FrontDesko Staff SOP Guide

Step-by-step procedures for new front desk, housekeeping and night staff. Keep this page open during your first shifts, or print it for the desk.

By the FrontDesko team · 27 procedures · Last updated: November 27, 2026

How to Use This Guide

Each procedure (SOP) tells you who does it, when, the exact steps on the FrontDesko screens, how you know it is done, and the mistakes to avoid. Button and menu names are in **bold**, exactly as they appear in English.

Who and when
The role that usually does the task, and the moment it happens.

Steps
What to click, in order, on the real screens.

Done when
How you check the task is finished correctly.

Watch out
The mistakes new staff make most often.

Practise it
The matching guided tour inside FrontDesko.

Roles used in this guide:

Everyone · Front desk · Housekeeping · Manager

Your hotel's rules come first. This guide shows how FrontDesko works. Your manager decides things like deposits, ID rules, cancellation and no-show fees, upgrades and who may give refunds. Write your hotel's rules next to the steps on the printed copy, and ask before you act when you are not sure.

You only see the tabs your role allows. A receptionist usually works in Reservations, Requests, Messages and Guests. Housekeepers work in Housekeeping and Requests. Managers also see Dashboard, Rates and Daily Summary. If a tab in this guide is missing for you, ask your manager.

Practise with the guided tours. Click the graduation-cap icon at the top of FrontDesko, then **Training**. Each tour highlights the next click on the real screen. Tours use your hotel's real bookings, so practise on a test booking your manager agrees to, and when a tour reaches a button that changes a booking (cancel, no-show, refund, payment), close the window instead of confirming unless the change is real.

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PART 1

Before Your First Shift

SOP 1

Sign in to FrontDesko

Everyone **When:** at the start of every shift

First time, if you were invited by email: open the email from your hotel (its subject ends with *choose your password to sign in*) and press **Choose your password**. Type a password of at least 8 characters under **New Password** and **Confirm New Password**, then press **Reset Password**. The email also shows your sign-in name.

1. Open **staydesko.com** in your browser, or your property's own address if you already have it bookmarked (for example yourhotel.staydesko.com).
2. Type your **Username** and **Password**: the ones your manager gave you, or the sign-in name from your invitation email and the password you chose. Capital letters in the username do not matter.
3. Wait a moment for the security check under the form to finish, then press **Sign in**.
4. Managers and admins only: FrontDesko emails a six-digit **Sign-in code** to your own email address. Type it and press **Verify code**. The browser is then trusted for 24 hours.
5. FrontDesko opens your property's own address. The sign-in page there says **Sign in to** and your property's name. Bookmark this address.
6. If FrontDesko asks you to **Select your cash counter**, your hotel uses cash shifts: follow step 1 of SOP 3.

Done when: you see your property's name at the top and the tabs for your role.

Watch out

- Never share a login or use a colleague's. Every booking, payment and change is saved under the name of the person signed in.
- The link in an invitation email works for 3 days and only once. If it has expired, ask your manager to send the invitation again, or use **Forgot password?** on the sign-in page with your email address.
- After a few wrong passwords FrontDesko shows how many tries are left, then locks sign-in for 15 minutes. Use **Forgot password?** on the sign-in page to set a new password, or wait.
- On a shared computer, always sign out when you leave: menu under your name (top right) → **Logout**.
- Work at more than one property? Use **Switch property** at the top instead of signing in again.

SOP 2

Find your way around

Everyone **When:** your first day

1. **Tabs** across the top: Dashboard, Reservations, Rooms, Rates, Reports, Daily Summary, City Ledger, Gift Cards, Housekeeping, Requests, Messages and Guests. You see the ones your role allows.
2. **Reservations** opens the tape chart. Each row is a room, each column is a night, and each bar is a booking from check-in to check-out. Click a bar to open the booking. Right-click it (or press and hold on a touch screen) for quick actions. **List** shows the same bookings as a table you can search and filter.
3. The **search box** at the top finds any guest, booking number, phone or email from any screen.
4. The **bell** collects alerts: VIP arrivals, blacklisted guests, new OTA bookings, overdue check-outs. A red badge means something needs you.
5. The **graduation cap** opens the Learning center: Training (guided tours), Tips and What's new.
6. **Aa** makes the text bigger or adds high contrast on this device only. The language menu at the top changes the language.
7. Inside a booking you find the guest's details, the room, the folio (charges, payments and balance) and History and Notes. Less common actions sit under the ⋯ menu: confirmation email, registration card, notes, no-show and cancel.

> **Done when:** you can find a guest by name, open their booking and read their balance without help.

Practise it: Training → *Product tour: what FrontDesko does*, *Understand the tapechart*, *Find any booking fast*, *Quick actions with right-click*.

PART 2

Every Shift

SOP 3

Start your shift

Front desk **When:** the first 15 minutes of every shift

1. Sign in (SOP 1). If FrontDesko asks you to **Select your cash counter**: choose your **Counter** and **Shift**, count the cash in the drawer, check the **Opening cash float** and press **Start shift**.
2. Get the handover from the previous shift: promises made to guests, unpaid balances, late arrivals, problems with rooms.
3. Check the bell for alerts.
4. If you see the **Dashboard**, read today's numbers and the **Arrivals** and **Departures** lists. Otherwise open **Reservations** and look at today's column.
5. Find today's arrivals that have no room number yet (they sit in the **Unassigned** rows of the tape chart) and give each one a room (SOP 8).
6. Open **Requests** and **Messages** and answer anything new or waiting (SOP 21).
7. Ask housekeeping which rooms for today's arrivals are not clean yet.

> **Done when:** you know who arrives and who leaves today, every arrival has a room, and nothing in Requests or Messages is waiting for an answer.

Practise it: Training → *Read the dashboard*, *Handle guest requests*, *The unified guest inbox*.

SOP 4

End your shift

Front desk **When:** before you hand over to the next shift

1. **Departures:** everyone due to leave today is checked out, or their stay is extended. A booking that should have left shows **Late Check Out**.
2. **Payments:** every payment you took is recorded in the right booking. **Reports** → **Payments** shows who took each payment in its **Received By** column.
3. **Handover:** add a note to every booking the next shift must know about: booking → ⋯ → **Add Note**.
4. **Cash shifts** (if your hotel uses them): click your shift at the top of the screen → **Close shift**. FrontDesko shows the **Expected cash in drawer**. Count the drawer, type the **Counted cash**, note any bank deposit, and press **Close shift**. Then **Print shift report**.
5. Sign out (**Logout**), so the next person signs in with their own login.

Done when: no departures are left, the cash is counted and the shift closed, handover notes are written, and you are signed out.

Watch out

- A variance (counted cash different from expected) is reported, never "fixed" by changing payments. Tell your manager the same day.

Practise it: Training → *Leave notes on a booking*.

PART 3

Reservations

OTA bookings follow the OTA. For bookings from Booking.com, Expedia, Agoda, Airbnb and other OTAs, the dates, number of guests, price and cancellation are changed on the OTA, by the guest or by your manager in the OTA's extranet. The change then arrives in FrontDesko by itself. Room numbers, extra charges, payments and notes are yours to manage in FrontDesko.

SOP 5

Take a new booking (walk-in, phone or email)

Front desk **When:** a guest books at the desk, by phone or by email

1. Search the guest's name first (search box at the top), in case they already have a booking.
2. Open **Reservations**. On the tape chart, click an empty night on the row of the room you want, or click and drag across several nights. The Quick Reservation panel opens with the room and dates filled in.
3. Type the guest's name, and a phone number or email so confirmations can be sent.
4. Check the dates, the number of guests and the **Rate plan or package**. The price updates as you change them. Tell the guest the price.
5. Press **Create** at the top of the panel. The booking appears as a bar on the tape chart.
6. Deposit required by your hotel? Take it now (SOP 16).
7. Send the confirmation: open the booking → ⋯ → **Send Confirmation Email**.

Done when: the bar is on the chart, the guest's phone or email is saved, the deposit is recorded if your policy asks for one, and the confirmation is sent.

Watch out

- A guest arriving after midnight for "tonight": until check-out time you can still click last night's cell to book it.
- Need **Bill to**, **Charges** or **Guest documents**? Use the gear next to **Create** to show those sections.
- Several rooms for one party? Use a group booking (SOP 7), not separate bookings.

Practise it: Training → *Create a walk-in booking*, *Send a booking confirmation.*

SOP 6

Send a booking link to a guest who enquires

Front desk **When:** a guest asks about prices by phone, WhatsApp or chat

1. Open the menu under your name (top right) → **Booking link**.
2. Optional: under **Prefill the stay for this guest**, set the check-in and check-out dates, adults and room type. The page opens with these choices made, and the guest can still change them.
3. Press **Copy**, **WhatsApp** or **Email** to send the link. **Download QR code** gives you a code to print for the desk or a flyer.
4. The guest chooses the room, enters their own details and books. The booking arrives in Reservations by itself.

Done when: the guest has the link. Their booking appears in Reservations when they finish.

Watch out

- Working at more than one property? Check the hotel name shown above the link before you send it.
- If the window says online booking is switched off, guests who open the link see "not found". Ask an admin to turn it on in Admin Panel → Website Booking Widget.

SOP 7

Create a group booking

Front desk **When:** one party books several rooms (tour group, wedding, company)

1. Open **Reservations** and press **Group** on the tape chart.
2. Name the group and fill in the lead guest's contact. The group name is what you will search for later.
3. Add the rooms: room types and the number of rooms. You can mix types. Choose the **Rate plan or package**. Discount, billing, members and notes are under **More options**.
4. Press **Create Group**. All rooms sit under one group with one master folio.
5. Give each room its number (SOP 8) and add guest names when you receive the rooming list.

Done when: every room is in the group with the right dates, rate and lead contact.

Watch out

- To work on one room only (check-in, check-out, move, dates, charges, registration card), right-click that room on the tape chart and choose **Open room N only**.

Practise it: Training → *Create a group booking*.

SOP 8

Give a booking its room (Assign Room)

Front desk **When:** a booking has a room type but no room number, which is common for OTA and website bookings and groups

1. Open the booking. Bookings without a room number sit in the **Unassigned** rows of the tape chart.
2. In the room card, press **Assign Room**. In a group, every room still without a number has its own **Assign Room** button, and the group shows how many are left to assign.
3. Click a room in the list. Only rooms free for those dates are shown. Use **Show all room types** only when your manager agrees to a different type, because it can change the price.
4. The bar moves from the Unassigned row to the room's row.

Done when: every booking arriving today has a room number.

Watch out

- **Never press Add Another Room to give a booking its room.** Add Another Room books an extra, paid room on top of the booking. Its form shows the extra charge and offers **Assign Room instead**: use that.

SOP 9

Change dates or extend a stay

Front desk **When:** a direct guest wants other dates, or to stay longer

1. Open the booking and press the pencil (**Edit Reservation**).
2. Change the check-in or check-out date, or the number of guests.
3. Save. If the room is not free on the new dates, FrontDesko tells you: move the guest to a free room (SOP 10) or choose other dates.
4. Check the new balance in the folio and tell the guest.

Done when: the bar shows the new dates and the guest knows the new total.

Watch out

- OTA guest wants extra nights? Ask your manager. Most hotels book the extra nights as a separate direct booking rather than changing the OTA booking.
- A special price for one night? If your role allows it: in the booking open **Prices by days** → **Edit nightly prices**.

Practise it: Training → *Change dates / extend a stay.*

SOP 10

Move a guest to another room

Front desk **When:** a problem with the room, an upgrade, or a guest request

1. Open the booking and press **Change Room**.
2. Pick the new room from the list (only rooms free for those dates are shown) and confirm.
3. Until the guest is checked in, you can also drag the bar to another room's row on the tape chart.
4. If the guest is already in the room, make sure housekeeping knows about the move.

Done when: the bar sits on the new room's row. The booking's **History** shows who moved the guest, when, and from which room to which.

Watch out

- A different room type can change the price. Agree with the guest, following your hotel's upgrade policy, before you confirm.

Practise it: Training → *Move a guest to another room.*

SOP 11

Cancel a booking

Front desk **When:** a direct guest (walk-in, phone, email or your website) cancels

1. Check you have the right booking: confirmation number and guest name.
2. Open the booking and press **Cancel** (or ⋯ → **Cancel Reservation**).
3. If the guest has paid, FrontDesko asks you to refund or remove the payment first. Follow your cancellation policy: refund what the guest is owed (SOP 18), and ask your manager how to handle a deposit the hotel keeps.
4. Press **Yes, Cancel Reservation**. (**Keep Reservation** closes the window without cancelling.)

Done when: the booking shows as cancelled, the room is free again on the tape chart, your website and the OTAs, and no money is left on the booking by mistake.

Watch out

- Do not cancel OTA bookings in FrontDesko. The guest cancels on the OTA (or your manager does it in the extranet), and the cancellation arrives by itself. Cancelling only in FrontDesko leaves the booking live on the OTA.

Practise it: Training → *Cancel a booking* (close the last window instead of confirming).

SOP 12

Mark a no-show

Front desk Manager **When:** the day after the arrival date, when the guest never arrived and did not cancel

1. Check the booking's notes and messages first: maybe a late arrival was announced.
2. Open the booking and press **Mark No Show** (or ⋯ → **Mark as No Show**).
3. No-show fee in your policy? Type it under **Apply No-Show Fee (Optional)**. It is posted to the folio.
4. Tick **Email the guest about the no-show** if your hotel sends this email.
5. Press **Mark as No Show**. The room goes back on sale.

Done when: the booking shows as a no-show and the fee is posted if your policy has one.

Watch out

- The option appears only from the day after the arrival date, while nobody has checked in.
- OTA no-shows: your manager should also report the no-show in the OTA's extranet. Most OTAs only waive their commission when you do.

Practise it: Training → *Mark a no-show* (close the last window instead of confirming).

PART 4

Arrivals and Departures

SOP 13

Check a guest in

Front desk **When:** the guest arrives. **Check In** shows from the arrival day.

Before you start: the booking has a room number (SOP 8), and the room is empty and clean.

1. Find the booking: search the guest's name or confirmation number, or click the bar in today's column.
2. Confirm with the guest: name, dates, room type, number of guests, price, and anything in the notes.
3. Check the guest's ID as your hotel requires. If your hotel keeps a copy, upload it in the booking under **Reservation Documents** → **Upload**. Guests who checked in online may already have their ID attached.
4. Press **Check In**. When the booking is paid and the ID is on file, the button says **Express Check-In** and goes straight through.
5. If money is owed, the **Check-in Payment** window shows the Total Amount, Paid Amount and Balance Due:
   - To take the payment now: **Manual Payment Entry** → choose the payment type, type the amount → **Submit Payment & Check-in**. If your hotel has an online payment gateway, you can use **Payment Gateway** instead.
   - **Check-in Without Payment** only when your policy says this guest pays later (for example at check-out).
   - Company (direct bill) bookings skip this step; FrontDesko tells you the bill goes to the company.
6. Print the registration card for the guest to sign: ⋯ → **Registration Card (PDF)**. It gets its number the first time you print it.
7. Hotels with TTLock door locks: each check-in gets its own door code, valid until check-out. Press **Door codes** in the booking to see it or send it to the guest.
8. Hand over the key and explain breakfast, Wi-Fi and the check-out time.

Done when: the booking is checked in, the room shows as occupied, the payment or deposit is recorded as your policy requires, and the registration card is signed.

Watch out

- **Room Not Clean:** FrontDesko offers **Mark Clean & Check In**. Use it only after housekeeping confirms the room is really ready.
- **Room is still occupied:** the previous guest has not been checked out. Check them out first (SOP 14), or give the arriving guest another room.
- Checked in the wrong booking? A manager can press **Undo Check-in**. It asks for a reason, puts the booking back to Confirmed and frees the room.

Practise it: Training → *Check a guest in*, *Print a registration card.*

SOP 14

Check a guest out

Front desk **When:** the departure day, before your check-out time

1. Open the booking: Dashboard → **Departures**, or the bar on the tape chart.
2. Ask about extras that are not charged yet (minibar, laundry, restaurant) and post them (SOP 17).
3. Go through the folio with the guest: room nights, extras, payments and the balance.
4. Press **Check Out**.
5. In **Checkout Options**, if there is an **Outstanding Balance**, choose one:
   - **Cash Received**: records the cash and checks the guest out.
   - **Other Payment Method**: card, transfer and so on; take the payment, then check out.
   - **Pay Later**: only with your manager's OK. FrontDesko asks for the reason (for example, the company pays).

   With no balance, FrontDesko shows **No Outstanding Balance**: press **Proceed with Checkout**.
6. The guest wants an invoice? Generate it (SOP 19). It works after check-out too.
7. Collect the key. The room turns dirty by itself, so housekeeping sees it.

Done when: the booking is checked out, the balance is zero (or Pay Later was approved), and the room shows as dirty for housekeeping.

Watch out

- Company (direct bill) bookings: the balance moves to the company's account in City Ledger. If the company pays only the room, collect the extras from the guest first.
- A Pay Later check-out shows in Reports → **Payment Discrepancies** as "Checked out with balance due" until the money comes in. Tell your manager.

Practise it: Training → *Check a guest out.*

SOP 15

Early and late check-out

Front desk | Manager **When:** the guest leaves before the booked departure date, or is still in house after it

Early check-out

1. Open the booking and press **Early Checkout**. It shows for checked-in guests before their departure day.
2. Read the summary: nights stayed, unused nights, any penalty from your policy, and the **Net Refund**.
3. Your manager decides the refund. To change it, tick **Customise refund amount** (0 means no refund).
4. Choose the **Refund Method**, add a note, and press **Confirm Early Checkout**. The unused nights go back on sale.

Late check-out

1. After the departure date the button shows **Late Check Out** and how many days late.
2. If the guest is leaving, check them out (SOP 14). If they are staying on, extend the stay (SOP 9). A late check-out fee is posted as a charge (SOP 17).

Watch out

- If FrontDesko says **Cannot Process Early Checkout**, read the reason it gives and ask your manager.

PART 5

Money

SOP 16

Take a payment

Front desk **When:** a deposit, at check-in, during the stay or at check-out

1. Open the guest's booking and press **Add Payment**.
2. Choose the **Payment Method**: Cash, Card Payment, UPI, Bank Transfer, VCC (virtual card) or Other. Hotels that sell gift cards also have Gift Card: type the card number and press **Check balance**.
3. Type the **Amount**. Part payments are fine.
4. Add the reference (card slip, transfer or receipt number) in the reference or notes field.
5. Save. The balance updates straight away.

Done when: the payment line is in the folio and the balance matches what the guest still owes.

Watch out

- Record every payment the moment you receive it, in the guest's own booking. Never keep cash aside to enter later.
- Each payment is saved under your name and appears in the Payments report and the Daily Summary.
- Hotels with cash shifts: you need an open shift to record a payment (SOP 3).
- Group booking: choose who you are taking the payment for, the **Entire Group (Master Folio)** or one room.
- Card held with an OTA booking, or a card saved for a direct booking? If your hotel uses it, the booking's **Card Guarantee** panel can **Pre-authorize** (hold), **Charge card** or **Refund** that card. Card charges post to the folio by themselves, so do not also add them as a payment.

Practise it: Training → *Take a payment*, *Sell a gift card*.

SOP 17

Post a charge to the room bill

Front desk **When:** minibar, laundry, restaurant, a late check-out fee and other extras

1. Open the guest's booking and press **Add Charge**.
2. Pick an item (**Search items...** or browse by category), or type a **Description** and **Amount**.
3. Group booking: under **Charge To Room**, choose the room or the master folio.
4. Press **Add Charge**. Tax is applied from the item's setup.

Done when: the charge shows in the folio and the balance has gone up by that amount.

Watch out

- Post extras when they happen, not at check-out from memory.
- Charge posted by mistake? Tell your manager, who can correct it.

Practise it: Training → *Add a charge to a folio.*

SOP 18

Refund or correct a payment

Front desk | Manager **When:** money goes back to a guest, or a payment was entered wrongly

Refund

1. Open the booking and find the payment in the folio.
2. Press the ⋯ menu next to that payment → **Refund**.
3. Fill in the **Refund Amount** (part refunds are fine), the **Refund Method**, the **Reference Number** and the **Reason for Refund**.
4. Press **Issue Refund**. The refund is its own line; the original payment stays, so the history is complete.

Wrong method or amount entered

1. Managers and admins (and anyone your owner allows) can change a payment's method or delete it from the ⋯ menu next to it. Deleting asks for a reason and is recorded in the booking's history.
2. Everyone else: tell your manager which booking and payment is wrong.

Watch out

- Never delete a real payment to make a balance look right. If money went back to the guest, it is a refund.

Practise it: Training → *Refund a payment* (close the last window instead of confirming).

SOP 19

Issue an invoice

Front desk **When:** the guest or their company asks for an invoice

1. Open the booking and go to **Invoices** → **Generate Invoice**. The button appears once the guest is checked in, and stays after check-out.
2. Choose the whole folio or only some items. This helps when the company pays the room and the guest pays the extras.
3. Confirm. The invoice gets the next number. Print it or email it.

Done when: the invoice is listed under Invoices with its number and the guest has a copy.

Watch out

- Invoice numbers run without gaps. If an invoice is wrong, a voided invoice keeps its number; ask your manager to void it, then generate a new one.

Practise it: Training → *Generate an invoice*.

SOP 20

Bill a company (city ledger)

Front desk | Manager | **When:** a company or travel agent pays after the stay

1. When you create the booking, choose the company under **Bill to**. If you do not see Bill to, show it with the gear next to **Create**.
2. At check-in the payment step is skipped and FrontDesko tells you the bill goes to the company.
3. At check-out the balance moves to the company's account. Collect from the guest anything the company does not pay for.
4. In **City Ledger**, each company account shows its outstanding balance. Click an account to see its ledger and record the company's payments when they arrive.

> **Done when:** the guest has left with a zero balance and the amount shows on the company's account.

Practise it: Training → *City ledger (company billing).*

PART 6

Guests

SOP 21

Answer guest requests and messages

Front desk | **When:** all through your shift

1. **Requests** tab: what guests ask for through the guest app or a QR code (towels, room service, a wake-up call). A chime plays for each new request. Press **Acknowledge** so the guest knows someone is on it, then **Mark Done** when it is handled.
2. **Messages** tab: every email and OTA chat (Booking.com, Airbnb, Expedia) in one list. Use **Unread** or **Needs reply** when the list is long. Open the conversation, choose **Send via** (Email, or the OTA chat) and reply. The guest's answer comes back to the same thread.
3. You can also reply from inside a booking, under its guest messages.

> **Done when:** nothing is left under New in Requests or under Needs reply in Messages.

> **Watch out**
>
> - OTA chat works for Booking.com, Airbnb and Expedia guests. For guests from other OTAs, reply by email or in that OTA's extranet.
> - Write every reply as the hotel: polite, short, and with no promises your manager has not agreed to (free upgrades, refunds).

Practise it: Training → *Handle guest requests*, *The unified guest inbox*, *Message the guest.*

PART 7

Rooms and Housekeeping

SOP 22

Clean a room and mark it ready

Housekeeping **When:** after every check-out, and for stay-over cleaning on your hotel's schedule

1. Open the **Housekeeping** tab. It works on a phone too. Rooms turn dirty by themselves when a guest checks out.
2. Clean the rooms for today's arrivals first. Ask reception for the order when arrivals are close together.
3. When the room is completely ready, tap **Mark Clean** on its card. Reception sees it straight away.
4. Found something broken? Report it (SOP 23). Found guest property? Take it to reception.

Done when: every room needed for today's arrivals shows as clean.

Watch out

- Mark a room clean only after the final check (bed, bathroom, supplies). Reception checks guests in on your word.
- FrontDesko times every room from dirty to clean. Managers see the minutes per room in the Housekeeping report.

Practise it: Training → *Work the housekeeping board*, *Mark a room clean*.

SOP 23

Report a maintenance issue

Housekeeping Manager **When:** anything is broken: air conditioning, leaks, lights, TV, furniture

1. Open **Housekeeping** → the **Maintenance** tab → **Report Issue**.
2. Pick the room, describe the problem and set the priority, for example "AC not cooling, high".
3. Save. The issue stays open until someone resolves it.
4. If the room cannot be sold until it is fixed, ask your manager to take it off sale (SOP 24).

Done when: the issue is listed under Maintenance with the room and priority.

Watch out

- Front desk staff without the Housekeeping tab: tell housekeeping or your manager, who will log it. A problem that is only mentioned out loud gets forgotten.

Practise it: Training → *Report a maintenance issue*.

SOP 24

Take a room off sale (block for dates)

Manager **When:** repairs, renovation or owner use

1. Open **Rooms**, then the room card's ⋮ menu → **Block for dates…** (or **Set to Maintenance**). On the tape chart you can also right-click an empty night to block it.
2. Choose the first and last day, the block type and the reason, then press **Block**.
3. For those nights the room is closed on the tape chart, your website and the OTAs. It goes back on sale by itself afterwards.
4. Finished early or late? Click the dates on the room card to change the block, or remove it from the ⋮ menu.

Done when: the room card shows the block type, the reason and the dates.

Watch out

- A block always has dates. Reports → **Blocked rooms** lists every block in a period.

Practise it: Training → *Block a room.*

PART 8

End of Day

SOP 25

Close the day

Manager

When: every evening or night, and each morning for the day before. Night staff do it when the manager gives them access.

1. **Departures:** everyone due out is checked out or extended. **Arrivals:** for anyone who has not arrived, keep the room for a late arrival or mark a no-show the next day (SOP 12).
2. **Cash:** every cashier's shift is closed and the cash counted (SOP 4).
3. **Daily Summary:** pick the day and check total revenue, room revenue, taxes and payments by method. The cash shown must match the cash in the drawer.
4. **Reports** → **Night Audit**: the day's close report. Export it to PDF or Excel if your owner or accountant keeps a copy.
5. Once a week and before month end: **Reports** → **Payment Discrepancies**. It lists guests who checked out owing money, stays that ended but were never closed, cancelled or no-show bookings still holding money, overpaid folios, OTA amounts that differ from the folio, and payments that may have been entered twice. Open each booking from the list and fix it.

Done when: the Daily Summary cash matches the drawer, the Night Audit report is saved if your hotel keeps it, and nothing unexplained is left in Payment Discrepancies.

Watch out

- FrontDesko moves to the next business day by itself at your hotel's night-audit time (04:00 unless your hotel changed it). There is no audit button to press.

Practise it: Training → *Review the daily summary*, *Run and export a report*.

PART 9

For Managers

SOP 26

Change prices and restrictions

Manager **When:** new season, events, or a change in demand

1. Open **Rates**. The calendar shows each room type's price per day. Click a cell to type a new price for one day.
2. For a date range, press **Bulk Edit** → **Set a rate for dates**: choose the dates, days of the week (for example only Friday and Saturday), room types and the new price, then **Add to pending changes**. To repeat the prices on screen further ahead, weekday by weekday, use **Copy visible rates forward**.
3. Nothing is saved yet: the calendar shows how many dates are edited but not published. Check them, then press **Publish**. Prices go to your booking engine and connected OTAs automatically.
4. Minimum stay, closed to arrival or departure, and stop-sell: the **Restrictions** sub-tab → **Bulk edit**. These changes also wait as pending until you publish them.

Done when: the calendar shows the new prices and nothing is left pending.

Watch out

- Change prices and availability only in FrontDesko, never in the OTA extranets. The next update from FrontDesko overwrites anything changed there.
- To keep rooms back from the OTAs, use **Rooms** → **OTA Inventory**: Bulk edit there sets an OTA limit for a date range, and **Add per-OTA limit** caps a single OTA (for example 3 Deluxe on Agoda).

Practise it: Training → *Update your rates*, *Set stay restrictions*, *Control OTA availability*.

SOP 27

Onboard a new staff member

Manager **When:** before the new person's first shift

1. Create their login in the Admin Panel (admin.staydesko.com) → **Staff Management** → **Add Staff**. Fill in their name, a username and their own email, and choose the **Role** (for example Front Desk Agent or Housekeeper). Change **Access permissions** only if the role's defaults do not fit.
2. Under **First password**, choose **Send an invitation email** and press **Create Staff**: they get an email with their sign-in name and a link to choose their own password. The list shows **Invited** until they have done it, and the envelope button in their row sends the invitation again. Or choose **Set a password now**, type the password and give it to them in person with the username.
3. Give them the address of this guide: **frontdesko.app/sop**.
4. Day 1: they sign in, take *Product tour: what FrontDesko does*, and work through the Day 1 tasks of the training checklist with you next to them.
5. First week: they do real check-ins and check-outs while you watch. Initial each task on the printed checklist.
6. When someone leaves: Staff Management → **Deactivate** their account on their last day.

Done when: the new person signs in with their own login and every task on their checklist is signed off.

Watch out

- One login per person, always. Shared logins make it impossible to see who took a payment or changed a booking.
- Managers and admins need their own email address on their account: their sign-in code is sent there.
- An invitation goes to the email address on the account, so it must be the person's own. The link works for 3 days and only once.
- Staff who work at a sister property: edit the person → **Properties** → add the property, instead of creating a second login.

KEEP THESE IN MIND

10 Golden Rules

1. **Your own login, always.** Sign out on shared computers.
2. **Search before you create.** One guest, one booking.
3. **Assign Room, never Add Another Room,** to give a booking its room number.
4. **Record every payment the moment you take it,** in the guest's own booking.
5. **Never delete a payment to fix a balance.** Money back to a guest is a refund.
6. **No check-in to a room that is not clean.** Wait for housekeeping to mark it clean.
7. **OTA bookings follow the OTA:** dates, price and cancellations are changed there.
8. **Prices and availability change only in FrontDesko,** and only by managers.
9. **Anything the next shift must know** goes in a note on the booking.
10. **Close your cash shift and count the drawer** before you leave.

FOR TRAINEES AND MANAGERS

Training Checklist

Work through the tasks with your manager. Tours are in FrontDesko under the graduation cap → **Training**. Ticks are saved in this browser only, so print the list for your manager's sign-off.

Done	Task	Guided tour	SOP	Signed off
Day 1, with your manager				
☐	Sign in and take the product tour	Product tour: what FrontDesko does	1, 2	
☐	Read the tape chart and find a booking	Understand the tapechart; Find any booking fast	2	
☐	Start-of-shift routine	Read the dashboard	3	
☐	Take a new booking (on a test booking your manager agrees to)	Create a walk-in booking	5	
☐	Give an unassigned booking its room	None; do it with a real arrival	8	
☐	Check a guest in	Check a guest in	13	
☐	Take a payment	Take a payment	16	
☐	Post a charge to the room bill	Add a charge to a folio	17	
☐	Check a guest out	Check a guest out	14	
First week				
☐	Change dates or extend a stay	Change dates / extend a stay	9	
☐	Move a guest to another room	Move a guest to another room	10	
☐	Create a group booking	Create a group booking	7	
☐	Send a confirmation and print a registration card	Send a booking confirmation; Print a registration card	5, 13	
☐	Leave handover notes on a booking	Leave notes on a booking	4	
☐	Answer guest requests and messages	Handle guest requests; The unified guest inbox	21	
☐	Refund a payment (watch your manager do a real one)	Refund a payment	18	
☐	Issue an invoice	Generate an invoice	19	

Done	Task	Guided tour	SOP	Signed off
☐	Cancel a booking and mark a no-show (watch first)	Cancel a booking; Mark a no-show	11, 12	
☐	End-of-shift routine and cash count	None; do it with your manager	4	
Housekeeping staff				
☐	Work the housekeeping board and mark rooms clean	Work the housekeeping board; Mark a room clean	22	
☐	Report a maintenance issue	Report a maintenance issue	23	

Trainee: _____ Start date: _____ Manager: _____

WHEN YOU ARE STUCK

Getting Help

Inside FrontDesko

The graduation cap opens Training, Tips and What's new. If your hotel has the assistant switched on, the chat bubble answers questions such as "Who is arriving today?" from your live data.

Your manager

Anything about your hotel's rules: deposits, refunds, discounts, upgrades, cancellation and no-show fees, and access to more tabs.

FrontDesko support

Something not working? Email support@frontdesko.app with the booking number, what you clicked, what you expected, the time, and a screenshot.

Frequently Asked Questions

Where do I sign in to FrontDesko?

Open staydesko.com and sign in with your username and password. Your manager gives them to you, or you get an invitation email with your sign-in name and a link to choose your own password. FrontDesko then opens your property's own address, for example yourhotel.staydesko.com, and the sign-in page there shows your property's name. Bookmark that address.

Why can't I see a tab that this guide mentions?

FrontDesko only shows the tabs your role allows. A receptionist usually works in Reservations, Requests, Messages and Guests, housekeepers in Housekeeping and Requests, and managers also see Dashboard, Rates and Daily Summary. Ask your manager if you need access to another tab; owners change access in Admin Panel, Staff Management.

Can I practise in FrontDesko without changing real bookings?

The guided tours in the Learning center highlight the next click on the real screen, so they use your hotel's real bookings. Practise on a test booking your manager agrees to, and when a tour reaches a button that changes a booking, such as cancel, no-show, refund or payment, close the window instead of confirming unless the change is real.

What should I do if I make a mistake on a booking?

Most details can be edited again, and the booking's History shows every change. A manager can undo a check-in. A wrong payment is refunded or corrected by a manager, never deleted to make a balance look right. Tell your manager straight away; small mistakes are easy to fix the same day.

Is FrontDesko available in my language?

Yes. The staff app runs in 10 languages: English, Lithuanian, Filipino, Thai, Spanish, French, German, Italian, Portuguese and Indonesian. Change it from the language menu at the top. This guide uses the English button names; the buttons are in the same places in every language.

Can I download or print this guide?

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