

HOSPITALITY GUEST REQUEST HANDLING TEMPLATE

Guest Request Handling Checklist

Standardize request capture, acknowledgement, priority, routing, ownership, housekeeping and maintenance needs, concierge and transport, accessibility, delay updates, recovery, completion, handover, and trends.

PROPERTY / SHIFT

REQUEST / CATEGORY

OWNER / TARGET

REVIEWER / APPROVER

1. Request setup, channels, categories, ownership, priorities, and service targets

1

Confirm the property, date and shift, guest-service channels in use, departments included, request coordinator or supervisor, duty manager, and final reviewer.

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: One clear request taxonomy makes routing faster.

2

Verify supported request channels such as front desk, telephone, messaging, app, concierge, housekeeping, restaurant, engineering, bell desk, or in-person service points are known to staff.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Every channel should feed the same ownership process.

3

Define request categories and routing rules for housekeeping, maintenance, amenities, transport, luggage, dining, room service, concierge, accessibility, security, billing, and other common guest needs.

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Priorities should reflect guest impact and urgency.

4

Confirm request-priority levels and expected acknowledgement or completion targets are clear for routine, urgent, time-sensitive, accessibility-related, safety-related, or high-impact requests.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Service targets need to be realistic for each category.

5

Review open requests from the previous shift, repeated requests from the same room, delayed tasks, unresolved complaints, special-arrival requests, and requests approaching or exceeding the service target.

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Carry open requests visibly across shifts.

6

Record the current request backlog, high-priority cases, departments with delayed responses, active guest-impact risks, and any system or staffing constraint affecting service delivery.

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Know the backlog before peak demand begins.

2. Request capture, guest details, room reference, accuracy, and privacy

7

Record the guest request accurately using only the information needed to complete the service, including room or guest reference, request type, quantity, location, timing, and special instructions.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Record only the information needed to deliver the request.

8

Repeat or summarize complex requests back to the guest when needed to confirm the hotel has understood the requirement correctly.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Repeat complex requests back for accuracy.

9

Avoid recording unnecessary sensitive information in request notes and protect guest names, room numbers, contact details, accessibility needs, or other personal information from unauthorized disclosure.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Protect private guest details in notes and screens.

10

Confirm ambiguous requests are clarified before routing rather than relying on assumptions that could result in incorrect delivery or repeated guest contact.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Clarify before routing when the request is ambiguous.

11

Check multi-part requests are separated into clear actions when different departments, owners, or completion times are involved.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Split multi-part requests when ownership differs.

12

Escalate requests involving suspicious access, guest-location disclosure, payment information, security-sensitive details, or privacy concerns before information is shared or service is delivered.

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Security-sensitive requests should not follow normal routing blindly.

3. Acknowledgement, priority assessment, urgency, and guest expectations

- 13 Acknowledge the guest request promptly through the same channel or another approved channel so the guest knows the request has been received. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Acknowledgement reduces uncertainty even before delivery.

- 14 Assess urgency based on guest impact, safety, accessibility, time dependency, room usability, service commitment, and whether delay could create a larger complaint. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Urgency depends on impact, not only request category.

- 15 Provide a realistic expected completion time or next-update time rather than making a promise the receiving department may not be able to meet. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Promise a time the receiving team can actually meet.

- 16 Identify requests that need immediate manager, security, engineering, medical, or emergency escalation rather than normal service routing. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Know which requests bypass normal service routing.

- 17 Check priority is upgraded when a routine request becomes overdue, repeatedly requested, linked to an occupied-room defect, or materially affects the guest's stay. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Overdue or repeated requests should increase in priority.

- 18 Escalate when the hotel cannot meet the requested service and no suitable alternative, update, or recovery option has been communicated. GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: If the hotel cannot deliver, communicate an alternative quickly.

4. Routing, assignment, department handoff, acceptance, and accountability

19

Route each request to the correct department or named owner with enough detail to complete the work without requiring the guest to repeat information.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: The guest should not experience internal department boundaries.

20

Confirm the receiving department or employee accepts ownership where the system or property process requires acknowledgement.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Accepted ownership is stronger than simple assignment.

21

Use clear handoff notes for requests involving multiple departments, dependencies, room access, parts or stock, transport timing, or specialist support.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Dependencies should be visible in the handoff.

22

Verify responsibility is not lost when the original employee goes on break, changes shift, or transfers the request to another team.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Ownership must survive breaks and shift changes.

23

Check rejected, reassigned, or bounced requests are reviewed immediately so ownership remains visible and the guest does not experience internal routing delays.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Reassigned requests need immediate review.

24

Escalate requests with no accepted owner, repeated reassignment, conflicting department responsibility, or unresolved dependency that threatens the promised service time.

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: No-owner requests should escalate before they age.

5. Housekeeping, amenities, linen, room supplies, and in-room service requests

- 25 Verify requests for towels, linen, pillows, toiletries, water, coffee or tea supplies, hangers, adapters, extra bedding, cleaning, or other room amenities are routed to the correct team. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Capture exact quantity and item type.

- 26 Check requested quantities, item type, room number, delivery location, timing preference, and any approved guest preference are captured correctly. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Privacy applies during amenity delivery too.

- 27 Confirm delivered items are clean, complete, suitable for guest use, and presented according to the property's standard. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Delivered supplies should look intentionally presented.

- 28 Verify housekeeping staff respect do-not-disturb status, guest privacy, belongings, room-entry procedure, and any requested delivery method. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Respect do-not-disturb and room-entry procedures.

- 29 Check unavailable items are communicated promptly with an approved alternative, expected replenishment time, or service-recovery option where appropriate. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Communicate stock shortages before the guest calls again.

- 30 Escalate repeated amenity shortages, delayed cleaning, unavailable essential room items, privacy concerns, or housekeeping failures materially affecting the guest stay. GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Repeated amenity failures usually indicate a process issue.

6. Maintenance, room defects, engineering requests, and room-impact control

- 31 Record maintenance requests with the exact room or area, asset or fixture, observed symptom, guest impact, urgency, and whether the room remains usable. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Describe the actual symptom instead of guessing the fault.

- 32 Route urgent defects such as active leaks, loss of essential plumbing, significant HVAC failure, electrical concerns, security-related lock issues, or other serious room problems to engineering immediately. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Serious room defects need immediate engineering ownership.

- 33 Confirm the guest receives an update when engineering diagnosis or repair will take longer than the original service expectation. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Update the guest if repair diagnosis takes time.

- 34 Coordinate temporary solutions such as alternate equipment, fan or heater where appropriate, temporary room service support, or a room move through the responsible manager when the defect cannot be corrected promptly. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Use temporary alternatives only when they genuinely help.

- 35 Verify repaired guest-impact defects are functionally confirmed before the request is closed when the property standard requires verification. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Functionally verify meaningful repairs.

- 36 Escalate recurring defects, repeat calls for the same issue, room-blocking failures, or cases where the guest remains in an unusable or materially compromised room. GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Repeat defects need root-cause attention.

7. Concierge, transport, luggage, dining, reservations, and time-critical requests

- 37 Verify transport, taxi, airport transfer, wake-up, luggage, restaurant, spa, activity, ticket, reservation, package, and other time-sensitive requests include the required date, time, guest reference, and confirmation details. **CRITICAL** GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Time-critical requests need exact timestamps.

- 38 Confirm reservations or external bookings are not represented as confirmed until the responsible provider or system has actually confirmed them. **CRITICAL** GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Do not promise external bookings before confirmation.

- 39 Check luggage storage, delivery, collection, tagging, room transfer, and handoff follow the property's identification and security procedures. **CRITICAL** GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Luggage handoffs should remain traceable.

- 40 Verify transport pickup times, locations, vehicle or provider details where relevant, and guest communication are confirmed before the scheduled departure. **CRITICAL** GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Confirm transport details before departure time.

- 41 Provide timely alternatives when a restaurant, service, transport option, activity, or other requested arrangement is unavailable. **CRITICAL** GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Offer alternatives early when options are limited.

- 42 Escalate missed transport, lost luggage, unconfirmed time-critical bookings, or service failures that could cause a guest to miss travel, events, reservations, or other important commitments. GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Missed time-critical services need rapid recovery.

8. Accessibility, special assistance, child or family needs, and sensitive guest requests

- 43 Handle accessibility-related requests respectfully and focus on the assistance or feature requested rather than making assumptions about the guest's abilities or preferences. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Ask what assistance the guest wants rather than assuming.

- 44 Confirm accessible-room equipment, mobility support, communication assistance, route information, seating, bathroom features, or other provided accessibility services are coordinated with the correct team. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Accessibility support needs clear department ownership.

- 45 Verify requests involving children, families, elderly guests, medical equipment, allergies, dietary needs, or other special circumstances are routed accurately to the responsible department. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Special requests often cross more than one department.

- 46 Protect privacy when recording or communicating sensitive guest needs and share details only with employees who require the information to deliver the service. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Share sensitive information only with people who need it.

- 47 Confirm the guest is updated promptly if a requested accessibility or special-assistance service cannot be delivered as expected and that an appropriate alternative is explored. CRITICAL GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Communicate limitations and alternatives promptly.

- 48 Escalate failures that create an accessibility barrier, safety concern, discriminatory service outcome, privacy breach, or serious inability to meet an essential guest need. GUEST REQUEST

On track Follow-up due Escalate now N/A

Execution tip: Accessibility or discrimination concerns require management attention.

9. Delay management, guest updates, complaint prevention, recovery, and escalation

49

Monitor requests approaching the promised completion time and intervene before the guest needs to contact the hotel again for an update.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Intervene before the guest has to chase an overdue request.

50

Notify the guest proactively when the service will be delayed, explain the new expected time, and offer a practical alternative where possible.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Proactive updates prevent many complaints.

51

Escalate repeat requests from the same guest or room to a supervisor because they can indicate that the original task was not completed or the closure was inaccurate.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Repeat requests are a strong failure signal.

52

Use approved service-recovery options when delay or failure has materially affected the guest, including manager contact, replacement, room move, alternative service, apology, or other authorized recovery.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Recovery should match the actual guest impact.

53

Confirm serious complaints linked to privacy, safety, security, accessibility, health, significant billing impact, or repeated unresolved service failures reach the appropriate manager immediately.

CRITICAL

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Sensitive complaints need immediate escalation.

54

Record the cause of significant delays or failures so recurring staffing, stock, system, maintenance, routing, or handoff problems can be corrected rather than repeatedly recovered.

GUEST REQUEST

On track

Follow-up due

Escalate now

N/A

Execution tip: Delay causes should be tracked for process improvement.

10. Completion, guest confirmation, shift handover, metrics, trends, and sign-off

- 55** Mark a request complete only when the service has actually been delivered or the approved alternative has been provided, not merely when the task was assigned. **CRITICAL** **GUEST REQUEST**

On track Follow-up due Escalate now N/A

Execution tip: Assigned is not the same as completed.

- 56** Confirm completion with the guest for high-impact, delayed, complaint-linked, maintenance, accessibility, or other requests where the property standard requires follow-up. **CRITICAL** **GUEST REQUEST**

On track Follow-up due Escalate now N/A

Execution tip: Follow up on requests that materially affected the guest.

- 57** Carry unresolved requests into shift handover with the exact status, current owner, next action, target time, guest update due, and escalation point. **CRITICAL** **GUEST REQUEST**

On track Follow-up due Escalate now N/A

Execution tip: Handover should include next action and promised guest update.

- 58** Trend request performance by category, department, channel, shift, acknowledgement time, completion time, overdue rate, repeat request, complaint conversion, and service-recovery frequency. **CRITICAL** **GUEST REQUEST**

On track Follow-up due Escalate now N/A

Execution tip: Trend by request category and department.

- 59** Use recurring request failures to improve staffing, stock levels, routing rules, technology, preventive maintenance, service targets, training, department handoffs, or escalation procedures. **CRITICAL** **GUEST REQUEST**

On track Follow-up due Escalate now N/A

Execution tip: Use data to improve staffing, stock, systems, and handoffs.

- 60** Record the final checklist result, unresolved high-priority requests, corrective actions, next review date, guest-service or front-office supervisor, duty manager, reviewer, approver, date, time, and sign-off. **GUEST REQUEST**

On track Follow-up due Escalate now N/A

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

RUN THIS CHECKLIST DIGITALLY

Turn guest requests into visible ownership and verified service completion

Capture priority, owner, handoffs, guest updates, escalation, completion proof, and performance trends in Taotics.

Try Guest Request Workflows in Taotics