

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: