

HOSPITALITY FRONT DESK SERVICE TEMPLATE

Front Desk Service Checklist

Standardize shift readiness, queue management, reservation verification, identity and payment controls, check-in, key issuance, guest requests, accessibility support, recovery, checkout, handover, and follow-up.

PROPERTY / FRONT DESK

DATE / SHIFT

AGENT / SAMPLE

REVIEWER / APPROVER

1. Shift setup, arrivals, departures, staffing, systems, and front-desk readiness

- 1 Confirm the property, date and shift, front-desk team, supervisor or manager on duty, expected arrivals and departures, occupancy, group movements, and final reviewer.

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Front-desk readiness should be complete before the main arrival wave.

- 2 Review early arrivals, late departures, VIP or loyalty guests, accessible-room needs, connecting-room requests, families, special occasions, transport arrangements, and other approved guest preferences requiring front-desk

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Special arrivals need visible ownership before the guest reaches the desk.

- 3 Verify the property-management system, key-card system, payment terminals, telephones, messaging channels, printers, scanners, radios, and other essential front-desk tools are operational before peak demand.

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: System outages should have a clear fallback process.

- 4 Check the front desk has current information on room status, out-of-service rooms, maintenance issues, facility hours, restaurant changes, transport conditions, hotel events, and other service limitations likely to affect guests.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Room status and service limitations must be current.

- 5 Confirm staffing, break coverage, queue ownership, escalation contacts, cash or payment responsibilities, and overnight or shift-handover responsibilities are clear.

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Queue and break coverage should be planned, not improvised.

- 6 Record current guest-impact issues, unresolved arrivals, open billing concerns, unavailable rooms, system outages, and other risks that need visible ownership during the shift.

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Open guest-impact issues should survive shift changes.

2. Front-desk appearance, workstation organization, privacy, and professional conduct

7

Verify front-desk employees meet the property's uniform, grooming, name-badge, footwear, personal-hygiene, and professional-presentation standards.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: The desk should look guest-ready from the lobby side.

8

Check counters, desks, podiums, card terminals, key-card equipment, phones, printers, stationery, guest-facing signage, and work surfaces are clean, organized, supplied, and ready.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Privacy includes paper, screens, and verbal conversations.

9

Confirm guest documents, room lists, folios, payment information, identification copies where used, internal notes, and other private information are not left visible to unauthorized people.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Keep sensitive documents out of guest sight.

10

Observe whether staff maintain attentive posture, professional body language, appropriate eye contact, and visible readiness to assist guests approaching the desk.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Body language communicates service availability.

11

Verify personal phones, food, informal conversations, staff clustering, or administrative work do not interfere with timely guest acknowledgement.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Administrative work should not block guest acknowledgement.

12

Escalate conduct, presentation, privacy, or workstation issues that materially affect guest confidence, data security, service quality, or the professional appearance of the hotel.

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Privacy or conduct failures need immediate manager follow-up.

3. Arrival acknowledgement, queue management, greeting, and first-contact service

- 13** Observe whether arriving or waiting guests are acknowledged promptly even when all front-desk agents are already assisting other guests. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Acknowledgement matters even when service cannot start immediately.

- 14** Check queues are visible and orderly and that staff actively manage guest flow during peak arrivals, group movements, checkout periods, or system delays. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Peak queues need one visible owner.

- 15** Verify greetings are warm, natural, professional, and appropriate to the guest and setting without sounding forced or overly familiar. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Natural greetings are stronger than forced scripts.

- 16** Confirm guests who must wait are given realistic expectations and, where appropriate, directed to seating, luggage support, mobile check-in, another service point, or an available colleague. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Waiting guests need realistic expectations.

- 17** Check staff identify urgent circumstances such as distressed guests, accessibility needs, medical concerns, children separated from adults, security issues, or time-critical transport and escalate appropriately. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Prioritize urgent guest needs appropriately.

- 18** Escalate repeated unacknowledged guests, unmanaged queues, dismissive behavior, or arrival delays that create significant and preventable guest dissatisfaction. FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Repeated missed greetings usually point to a workflow or staffing issue.

4. Reservation verification, identity handling, payment, privacy, and pre-check-in accuracy

19
Verify the reservation details before check-in, including guest name, stay dates, room type, occupancy, rate or package, inclusions, special requests, and approved preferences.
CRITICAL
FRONT DESK

Meets standard
Needs attention
Escalate now
N/A

Execution tip: Verify the reservation before discussing room details.

20
Confirm identity-verification procedures are followed before providing room access, keys, reservation details, guest-location information, or other security-sensitive assistance.
CRITICAL
FRONT DESK

Meets standard
Needs attention
Escalate now
N/A

Execution tip: Identity checks protect both guest and hotel.

21
Check payment authorization, deposit, card handling, cash procedures where applicable, billing instructions, company or group arrangements, and payment explanations are completed accurately.
CRITICAL
FRONT DESK

Meets standard
Needs attention
Escalate now
N/A

Execution tip: Payment explanations should be clear and discreet.

22
Verify staff protect personal and payment information by avoiding unnecessary verbal disclosure, exposed screens, visible documents, or discussion of sensitive details within hearing of other guests.
CRITICAL
FRONT DESK

Meets standard
Needs attention
Escalate now
N/A

Execution tip: Protect personal information from visual and verbal exposure.

23
Confirm room readiness, room type, accessibility requirements, special setup, connecting or adjacent-room requests, and operational restrictions are checked before promising or issuing the room.
CRITICAL
FRONT DESK

Meets standard
Needs attention
Escalate now
N/A

Execution tip: Do not promise a room before confirming it is suitable.

24
Escalate identity mismatch, payment conflict, privacy concern, inaccessible room assignment, reservation discrepancy, fraud concern, or other issue that should be resolved before room access is provided.
FRONT DESK

Meets standard
Needs attention
Escalate now
N/A

Execution tip: Security or identity issues should be resolved before key issuance.

5. Check-in, room assignment, key issuance, stay information, and welcome completion

- 25 Confirm the assigned room matches the booked or approved room type, occupancy, accessibility needs, connecting requirements, and any authorized upgrade or room-change decision. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Room assignment should match the approved stay requirements.

- 26 Verify key cards or mobile keys are encoded correctly, issued only after required verification, and handled discreetly without announcing the room number unnecessarily. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Do not announce room numbers unnecessarily.

- 27 Check staff explain essential stay information such as breakfast or inclusions, Wi-Fi, checkout time, key facilities, contact options, and any important current service limitations. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Keep stay information useful and concise.

- 28 Confirm approved loyalty recognition, VIP amenities, family setup, celebration arrangements, accessibility support, or other personalization is acknowledged accurately without unnecessary exposure of private information. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Personalization should be accurate, not intrusive.

- 29 Verify luggage, bell service, parking, valet, transport, directions, or escort assistance is coordinated smoothly where relevant to the property. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Coordinate luggage and arrival support as one flow.

- 30 Escalate incorrect room assignment, duplicate room access, key-security concern, missing essential amenity, unavailable promised service, or unresolved check-in issue with immediate guest impact. FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Key or room-access errors require immediate action.

6. Guest calls, messages, requests, wake-up services, and cross-department handoffs

- 31** Answer or acknowledge front-desk calls, messages, chat requests, or in-person requests promptly according to the property's service standard. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Acknowledge the request first, then route it.

- 32** Record each material request accurately with guest or room reference, request type, priority, responsible department, expected response time, and required follow-up. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Record the guest's original request accurately.

- 33** Verify cross-department handoffs preserve the original guest request so the guest does not have to repeat information already provided. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Good handoffs prevent repeated questions.

- 34** Confirm delayed requests receive a proactive guest update with a realistic revised timeframe or practical alternative rather than remaining silent. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Update guests before they have to chase the hotel.

- 35** Check wake-up calls, messages, packages, deliveries, transportation notes, visitor messages, and other front-desk coordination services are handled according to property procedures and privacy requirements. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Time-sensitive messages need controlled handling.

- 36** Escalate lost, repeatedly delayed, misrouted, privacy-sensitive, accessibility-related, security-related, or time-critical guest requests that remain unresolved. FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Lost or privacy-sensitive requests should escalate quickly.

7. Hotel knowledge, directions, accessibility support, special assistance, and service consistency

- 37 Verify front-desk staff can accurately explain breakfast, restaurants, facilities, Wi-Fi, checkout, transport, luggage, housekeeping, maintenance, guest services, and major hotel operating hours. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Keep front-desk knowledge current for the shift.

- 38 Check staff know the correct process and contact point for room defects, housekeeping requests, medical assistance, security concerns, lost property, complaints, accessibility support, and emergencies. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Staff should know who owns specialized requests.

- 39 Confirm local directions, transport information, dining recommendations, attraction guidance, or other concierge-style assistance provided by the desk is current and within the employee's knowledge. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Do not guess when information is uncertain.

- 40 Verify staff know the property's accessible entrances, routes, rooms, guest-use features, communication options, and escalation process for accessibility-related requests. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Accessibility support must work in practice.

- 41 Check different front-desk employees provide consistent answers to common questions about rates, deposits, inclusions, policies, checkout, visitor access, facilities, and service availability. CRITICAL FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Consistent answers build trust.

- 42 Escalate recurring information gaps, accessibility confusion, contradictory answers, or inaccurate guidance that indicates weak briefing, outdated references, or inadequate training. FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Recurring misinformation usually needs a system fix.

8. Complaints, room issues, service recovery, escalation, and guest follow-up

- 43** Acknowledge complaints promptly, listen fully, and demonstrate empathy without arguing, dismissing the concern, or blaming housekeeping, engineering, reservations, or another department. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Listen before proposing recovery.

- 44** Record the issue accurately with guest impact, room or service involved, priority, owner, immediate action, requested outcome where appropriate, and promised follow-up. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Record guest impact, not only the operational defect.

- 45** Use approved front-desk empowerment levels for room moves, replacement items, maintenance escalation, apologies, manager contact, compensation, or other service-recovery action. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Empowerment limits should be clear.

- 46** Escalate immediately when the complaint involves safety, security, privacy, discrimination, harassment, accessibility, health, significant billing impact, or another serious guest concern. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Sensitive complaints require manager ownership.

- 47** Confirm the guest receives an update after the recovery action and that the case is not internally closed before the required guest-facing follow-up is complete. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Follow up with the guest after the action.

- 48** Review recurring room or service complaints to determine whether a repeated operational cause needs management, maintenance, housekeeping, training, or process correction. FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Repeated complaints need root-cause correction.

9. Checkout, folio accuracy, payment closure, luggage, transport, and farewell

- 49 Observe whether departing guests are acknowledged promptly and whether checkout queues are actively managed during peak periods.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: The final interaction shapes the last memory of the stay.

- 50 Verify room charges, taxes, deposits, package inclusions, credits, minibar or other postings, payment method, and receipt are accurate before final settlement.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Billing accuracy is a service standard.

- 51 Handle billing questions clearly and respectfully and escalate disputes promptly when the front-desk employee cannot resolve them within approved authority.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Resolve disputes before departure where possible.

- 52 Confirm key return, luggage storage, porter or bell support, parking or valet retrieval, transport arrangements, invoice delivery, and departure requests are coordinated smoothly where provided.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Coordinate luggage, valet, and transport smoothly.

- 53 Close the interaction courteously by acknowledging the stay, thanking the guest, confirming any remaining assistance, and inviting feedback appropriately without pressuring for positive ratings.

CRITICAL

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Feedback requests should remain optional.

- 54 Escalate unresolved billing, payment, luggage, transport, privacy, room-charge, or departure issues likely to leave the guest with a significant negative final impression.

FRONT DESK

Meets standard

Needs attention

Escalate now

N/A

Execution tip: Unresolved departure issues need visible follow-up.

10. Shift handover, cash and key control, open cases, trends, coaching, and sign-off

- 55 Complete a structured shift handover covering unresolved arrivals, room moves, guest complaints, wake-up calls, transport, billing issues, VIPs, special requests, open maintenance issues, and other time-sensitive guest matters. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: A strong handover prevents guests from starting over with the next shift.

- 56 Verify keys, access devices, cash floats where applicable, payment terminals, controlled documents, lost-property transfers, and other security-sensitive front-desk items are reconciled and handed over according to property **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Cash and key controls should follow property procedures.

- 57 Assign every unresolved guest-impact issue a named owner, priority, target time, current status, required guest update, and escalation point for the incoming shift. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Every open case needs one incoming owner.

- 58 Trend recurring front-desk issues such as queue delays, room-not-ready arrivals, reservation discrepancies, key problems, request delays, billing disputes, privacy concerns, and repeat complaint themes. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Trend front-desk issues by type and time period.

- 59 Use recurring service gaps to improve staffing, shift briefings, room-status coordination, system configuration, knowledge resources, training, escalation rules, or cross-department handoffs. **CRITICAL** FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Use trends to improve systems and staffing.

- 60 Record the final checklist result, unresolved guest-impact risks, corrective-action status, next review date, front-office supervisor or manager, duty manager, reviewer, approver, date, time, and sign-off. FRONT DESK
- Meets standard Needs attention Escalate now N/A

Execution tip: Final sign-off should show exactly what remains open.

RUN THIS CHECKLIST DIGITALLY

Turn front-desk issues into accountable guest follow-through across every shift

Capture check-in controls, requests, privacy risks, recovery, owners, handover, and service trends in Taotics.

Try Front Desk Checks in Taotics