Ashford Business Services Ltd

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.

Arrival and identification

✓	Arrival check
	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.

Sign-in and badge issue

Issue a visitor badge showing the visitor’s name and host. The visitor wears it visibly at all times.

Time in	Visitor	Company	Host	Badge no.
09:15	**Sarah Mitchell**	**Ashford Business Services Ltd**	Office Manager	V-041
10:30	**Sarah Mitchell**	**Ashford Business Services Ltd**	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 (**01632 960 123**).

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	**Sarah Mitchell**	Yes

Completion checklist

✓	Visitor check
	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: **Sarah Mitchell** - Date: **9 November 2026**

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Version	1.0

Ashford Business Services Ltd

Owner	**James Patel, Office Manager**
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