

Guest check-in and check-out automation

Automates the complete guest check-in and check-out process from arrival to departure, reducing wait times and front desk workload while maintaining personalized service.

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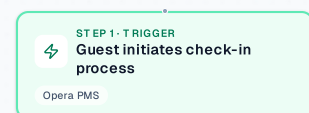


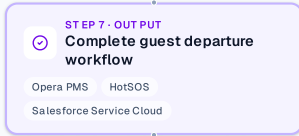
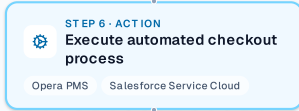
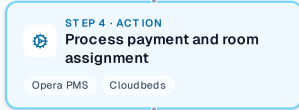
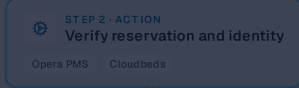
WORKFLOW TRIGGER

Guest arrives at hotel and scans QR code or approaches kiosk for check-in

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Guest initiates check-in process

Guest scans QR code from confirmation email or approaches self-service kiosk to begin automated check-in. System captures guest arrival timestamp and retrieves reservation details.

2

 ACTION

Verify reservation and identity

System validates guest identity through ID scanning or confirmation code and cross-references with existing reservation in PMS. Guest preferences and special requests are retrieved from profile.

Opera PMS

Cloudbeds

3

 DECISION

Evaluate room readiness status

System checks housekeeping status and determines if assigned room is ready for occupancy. If not ready, workflow branches to room reassignment or early arrival processing.

HotSOS

Opera PMS

4

 ACTION

Process payment and room assignment

System processes payment authorization, finalizes room key encoding, and sends digital key to guest's mobile device. Room number and access instructions are provided.

Opera PMS

Cloudbeds

5

 ACTION

Generate service notifications

System automatically notifies relevant departments about guest arrival, special requests, and preferences. Housekeeping, concierge, and F&B teams receive real-time updates.

HotSOS

Salesforce Service Cloud

6

 ACTION

Execute automated checkout process

Upon checkout request, system compiles final bill including incidentals, processes payment, and deactivates room access. Guest receives digital receipt and survey invitation.

Opera PMS

Salesforce Service Cloud

7

 OUTPUT

Complete guest departure workflow

System updates room status for housekeeping, archives guest stay data, and triggers post-stay marketing communications. Final checkout confirmation is sent to guest.

Opera PMS

HotSOS

Salesforce Service Cloud



Outputs

- Digital room keys delivered to guest mobile device

AI Business OS

- Automated bill processing and payment confirmation
- Real-time departmental notifications for guest preferences
- Post-stay feedback survey and marketing enrollment



Key Metrics

- Check-in processing time reduction
- Guest satisfaction scores
- Front desk staff utilization rate
- Mobile key adoption rate



Tools & Integrations

- Opera PMS
- Cloudbeds
- HotSOS
- Salesforce Service Cloud

AI Business OS

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