

BEST WESTERN FRONT DESK A SHIFT CHECKLIST

- Count all cash drawers**
- Run emergency reports (all located in the front desk menu in the PMS)**
 - Availability-**Go to reservations, click on availability located on the left hand side, click the print button located on the top middle.
 - In House-** Go to reports, click on in house located on the left hand side, click the print icon located on the top left of the screen.
 - Arrivals-** Go to reports, click the checked box that says include check-ins so that the box is blank. Click on the print icon located on the top left.
 - Vacant & Inspected-** Go to room rack, click on print located on the bottom right, change status to vacant and condition to clean. Click ok.
 - Departures-** Go to reports, clicks on departures. Then click on the print icon located on the top left.
- Censor all movies in lodge net computer.**
- Restock coffee supplies and clean coffee station.**
- Complete local availability sheet.**
- Clean up lobby area and check bathrooms for cleanliness and stock.**
- After Checkout time, contact housekeeping to find out which departures have not left. Call rooms that are left. Stay over or lock out if needed.**
- Bucket check-** Print in house report and check each reg card for signature, cc imprint or copy of driver's license, and check rates for direct bills. Make notation of any errors on in house report.
- Organize and clean front desk.**
- Supply front desk with key cards, key card holders, parking permits, and maps if needed.**
- Make notation of supplies that are getting low and turn in to Supervisor or MOD.**
- Check over credit limits-** go to reports, click on over credit limit, click print icon located on top left corner of screen. Increment CC's and/or contact guests about monies due.
- Incidentals-** Go into reports and click on operator cash out. Pull up each incidental by the accounting codes. These codes are movies-*MV*, veranda bar-*RT*, telephones-*LD*, cocoa beach shuttle vouchers- *CBSO/CBSR*
- Cash Out-** Go to reports, click on operator cash out. Report cash and credit cards. Print two copies (one for cash and second for credit cards).

- **Cash-** Pull drop from drawer. Check drawer for correct balance of \$250. If drawer is not at correct balance make necessary changes to balance drawer. Fill out deposit envelope and deposit record sheet according to actual drop and net receipts in PMS. Make sure cash out sheet corresponds with actual drop. Place cash out sheet and money in envelope. Have a witness sign cash deposit sheet and witness drop into safe. Place any cash refund folios on appropriate tray in cabinet under bucket.
- **Credit Cards-** Put all credit card slips in order according to cash out sheet. Print any folios that are not included in paperwork to ensure each credit card transaction has a hard copy of the folio. Make sure cash out sheet shows credit cards transaction have been reported in system. Rubber band pile and place on correct tray in cabinet under bucket.
- **Direct Bills-** Make sure all direct bills have appropriate back up stapled to folio. Check for incidentals. If any incidentals are being charged to the direct bill account, transfer incidental charges to an incidental folio if one has not been created. Charge guest for incidentals. If guest has already checked out and a credit card or cash deposit has not been taken, please charge incidentals to the bad debt account code and notify manager immediately. Place all direct bills on appropriate tray in cabinet under bucket.

Name Printed _____
Signature _____

Date _____

*****Please hand in to Front Office Manager or Assistant Front Office Manager*****

BEST WESTERN FRONT DESK B SHIFT CHECKLIST

- Count all cash drawers**
- Run emergency reports (all located in the front desk menu in the PMS)**
 - Availability-**Go to reservations, click on availability located on the left hand side, click the print button located on the top middle.
 - In House-** Go to reports, click on in house located on the left hand side, click the print icon located on the top left of the screen.
 - Arrivals-** Go to reports, click the checked box that says include check-ins so that the box is blank. Click on the print icon located on the top left.
 - Vacant & Inspected-** Go to room rack, click on print located on the bottom right, change status to vacant and condition to clean. Click ok.
- Censor all movies in lodge net computer.**
- Restock coffee supplies and clean coffee station.**
- Complete local availability sheet.**
- Clean up lobby area and check bathrooms for cleanliness and stock.**
- If Occupancy is high, authorize credit cards for remaining arrivals for one night. If card declines call number on reservation to secure with credit card. If no one is available cancel reservation to sell room.**
- Bucket check-** Print in house report and check each reg card for signature, cc imprint or copy of driver's license. Make sure the name on the cc matches the name on the reg card.
- In House List-** Print in house list from reports. Check rates on all direct bills make incidental folios if necessary. Make sure all cash paying rooms are censored on the phones and cash paying is still entered in the lodge net system. Make notation of any high balances and pass on to supervisor or manager.
- Organize and clean front desk.**
- Supply front desk with key cards, key card holders, parking permits, and maps if needed.**
- Make notation of supplies that are getting low and turn in to Supervisor or MOD.**
- Check over credit limits-** go to reports, click on over credit limit, click print icon located on top left corner of screen. Increment CC's and/or contact guests about monies due.

- **Incidentals-** Go to reports and click on operator cash out. Pull up each incidental by the accounting codes. These codes are movies-*MV*, veranda bar-*RT*, telephones-*LD*, cocoa beach shuttle vouchers- *CBSO/CBSR* *
- **Cash Out-** Go to reports, click on operator cash out. Report cash and credit cards. Print two copies (one for cash and second for credit cards).
 - **Cash-** Pull drop from drawer. Check drawer for correct balance of \$250. If drawer is not at correct balance make necessary changes to balance drawer. Fill out deposit envelope and deposit record sheet according to actual drop and net receipts in PMS. Make sure cash out sheet corresponds with actual drop. Place cash out sheet and money in envelope and drop in safe. Have a witness sign cash deposit sheet and witness drop into safe. Place any cash refund folios on appropriate tray in cabinet under bucket.
 - **Credit Cards-** Put all credit card slips in order according to cash out sheet. Print any folios that are not included in paperwork to ensure each credit card transaction has a hard copy of the folio. Make sure cash out sheet shows credit cards transaction have been reported in system. Rubber band pile and place on correct tray in cabinet under bucket.
 - **Direct Bills-** Make sure all direct bills have appropriate back up stapled to folio. Check for incidentals. If any incidentals are being charged to the direct bill account, transfer incidental charges to an incidental folio if one has not been created. Charge guest for incidentals. If guest has already checked out and a credit card or cash deposit has not been taken, please charge incidentals to the bad debt account code and notify manager immediately. Place all direct bills on appropriate tray in cabinet under bucket.

Name Printed _____
Signature _____

Date _____

***** Please hand in to Front Office Manager or Assistant Front Office Manager*****