

Front Office – Daily Log



Night 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.
- _____ Do a bucket check against your computer print out. Follow up any discrepancies.
- _____ Check for pre-registration.
- _____ Check expected departures. Should be 0 before continuing.
- _____ Check the interfaces for the 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.
- _____ Post incoming functions to the board in the lobby. Change the date.
- _____ Check for incoming reservations. Allocate to rooms.
- _____ Provide guest with all promotional information on check-out.
- _____ Any rooms checking in after your audit will be recorded on the new day sheet. The computer must be adjusted to show NCI as occupied/dirty. *Also record the room numbers and times on the Housekeepers Report.*
- _____ Prepare a wake call Sheet, a log of changes and a shag sheet for the new day.
- _____ Check wake-up calls that have been entered onto the system against the telephone record sheet. Do a wake-up call audit from the telephone system.
- _____ Leave the work area neat and organized.
- _____ Do your deposit and put it in the safe. Date for the new day.
- _____ Count the petty cash if you have made change during the shift.
- _____ Key audit to be done every night.
- _____ Complete the Daily Log listing all exceptional occurrences.

Notes: