**A SHIFT**

**DATE: STAFF:**

First Things First:

* Communicate with Audit and read over the overnight Shift Report.
* Login to PMS
* Open/turn on lights/curtains/doors.
* Check and respond to any pending emails or phone calls (after 9am for outgoing phone calls).
* Make sure all departures, arrivals, stayovers, and rooms coming off OOO are on schedule. Check for any possible room moves to notify HK.
* Run a Bucket Check (a full run-through of all in-house guests to make sure no necessary information is missing).
* Print a list of all in-house guests for emergency purposes.

During Shift

* Follow up with any guest issues or complaints as a top priority.
* Check lobby restrooms for cleanliness, hand towels, and bathroom supplies throughout your shift.
* Complete a site walkaround twice a shift:
	+ Restrooms
	+ Hallways
	+ Stairwells

WALKAROUNDS

Time: Initial: Notes:

Time: Initial: Notes:

* Key Log.
* Package Log
* Review the view new bookings report and add a pop-up note for all packages.
* Check incoming reservations for any packages that require special attention. (Romance, Sip & Savor, etc.)
* Around 11am: contact and follow up with anyone who has not checked out on time.
* Prepare for Arrivals. Check for notes in each reservation and set up keys and amenities as appropriate (pre-assign and key groups, etc). Make sure all credit card authorization forms are properly routed.
* Make sure all arrival rooms are inspected and ready to go. Communicate with HK and maintenance as necessary.

End of Shift

* Ensure all communications are left in pass-downs and complete shift report
* Perform a count of the bank and inspection of master keys.
* Ensure front desk and lobby is in order before conclusion of your shift.

**GENERAL RESPONSIBILITIES**

**General Responsibilities**

* Greet and welcome every guest that you see!
* Perform concierge duties (dining, directions, suggestions on area attractions)
* Make sure any notes attached to a reservation are addressed, apply alerts when needed.
* Respond to all emails. Send out emails to other front desk staff when necessary.
* Check online booking sites for reservations that might not have been entered or need modification.
* Make sure to hand out review cards and ask about the guest experience.
* Be excellent to each other!

**NOTES**

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**B SHIFT**

**DATE: STAFF:**

First Things First:

* Communicate with A Shift and read over their shift report. Is everyone checked out who should be? Are we expecting any early arrivals or deliveries?
* Login to WebRezPro.
* Housekeeping Liaison: make sure all departures, arrivals, stayovers, and rooms coming off OOO are on schedule. Check for any possible room moves to notify HK.
* Run a Bucket Check. (A full run-through of all in-house guests to make sure no necessary information is missing!)
* Print a list of all in-house guests for emergency purposes.

During Shift

* Follow up with any guest issues or complaints as a top priority.
* Check lobby restrooms for cleanliness, hand towels, and bathroom supplies throughout your shift.
* Review the view new bookings report and add a pop up note for all packages.
* After each of your breaks, complete a site walkaround:
	+ Restrooms (lobby, all-gender, and rooftop)
	+ Gym/Hot Tub
	+ Guest Laundry
	+ Elevators
	+ Roof
* Key Log.
* Package Log.
* Check and respond to any pending emails or phone calls.
* Check for notes in the following day’s arrivals. Pre-assign rooms and communicate with HK as necessary.
* Work on call-arounds after 7pm.
* Close off rooftop access at 10:30pm.
* Check the Hot Tub PPM every two hours
* Check to make sure the fire door on the roof is armed

End of Shift

* Perform a count of the bank and inspection of master keys.
* Ensure front desk and lobby is in order before conclusion of your shift
* Ensure all communications are left in pass-downs and complete shift report

WALKAROUNDS

Time: Initial: Notes:

Time: Initial: Notes:

Time: Initial: Notes:

Time: Initial: Notes:

**GENERAL RESPONSIBILITIES**

**General Responsibilities**

* Greet and welcome every guest that you see!
* Perform concierge duties (dining, directions, suggestions on area attractions)
* Make sure any notes attached to a reservation are addressed, apply alerts when needed.
* Respond to all emails. Send out emails to other front desk staff when necessary.
* Check online booking sites for reservations that might not have been entered or need modification.
* Make sure to hand out review cards and ask about the guest experience.
* Be excellent to each other!

**NOTES**

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**AUDIT**

**DATE: STAFF:**

First Things First:

* Communicate with B Shift and read over their shift report. Is everyone checked in who should be? Are we expecting any late arrivals or very early checkouts?
* Door Check. Is everything locked that should be? Are there any guests on the roof or in the spa areas?
* Login to WebRezPro.
* Run a Bucket Check. (A full run-through of all in-house guests to make sure no necessary information is missing!)
* Print a list of all in-house guests for emergency purposes.

During Shift

* Follow up with any guest issues or complaints as a top priority.
* After each of your breaks, complete a site walkaround:
	+ Restrooms (lobby, all-gender, and rooftop)
	+ Gym/Hot Tub
	+ Guest Laundry
	+ Elevators
	+ Roof
* Key Log.
* Package Log.

WALKAROUNDS

Time: Initial: Notes:

Time: Initial: Notes:

Time: Initial: Notes:

Time: Initial: Notes:

* Check and respond to any pending emails or phone calls.
* Run the Audit.
* Clean the lobby restrooms and elevators (Mirrors, Floors, Toilets, etc).
* Sweep the lobby area, and mop as necessary.
* Go through online sources to check for other local hotels being full for the near future, so that A Shift can call to offer ourselves as an alternative.
* Check to make sure the fire door on the roof is armed
* Review the view new bookings report and add a pop up note for all packages.

End of Shift

* Perform a count of the bank and inspection of master keys.
* Ensure front desk and lobby is in order before conclusion of your shift
* Ensure all communications are left in pass-downs and complete shift report

**GENERAL RESPONSIBILITIES**

**General Responsibilities**

* Greet and welcome every guest that you see!
* Perform concierge duties (dining, directions, suggestions on area attractions)
* Make sure any notes attached to a reservation are addressed, apply alerts when needed.
* Respond to all emails. Send out emails to other front desk staff when necessary.
* Check online booking sites for reservations that might not have been entered or need modification.
* Make sure to hand out review cards and ask about the guest experience.
* Be excellent to each other!

**NOTES**

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