



# AUDIT CHECKLIST Name \_\_\_\_\_ Date \_\_\_\_\_

- \_\_\_\_\_ Communicate with previous shift, Read Front Desk Log for days since last worked.
- \_\_\_\_\_ Count and verify cash drawer amount at \$400. Verify money is correct before previous shift leaves.
- \_\_\_\_\_ View House Stats: *Shift F3* Due Outs? \_\_\_\_\_ Expected Arrivals? \_\_\_\_\_ Rooms Available? \_\_\_\_\_
- \_\_\_\_\_ Verify that all wakeup calls are set. \_\_\_\_\_ Complete call-around sheet.
- \_\_\_\_\_ Perform a bucket check using the rate check by room reports *Misc. ~ Reports ~ Report Group; Guest in house ~ Select Guest in house- by room ~ Click Ok ~ Print*  
In Bucket Check Look for: Name, Room #, Departure Date, Tax Exempt, Payment Type – check for credit card imprint or drivers license copy, Signature. Extranet res should have fax attached.
- \_\_\_\_\_ Check credit card authorizations *Misc. ~ Reports ~ Credit Limit ~ Uncheck Block Res. and Exceed Approval ~ Preview* Resolve any "Y" by authorizing credit cards or leaving notice for next shift.
- \_\_\_\_\_ Fill out Housekeeping room log
- \_\_\_\_\_ Check in all No Show arrivals--Write "No Show" in signature line of reg card

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- \_\_\_\_\_ Change Tape on Server
- \_\_\_\_\_ Print Credit Card Balancing report for each payment type and check off each transaction. *Misc. ~ Reports ~ Credit Card Balancing ~ \_\_\_\_\_9005-Amex \_\_\_\_\_9007-Discover \_\_\_\_\_9009-MC \_\_\_\_\_9010-Visa* Attach each report to front of folios.
- \_\_\_\_\_ Balance Credit Cards *Cashiering ~ Credit Cards ~ Settlement* Compare totals and Settle only if match. Research and correct any discrepancies. These must match.
- \_\_\_\_\_ Run Audit on Manager's Office Computer only
  1. Select "End of Day" from main menu
  2. Click Start. Close Cashier when asked--Drop cash if any
  3. In the "Today's Weather and Notes" screen, type in your name
  4. As steps of audit are completed, it will show "Completed" in Green. If any fail, call Opera support 800-810-4499
  5. As the audit runs, it will print to PDF redirect. Do not do anything until all reports are printed.
  6. Once audit is complete, save the file as "b093011" in the Audit Reports folder on the desktop.
- \_\_\_\_\_ Email audit file to [sanjeev@baymontstatesboro.com](mailto:sanjeev@baymontstatesboro.com)
- \_\_\_\_\_ Protobase-Go to Server and process cards for the night using Protobase Instructions. The credit card totals from the Credit Card Balancing report must match the Protobase totals prior to Settlement! Print Protobase settlement report.
- \_\_\_\_\_ Print Business on the Books for 3 months
- \_\_\_\_\_ Fax Protobase report, Business on the Books, Call Around, and copy of Front Desk Log to 888-711-8164.
- \_\_\_\_\_ Place all paperwork into Audit Pack envelope and write Audit Date and initials on outside of pack.
- \_\_\_\_\_ Check out all no show rooms and change status of rooms to Clean. Do not check out multiple night Prepays!

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- \_\_\_\_\_ Express Checkouts *Cashiering ~ Cashier Functions ~ Batch Folios ~ Guests Departing Today ~ Interim Bill ~ Room Number Order ~ All Guests ~ Only Credit Cards ~ Only Windows Billed to Guest ~ Print All* Remove all Prepaid folios (Expedia, Travelocity, Orbitz, Priceline). Fold remaining folios and place under doors when breakfast attendant arrives.
- \_\_\_\_\_ Balance shift work, close cashier, and print cashier report: *Cashiering ~ Close Cashier ~ Enter Password ~ Click OK ~ Enter ACTUAL cash Amount ~ Select OK ~ Verify amount ~ Print Cashier report if unbalanced.*
- \_\_\_\_\_ Log out and communicate any information to next shift. Fill out all issues and info on Front Desk Log.

**FOR ALL RESERVATIONS—MAKE SURE TO GET PHONE NUMBER AND ASK FOR EMAIL  
AT CHECK IN—MAKE SURE TO GET FULL ADDRESS AND COMPANY (IF ON BUSINESS) ASK FOR EMAIL ON REG CARD  
WRITE EVERY CUSTOMER COMPLAINT/ISSUE ON FRONT DESK LOG AND FOLLOW UP!**