[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

Visitor Check-In SOP

Purpose: Giving every visitor a consistent, secure welcome: identification, sign-in, badge issue, host notification, and escort rules. **Who this is for:** Reception and anyone covering the front desk. Sign-in and badge issue Issue a visitor badge showing the visitor's name and host. The visitor wears it visibly at all times.

Arrival and identification: [ ] Visitor greeted by name where possible.

[ ] Host name confirmed.

[ ] Pre-registered visitor list checked for the day.

[ ] Photo identification checked for contractors and delivery drivers.

[ ] Visitors refusing identification not admitted; host informed.

Time in	Visitor	Company	Host	Badge no.
09:15	**[Visitor name]**	**[Company name]**	Office Manager	V-041
10:30	**[Visitor name]**	**[Company name]**	Facilities Lead	V-042

Host notification 1. Phone or message the host immediately with the visitor's name and arrival time. **2.** If the host cannot be reached within 10 minutes, ask the visitor to wait in reception and try [Host deputy contact] from the reception phone ([Reception phone / extension]).

3. Do not send a visitor to find a meeting room unescorted on their first visit.

Escort and access rules 1. Collect the visitor from reception and stay with them in staff-only areas. **2.** Do not admit visitors to [Restricted areas].

3. Do not give visitors door codes, alarm codes, or network passwords.

Departure and sign-out 1. Collect the badge on departure. **2.** Record the departure time.

3. Confirm the visitor has left the building. **4.** If a visitor leaves without signing out, note the estimated departure time and inform the host. **Sign-out log:**

Time out	Visitor	Badge returned
11:40	**[Visitor name]**	Yes

Completion checklist: [ ] Every visitor today signed in, wore a badge, and was collected by their host.

[ ] No visitor entered [Restricted areas] or received a door code.

[ ] All badges are returned and departure times recorded. Checked by: [Name] - Date: [DD Month YYYY]

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