

Cardinal Hospitality GM Daily Progress

Fax to 888-711-8164

Date: _____

- Review Night Audit Pack:
 - Rates
 - Postings
 - Guest Ledger Balances
 - Adjustments
 - Comp Rooms
 - Companies
 - Reservations made Yesterday
 - Forecast
 - Verify Credit Card deposit matches PMS totals
 - Prepare Cash Deposit and take to Bank
 - Provide proper change for the front desk
 - Review Front Desk Red Book from previous day
 - Hotel Effectiveness:
 - Missed Punches
 - Revenue / Rooms Sold
 - Rooms Cleaned
 - Daily Labor Checkin
 - Meet with Maintenance and Housekeeping to plan the day
 - Assign & supervise Maintenance improvement projects with punchlists
 - Review and Correct Out of Order rooms
 - Review maintenance tickets for the day to ensure all items are fixed correctly
 - Respond to guest comments, complaints and chargebacks
 - Review Franchise alerts and communications (Myportal-Revinat-Star Report)
 - Make sure all front desk policies and procedures are being followed:
 - PMS Guest Fields
 - Company names
 - Emails
 - Rate types
 - Movie rentals
 - Reg cards
 - No shows
 - Tax exempt
 - Direct bills
 - Checklists
 - Keep Office Area organized and neat
 - Open mail and submit all invoices & mail daily
 - Make Daily Sales calls-phone and outside calls
 - Follow up on all Groups and Group leads
 - Inspect Rooms Daily-Detail Inspections _____ Quick Checks _____
 - Make sure all back of the house areas are organized and clean and locked where necessary
 - Walk entire property inside and out to make sure property is perfect
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- Complete inventory:
 - Linen
 - Guest Room Supplies
 - Breakfast items
 - Coffee
 - Toner
 - Cleaning Supplies
 - Purchase Supplies for Front Desk, Housekeeping & Maintenance as needed
 - Go through forecast for month and year (monthly)
 - Prepare Petty Cash Reimbursement
 - Direct Bills: Bill at minimum every week, follow up on any delinquent bills
 - Post Schedule for all departments

Notes for Sanjeev:
