Hotel Daily Front Desk Opening Checklist

Daily Operations | US

DATE	SHIFT	FRONT DESK AGENT
____ / ____ / _____		

SYSTEMS & PMS

	OK	NOT OK	N/A		OK	NOT OK	N/A
PMS system online	○	○	○	Telephones working	○	○	○
Reservation system accessible	○	○	○	Printers loaded with paper	○	○	○
Key card encoder working	○	○	○	Night audit completed	○	○	○
Credit card terminals online	○	○	○				

CASH & FLOAT

	OK	NOT OK	N/A		OK	NOT OK	N/A
Cash drawer counted	○	○	○	Previous shift variance noted	○	○	○
Safe balance verified	○	○	○	Petty cash logged	○	○	○

ARRIVALS & DEPARTURES

	OK	NOT OK	N/A		OK	NOT OK	N/A
Arrivals list reviewed	○	○	○	VIP amenities ordered	○	○	○
Early arrivals flagged	○	○	○	Group blocks allocated	○	○	○
Special requests actioned	○	○	○	Departures list reviewed	○	○	○
VIP rooms pre-blocked	○	○	○	Advance deposits verified	○	○	○

LOBBY & PRESENTATION

	OK	NOT OK	N/A		OK	NOT OK	N/A
Front desk clean and tidy	○	○	○	Lobby floor clean	○	○	○
Lobby seating area clean	○	○	○	Entrance area clean	○	○	○
Brochures and maps stocked	○	○	○	Luggage carts available	○	○	○

HANDOVER NOTES

Outstanding issues from night shift

Notes

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