

## 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: