

# 2<sup>nd</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.
- \_\_\_\_\_ Make sure all due outs are gone **View>Departures**. Research and either check out or extend stay.
- \_\_\_\_\_ Set all wake up calls as requested-mark in Red Book.
- \_\_\_\_\_ Make sure that all rooms are clean before housekeeping leaves. **Manage>Housekeeping Center**
- \_\_\_\_\_ View House Stats: **View>Quick Statistics** Due Outs? \_\_\_\_\_ Arrivals? \_\_\_\_\_ Available? \_\_\_\_\_
- \_\_\_\_\_ Make sure all arrivals with special requests have been pre-blocked by 1<sup>st</sup> shift.
- \_\_\_\_\_ Check for any meetings or groups that may be occurring and prepare (setup room or assign rooms)  
[Group and Meeting Binder]
- \_\_\_\_\_ Print the Emergency Reports: **Run>Reports>Emergency Reports**  
**(Account Balance Report, Arrival List, Departure List, In House List by Room #, Vacant Room List)**
- \_\_\_\_\_ Look at availability by room type to see if we need to shift guests as they arrive: *Ctrl-F8*
- \_\_\_\_\_ Make sure all DVD movies are on shelf with new releases at the top. Use DVD Slip for all rentals.
- \_\_\_\_\_ Communicate with maintenance before they leave to make sure all issues on the Front Desk log are completed. Make sure to follow up with guests to make sure they are satisfied as well.
- \_\_\_\_\_ If selling out, print out and follow the SOLD-OUT Checklist.
- \_\_\_\_\_ As guests arrive, Perform Guest Courtesy Calls for all check-ins prior to 8 pm.
- \_\_\_\_\_ At 4 p.m. (Or later if we are not selling out), Cancel all 4 p.m. holds.
- \_\_\_\_\_ Perform a bucket check using the In House List by room reports  
In Bucket Check, verify: Name, Room #, Rate, Departure Date, Tax Exempt, Signature
- \_\_\_\_\_ Evaluate Guest Over Credit Limit Report, correct any overages. **Run>Reports>Credit Checklist**. Make sure all cash paying guests have money for tonight and cc authorizations high enough.
- \_\_\_\_\_ Complete Call-Around and fill in Call Around Sheet. Ask Manager for date for internet rate search.
- \_\_\_\_\_ At 8 pm, using Googletalk, Send message to Sanjeev with expected ADR and Occ% (View>Quick Stats)
- \_\_\_\_\_ Wipe down all front desk area and vacuum back office area. Make sure are front desk supplies are stocked and organized.
- \_\_\_\_\_ 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 2 as your Shift ID and Drawer Total)** Open Shift 3.
- \_\_\_\_\_ Log out and communicate any information to next shift. Fill in all issues in the 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 RED BOOK AND FOLLOW UP!*