



## Front Desk - Early Shift - Check List for **Receptionists**

### User Guide

- You may have used Check Lists before and do not require help from a User Guide – please feel free to continue and use the form starting on the next page below

#### ➤ **Purpose of a Check List:**

A Check List is meant to help you be more organised. We all have lots of things to do and might forget certain tasks from time to time. The Check List will help you remember the most important things. Besides, every professional Hotel Receptionist should use a Check List, makes you look good in front of your manager.

#### ➤ **About this Check List:**

Every hotel is slightly different and what might be a procedure in one hotel is not necessary a procedure in another hotel. This Check List is only a guidance of what tasks are done by receptionists in bigger hotel chains. We encourage you to make changes so it suits your specific property much better. All documents are provided in PDF format but we are happy to email you a word version. This service is free. Please email us at [info@receptionacademy.com](mailto:info@receptionacademy.com) to obtain an unprotected word version.

#### ➤ **Questions about this Check List:**

Not everything on the Check List might be clear to you. So, please give us a call or drop us an email and we are happy to help.

#### ➤ **Ideas and suggestions:**

We want lots of reception teams to benefit from this download section and you can help us to achieve that. If you currently use a great form for a certain task, email us and we publish it on our website for everyone to use. We are also grateful for suggestions and feedback.

**Your Reception Academy Team**



## Front Desk - Early Shift - Check List for **Receptionists**

Date: \_\_\_\_\_ Receptionists on duty: \_\_\_\_\_  
Shift Leader: \_\_\_\_\_ Early Duty Manager: \_\_\_\_\_

	Task	Completed By	Supervisor
06:45	Receive a proper handover from the night team		
07:00	Count your float and ensure you have enough change		
07:10	Print system back up / downtime report in case of system failure		
07:15	Familiarise yourself with conferences in the hotel today		
07:20	Familiarise yourself with groups & VIP's arriving today		
07:25	Familiarise yourself with pre-registrations not yet arrived		
07:30	Check the fax machine for urgent faxes and action		
07:35	Tidy up the reception desk and ensure you have enough stationary		
07:40	Ensure that you have enough hotel brochures and tariffs stocked		
07:45	Follow up on outstanding issues handed over from the night team		
08:00	Check the lost postings account for unidentified charges and action		
08:15	Print your "High balance" / "Guest over limit" report and action		
08:30	Prepare all direct bills / city ledger		
09:00	Apply staff discount / other pre arranged discounts to invoices		
09:00	Print system back up / downtime report in case of system failure		
09:30	Action "Express Check-outs" if applicable		
11:00	Print system back up / downtime report in case of system failure		
11:05	Check stationary stock level and order new stationary if required		
11:15	Check if guests are waiting for their room and chase housekeeping		
12:00	Check your remaining due-outs / check-outs and call guests if needed		
12:30	Ensure that your lunch break is scheduled by your supervisor		
13:00	Clear out the old registration cards from the pit box / registration card box		
13:00	Print system back up / downtime report in case of system failure		
13:15	Keep checking if guests are waiting for their room and chase housekeeping		
13:30	Organise you shift banking and ensure supervisor checks your paperwork		
14:00	Tidy up the reception desk and ensure next shift has enough stationary		
14:30	Count your float and drop any cash amount due		
14:45	Close your cashier		
14:45	Stay at the desk while the supervisor gives handover to late shift team		