

TRAVELODGE INN & SUITES PM 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.
- _____ Make sure all due outs are gone
- _____ 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 PMS.
- _____ 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? _____
- _____ Verify all cash guests have paid for tonight.
- _____ 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 6 pm (Or later if we are not selling out), Cancel all 6 p.m. holds.
- _____ 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
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
- _____ 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!**