HotelOps Toolkit V2 — Leadership Edition

$97 · 13 tools · DOCX, XLSX, PDF

SAMPLE

IN THIS SAMPLE

Page 2 · Start Here — the 13 tools by folder

Page 3 · A1 Front Office Daily Ops (Word)

Page 4 · B1 Revenue Weekly Workbook (Excel)

Page 5 · D1 Hiring Scorecard (Excel)

HotelOps Toolkit · look-inside sample · not for use

Every page here is cropped and watermarked SAMPLE so you can judge the layout and depth before you buy. It is not a usable copy.

The full, editable files come as one zip, instantly after checkout.

Prices in USD, one-time. Checkout by Lemon Squeezy.

HotelOps Toolkit · look-inside sample · not for use

HotelOps Toolkit · look-inside sample · not for use

Operated by Nicholas Ashley · Christchurch, New Zealand

nickashming.com/hotelops · ceo@nickashming.com

Faulty or not as described? We fix it or refund within 14 days. No change-of-mind refunds.

HotelOps Toolkit · look-inside sample · not for use

START HERE · HOTELOPS TOOLKIT

HotelOps Toolkit V2 — Leadership Edition

13 ready-to-run tools for GMs, Hotel Managers, Directors of Operations and HR · read this first

WHAT IS IN THIS DOWNLOAD: 13 TOOLS

Code	Tool	Format	What it does
A-Ops			
A1	**Front Office Daily Ops**	Word	Shift header, opening and mid-shift checks, handover, cash and keys, VIPs, desk complaints, walks, night audit
A1	**FO Daily Checklist**	PDF	One page per shift for the desk
A2	**FO Cash & Key Log**	Excel	Cash Log with automatic variance and seal checks, Key Log, Safe Log, Weekly Summary
A3	**Housekeeping Standards & Inspection**	Word	Room status rules, defect codes H / D / S / O / M / E, fail rule, standards by zone, weekly review
A3	**HK Room Inspection Checklist**	PDF	Page 1 per room; page 2 supervisor shift tally with first-time pass rate
A4	**Department Head Weekly Meeting**	Word	60-minute run order: guest first, numbers, department lines, actions with owners
B-Revenue			
B1	Revenue Weekly Workbook	Excel	10 tabs: Flash, pace, next 14 nights, pickup, segments, channels, groups, comp set, actions, week log; KPIs calculated
B2	Revenue Monday Agenda	Word	The 30-minute Monday meeting in the same order as the workbook
C-Guest			
C1	Guest Recovery Scripts	Word	The step recovery, four tiers, authority grid, 10 situation scripts, review replies, skills

SAMPLE

Cropped preview. The full page is in the download.

Real page from the product; sample entries use the fictional Demo Hotel.

HotelOps Toolkit · look-inside sample · not for use

HotelOps Toolkit · look-inside sample · not for use

HotelOps Toolkit · look-inside sample · not for use

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

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

SAMPLE

Cropped preview. The full page is in the download.

Real page from the product; sample entries use the fictional Demo Hotel.

HotelOps Toolkit · look-inside sample · not for use

HotelOps Toolkit · look-inside sample · not for use

HotelOps Toolkit · look-inside sample · not for use

HOTELOPS TOOLKIT · LEADERSHIP EDITION

B1 · 01 Flash · last week and month to date

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

Week commencing 05 Jan 2099 · month to date: 11 nights · 120 rooms · USD

INPUTS (FROM YOUR PMS AND BUDGET)

	Last week actual	Last week budget	Last week STLY	MTD actual	MTD budget	MTD STLY	Where to find it
Nights in period	7	7	7	11	11	11	Auto: 7 for the week, Settings for MTD
Out-of-order room nights	6	0	4	9	0	6	PMS out-of-order report
Rooms sold (room nights)	640	625	600	955	980	930	PMS manager's report (exclude complementary if your budget does)
Room revenue	94,720	93,750	85,200	140,385	147,000	131,130	PMS manager's report, net of tax

RESULTS (CALCULATED)

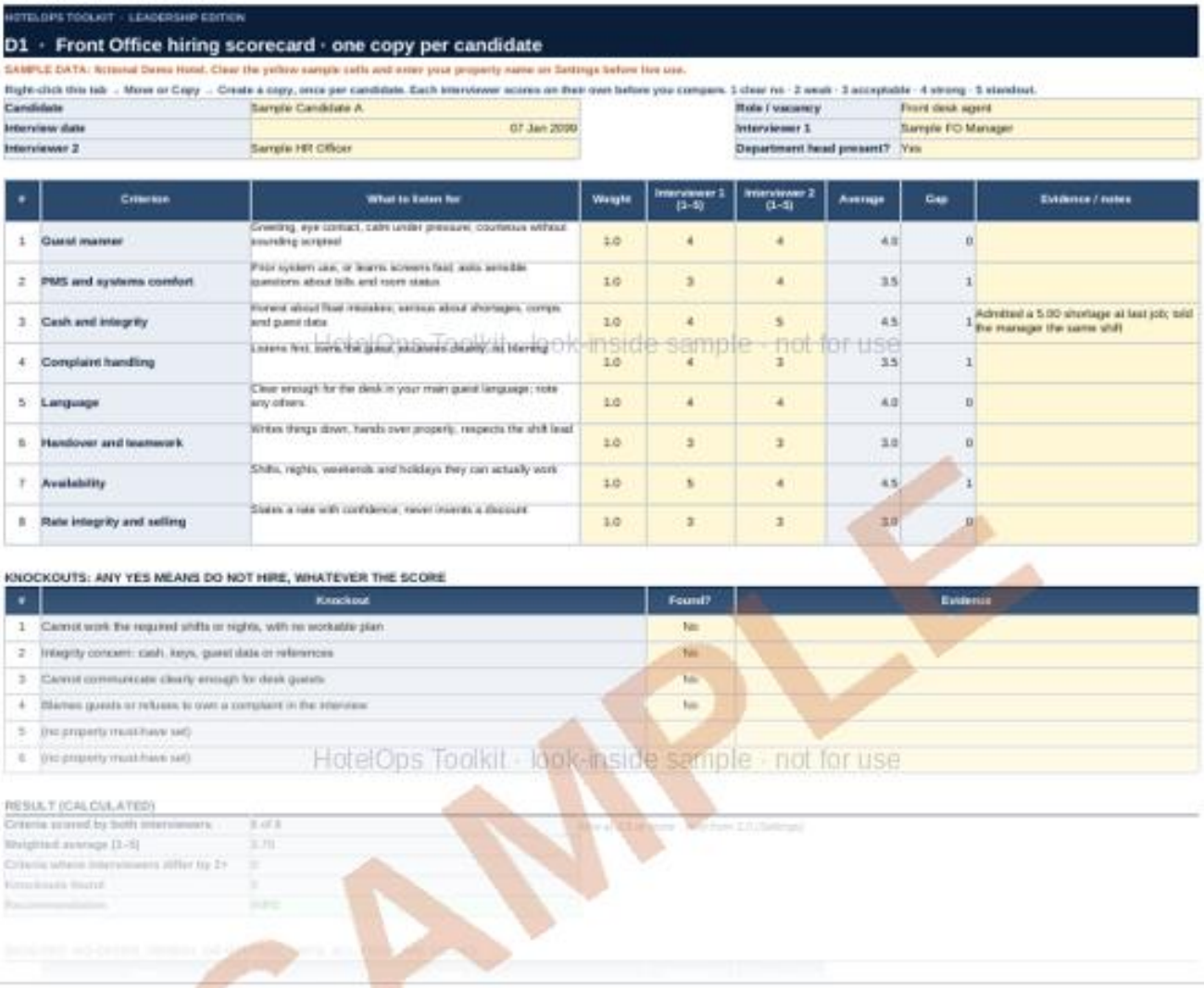
	Last week actual	Last week budget	Last week STLY	MTD actual	MTD budget	MTD STLY
Rooms available	834	840	836	1,311	1,320	1,314
Occupancy %	76.7%	74.4%	71.8%	72.8%	74.2%	70.8%
ADR	148.00	150.00	142.00	147.00	150.00	141.00
RevPAR	113.51	111.61	102.01	107.00	111.36	99.77

Cropped preview. The full page is in the download.

Real page from the product; sample entries use the fictional Demo Hotel.

SAMPLE
HotelOps Toolkit · look-inside sample · not for use
HotelOps Toolkit · look-inside sample · not for use
HotelOps Toolkit · look-inside sample · not for use

HotelOps Toolkit · look-inside sample · not for use



HOTELOPS TOOLKIT · LEADERSHIP EDITION

D1 · Front Office hiring scorecard · one copy per candidate

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

Right-click this tab → Move or Copy → Create a copy, once per candidate. Each interviewer scores on their own before you compare. 1 clear no · 2 weak · 3 acceptable · 4 strong · 5 standout.

Candidate	Sample Candidate A	Role / vacancy	Front desk agent
Interview date	07 Jan 2099	Interviewer 1	Sample FO Manager
Interviewer 2	Sample HR Officer	Department head present?	Yes

#	Criterion	What to listen for	Weight	Interviewer 1 (1–5)	Interviewer 2 (1–5)	Average	Gap	Evidence / notes
1	Guest manner	Greeting, eye contact, calm under pressure, courteous without sounding scripted	1.0	4	4	4.0	0	
2	PMS and systems comfort	Prior system use, or learns screens fast; asks sensible questions about bills and room status	1.0	3	4	3.5	1	
3	Cash and integrity	Honest about float mistakes; serious about shortages, comps and guest data	1.0	4	5	4.5	1	Admitted a 5.00 shortage at last job; told the manager the same shift
4	Complaint handling	Listens first, owns the guest, explains clearly, no blaming	1.0	4	3	3.5	1	
5	Language	Clear enough for the desk in your main guest language; note any others	1.0	4	4	4.0	0	
6	Handover and teamwork	Writes things down, hands over properly, respects the shift lead	1.0	3	3	3.0	0	
7	Availability	Shifts, nights, weekends and holidays they can actually work	1.0	5	4	4.5	1	
8	Rate integrity and selling	States a rate with confidence; never invents a discount	1.0	3	3	3.0	0	

KNOCKOUTS: ANY YES MEANS DO NOT HIRE, WHATEVER THE SCORE

#	Knockout	Found?	Evidence
1	Cannot work the required shifts or nights, with no workable plan	No	
2	Integrity concern: cash, keys, guest data or references	No	
3	Cannot communicate clearly enough for desk guests	No	
4	Blames guests or refuses to own a complaint in the interview	No	
5	(no property must-have set)		
6	(no property must-have set)		

RESULT (CALCULATED)

Criteria scored by both interviewers	8 of 8
Weighted average (1–5)	3.75
Criteria where interviewers differ by 2+	0
Knockouts found	0
Recommendation	HIRE

SAMPLE

Cropped preview. The full page is in the download.

Real page from the product; sample entries use the fictional Demo Hotel.

HotelOps Toolkit · look-inside sample · not for use

HotelOps Toolkit · look-inside sample · not for use