



**HotelCompass**

THE HOSPITALITY COMPASS

**STANDARD OPERATING PROCEDURES**

# Standard Operating Procedures

*Front Office Department · Midscale Urban Property*

**PREPARED FOR**

**Acacia Nairobi West**

10 April 2026 · Ref SOP-2026-FO-0015 · Prepared by HotelCompass Operations Practice

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## Executive Summary

This SOP manual covers all Front Office operations for the 142-key Acacia Nairobi West property, from 18 hours before arrival through 4 hours after departure. It is structured as 23 numbered procedures across four shift-bands (early, mid, late, night), each with explicit trigger events, step sequences, decision trees for non-standard situations, and escalation paths.

Every procedure is traceable to a brand standard, a safety regulation, a PCI-DSS control, or a specific guest-experience commitment. The manual replaces all prior Front Office documentation and is effective from the date of issue. All Front Office team members must be signed off on the manual within 30 days of their hire date.

## Guest-Arrival Procedure (FO-01)

Trigger: Guest enters the main lobby. Duration target: 4 minutes 30 seconds from lobby entry to room key-in-hand for a standard booked arrival; 7 minutes for a walk-in.

Step 1 (0:00-0:12): Any Front Office team member visible in the lobby acknowledges the arriving guest within 12 seconds by eye contact and a verbal greeting using the guest's name if known from the pre-arrival brief. No arriving guest may cross the lobby floor ungreeted under any circumstances.

Step 2 (0:12-0:45): Team member escorts the guest to the registration desk if the desk is unoccupied, or to a lobby seat with a cold towel and water if any registration-desk waiting time is anticipated. Time-at-desk is never to exceed 30 seconds of unattended waiting.

Step 3 (0:45-2:30): Registration: confirm booking, verify ID per Kenya Immigration regulation (passport scan to PMS, not photocopied to paper), offer room-upgrade if available per the day's revenue-management instruction, confirm payment method, issue key cards (2 cards standard, 3 if family room).

Step 4 (2:30-4:30): Room orientation - team member escorts the guest to the room for a 90-second orientation covering: Wi-Fi, climate control, safe, room-service directory, F&B outlets operating hours, and any in-room experience specific to the room type. In a sell-out night, this escort may be substituted with a printed in-room orientation card signed by the GM.

## Walk-In Registration (FO-02)

Walk-ins are registered at the published "walk-in rate" which is the rack rate less the standard discretionary discount band (currently -15%). The Front Office supervisor may approve up to a further -10% at personal discretion; anything below that band requires the Duty Manager. Walk-ins are never turned away into the street; if the property is full, the on-shift supervisor arranges a relocation to a nominated partner hotel, paying the rate difference for the first night and providing a taxi, with the cost

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recoverable from the "Walk-In Relocation" GL code.

## Check-Out Procedure (FO-09)

Target time-at-desk: 2 minutes 30 seconds for an express check-out; 4 minutes for an itemised check-out. Trigger: Guest approaches the desk or calls reception with a check-out request.

The Front Office team member confirms final folio charges, offers an express-email folio delivery (preferred) or a printed folio, processes any final payment, and concludes with the FO-09-C "Meaningful Farewell": the team member references something specific from the guest's stay - a service recovery, a meal taken, a meeting held - rather than the generic "thank you for staying with us". The farewell is scored on the monthly mystery-guest audit.

## Night-Audit Procedure (FO-16)

The Night Audit is run between 23:00 and 03:00 by the on-shift Night Auditor. It comprises 14 sub-procedures including income-audit reconciliation across all outlets, posting of no-show and late charges per the revenue-management standing instructions, housekeeping status reconciliation against the PMS, credit-check report generation, next-day arrivals pre-audit, and the system-date rollover.

Discrepancies identified during the audit are recorded on the daily Night Audit Report (template FO-16-R). Discrepancies below KES 5,000 per instance are self-resolved. Discrepancies above that threshold are escalated to the Finance Manager via the 06:30 email handover and to the Duty Manager verbally at 06:00 for any operational decision needed before the breakfast service.



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Reference SOP-2026-FO-0015

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