

TRAVELODGE INN & SUITES AUDIT 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.
 - _____ Print *Reports / Front Office / Emergency Reports*. _____ Print Vacant Rooms List
 - _____ View House Stats: Due Outs? (should be 0) _____ Expected Arrivals? _____ Rooms Available? _____
 - _____ Verify that all wakeup calls are set.
 - _____ Perform a bucket check using the *Reports / Front Office / Guest List--In House report* (Select Detailed)
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 *Reports / Front Office / Guest List / Departures* (take out 2nd date) and organize all folios in room order. Note any missing.
 - _____ Print *Reports / Front Office / Guest List / Rate Plan SRB* and place in direct bill box.
 - _____ Print *Reports / Accounting / Credit Card Transaction Totals* Detailed and set aside for after audit.
 - _____ Make sure all direct bill and tax exempt check outs have copies of folios in their boxes.
 - _____ Cancel all non-guaranteed reservations. Check in any OTA reservations and SRB Freenight stay reservations (print reg card)
 - _____ Check in all no show arrivals--Write "No Show" in signature line of reg card
 - _____ Close out Shift – Print *Transaction Totals / CA / UserID* and match to Cash Count. Then Close Shift:
Accounting / Cashier Audit - Type in Cash total from report (should match actual) and Drop money in safe.
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- _____ Run Audit
 1. Select "Accounting / Close of Day" Click "Yes" when asked are you sure about 20 hours.
 2. Print 2 Batch Inquiry Reports. Compare totals to Credit Card Transaction Totals report. Report any variance to GM.
 3. Click "Close" on the Batch Inquiry Report and Click "Yes" when asked if you would like to continue.
 4. Click on "Run Audit". After some time, it should read "completed successfully". Click "Yes"
 5. Save end of day reports to the Audit folder on the desktop.
 - _____ Then email End of Day reports to gm@travelodgeaugusta.com.
 - _____ Fax Batch Inquiry Report, call around, copy of 2 pages of Front Desk Log, Housekeeping Room Log to 888-711-8164.
 - _____ Place all paperwork into Audit Pack envelope and write Audit Date and initials on outside of pack.
 - _____ Check out all no show rooms and change status of rooms to Clean. Do not check out multiple night Prepays!
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- _____ Enter Daily Data into Hotel Effectiveness Secure Portal
Use hotel statistics and housekeeping report (from housekeeping box) to enter data. This must be done by 5 am.
 - _____ Fill out Housekeeping room log for next day.
 - _____ Setup Breakfast Bar and clean lobby area.
 - _____ Close out Shift – Print *Transaction Totals / CA / UserID* and match to Cash Count. Then Close Shift:
Accounting / Cashier Audit - Type in Cash total from report (should match actual) and Drop money in safe.
 - _____ 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!**