# Front Desk - Early Shift - Check List
for **Shift Leader / Supervisor**

## User Guide

- You may have used Check Lists before and do not require help from a User Guide – please feel free to continue and use the form starting on the next page below

### Purpose of a Check List:

A Check List is meant to help you be more organised. We all have lots of things to do and might forget certain tasks from time to time. The Check List will help you remember the most important things. Besides, every professional Reception Shift Leader / Supervisor should use a Check List, makes you look good in front of your manager.

### About this Check List:

Every hotel is slightly different and what might be a procedure in one hotel is not necessary a procedure in another hotel. This Check List is only a guidance of what tasks are done by receptionists in bigger hotel chains. We encourage you to make changes so it suits your specific property much better. All documents are provided in PDF format but we are happy to email you a word version. This service is free. Please email us at info@receptionacademy.com to obtain an unprotected word version.

### Questions about this Check List:

Not everything on the Check List might be clear to you. So, please give us a call or drop us an email and we are happy to help.

### Ideas and suggestions:

We want lots of reception teams to benefit from this download section and you can help us to achieve that. If you currently use a great form for a certain task, email us and we publish it on our website for everyone to use. We are also grateful for suggestions and feedback.

**Your Reception Academy Team**

RECEPTION ACADEMY

# Front Desk - Early Shift - Check List
for **Shift Leader / Supervisor**

Date: _____ Receptionists on duty: _____

Shift Leader: _____ Early Duty Manager: _____

| | Task | Completed By | Supervisor |
|---|---|---|---|
| 06:45 | Receive a proper handover from the night team | | |
| 07:00 | All team member to count their floats. Make sure they have enough change | | |
| 07:10 | Check your company email account | | |
| 07:15 | Check for any disabled guests in house. In case of fire evacuation | | |
| 07:20 | Set a shift target I.e. everyone to enrol 3 guests into loyalty program | | |
| 07:25 | Check Pre-registrations not arrived yet and update the team | | |
| 07:30 | Prepare the Housekeeping handover sheet and give to them before 8.30am | | |
| 08:00 | Check special VIP arrivals for today and make sure team is aware | | |
| 08:15 | Check arrival list for regular guests and attach correct guest profile | | |
| 08:30 | Give VIP and Loyalty guest arrival list to Kitchen & Housekeeping | | |
| 08:35 | Check all traces for arrivals today and share comments with the team | | |
| 08:45 | Read last nights Duty Manager log entries to be prepared | | |
| 08:50 | Check with receptionist on “High balance” / “Guest over limit” report | | |
| 09:00 | Observe one team members performance and give constructive feedback | | |
| 09:30 | Action any memos or training sessions if required | | |
| 09:30 | Make sure Loyalty guest discounts are done before guest checks-out | | |
| 11:00 | “Company of the month” welcome letters are printed and signed by GM | | |
| 11:15 | Exchange all Petty Cash and Due me's / Returnables with accounts team | | |
| 11:30 | Order new Internet access cards for guests if applicable | | |
| 12:00 | Place your change order ( coins for the float ) with the accounting team | | |
| 12:00 | Plan lunch break times for your shift | | |
| 12:30 | Check if guest are waiting for their rooms and chase Housekeeping | | |
| 13:00 | Make sure that groups arriving today are prepared | | |
| 13:10 | Balance room types for today | | |
| 13:20 | Make sure the team signs their time sheets | | |
| 13:30 | Receptionists to organise their end of shift banking. Supervisor to check | | |
| 14:00 | Tidy up the reception desk and ensure next shift has enough stationary | | |
| 14:15 | Count your own float and drop any cash amount due. | | |
| 14:30 | Prepare handover for the late shift | | |
| 14:45 | Give handover to the late shift and close your cashier before you go home | | |