

QUALITY INN 1st SHIFT CHECKLIST

Name _____ Date _____

- _____ Communicate with previous shift, Review Red Book
- _____ Count and verify cash drawer amount at \$250. Verify money is correct before previous shift leaves.
- _____ Print the Emergency Reports: **Run>Reports>Emergency Reports**
(**Account Balance Report, Arrival List, Departure List, In House List by Room #, Vacant Room List**)
- _____ Print VA Daily checklist and mark guests that stayed last night, fax to VA 706-823-1790
- _____ Review daily arrivals checking for duplicates, blocking special requests, and arrivals versus in house.
- _____ View House Stats: **View>Quick Statistics** Due Outs? _____ Arrivals? _____ Available? _____
- _____ Pre-block all arrivals with special requests.
- _____ Check for any meetings or groups that may be occurring and prepare (setup room or assign rooms)
[Group and Meeting Binder]
- _____ Print Out Of Order Rooms for GM & Maintenance.
- _____ Communicate with Housekeeping for late checkouts, stay-overs, and room changes
- _____ At checkout time, reconcile all departing guests. Go to **View>Departures** and make sure that all the departures have checked out. Research all due outs with Housekeeping.
- _____ Log in all Lost and Found items into Red Book.
- _____ Evaluate Guest Over Credit Limit Report, correct any overages. **Run>Reports>Credit Checklist** *Bill out all CC guests over \$500 unless due out tomorrow and make sure all Cash guests are paid for tonight.*
- _____ Perform a bucket check using the In House List by room reports
In Bucket Check, verify: Name, Room #, Rate, Departure Date, Tax Exempt, Signature
- _____ Make sure that all rooms are clean before housekeeping leaves. **Manage>Housekeeping Center**
- _____ Perform Call-Around and fill in Call Around Sheet. Ask Manager for date for internet rate search.
- _____ Enter into Choiceadvantage all VA email reservations and file reservation in VA folder.
- _____ Organize all Check-Outs by room number and check with Departure List to make sure all are there.
- _____ Prior to the end of your shift, close your cash drawer. Count your cash drawer. Go to **Run>Reports>Accounting Reports>Shift Reconciliation** to see if you are correct with your count. Once in balance close your shift by going to **Manage>Cashier Shift (Enter 1 as your Shift ID and Drawer Total)** Open Shift 2.
- _____ 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.
- _____ Set all wake up calls as requested and mark in Red Book.
- _____ Log out and communicate any information to next shift. Fill in all issues in the Red Book.

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 RED BOOK AND FOLLOW UP!