

## Front Office – Daily Log



### Day Shift Procedure

Prepared By: \_\_\_\_\_ Date: \_\_\_\_\_

- \_\_\_\_\_ Arrive early for your shift. Go through the pre-shift meeting check list.
- \_\_\_\_\_ Prepare your Daily Log Report. Read Previous reports and initial.
- \_\_\_\_\_ Check Current Status.
- \_\_\_\_\_ Check out the expected arrival on screen and print.
- \_\_\_\_\_ Check for Pre-Registration.
- \_\_\_\_\_ Check for discrepancies in Guest Registration.
- \_\_\_\_\_ Check for expected departures.
- \_\_\_\_\_ Check the interfaces for the telephones and movies to see that they are operational. Do a printout of charges and put in check-out drawer.
- \_\_\_\_\_ Record all wake-up calls on the master sheet at the front desk.
- \_\_\_\_\_ Call the guest after the system has printed the message. Be polite.
- \_\_\_\_\_ Count your cash (Rp. \_\_\_\_\_). Shortages are the clerks' responsibility.
- \_\_\_\_\_ Turn the outside lights off.
- \_\_\_\_\_ Check incidental deposit to see which rooms have left an incidental deposit.
- \_\_\_\_\_ Review Group Files for arrivals and departures and block any special requests.
- \_\_\_\_\_ Do any specials, Credit Check Reports or V.I.P. requests.
- \_\_\_\_\_ Provide guest with all promotional information on check-out.
- \_\_\_\_\_ Check Dummy Folio and Report straight away to Front Office Manager, when any balance.
- \_\_\_\_\_ Check-in procedure:
  - The Registration Card must be filled out in its entirety (including vehicle information).
  - If a cash customer, Drivers License or other major I.D. must be on the Registration Card.
  - If the customer is paying by credit card, be sure to put the date, room number, your initials, authorization number and amount you have authorized on the credit card form.
  - The guest must be clear on their room rate. The Registration Card must be signed.
- \_\_\_\_\_ Post all charges to the Guests Folio. Leave the charges with the folio.
- \_\_\_\_\_ Upon check-out, have the guest sign the folio and keep one copy.
- \_\_\_\_\_ Ask that the keys be returned to the front desk upon check-out.
- \_\_\_\_\_ Complete the Housekeeper's Log of changes for any supplies leaving the desk.
- \_\_\_\_\_ Be sure that Housekeeping is aware of which rooms have cots in them.
- \_\_\_\_\_ Be sure that Housekeeping is aware of any rooms which have Day Rate check-ins.
- \_\_\_\_\_ Be sure that Housekeeping is aware of late departures or new check-ins.
- \_\_\_\_\_ Check all due out rooms and room discrepancies and process any charges.
- \_\_\_\_\_ Do your deposit and put it in the safe (include all cash, credit cards, direct bills).
- \_\_\_\_\_ Count the float in back safe if you have made a change during your shift. Leave tape with Date, Initials & shift.
- \_\_\_\_\_ Complete the Daily Log listing all exceptional occurrences that happened during the shift.

Notes: