Hotel guest incident report

For anything that happens to a guest or visitor on the property. Fill in the same shift, while the guest and witnesses are still here. Write what was seen and heard, not who was at fault. Leave blank anything not known.

1. When and where

Date | Time | Property | Exact location (floor, room, area)

2. The guest

Guest name | Room number or "not staying" | Phone or email

Guest type

☐ Staying guest ☐ Restaurant, spa or pool visitor ☐ Event or meeting attendee ☐ Child (under 18) ☐ Other:

3. Type of incident

Tick all that apply

☐ Slip, trip or fall ☐ Other injury ☐ Illness or allergic reaction ☐ Lost or stolen property ☐ Damage to guest property
☐ Security or behaviour ☐ Other:

4. What happened

What the guest says happened In the guest's words where possible.

What staff saw and found The scene as found: floor, lighting, signs, objects.

Area last checked or cleaned (time, by whom) | Weather or lighting (if relevant)

5. Injury and care (if the guest was hurt or unwell)

Injury and part of the body | First aid given, and by whom

Ambulance or medical care: offered, called, refused? | Guest left the scene how (walked, helped, ambulance)

6. Witnesses

Name	Guest or staff	Phone or email	Room and check-out date

7. Evidence and who was told

Evidence kept

☐ Photos of the scene ☐ Video footage saved ☐ Item or food kept ☐ Logs (cleaning, maintenance) ☐ None

Video: camera and time range saved | Manager on duty told (name, time)

8. Reported by

Name | Department | Signature | Date and time of this report

9. Follow-up (for the manager who handles it)

Assigned to | Guest contacted (date, by whom)

Cause, and action to prevent a repeat (owner, due date)

Insurer or head office told (date) | Closed by and date

Free hotel guest incident report form from riskrsuite.com/resources/hotel-guest-incident-report-template/. Copy and change it as needed.