

HOTEL FRONT DESK OPERATION CHECKLIST

(Check each day)

Shift Opening Checklist

From to

TASK	MON	TUE	WED	THU	FRI	SAT	SUN
Check and log into the reservation and management system.							
Review guest arrivals, departures, and special requests.							
Ensure the reception area is clean, organized, and stocked with supplies (pens, paper, etc.).							
Verify that all technology (phones, computers, card readers) is functioning.							
Confirm availability of room keys and prepare for upcoming check-ins.							
Check messages, emails, and faxes for any urgent issues or guest communication.							
<i>Additional Task:</i>							

Instructions:

- Complete these tasks promptly at the start of the shift to ensure smooth operations throughout the day.

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Guest Check-In Checklist

From to

TASK	MON	TUE	WED	THU	FRI	SAT	SUN
Greet guests warmly and confirm their reservation details.							
Verify ID and payment method before assigning room keys.							
Provide room details, Wi-Fi information, and any applicable hotel policies.							
Share information on available amenities (e.g., gym, pool, breakfast times).							
Note and confirm any special requests (e.g., late checkout, accessibility needs).							
Offer concierge services (e.g., local recommendations, transportation assistance).							
<i>Additional Task:</i>							

Instructions:

- Focus on creating a welcoming experience while addressing guest needs efficiently.

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During-Shift Operations Checklist

From to

TASK	MON	TUE	WED	THU	FRI	SAT	SUN
Monitor guest arrivals and departures; update the system accordingly							
Respond promptly to guest inquiries or complaints.							
Keep track of room availability and adjust inventory in the system.							
Coordinate with housekeeping and maintenance for room readiness or issues.							
Check on any scheduled events or group bookings.							
Keep the front desk area tidy and professional at all times.							
<i>Additional Task:</i>							

Instructions:

- *Stay proactive in addressing guest needs and maintain clear communication with other departments.*

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Guest Check-Out Checklist

From to

TASK	MON	TUE	WED	THU	FRI	SAT	SUN
Confirm guest identity and check room status before processing checkout.							
Review the guest's bill, address any questions or disputes, and process payment.							
Ask for feedback or reviews to improve services.							
Provide information on loyalty programs or future booking discounts.							
Thank guests sincerely and offer assistance with luggage or transportation.							
Update the room status in the system for housekeeping.							
Additional Task:							

Instructions:

- *Ensure a smooth and professional checkout process to leave a positive last impression.*

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Shift Closing Checklist

From to

TASK	MON	TUE	WED	THU	FRI	SAT	SUN
Reconcile cash drawer and card transactions; report discrepancies.							
Log any unresolved issues or pending tasks for the next shift.							
Ensure all guest communication (emails, messages) is addressed or forwarded.							
Review and log updates on room inventory and reservations.							
Clean and organize the front desk area.							
Secure all sensitive information and log out of systems.							
<i>Additional Task:</i>							

Instructions:

- Double-check all records and hand off detailed updates to the incoming shift.