

# Arrival-Wave Room-Blocking Methodology

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## Purpose

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On heavy arrival days, the front desk and housekeeping can either work against each other or with each other. "Room blocking" is the practice of pre-assigning rooms to arriving reservations. "Arrival-wave" blocking sequences that work so that the rooms most likely to be needed first are made ready first. This document describes a generic methodology — no property-specific data, no real room numbers, no guest information.

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## The Core Idea

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Arrivals do not land evenly across the day. They cluster into **waves**:

- **Wave 1 — Early / guaranteed-early arrivals.** Guests who have requested or paid for early check-in, plus historically early segments.
- **Wave 2 — Standard afternoon arrivals.** The bulk of a typical day, clustered around and after the standard check-in time.
- **Wave 3 — Late / evening arrivals.** Red-eye connections, late flights, guests who notified the property of a late ETA.

Housekeeping prioritizes rooms in wave order. The goal is simple: a clean room is ready *before* its guest reaches the desk, not after.

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## The Method (six steps)

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1. **Pull the arrivals list** for the day and group reservations into the three waves above, using requested arrival time, segment history, and any ETA notes.
2. **Match room types to demand.** Block by *room type* first so that each reservation's required type is reserved before specific units are assigned.
3. **Assign specific units within type**, favoring rooms that are already clean or are early on the housekeeping route for early waves.
4. **Sequence the housekeeping board** so that Wave 1 rooms are cleaned first, Wave 2 next, Wave 3 last. Communicate the wave priority, not a list of guest names.

5. **Hold a flex buffer.** Keep a small number of ready rooms of common types unassigned to absorb walk-ins, maintenance issues, and changes.
  6. **Reconcile midday.** Re-check the board against actual progress and actual arrivals, and re-sequence if a wave is running ahead or behind.
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## What to Track (aggregate only)

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- Rooms ready vs. rooms needed, by wave.
- Time-to-ready for the first wave (the key service metric).
- Number of guests who waited for a room (drive toward zero).
- Flex-buffer rooms remaining at each check-in checkpoint.

All of this is reported in aggregate. The methodology never requires publishing guest names, real room numbers, or financial figures — those stay inside operations.

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## Why It Works

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- **It front-loads the right work.** Effort goes where it pays off soonest.
  - **It decouples teams cleanly.** The front desk sees readiness by wave; housekeeping sees a prioritized board. They share a sequence, not noise.
  - **It is honest about uncertainty.** The flex buffer and midday reconciliation assume the day will change, because it always does.
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*This document is a generic operations methodology. It contains no property-specific data, no real room numbers, no guest or staff information, and no proprietary specifics. Adapt freely to your own property.*

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