

CHECKLIST / FRONT DESK

BEFORE SHIFT

- Read the Night Audit Daily Report
- Review internal messages and management e-mails
- Receive the verbal handover from the outgoing shift
- Note guests requiring particular attention

SHIFT OPENING

- Log into the PMS, verify the working date
- Review expected departures and pending balances
- Verify the arrivals list, identify VIPs and early arrivals
- Confirm room status with housekeeping
- Prepare welcome documentation and amenities
- Count and verify the cash drawer, document the opening balance

DURING THE SHIFT

- Acknowledge every guest at the desk within 30 seconds
- Process check-outs and check-ins per the property SOP
- Verify identity and process pre-authorization per scenario
- Maintain discretion on every payment
- Update room statuses in real time
- Coordinate room priorities with housekeeping
- Handle guest requests without delay
- Apply the LEARN framework on every complaint

VIP AND SPECIAL ARRIVALS

- Confirm VIP rooms ready before arrival
- Verify welcome amenities in place
- Personally welcome the VIP guest if staffing allows
- Brief the bell desk on enhanced service
- Confirm pre-booked services with the concierge

MID-SHIFT OPERATIONS

- Manage late check-outs and early check-ins as approved
- Monitor the queue, offer refreshments if wait is long
- Communicate proactively with guests waiting for a room
- Process any guest message within standard timing

SHIFT TRANSITION

- Prepare a full written and verbal handover
- Document open situations, complaints, pending requests
- Reconcile the cash drawer
- Brief the incoming shift on priorities and watchpoints

END OF SHIFT

- Confirm all assigned rooms have been processed
- Submit the daily activity summary
- Recognise team members for strong performance
- Update the shift log for the next day