

TRAVELODGE INN & SUITES AM CHECKLIST

- _____ Communicate with previous shift, Read Front Desk Log for days since last worked.
- _____ Count and verify cash drawer amount at \$300. Verify money is correct before previous shift leaves.
- _____ Look at number of dirty rooms to determine if we need on-call housekeeper to come in and let them know.
- _____ Review daily arrivals checking for duplicates, blocking special requests, and arrivals versus in house.
- _____ View House Stats: Due Outs? _____ Expected Arrivals? _____ Rooms Available? _____
- _____ Look at availability by room type to see if we need to shift guests as they arrive.
- _____ Check for any meetings or groups and prepare (setup room or assign rooms) [Group and Meeting Binder]
- _____ Pre-Charge all Prepaid OTA arrivals for full stay using arrivals list
- _____ Communicate out-of-order rooms with Maintenance.
- _____ Communicate with Housekeeping for late checkouts, stay-overs, and room changes
- _____ Make sure all due outs are gone and registration cards are pulled.
- _____ Complete call-around sheet.
- _____ Verify all cash guests have paid for tonight.
- _____ Make sure copies of all direct bill and tax exempt check outs are put into their trays.
- _____ Make sure all faxes are attended to.
- _____ Record all lost and found items in the front desk log book.
- _____ Look at Guest Ledger. Report any balances over \$300 to GM.
- _____ Perform a bucket check by using the Guest List
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.
- _____ Print Emergency Reports. Place reports on Downtime Clipboard and trash old copy
- _____ At 2 pm. using Googetalk, Send message to Sanjeev with rooms sold and revenue.
- _____ Prior to housekeeping leaving for the day, make sure that there are no dirty or discrepant rooms in the PMS.
- _____ Balance shift work, close cashier, and print cashier report.
- _____ 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. Fill in Front Desk Log.
- _____ Set all wake up calls as requested and mark in Front Desk Log.
- _____ 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!***