



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

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

	Task	Completed By	Supervisor
14:45	Receive a proper handover from the early shift team		
14:55	Count your float and ensure you have enough change		
15:05	Print system back up / downtime report in case of system failure		
15:10	Familiarise yourself with conferences in the hotel today		
15:15	Familiarise yourself with groups & VIP's arriving today		
15:20	Familiarise yourself with pre-registrations not yet arrived		
15:25	Check the fax machine for urgent faxes and action		
15:30	Tidy up the reception desk and ensure you have enough stationary		
15:40	Ensure that you have enough hotel brochures and tariffs stocked		
15:50	Follow up on outstanding issues handed over from the early shift team		
16:00	Check the lost postings account for unidentified charges and action		
16:05	Check if guests are waiting for their room and chase housekeeping		
17:00	Print system back up / downtime report in case of system failure		
17:15	Chase late check-outs and day-use rooms		
18:00	Ensure that your dinner break is scheduled by your supervisor		
19:00	Print system back up / downtime report in case of system failure		
19:00	Print your "High balance" / "Guest over limit" report and action		
20:00	Tidy up reception back office and make sure stock delivery is sorted		
20:20	Check back-up for guests arriving the next day and file accordingly		
21:00	Print system back up / downtime report in case of system failure		
21:15	Check the lost postings account for unidentified charges and action		
21:30	Organise your shift banking and ensure supervisor checks your paperwork		
22:00	Cross check wake-up call sheet, matching names and room numbers		
22:15	Tidy up the reception desk and ensure next shift has enough stationary		
22:25	Ensure that there are no "not-updated" registration cards on the desk		
22.35	Count your float and drop any cash amount due		
22:40	Close your cashier		
22:45	Stay at the desk while the supervisor gives handover to the night team		
23:00	Print system back up / downtime report in case of system failure		