STANDARD OPERATING PROCEDURE

Hotel Guest Check-Out SOP

Document no.	SOP-HTL-004
Revision	1.0
Owner	Front Office Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To settle guest accounts accurately and release rooms back to housekeeping quickly, while leaving guests with a positive final impression.

2. Scope

Applies to front desk agents checking out individual and group guests at the property. Night audit reconciliation of the day's transactions is covered by a separate SOP.

Definitions

Folio	The itemized record of charges and payments on a guest's account for their stay.
Express checkout	A checkout option where the guest's final folio is settled automatically to the card on file, without visiting the desk.
Late checkout	An approved extension of a guest's departure time beyond the standard checkout time.

3. Responsibilities

Front Desk Agent	Reviews the guest folio, settles payment, and releases the room in the PMS.
Front Office Manager	Approves late checkouts, resolves billing disputes, and authorizes folio adjustments.
Bell Attendant	Assists departing guests with luggage and transportation arrangements.

RACI matrix

Activity	Front Desk Agent	Front Office Manager	Bell Attendant
Review and present the final folio	R/A	I	-
Settle payment and close the folio	R	A	-
Resolve billing disputes	R	A	-
Assist with luggage and transportation	I	-	R/A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- PMS terminal
- Card payment terminal
- Printed or emailed folio option
- Key card return box or scanner
- Transportation and luggage log

5. Procedure

Step	Task	Owner	Done
5.1	**Greet the departing guest** Greet the guest by name, ask how their stay was, and pull up their reservation in the PMS before discussing the folio.	Front Desk Agent	☐
5.2	**Review the folio for accuracy** Check the folio for correct room rate, taxes, and any incidental charges such as minibar or parking, comparing them against what the guest expects. **Checkpoint:** Every charge on the folio is confirmed against the guest's expectations before payment is taken.	Front Desk Agent	☐
5.3	**Confirm any pending charges** Check with housekeeping or room service for any charges not yet posted, such as a same-day minibar restock, before closing the folio.	Front Desk Agent	☐
5.4	**Present the folio to the guest** Show or read the itemized folio to the guest and offer a printed or emailed copy for their records.	Front Desk Agent	☐
5.5	**Address billing questions** If the guest disputes a charge, review the supporting record such as a signed room service ticket, and escalate to the front office manager if it cannot be resolved at the desk. **Warning:** Never remove a disputed charge without checking the supporting record or getting manager approval.	Front Desk Agent	☐
5.6	**Settle the final payment** Process the final payment against the authorized card on file or the guest's chosen payment method, and confirm the amount charged with the guest.	Front Desk Agent	☐
5.7	**Close the folio and release the room** Close the folio in the PMS and set the room status to checked out so housekeeping can begin the departure clean. **Checkpoint:** The room status is updated to checked out in the PMS as soon as the guest leaves the desk.	Front Desk Agent	☐
5.8	**Collect the room key** Collect the room key card at the desk or confirm it was returned to the key drop box, and deactivate it in the system.	Front Desk Agent	☐
5.9	**Offer luggage and transportation help** Offer to have a bell attendant bring down luggage and arrange transportation such as a taxi or shuttle if the guest needs it.	Bell Attendant	☐

Step	Task	Owner	Done
5.10	**Process express checkout requests** For guests using express checkout, settle the folio to the card on file automatically and send or leave the final folio as agreed, without requiring a desk visit.	Front Desk Agent	☐
5.11	**Invite the guest to return** Thank the guest for staying, mention any loyalty program or upcoming promotion if relevant, and invite them to book directly next time.	Front Desk Agent	☐

6. Quality checks

- Every folio is reviewed for accuracy before payment is taken.
- Room status is updated to checked out within a few minutes of the guest leaving the desk.
- Billing disputes are resolved or escalated the same day, not carried over.
- Key cards are deactivated for every completed checkout.

7. Records

- Closed guest folios
- Billing dispute resolution notes
- Late checkout approvals
- Transportation and luggage log

8. KPIs

- Average checkout time
- Billing dispute rate per month
- Time from checkout to room status update
- Guest satisfaction score for checkout

9. Common mistakes

- Closing the folio without checking for pending charges from housekeeping or room service.
- Forgetting to update the room status after the guest leaves.
- Removing a disputed charge without checking the supporting record.
- Not offering a copy of the folio to the guest.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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