

Front Office

The Wake-Up Call Standard

Five steps so every wake-up call is made, answered and checked. One missed call can cost a flight, so a person and a printed list back every automated call.

Who	When	You need
Front desk and night agents, checked by the night manager	Every wake-up request, by phone, at the desk or in the app	The PMS wake-up list, the phone system, a printed backup list

Measured by Time and day read back every time · Second call 5 minutes after no answer · Someone at the door within 10 minutes

1 Read it back

Repeat the time with the day, and offer a second call ten minutes later. Ask whether there is a flight or a meeting, so the night shift knows what is at stake if the call goes unanswered.

"That's 05:30 tomorrow, Thursday, Mr Okafor. Would you like a second call at 05:40?"

Common mistake Writing "5:30" on a note at midnight. The night shift can't tell whether the guest meant today or tomorrow.

2 Enter it twice

Set the call in the phone system and write it on the printed wake-up list. At 23:00 the night agent compares the two, line by line, and corrects any difference before the first call is due.

"412, Thu 05:30 and 05:40, Mr Okafor, flight 08:15, taxi booked 06:15."

Common mistake Trusting the system alone. Phone systems restart at night, and the paper list is what remembers.

3 Call in person

For any guest with a flight, and for every VIP, an agent makes the call at the set time instead of the recording. Greet by name, give the time and the weather, and offer coffee or tea to the room.

"Good morning, Mr Okafor. It's 05:30, 14 degrees and dry. Shall I send up coffee or tea?"

Common mistake Letting the recording speak to everyone. Half-asleep guests put the phone down and close their eyes again.

4 No answer

No answer: call again after five minutes. Still none: a colleague knocks and announces the front desk within ten minutes. If the door stays closed, the duty manager decides whether to enter, with security.

"Good morning, Mr Okafor, it's the front desk. This is your 05:30 call."

Common mistake Marking the call done after one unanswered ring. The guest misses the flight and the log says "completed".

5 Keep the list

Tick each call on the printed list with the time it was answered. At handover the morning agent reads the list and follows up any call marked without an answer. Keep the list for thirty days.

"412 answered 05:31. 518 no answer 05:30 and 05:35, knocked 05:42, guest awake."

Common mistake Throwing the list away at 07:00. When a guest says the call never came, there is nothing to check.

When Nobody Answers

What happens after an unanswered wake-up call.

A guest asleep through the ring is usual; a guest who is unwell is rare, and both get the same check.

Minutes after	Who	What happens
0	Phone system or agent	First call, in person for flights and VIPs
5	Night agent	Second call, always in person
10	Bell attendant or security	Knocks and announces the front desk
12	Duty manager	Decides whether to enter, with security
Afterwards	Night agent	Writes every time on the wake-up list

How to use this with your team

Brief it to every night agent and bell attendant this week. On one quiet night, the night manager walks it through with an empty room, from the first call to the knock, and times each row.

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