

Front Office

The Registration Standard

Five steps from the desk to the key in under five minutes. Most of the work happens before the guest arrives; the desk only confirms what is already prepared.

Who	When	You need
Front desk agents, checked by the front office manager	Every check-in, from the guest reaching the desk to keys in hand	Pre-filled card, keys cut, room inspected, the guest's notes read
Measured by Keys in hand within 5 minutes · Room number shown, never said aloud · Departure date confirmed at the desk		

1 Prepare by noon

By 12:00, for each arrival with a ready room: pre-fill the card, cut two keys, read the profile and booking notes. A guest who checked in online is never asked again for details the hotel already holds.

"412 ready. Two keys cut. Online check-in done: passport scan only."

Common mistake Preparing at the moment the guest arrives. The five minutes go on typing while the guest stands there.

2 Mind the queue

If a second guest waits more than two minutes, call the back office or the duty manager to open another station. Tell the waiting guest how long it will be, with a number, not "shortly".

"Good evening, Mrs Laurent. I'll be with you in two minutes."

Common mistake Keeping heads down to clear the queue faster. Every waiting guest decides they haven't been seen.

3 Confirm, don't re-ask

Read the stay back in one sentence: room type, nights, departure date and what the rate includes. Then ask only for what the law or the payment still needs, usually one ID and one card.

"Three nights in a Deluxe King with breakfast, leaving Friday. All I need is your passport for a moment."

Common mistake Reading every field on the screen aloud. The guest repeats details they gave the hotel three weeks ago.

4 Keep it private

Write the room number inside the key folder and point to it; never say it aloud with others near the desk. Then give only what the guest needs tonight: breakfast hours, wifi and the request they made.

"Your room number is written here. Breakfast is from seven, and the extra pillows you asked for are already in."

Common mistake Announcing "Room 412!" across a busy lobby. Anyone listening now knows where a guest is staying.

5 Hand over

Give the keys with the folder facing the guest, offer the escort and pass the room number to the bell desk within one minute. Before the next guest, add to the PMS anything you learned at the desk.

"Marco will take you up and bring your bags. Enjoy your evening, Mrs Laurent."

Common mistake Pointing to the lifts while the bags wait by the door. The guest sits in the room for twenty minutes without them.

The Arrival Prep by Noon

Everything that can be done before the guest reaches the desk.

Each line done in the morning is a minute saved at check-in.

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| ☐ Arrivals list printed and read by every agent | ☐ Requests confirmed with housekeeping by phone |
| ☐ Rooms released as inspected in the PMS | ☐ Rate and inclusions checked against the booking |
| ☐ Registration cards pre-filled from the booking | ☐ Payment pre-authorisation status checked |
| ☐ Two keys cut and placed in a named folder | ☐ Returning guests and VIPs marked for the manager |
| ☐ Online check-ins flagged on the list | ☐ Late arrivals passed to the night agent |
| ☐ Booking notes and preferences read for each guest | ☐ Bell desk given arrival times and bag counts |

How to use this with your team

The morning agent ticks it by 12:00 and signs it; the front office manager checks it before the afternoon peak. Run it every day for two weeks, then time five check-ins and compare.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.