**GUEST LUGGAGE HANDLING SOP**

**[COMPANY NAME]**

[Street Address]

[City, State and Zip]

[Email Address]

**Version 0.0.0**

**[Date]**

**department responsible**

| **VERSION HISTORY** | | | | |
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| **VERSION** | **APPROVED BY** | **REVISION DATE** | **DESCRIPTION OF CHANGE** | **AUTHOR** |
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**GUEST ARRIVAL PROCESS**

* Indicate what roles this applies to.
* Describe how staff should handle the arrival of a taxi or private car. Provide a script for how they should greet guests and questions they should ask. What should they say when they take the luggage? Do they guide guests to the reception desk?
* What questions should bell staff or door staff ask the reception desk? How should they process luggage? Should it be tagged? What is the process if a room is not ready? How do you escort guests to their room and arrange luggage?

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**GUEST DEPARTURE PROCESS**

When staff collects luggage from the guest room, what questions should they ask? Should they ask to arrange a taxi? If guests are leaving immediately, where should the staff member take the luggage? After luggage is loaded into a car or taxi, should guests verify that all pieces have been loaded? If luggage is being stored, how should it be labelled and processed? What steps are in place to track luggage to ensure it is not lost?

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**PROCESS FOR STORING LUGGAGE**

* Describe where luggage is stored. How are pieces organized? How should luggage be labelled? What key guest information should be included with each piece, and is a special form available to record this information?
* Describe any questions that staff should ask guests about their luggage. For example, if the luggage includes fragile items, should the cases be labelled Fragile. For another example, should guests be asked about perishable items, such as food or medicines? Can these items be stored in the kitchen?

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**PROCESS FOR STORING LUGGAGE**

Who is responsible for maintaining order in the luggage room? What are the security procedures? Are guests allowed in the luggage room? Should guests be reminded to keep valuables with them? For example, laptops, fine jewelry, and phones? Should each access of the luggage room be noted in a log book?

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