

QUALITY INN 2nd SHIFT CHECKLIST

Name _____ Date _____

- _____ Communicate with previous shift, Review Red Book
- _____ Count and verify cash drawer amount at \$300. Verify money is correct before previous shift leaves.
- _____ Make sure all due outs are gone **View>Departures**. Research and either check out or extend stay.
- _____ Set all wake up calls as requested-mark in Red Book.
- _____ Make sure that all rooms are clean before housekeeping leaves. **Manage>Housekeeping Center**
- _____ View House Stats: **View>Quick Statistics** Due Outs? _____ Arrivals? _____ Available? _____
- _____ Make sure all arrivals with special requests have been pre-blocked by 1st shift.
- _____ Check for any meetings or groups that may be occurring and prepare (setup room or assign rooms)
[Group and Meeting Binder]
- _____ Print the Emergency Reports: **Run>Reports>Emergency Reports**
(Account Balance Report, Arrival List, Departure List, In House List by Room #, Vacant Room List)
- _____ Look at availability by room type to see if we need to shift guests as they arrive: *Ctrl-F8*
- _____ Make sure all DVD movies are on shelf with new releases at the top. Use DVD Slip for all rentals.
- _____ 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.
- _____ If selling out, print out and follow the SOLD-OUT Checklist.
- _____ As guests arrive, Perform Guest Courtesy Calls for all check-ins prior to 8 pm.
- _____ At 4 p.m. (Or later if we are not selling out), Cancel all 4 p.m. holds.
- _____ Perform a bucket check using the In House List by room reports
In Bucket Check, verify: Name, Room #, Rate, Departure Date, Tax Exempt, Signature
- _____ Evaluate Guest Over Credit Limit Report, correct any overages. **Run>Reports>Credit Checklist**. Make sure all cash paying guests have money for tonight and cc authorizations high enough.
- _____ Complete Call-Around and fill in Call Around Sheet. Ask Manager for date for internet rate search.
- _____ At 8 pm, using ICQ, Send message to Sanjeev with expected ADR and Occ% (View>Quick Stats)
- _____ Enter into Choiceadvantage all VA email reservations and file reservation in VA folder.
- _____ Wipe down all front desk area and vacuum back office area. Make sure are front desk supplies are stocked and organized.
- _____ 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 2 as your Shift ID and Drawer Total)** Open Shift 3.
- _____ Log out and communicate any information to next shift. Fill in all issues in the 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 RED BOOK AND FOLLOW UP!*