



## AM CHECKLIST Name \_\_\_\_\_ Date \_\_\_\_\_

- \_\_\_\_\_ Communicate with previous shift, Read Front Desk Log for days since last worked.
- \_\_\_\_\_ Count and verify cash drawer amount at \$400. Verify money is correct before previous shift leaves.
- \_\_\_\_\_ Print the reports: *Misc. ~ Reports ~ Report Group: Shift Reports ~ Front Desk AM ~ Click OK ~ Print*
- \_\_\_\_\_ Review daily arrivals checking for duplicates, blocking special requests, and arrivals versus in house.
- \_\_\_\_\_ View House Stats: *Shift F3* Due Outs? \_\_\_\_\_ Expected Arrivals? \_\_\_\_\_ Rooms Available? \_\_\_\_\_
- \_\_\_\_\_ Look at availability by room type to see if we need to shift guests as they arrive: *Ctrl-F8*
- \_\_\_\_\_ Verify that all extranet reservations are entered into Opera. Check rates as well.  
\_\_\_\_\_ Expedia \_\_\_\_\_ Travelocity \_\_\_\_\_ Orbitz
- \_\_\_\_\_ Check for any meetings or groups that may be occurring and prepare (setup room or assign rooms)  
[Group and Meeting Binder]
- \_\_\_\_\_ Print OOO/OOS report for Maintenance: *Misc. ~ Reports ~ Report Group: Housekeeping ~ Choose Out of Order by reason ~ Click OK ~ Click Print*
- \_\_\_\_\_ Communicate with Housekeeping for late checkouts, stay-overs, and room changes
- \_\_\_\_\_ Make sure all due outs are gone and registration cards are pulled *Shift F3*
- \_\_\_\_\_ Make sure all DVD movies are on shelf with new releases at the top. Report any rooms that check out without returning a movie to the GM.
- \_\_\_\_\_ Evaluate Guest Over Credit Limit Report, correct any overages. *Bill out all CC guests over \$500. unless due out tomorrow and make sure all Cash guests are paid for tonight. (To bill out CC: Cashiering ~ Billing ~ Select Guest ~ Settlement ~ Interim Bill)*
- \_\_\_\_\_ Perform a bucket check using the rate check by room reports (*Misc. ~ Reports ~ Report Group; Guest in house ~ Select Guest in house- by room ~ Click Ok ~ Print*)  
In Bucket Check Look for: Name, Room #, Departure Date, Tax Exempt, Payment Type – check for credit card imprint or drivers license copy, Signature. Extranet res should have fax attached.
- \_\_\_\_\_ Print Downtime Reports: *Misc. ~ Reports ~ Report Group: Shift Reports ~ Downtime Reports ~ Click OK ~ Print*
- \_\_\_\_\_ At 2 pm. using Googletalk, Send message to Sanjeev with rooms sold and revenue (*Shift F3*)
- \_\_\_\_\_ Prior to housekeeping leaving for the day, check for room discrepancies. By printing a Discrepancy Report: *Misc. ~ Reports ~ Report Group: Housekeeping ~ Choose Room Discrepancy ~ Click Ok ~ Click Print*
- \_\_\_\_\_ Balance shift work, close cashier, and print cashier report: *Cashiering ~ Close Cashier ~ Enter Password ~ Click OK ~ Enter ACTUAL cash Amount ~ Select OK ~ Verify amount ~ Print Cashier report*
- \_\_\_\_\_ Wipe down all front desk area and vacuum front office area. Make sure are front desk supplies are stocked and organized.
- \_\_\_\_\_ As guests arrive, Perform Guest Courtesy Calls for all check-ins prior to 8 pm. Fill in Front Desk Log.
- \_\_\_\_\_ Set all wake up calls as requested and mark in Front Desk Log.
- \_\_\_\_\_ Log out and communicate any information to next shift. Fill out all issues and info on Front Desk Log.