



## PM CHECKLIST Name(s) \_\_\_\_\_ 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.
- \_\_\_\_\_ Make sure all due outs are gone *Shift F3*
- \_\_\_\_\_ Set all wake up calls as requested and mark in Front Desk Log.
- \_\_\_\_\_ 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*
- \_\_\_\_\_ Look at availability by room type to see if we need to shift guests as they arrive: *Ctrl-F8*
- \_\_\_\_\_ View House Stats: *Shift F3* Due Outs? \_\_\_\_\_ Expected Arrivals? \_\_\_\_\_ Rooms Available? \_\_\_\_\_
- \_\_\_\_\_ As guests arrive, Perform Guest Courtesy Calls for all check-ins prior to 8 pm. Fill in Front Desk Log.
- \_\_\_\_\_ Make sure all DVD movies are on shelf with new releases at the top. Use DVD Slip for all rentals.
- \_\_\_\_\_ Check for any meetings or groups that may be occurring and prepare (setup room or assign rooms) [Group and Meeting Binder]
- \_\_\_\_\_ At 6 p.m. (Or later if we are not selling out), Cancel all 6 p.m. holds: *Front Desk ~ Arrivals ~ Search ~ Sort by Status ~ Scroll down to Non-Gtd ~ Select Reservation ~ Click Cancel*
- \_\_\_\_\_ If selling out, print out and follow the SOLD-OUT Checklist.
- \_\_\_\_\_ At 7 pm, blow debris from entrance.
- \_\_\_\_\_ 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.
- \_\_\_\_\_ 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)*
- \_\_\_\_\_ At 8 pm, using Googletalk, Send message to Sanjeev with rooms sold and revenue (*Shift F3*)
- \_\_\_\_\_ If two people are working, do security walk around exterior and all floors.
- \_\_\_\_\_ Wipe down all front desk area and vacuum back office area. Make sure are front desk supplies are stocked and organized.
- \_\_\_\_\_ 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*
- \_\_\_\_\_ Log out and communicate any information to next shift. Fill out all issues and info on Front Desk Log.