

How to Create a Check-in Procedure

What is a Check-in Procedure?



Providing your guests with a summary of the steps involved when they check in to your accommodation creates predictability and will help them feel more relaxed and confident on arrival. An inclusive check-in procedure streamlines the process for staff and ensures that all guests feel welcome and supported.

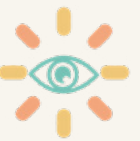
Steps to Consider:



Consider all key steps required to complete the process successfully. List all steps in order, including those that may seem obvious.



Identify as a team the steps guests tend to misunderstand or find confusing. Include information about these steps.



Use photos specific to your venue to illustrate each step. Guests will use these to familiarise themselves with what to expect. If the photos are different to the actual environment, this could be distressing.



Specify different check-in options available to guests and how they can access them. You may need to provide separate procedure documents for each check-in option (e.g. self-check in vs check-in at reception on arrival).




Test your procedure with guests and visitors. Gather feedback on missing/confusing content and update your procedure based on this feedback.



This document should be easily available on your website and onsite. A QR code at the front entrance could also be used to direct guests to the procedure.

Example Check-in Procedure

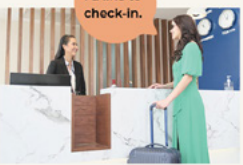


Hotel Check-in Procedure


Check-in time: _____

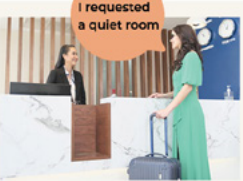
Your booking number: _____
(You should have received this when you made your booking.)

- 1** On arrival, follow signs to **Reception** and let a staff member know that you would like to check-in.




I'd like to check-in.
- 2** Staff will ask for your **name** and may require you to show **identification** (e.g. drivers license or passport.)


- 3** Ask for confirmation that your room meets any **special requirements** you made at time of booking (e.g. quiet location, dimmable lights, air-conditioning etc.)




I requested a quiet room
- 4** Receive your room key or access card.




Turn the page to continue >>>


Hotel Check-in Procedure Page 1 of 2




Hotel Check-in Procedure

- 5** Request a map of the venue.


- 6** Access your room.
- 7** Before you unpack, check the room meets your requirements.


- 8** If you have any questions or concerns, contact reception.



Notes: _____

Hotel Check-in Procedure Page 2 of 2

For further support in creating inclusive resources or more inclusive spaces, contact our Community Inclusion team:



(07) 3273 0000



communityinclusion@autismqld.com.au

This resource is part of the Accommodate Us Toolkit, proudly supported by the Queensland Government's Accessible Tourism Enablers Grant.

