

Hotel Shift Handover Checklist (US)

Daily Operations | US

DATE ____/____/____	SHIFT	OUTGOING STAFF	INCOMING STAFF
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CASH & FINANCIAL

 Cash drawer counted and verified

Drawer amount _____ \$

 Credit card batch closed

 Petty cash reconciled

OPEN FINANCIAL ITEMS

Pending guest folios or disputes

ARRIVALS & DEPARTURES

Expected check-ins remaining _____

VIP or loyalty-tier arrivals _____

Late check-outs approved _____

Group arrivals or events _____

Pre-assigned room requests noted _____

GUEST ISSUES & REQUESTS

Pending maintenance requests _____

Open guest complaints _____

Pending shuttle or car service bookings _____

Special requests (pillows, rollaway, etc.) _____

ROOM STATUS

Out-of-order rooms _____

Rooms awaiting housekeeping _____

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Early arrivals needing rooms _____

KEYS & SECURITY

- | | |
|---|--|
| <input type="checkbox"/> Master keys accounted for | <input type="checkbox"/> Lost and found logged |
| <input type="checkbox"/> Safe deposit activity logged | <input type="checkbox"/> Wake-up calls confirmed |

SYSTEMS & EQUIPMENT

- | | |
|--|---|
| <input type="checkbox"/> PMS system running normally | <input type="checkbox"/> Printer and stationery stocked |
| <input type="checkbox"/> Key card encoder working | <input type="checkbox"/> Phone system operational |

HANDOVER NOTES

Ongoing issues or instructions for next shift

Outgoing staff signature _____

Incoming staff signature _____

Notes

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