

Staff Training Manual

Complete Training Guide for Smart Hotel Lock Operations

This comprehensive training manual provides step-by-step instructions for front desk, housekeeping, maintenance, and management staff. Proper training ensures smooth operations, excellent guest service, and system security.

Training Modules Overview

Training Module	Duration	Pages
Module 1: Front Desk Operations	2 hours	2-4
Module 2: Housekeeping Procedures	1 hour	5-6
Module 3: Maintenance & Troubleshooting	2 hours	7-9
Module 4: Security & Access Management	1 hour	10-11
Module 5: Emergency Procedures	30 min	12

Module 1: Front Desk Operations

1.1 Guest Check-In Procedure

Step 1: Verify Reservation

Lookup guest in PMS by name or confirmation number. Verify check-in date, room type, and rate.

Step 2: Confirm Guest Identity

Request government-issued ID and credit card. Verify name matches reservation.

Step 3: Assign Room

Select available clean room. For VIPs, upgrade if applicable. Verify room is ready in system.

Step 4: Create Key

Insert blank key card into encoder. System automatically programs with room number and dates. Encode 2 keys per room.

Step 5: Test Key

IMPORTANT: Test one key in a test lock or training lock to verify encoding before giving to guest.

Step 6: Provide Instructions

Explain: Insert card into slot, wait for green light, turn handle. Show WiFi password and checkout time.

Step 7: Complete Transaction

Process payment authorization. Print registration card for signature. Provide room keys and welcome packet.

1.2 Mobile Key Issuance (If Available)

1. Confirm guest has smartphone and hotel app installed
2. Verify guest email address in PMS is correct
3. Check "Send Mobile Key" option in PMS during check-in
4. System sends push notification or email with mobile key
5. Instruct guest to open app and follow activation steps
6. Always provide backup physical key card
7. Note in PMS that mobile key was issued

1.3 Guest Check-Out Procedure

1. Retrieve guest folio from PMS

Review all charges (room, tax, incidentals)

2. Process final payment

Charge remaining balance to card on file or collect payment

3. Review satisfaction

Ask about stay quality, note any complaints for follow-up

4. Complete check-out in PMS

Keys automatically deactivate upon checkout processing

5. Collect key cards (optional)

Keys are automatically inactive; collection is for reuse only

6. Provide receipt

Email or print receipt. Thank guest and invite return visit

Module 2: Housekeeping Procedures

2.1 Using Housekeeping Keys

Housekeeping Key Capabilities

- Access to all guest rooms (except when privacy/DND is engaged)
- No access to cash handling or administrative areas
- Time-limited access (typically 6 AM - 10 PM)
- All entries are logged with housekeeper ID and timestamp

Privacy Mode / Do Not Disturb

- If red "Privacy" light is illuminated, do NOT enter
- Knock and announce, wait 10 seconds, try key
- If lock denies access (red LED), respect guest privacy
- Note room as "DND" in housekeeping app, return later
- Only override with supervisor approval in emergencies

Room Status Updates

- Use housekeeping app or phone to update room status
 - Dirty !' In Progress !' Clean !' Inspected
 - Status automatically updates PMS in real-time
 - Report maintenance issues immediately via app
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Module 3: Maintenance & Troubleshooting

3.1 Battery Replacement Procedure

1. Identify low battery: Yellow LED or audible beep when key presented
2. Use master key to access battery compartment (interior side)
3. Remove old batteries, note installation date if logged
4. Install new batteries (typically 4× AA), verify correct polarity
5. Test lock with guest key to confirm green LED and operation
6. Log battery replacement date in maintenance system
7. Dispose of old batteries properly (recycling bin)

& p IMPORTANT: Lock will continue to operate for 7-14 days after low battery warning.

3.2 Common Issues & Quick Fixes

Issue 1: Guest key not working

Try these solutions:

- ' Check key expiration date in PMS
- ' Verify correct room number
- ' Re-encode new key
- ' Check if guest activated privacy mode from inside

Issue 2: Lock not responding (no lights/sound)

Try these solutions:

- ' Check battery level - replace if needed
- ' Verify batteries installed with correct polarity
- ' Check for physical damage to lock
- ' Use mechanical override if available

Issue 3: Lock beeps but won't unlock

Try these solutions:

- ' Verify key is authorized for this room
- ' Check if lock is in privacy/DND mode
- ' Try using staff/master key
- ' Verify lock alignment - latch may be binding

Issue 4: Handle won't turn after successful read

Try these solutions:

- ' Check for physical obstruction in latch
 - ' Verify strike plate alignment
 - ' Lubricate latch mechanism
 - ' Call technician if mechanical failure suspected
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Module 4: Security & Access Management

4.1 Master Key Security

- NEVER leave master key unattended
- Log master key removal from secure storage
- Return master key immediately after use
- Report lost master key to management IMMEDIATELY
- Never disclose master key location to guests

4.2 Suspicious Activity

- Report anyone attempting to access rooms with multiple failed keys
- Note and report physical tampering with locks
- Question unfamiliar persons in guest room corridors
- Review audit logs weekly for unusual access patterns
- Report any requests for master key access by non-staff

4.3 Guest Privacy

- Always knock and announce before entering
 - Respect DND/Privacy mode - do not override without authorization
 - Never discuss guest information with unauthorized persons
 - Secure PMS terminal when leaving front desk
 - Properly dispose of printed guest information (shred)
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Module 5: Emergency Procedures

Ø=P'' Emergency 1: Complete System Failure

Immediate Actions:

1. Immediately notify IT and management
2. Switch to manual key issuance (if backup system available)
3. Use mechanical override keys for emergency access
4. Post notice at front desk about temporary procedures
5. Manually log all room assignments and key issuance
6. Do NOT attempt system repairs without vendor support

Ø=P'' Emergency 2: Guest Locked Out (Key Not Working)

Immediate Actions:

1. Verify guest identity (name, room number, ID check)
2. Check PMS: confirm guest is registered to that room
3. Create new key and test before giving to guest
4. If multiple failures, use staff key to escort guest
5. Document incident in guest profile
6. Report recurring issues to maintenance

Ø=P'' Emergency 3: Fire Alarm / Evacuation

Immediate Actions:

1. All smart locks automatically unlock for egress (fail-safe)
2. Guests can exit by turning interior handle (no key needed)
3. Do NOT disable lock system during evacuation
4. After all-clear, verify all locks re-engage properly
5. Reissue keys if needed post-evacuation
6. Test lock operation before allowing re-entry

Ø=P'' Emergency 4: Suspected Unauthorized Access

Immediate Actions:

1. Secure the room immediately
 2. Pull audit log for that lock
 3. Identify all key credentials that accessed room
 4. Deactivate unauthorized credentials
 5. Review CCTV if available
 6. File incident report with security
 7. Notify guest if their room was compromised
 8. Offer room change if requested
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Training Completion Certification

I certify that I have completed the Smart Hotel Lock training and understand all procedures.

Employee Name: _____

Position: _____

Trainer Name: _____

Signature: _____ Date: _____
