

Hotel Incident Report Checklist and SOP

By Checklist.com

- ☐ **Address immediate danger and request appropriate help**
Follow the hotel's emergency procedure. Contact emergency services or the designated response team when needed, and provide assistance only within your training. Do not delay care to collect details for the report.
- ☐ **Notify the duty manager or security lead**
Give the location, nature of the concern and immediate actions already taken. Confirm who is coordinating the response and who will own the incident record.
- ☐ **Protect the area without obstructing the response**
Use the approved measures to keep others away from an ongoing hazard while preserving access for responders. Do not move evidence unnecessarily; safety and urgent assistance take priority.
- ☐ **Open the approved incident record**
Use the restricted reporting system and assign or obtain the incident reference. Record date, local time, location and reporting colleague. Distinguish the event time from the time you learned about or recorded it.
- ☐ **Write the observed sequence objectively**
Record what you directly saw or heard in order. Separate facts, attributed statements and unanswered questions. Avoid diagnoses, speculation about motives and conclusions about responsibility.
- ☐ **Record relevant people and witness accounts securely**
Collect only the information needed through the approved process. Keep accounts attributed and separate from your own observations. Do not include sensitive details in a broadly shared checklist or staff chat.
- ☐ **Request preservation of relevant evidence**
Identify relevant records, locations or time ranges for the authorized evidence custodian. Use approved storage and access controls. Do not copy CCTV, identity documents or images of guests to a personal device.
- ☐ **Record actions, notifications and immediate controls**
Note who was contacted, when, what action was taken and any response received in the incident record. Identify temporary controls still in place and the person responsible for them.
- ☐ **Refer reporting and retention decisions to the responsible person**
Ask the designated manager to assess required external notifications, deadlines and evidence retention for this incident. Do not assume every event has the same legal reporting requirement.
- ☐ **Assign the follow-up and next review**
Confirm an owner and review point for unresolved hazards, guest contact and investigation work. Link the incident reference to any approved work order without copying sensitive evidence into it.
- ☐ **Check the report and hand over its status**
Review for missing times, unclear sources and unsupported conclusions. Confirm the receiving manager has the record and open actions. Record the reporting status without implying the incident is closed.