

Front Office

The Farewell Standard

Five steps from the luggage call to the car pulling away. The bill is checked the night before, so the last five minutes at the desk belong to the guest.

Who	When	You need
Front desk agents, bell attendants and doormen	Every departure, from the luggage call to the car leaving	Folios checked overnight, the departures list, transport times
Measured by Bags collected within 10 minutes of the call · Checkout done within 5 minutes · Room and car checked for left items		

1 Check overnight

By 06:00 the night agent reviews every folio for the day's departures: rates match the booking, no duplicate charges, all extras posted. Anything unclear is noted for the morning agent.

"Folio 412 checked. Spa charge from Tuesday not yet posted: chase at 07:00."

Common mistake Checking the bill while the guest stands there. Every question becomes a wait, and the car is already outside.

2 Collect the bags

When the guest calls for luggage, give a time and be at the door within ten minutes. Count the bags against the arrival tags, and check the safe, the wardrobe and under the bed before leaving.

"Someone will be with you in ten minutes, Ms Rossi. How many pieces are we collecting?"

Common mistake Taking the bags and leaving the safe unchecked. The passport is found at 15:00 by housekeeping.

3 Settle in five

Have the folio ready before the guest reaches the desk. Offer a printed or emailed copy, let them read it without commentary, confirm the payment method and finish within five minutes.

"Here is your bill, Mr Al-Harbi. Take your time with it; I can also email you a copy."

Common mistake Asking about the minibar after the room has already been checked. It sounds like an accusation.

4 Ask and listen

Ask one open question about the stay and listen to the whole answer. If something went wrong, write it down in front of the guest and pass it to the duty manager before they leave the building.

"What should we keep exactly as it was for your next visit?"

Common mistake Asking while the printer runs and your eyes are on the screen. The guest says "fine" and writes the rest online.

5 See them off

Walk the guest to the car, check the bags are loaded and counted, and confirm the destination with the driver. Say goodbye by name and stay at the kerb until the car has turned out of the drive.

"Safe travels, Ms Rossi. We look forward to having you back."

Common mistake Turning back to the lobby while the car is still at the door. The last thing the guest sees is your back.

The Departure Timeline

Who owns each part of a departure. The guest sees five minutes of it; the rest happens the night before and in the corridor.

When	Who	What happens
Night before, by 06:00	Night agent	Every departing folio checked and corrected
Departure morning	Front desk	Car or transfer reconfirmed with the driver
Luggage call	Bell desk	At the room within 10 minutes
In the room	Bell attendant	Safe, wardrobe and bathroom checked for items
At the desk	Front desk	Folio offered, payment confirmed, under 5 minutes
At the kerb	Doorman	Bags counted into the car, guest seen off by name

How to use this with your team

Read one row at each morning briefing for six days. On the seventh, the front office manager watches two departures from the lobby and tells the team which row slipped.

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