



## PM CHECKLIST

- \_\_\_\_\_ 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*
- \_\_\_\_\_ Check for any meetings or groups and prepare (setup room or assign rooms) [Group and Meeting Binder]
- \_\_\_\_\_ Prior to housekeeping leaving for the day, make sure that there are no dirty or discrepant rooms in Opera. *Room Management ~ Housekeeping*
- \_\_\_\_\_ 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? \_\_\_\_\_
- \_\_\_\_\_ Make sure all DVD movies are on shelf with new releases at the top. Use DVD Slip for all rentals.
- \_\_\_\_\_ Verify all cash guests have paid for tonight. *Misc. ~ Reports ~ Cash Paying Guests INH*
- \_\_\_\_\_ Communicate with maintenance before they leave to make sure all issues on the Front Desk log are completed. Make sure to follow up with guests to make sure they are satisfied as well.
- \_\_\_\_\_ At 4 pm (Mon–Thu), make one tray of cookies and put out. Only make more cookies if guest requests.
- \_\_\_\_\_ At 6 pm (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.
- \_\_\_\_\_ Complete call-around sheet.
- \_\_\_\_\_ Make sure all faxes are attended to.
- \_\_\_\_\_ 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.
- \_\_\_\_\_ 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, Drivers license copy for cash or local on Good Neighbor form, Signature. Booking.com res should have fax attached.
- \_\_\_\_\_ 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. Pick up any trash as you walk around property.
- \_\_\_\_\_ Wipe down all front desk area and vacuum back office area. Make sure are front desk supplies are stocked and organized.
- \_\_\_\_\_ Blow leaves from front entrance area. Straighten lobby furniture, tables and chairs and pickup trash.
- \_\_\_\_\_ 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 if unbalanced.*
- \_\_\_\_\_ Log out and communicate any information to next shift. Fill out all issues and info on Front Desk Log.

**FOR ALL RESERVATIONS—MAKE SURE TO GET PHONE NUMBER AND ASK FOR EMAIL  
AT CHECK IN—MAKE SURE TO GET FULL ADDRESS AND COMPANY (IF ON BUSINESS) ASK FOR EMAIL ON REG CARD  
WRITE EVERY CUSTOMER COMPLAINT/ISSUE ON FRONT DESK LOG AND FOLLOW UP!**