



Front Desk - Late Shift - Check List for **Shift Leader / Supervisor**

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 Reception Shift Leader / Supervisor 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 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 **Shift Leader / Supervisor**

Date: _____ Receptionists on duty: _____
Shift Leader: _____ Late Duty Manager: _____

	Task	Completed By	Supervisor
14:45	Receive a proper handover from the early shift team		
15:00	All team member to count their floats. Make sure they have enough change		
15:10	Check your company email account		
15:15	Check for any disabled guests in house. In case of fire evacuation		
15:20	Set a shift target I.e. everyone to enrol 3 guests into loyalty program		
15:25	Check Pre-registrations not arrived yet and update the team		
15:30	Check system for number of rooms not clean yet and chase Housekeeping		
15:40	Check special VIP arrivals for today and make sure team is aware		
15:55	Read today's Duty Manager log entries and update team if applicable		
16:00	Make sure all groups are prepared and ready to be checked in		
16:10	Check all traces for arrivals today and share comments with the team		
16:20	Check out of order / out of service rooms		
16:30	Cancel all non guaranteed and 4pm release bookings		
16:40	Prepare tomorrow's arrivals and allocate VIP's, regular guests & requests		
17:20	Allocate tomorrow's groups, "Company of the month" & high rates		
18:00	Chase late check outs and day use rooms		
18:00	Plan dinner break times for your shift		
18:15	Look at your overbooking and take action if required		
18:30	Balance your room types for today		
19:30	Observe at least one team member and give constructive feedback		
20:00	Release show rooms if not needed any more for today		
20:30	Check group invoiced and check out from the system		
21:00	Check house accounts (Pay Master) and clear if applicable		
21:30	Follow up on "High balance" / "Guest over limit" report		
21:35	Make sure the team signs their time sheets		
22:00	Receptionists to organise their end of shift banking. Supervisor to check		
22:00	Tidy up the reception desk and ensure next shift has enough stationary		
22:15	Count your own float and drop any cash amount due.		
22:30	Prepare handover for the night shift		
22:45	Give handover to the night shift and close your cashier before you go home		