

Front Office – Daily Log



Evening 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 expected arrival on screen and print.
- _____ Check for pre-registration.
- _____ Check expected departures. Verify if guests still in the hotel are stay-over.
- _____ Prepare Discrepancy Report by comparing the Housekeeping report to computer. Charge an additional day rate unless permission has been granted for late check-out.
- _____ Check the interfaces for Telephone and Movies to see that they are operational. Do a printout of charges and put in check-out drawer.
- _____ Count your cash (Rp. _____). Shortages are the clerks responsibility.
- _____ Provide guest with all promotional information on check-out.
- _____ Verify completion of V.I.P. Form and Special Request.
- _____ Check-in Group Master Accounts.
- _____ Check incidental deposit to see which rooms have left an incidental deposit.
- _____ Check the service codes to see if any special items are required for our guests.
- _____ 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.
- _____ Record all wake-up calls on the master sheet at the front desk.
- _____ Check that the outside lights are on at dusk.
- _____ 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.
- _____ Complete the Housekeeper's Report of the Room Status. Double check for blocked rooms.
- _____ 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 and shift.
- _____ Complete the Daily Log listing all exceptional occurrences that happened during the shift.
- _____ Smile!!!!

Notes: