

# 1<sup>st</sup> SHIFT CHECKLIST

Name \_\_\_\_\_ Date \_\_\_\_\_

- \_\_\_\_\_ Communicate with previous shift, Review Red Book
- \_\_\_\_\_ Count and verify cash drawer amount at \$300. Verify money is correct before previous shift leaves.
- \_\_\_\_\_ Print the Emergency Reports: **Run>Reports>Emergency Reports**  
(**Account Balance Report, Arrival List, Departure List, In House List by Room #, Vacant Room List**)
- \_\_\_\_\_ Review daily arrivals checking for duplicates, blocking special requests, and arrivals versus in house.
- \_\_\_\_\_ View House Stats: **View>Quick Statistics** Due Outs? \_\_\_\_\_ Arrivals? \_\_\_\_\_ Available? \_\_\_\_\_
- \_\_\_\_\_ Pre-block all arrivals with special requests.
- \_\_\_\_\_ Check for any meetings or groups that may be occurring and prepare (setup room or assign rooms)  
[Group and Meeting Binder]
- \_\_\_\_\_ Print Out Of Order Rooms for GM & Maintenance.
- \_\_\_\_\_ Communicate with Housekeeping for late checkouts, stay-overs, and room changes
- \_\_\_\_\_ At checkout time, reconcile all departing guests. Go to **View>Departures** and make sure that all the departures have checked out. Research all due outs with Housekeeping.
- \_\_\_\_\_ Put all Corporate Lodging checkouts in the Green CLC folder.
- \_\_\_\_\_ Log in all Lost and Found items into Red Book.
- \_\_\_\_\_ Evaluate Guest Over Credit Limit Report, correct any overages. **Run>Reports>Credit Checklist** *Bill out all CC guests over \$500 unless due out tomorrow and make sure all Cash guests are paid for tonight.*
- \_\_\_\_\_ Perform a bucket check using the In House List by room reports  
In Bucket Check, verify: Name, Room #, Rate, Departure Date, Tax Exempt, Signature
- \_\_\_\_\_ Make sure that all rooms are clean before housekeeping leaves. **Manage>Housekeeping Center**
- \_\_\_\_\_ Perform Call-Around and fill in Call Around Sheet. Ask Manager for date for internet rate search.
- \_\_\_\_\_ Make sure all DVD movies are on shelf with new releases at the top. Report any rooms that check out without returning a movie to the GM.
- \_\_\_\_\_ Organize all Check-Outs by room number and check with Departure List to make sure all are there.
- \_\_\_\_\_ Prior to the end of your shift, close your cash drawer. Count your cash drawer. Go to **Run>Reports>Accounting Reports>Shift Reconciliation** to see if you are correct with your count. Once in balance close your shift by going to **Manage>Cashier Shift (Enter 1 as your Shift ID and Drawer Total)** Open Shift 2.
- \_\_\_\_\_ Wipe down all front desk area and vacuum front office area. Make sure are front desk supplies are stocked and organized.
- \_\_\_\_\_ As guests arrive, Perform Guest Courtesy Calls for all check-ins prior to 8 pm.
- \_\_\_\_\_ Set all wake up calls as requested and mark in Red Book.
- \_\_\_\_\_ Log out and communicate any information to next shift. Fill in all issues in the Red Book.

*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 RED BOOK AND FOLLOW UP!*