



# CHECKLIST / NIGHT AUDIT

## SHIFT TAKEOVER - 22H45 TO 23H15

- Receive the handover from the afternoon shift
- Note late arrivals, early departures and open situations
- Log into all required systems and verify access
- Count and verify the cash drawer
- Familiarise with VIP guests in house and any security note

## EARLY-NIGHT SERVICE - 23H00 TO 1H00

- Handle remaining check-ins for the day
- Process in-house guest requests with the standard timing
- Conduct property rounds if part of night audit responsibilities
- Maintain lobby awareness and note unusual activity

## CREDIT CONTROL

- Run the credit limit report from the PMS
- Flag accounts approaching or exceeding limits
- Verify pre-authorizations cover stay and incidentals
- Note cards expiring during the stay for the morning team
- Never call the guest between 23h00 and 7h00 unless critical

## VIRTUAL CREDIT CARDS PROCESSING

- Identify OTA bookings paid by VCC
- Confirm the guest has checked in before charging
- Retrieve VCC details from the OTA extranet or PMS
- Charge the exact amount specified by the OTA
- Record the authorization code in the PMS and on the tracking sheet
- Reconcile VCC payment allocation with the folio

## AUDIT PROCESS - 1H00 TO 4H00

- Verify all charges are correctly posted
- Run the end-of-day process to roll the working date
- Generate Daily Report, Night Report and Pick-up Report
- Review each guest folio for accuracy
- Confirm rate codes and packages are correctly applied
- Reconcile cash and credits with the system records

## NEXT-DAY PREPARATION - 1H30 TO 6H00

- Estimate ETD for next-day departures from notes and history
- Pre-bill folios, flag pending balances and rate variances
- Print registration cards for next-day arrivals
- Note pre-authorization amounts on each card
- Sort cards by expected arrival time, early arrivals first
- Flag VIP arrivals with markers or colour tabs
- Attach special request notes to each card

## SHIFT TRANSITION - 6H00 TO 7H00

- Prepare full handover documentation for the morning shift
- Flag for the AM team: rate disputes, missing charges, billing concerns
- Note guests with open complaints likely to expect a goodwill gesture
- Brief the incoming supervisor on priorities of the day