HOTELOPS TOOLKIT · LOOK-INSIDE SAMPLE

Front Office Shift Pack

$34 · A1 Daily Ops + checklist · A2 Cash & Key Log

IN THIS SAMPLE

Page 2 · A1 FO Daily Shift Checklist (print)

Page 3 · A1 Front Office Daily Ops (Word)

Page 4 · A2 Cash & Key Log — Settings (Excel)

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The full, editable files come as one zip, instantly after checkout.
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Faulty or not as described? We fix it or refund within 14 days. No change-of-mind refunds.

HOTELOPS TOOLKIT · LEADERSHIP EDITION — A1 · FO DAILY CHECKLIST · PRINT ONE PER SHIFT

Front Office — Daily Shift Checklist

ONE PER SHIFT

Property: _____ Date: ____ / ____ / _____ Shift: ☐ AM ☐ PM ☐ Night

Shift Leader: _____ Duty Mgr: _____ Occ / Arr / Dep: ___% / ___ / ___

OPEN: BEFORE THE FIRST WALK-IN OR POSTED ARRIVAL — Opening Lead

- ☐ PMS date correct; night audit closed; no stuck postings
- ☐ Arrivals, departures, stayovers open; unassigned arrivals listed
- ☐ VIP, allergy and accessibility list open
- ☐ Overnight manager log and audit exceptions read
- ☐ Float counted vs A2 (two people if Settings say so)
- ☐ Safe seal # matches last close on A2
- ☐ Master and emergency keys match the register
- ☐ Encoder tested: one card cut, tested, destroyed
- ☐ Early-arrival rooms confirmed with Housekeeping
- ☐ Lobby walk: lights, music, temperature, trolleys
- ☐ Desk stocked: cards, pens, key folders, umbrellas
- ☐ Team brief: occupancy, groups, rate rules, OOO, who approves gestures

Open complete at _____ : _____ Initials _____

MID-SHIFT: AT THE TIMES YOUR FO MANAGER SETS — Shift Leader

- ☐ Ready rooms vs arrivals due before 15:00
- ☐ Unguaranteed arrivals contacted or released
- ☐ Late departures called; late checkouts agreed with HK
- ☐ OOO / OOS checked with Engineering
- ☐ Oversold? Walk risk reviewed with Duty Manager
- ☐ Open guest issues followed up; guest told the owner

HANDOVER: OUTGOING SPEAKS, INCOMING WRITES — Write NIL, never blank

Arrivals due ____ Departures out ____ Late checkouts (room + time): _____

Open guest issues (room, name, next action, owner): _____

Payment holds / disputed bills: _____ Room holds (HK / Eng): _____

Drawer _____ Seal # _____ Keys / radios / passes out: _____

BOTH CONFIRM

- ☐ Occupancy and late checkouts agreed
- ☐ Open issues handed with room, name, owner
- ☐ Gestures already given: not to be offered again
- ☐ Cash and seal agreed; variance on A2 or NIL
- ☐ Key / radio / passes on the register
- ☐ Groups, events, outlet sell-outs noted

Outgoing: Name _____ Sign _____ Time _____ Incoming: Name _____ Sign _____ Time _____

VIPS AND DESK COMPLAINTS — A1 sections 6 and 7

- ☐ VIP rooms inspected and ready before ETA; amenities checked
- ☐ Any VIP complaint to the Duty Manager (A1 §7) before shift end
- ☐ Desk complaints logged; recovery offered (A1 §6) before shift end

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A1 · LEADERSHIP EDITION

Front Office Daily Ops

Shift header, opening and closing checks, the handover, cash and keys, VIPs, desk complaints, overbooking and night audit.

Property	_____
Owner	Front Office Manager (accountable) · Shift Leader / Opening Lead (runs it) · Duty Manager (backup and escalations)
When used	Every shift: AM, PM and Night. Opening list before the first walk-in or posted arrival; handover at every change of shift; closing list before the last agent leaves the desk.
Done means	Opening and closing lists ticked; handover filled by the incoming agent and signed by both; every cash or key variance on A2 the same shift; VIP rows complete; every desk complaint recorded with an owner.
Version	2.1 · October 2026
Last reviewed	____ / ____ / _____ Next review: ____ / ____ / _____ By: _____

How to use this file. This Word file is the full standard and the shift record. Fill the blanks marked "property" once (sections 8 and 11), have the FO Manager sign section 12, then print it per shift or keep it as the master and print **A1-FO-Daily-Checklist.pdf** for the desk. Cash, float, safe and master-key detail goes on **A2-FO-Cash-Key-Log.xlsx**.

1. SHIFT HEADER

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Field	Entry	Field	Entry
Date	____ / ____ / _____	Shift	☐ AM ☐ PM ☐ Night
Shift Leader	_____	Duty Manager	_____
Occupancy / sold / available	____ % / ____ / ____	Arrivals / departures	____ / ____
Rooms to sell tonight	____ / ____ / ____	OOO / OOS rooms	____ / ____

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HOTELOPS TOOLKIT · LEADERSHIP EDITION

A2 · Settings

SAMPLE DATA: fictional Demo Hotel. Clear the yellow sample rows and enter your property name on Settings before live use.

CASH AND SAFE RULES (FO MANAGER FILLS ONCE)

Setting	Value	What it does
Property name	Demo Hotel (SAMPLE)	Change this from "Demo Hotel (SAMPLE)" and the sample banners disappear.
Currency	USD	Shown in headings. Use your own code.
Standard float per drawer	500.00	The amount each drawer should start and end the shift with after the drop. Cash Log flags a float left short or over.
Two-person count required?	Yes	Yes = Cash Log flags any count without a second counter.
Variance tolerance	0.00	Variances larger than this (either way) must be reported to the Duty Manager. 0 = every variance.
Float method	Imprest (fixed float)	For reference: imprest, banked every shift, or your own method.
Week starts on (first Monday of the log)	Mon 05 Jan 2099	Weekly Summary counts from this Monday.
People allowed to open the safe	FO Manager, Duty Manager, Night Manager	Safe Log: write only these names in Opened by.
Master key register kept at	Back office key cabinet	Where the physical register and keys live.

SAMPLE values above are fictional. Replace every yellow cell with your own rules; the FO Manager signs the Start Here tab when done.

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