready billing workflows
Aadhaar & passport verification reminders
C-Form compliance notes for foreign guests
UPI payment & OTA reconciliation guidance
Night audit and shift handover procedures
Front office KPI tracking reference

1. Guest Check-In SOP

Objective: Ensure faster, compliant, and guest-friendly check-in procedures.

Task	Completed
Greet guests within 30 seconds	[ ]
Verify Aadhaar/passport	[ ]
Check booking confirmation in PMS	[ ]
Confirm payment status	[ ]
Verify meal plan (EP/CP/MAP/AP)	[ ]
Assign room in PMS	[ ]
Explain WiFi and breakfast timings	[ ]
Offer room upgrade or add-on	[ ]
Issue room key/card	[ ]
Update room status in PMS	[ ]

India-Specific Notes

• Foreign guests require C-Form compliance

• Aadhaar/passport verification is mandatory

• Ensure GSTIN capture for corporate bookings

2. Guest Check-Out SOP

Objective: Ensure accurate billing, faster checkout, and guest feedback collection.

Task	Completed
Review guest folio before checkout	[ ]
Verify minibar/F&B postings	[ ]
Generate GST-compliant invoice	[ ]
Process UPI/card/cash payment	[ ]
Verify GSTIN for corporate guests	[ ]
Collect room key	[ ]
Request guest feedback	[ ]
Share invoice via email/WhatsApp	[ ]
Close booking in PMS	[ ]

India-Specific Notes

• GST invoice accuracy is important for ITC claims

• UPI payment confirmation should be verified before closure

3. Complaint Handling SOP

Objective: Resolve guest complaints quickly before they escalate into negative OTA reviews.

Task	Completed
Acknowledge complaint within 2 minutes	[ ]
Apologize and empathize	[ ]
Log complaint in PMS	[ ]
Assign issue to correct department	[ ]
Update guest on progress	[ ]
Resolve issue within 30 minutes where possible	[ ]
Follow up before checkout	[ ]
Offer compensation if required	[ ]

Common Complaint Types

• AC not working

• Room cleanliness

• Billing disputes

• WiFi complaints

• Delayed room readiness

4. Night Audit SOP

Objective: Close daily operations accurately and prepare reports for management review.

Task	Completed
Reconcile room revenue	[ ]
Verify OTA bookings and payments	[ ]
Match occupied rooms with PMS status	[ ]
Verify GST folio entries	[ ]
Generate occupancy report	[ ]
Generate ADR & RevPAR reports	[ ]
Flag discrepancies	[ ]
Share audit summary with management	[ ]

India-Specific Notes

• GST reconciliation should be reviewed daily

• OTA prepaid booking mismatches should be flagged immediately

5. Shift Handover SOP

Objective: Ensure operational continuity between front office shifts.

Task	Completed
Share pending guest requests	[ ]
Update room discrepancies	[ ]
Report unresolved complaints	[ ]
Share VIP arrivals/departures	[ ]
Share occupancy status	[ ]
Inform about rate overrides	[ ]
Share pending payment follow-ups	[ ]

India-Specific Notes

• Flag OTA prepaid booking mismatches during handover

• Share pending GST invoice requests clearly with the next shift

BONUS: Front Office KPI Tracking Reference

Tracking front office KPIs helps hotels improve guest handling, operational efficiency, and service quality across shifts.

KPI	Purpose
Check-in Time	Measures front desk efficiency
ART	Tracks guest response speed
Upsell Conversion Rate	Measures upselling performance
Complaint Resolution Time	Tracks service recovery efficiency
Guest Satisfaction Score	Measures guest experience quality
Night Audit Accuracy	Improves reporting accuracy

Quick Front Office Best Practices

• Keep PMS room status updated in real time

• Verify OTA booking modifications before guest arrival

• Review GST invoices carefully before checkout

• Encourage direct bookings during guest interactions

• Use shift handovers to avoid communication gaps

Hotels using connected systems for PMS, OTA management, billing, and distribution can reduce operational delays and improve front office efficiency significantly.

Powered by AxisRooms — Helping hotels simplify distribution, operations, and guest workflows.