

Late Checkout Checklist

By Checklister

- ☐ **Receive and Log Late Checkout Request** Capture the guest's request and record key details in the **PMS** for tracking and approval routing.
 - Ask the guest directly: 'What time were you hoping to depart today?'
 - Listen for a specific time (e.g., 14:00, 16:00) or a vague request ('afternoon', 'late').
 - Record the **requested departure time** in the guest folio under 'Special Requests' or the dedicated 'Late Checkout' field.
 - Note the **current room occupancy status** and the next reservation for that room (if any). Cross-check the PMS room board to avoid missing a same-day arrival.
 - Enter the **request timestamp** in 24-hour format (e.g., 09:35).
 - Example entry: 'Guest requested 15:00 checkout. Next reservation: none. Request logged 09:35.'
- ☐ **Check Occupancy and Next Reservation** Determine whether approving the late departure will conflict with the afternoon cleaning schedule or a same-day arrival.
 - Open the **PMS room status board** or housekeeping log for the guest's room.
 - Verify the **next reservation check-in time** (if any) and the guest's name.
 - Cross-check with the **housekeeping schedule** to see when that room is due for turnover.
 - If no next reservation exists for that day, occupancy pressure is lower; note this.
 - If a next arrival is booked before the requested checkout time, flag this as a **conflict** and escalate to the decision step.
 - Example: Room 305 | Next guest: Johnson, 16:00 check-in | Housekeeping available at 14:30.
- ☐ **Determine Approval Category** Route the request based on occupancy pressure and hotel policy.
 - **High occupancy (>85%) with same-day arrival before requested time:** Prepare to deny or offer a shorter extension.
 - **Medium occupancy (70–85%) with later arrival or gap:** Approve the requested time or offer a compromise (e.g., 13:00 if guest asked for 14:00).
 - **Low occupancy (<70%) with no same-day arrival:** Approve the requested time without condition or offer a small upsell (late checkout upgrade).
 - If the request falls into the **deny category**, proceed to the Escalation task instead of approval.
 - Record the **occupancy percentage** in the comments field for audit purposes.
- ☐ **Approve and Communicate Late Checkout** If approval was chosen, inform the guest and update systems immediately.
 - Use the **approval script**: 'I can arrange a [time] checkout for you today at no extra charge / for a [fee]. This gives housekeeping time to prepare the room. Does that work?'
 - Wait for **verbal confirmation** from the guest before proceeding.
 - Update the **PMS folio** with the **approved checkout time** (24-hour format, e.g., 14:30) and mark it as 'Late Checkout – Approved'.
 - If a **fee applies** (per hotel policy), mention it clearly: 'This will be charged at [amount] to your room.'
 - Record the **approver name and time** (24-hour) for audit: 'Approved by Maria, 09:47.'
 - Do **not** skip confirmation; vague approvals lead to housekeeping conflicts.
 - Pitfall: Approving without checking housekeeping timeline. If housekeeping expects the room at 11:30 and you approve 14:00, turnover delays cascade. Always verify availability first.

- ☐ **Notify Housekeeping of Approval** Ensure housekeeping knows the room will be occupied longer and adjusts the turnover sequence immediately.
 - Access the **housekeeping dispatch system** or send a **direct message** (email, app, or in-person) to the assigned housekeeper or supervisor.
 - Include: **room number**, **new checkout time**, **guest name**, and **current room status** (e.g., 'occupied until 14:30').
 - Example message: 'Room 305 (Guest Smith) – Late checkout approved for 14:30. Standard turnover. Flag if guest departs early.'
 - Mark the room in the **housekeeping queue** with a **yellow flag** or 'Late Checkout' tag so cleaners don't attempt entry before the approved time.
 - Confirm **receipt** of the message (if using an app or email system).
 - Pitfall: Notifying housekeeping too late. If a housekeeper arrives at 11:15 and no notification exists, they will knock and disrupt the guest. Send this notification **immediately after approval**.
- ☐ **Offer Upsell Opportunities (If Applicable)** If occupancy is low and the guest has approved the late checkout, consider offering add-on services to increase revenue.
 - After approval is confirmed, offer **ancillary services**: 'While you're enjoying the room, would you like to arrange a late lunch delivery or spa service before checkout?'
 - If the guest accepts, **record the service request** in the PMS folio and notify the relevant department (food & beverage, spa, concierge).
 - Link the service charge to the room folio for payment processing.
 - Keep the pitch **brief and soft**; do not pressure the guest.
 - Pitfall: Over-selling. If the guest seems rushed or uninterested after stating checkout time, drop the upsell. Respect their decision.
- ☐ **Escalate Denial or Request Adjustment** If occupancy is high or a conflict exists, attempt to negotiate a shorter extension or explain the policy.
 - Use the **denial script**: 'I appreciate the request. Unfortunately, we have a guest arriving at [time], so we're not able to extend beyond [earlier time]. However, I can offer [alternative time] or a late breakfast in the lounge.'
 - Present the **alternative offer** clearly with specific times and benefits (e.g., 'complimentary lounge access until 12:30, or a room upgrade on a future visit').
 - Wait for the **guest's response**. If they accept, return to the Approve and Communicate task.
 - If the guest insists or escalates, **transfer the call or involve the duty manager** with a note: 'Guest name: [name], room: [room], requested time: [time], reason stated: [reason]. Duty manager review needed.'
 - Record the **escalation outcome** and the manager's final decision in the folio.
 - Pitfall: Making a unilateral denial without offering an alternative. Guests react poorly to a flat 'no.' Always present an alternative, even if smaller.
- ☐ **Final Checkout Follow-Up** Shortly before the approved checkout time, confirm the guest has departed and the room is ready for housekeeping.
 - At **15 minutes before the approved time**, send a **courtesy call or message**: 'Hello, Ms. Garcia—just a reminder that checkout is at 14:30. We'll have housekeeping ready to refresh the room. Safe travels!'
 - If you don't receive a response or confirm departure by the **approved time + 10 minutes**, send a **second check-in**: 'Checking if you need any assistance or more time.'
 - Once the guest has departed, **immediately flag the room** in the PMS as 'Ready for Housekeeping' and notify the housekeeping supervisor.
 - Record the **actual departure time** in the folio (24-hour format, e.g., 14:28).
 - Pitfall: Assuming the guest has left. A silent room can mean departure or sleep. Call first. Also, if a guest fails to depart by extended time + 15 minutes, escalate to duty manager.

☐ **Process Final Charges** Ensure all approved late checkout fees and upsell charges are applied to the guest folio before or after departure.

- Review the ****guest folio**** in the PMS for any late checkout fees (if applicable per hotel policy).
- Verify that ****upsell services**** (if any) have been charged at the correct rate.
- Confirm the ****total amount**** matches the guest's expectations and approval.
- If the guest is still in the hotel, present the final folio and ****payment method**** before departure.
- If the guest has already left, ensure the ****charges are posted**** before checkout completion and send a ****folio copy**** via email or message.
- Pitfall: Missing a charge. If a late checkout fee was approved but not posted, reconciliation issues arise later. Cross-check the approved time against the fee schedule.