

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: