

Checklist

Frontdesk

Start of Shift	
Check the front desk area for cleanliness and organization.	•
Turn on all necessary equipment, including computers, phones, and printers.	•
Review the day's reservations and arrivals.	•
Count the cash drawer and verify the starting balance.	•
Review any notes or memos from the previous shift.	•
Guest Check-In	
Greet guests warmly and confirm their reservation details.	•
Verify identification and method of payment.	•

Provide room keys and any necessary information about the hotel and its amenities.	•
Review check-in and check-out times, as well as any relevant hotel policies.	•
Guest Requests	
Respond promptly to guest requests and inquiries.	•
Make reservations for local attractions or restaurants as requested.	•
Handle any guest complaints or issues in a professional and courteous manner.	•
End of Shift	
Close out the cash drawer and verify the ending balance.	•
Complete any necessary paperwork or reports.	•
Ensure the front desk area is clean and organized for the next shift.	•
Review any notes or memos for the next shift.	•

