

# Daily Reception Area Opening And Closing Procedures Checklist

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## Pre-Opening Checks (Before First Guest)

Tasks to be completed before the reception area is officially open for guest arrival. Ensures a presentable and functional workspace.

### Scheduled Opening Time Confirmation

Enter time...

### Outside Temperature (for HVAC adjustment)

Enter a number...



### Reception Desk Layout - Check for Obstructions?

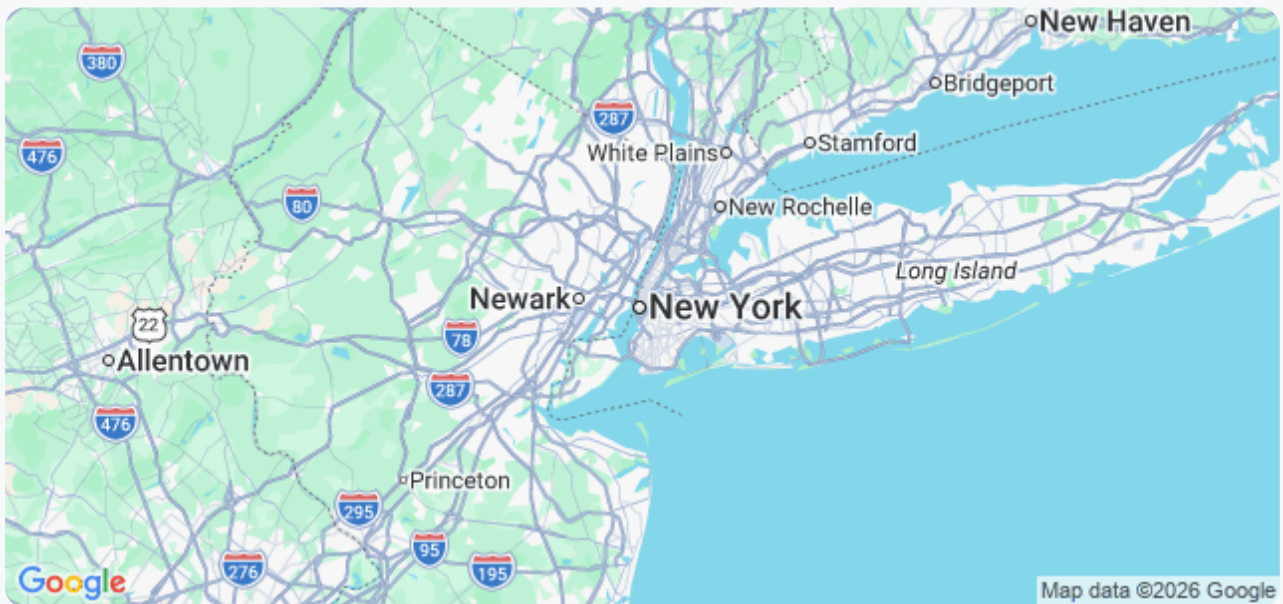
- Yes
- No

### Check for Damage/Wear on Reception Desk & Seating

- Scratches
- Stains
- Tears
- Broken Parts
- None

### Check Exterior Entrance - Cleanliness/Obstructions

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### Notes on any issues requiring maintenance (e.g., lighting, flooring)

Write something...

### Check Guest Information Display (if applicable) – Working Correctly?

Yes

No

### Photo Documentation of Reception Area (Optional)

 Upload File

## Opening Cash Handling

Procedures for opening the cash drawer, verifying starting amounts, and securing funds.

### Starting Cash Drawer Count (Bills)

Enter a number...

### Starting Cash Drawer Count (Coins)

Enter a number...

### Starting Cash Drawer Count (Checks)

Enter a number...

### Starting Cash Drawer Count (Credit Card Tips)

Enter a number...

### Cash Box Security Check?

- Secure and Locked
- Requires Attention

### Comments on Cash Drawer Start (e.g., discrepancies, notes)

Write something...

### Float Dispensed?

- Yes
- No

### Float Amount Dispersed (If Applicable)

Enter a number...

# Reception Desk & Area Appearance

Checks to ensure the reception area is clean, tidy, and welcoming to guests.

## Number of Fresh Flowers/Plants Present?

Enter a number...

## Dusting Complete? (Select all that apply)

- Desk Surface
- Countertops
- Shelving
- Decorative Items
- Seating Area

## Magazine/Brochure Display Neat & Organized?

- Yes
- No

## Notes on any areas requiring extra attention (e.g., smudges, spills)

Write something...

**Seating area tidy and free of clutter?**

Yes

No

**Photo of Reception Area Appearance**

 Upload File

## Technology & Systems

Verification that all necessary technology and systems are operational.

**PMS (Property Management System) - Login Successful?**

Yes

No

**Telephone System - Operational?**

Yes

No

**WiFi Router Signal Strength (dBm - approximate)**

Enter a number...

### Last System Sync Time (PMS/CRS)

Enter time...

### Guest WiFi Network - Accessible?

Yes

No

### Any System Error Messages/Notes?

Write something...

### TV/Information Display - Functioning?

Yes

No

## Security & Safety

Ensuring the reception area is secure and any safety protocols are in place.

### Alarm System Status

Armed

Disarmed

Testing

### Fire Safety Equipment Check

- OK
- Needs Attention

### Fire Extinguisher Inspection Date (Month/Year)

Enter a number...

### Security Personnel Present?

Enter date...

### Incident/Issue Reporting

Write something...

### Emergency Exit Check

- Clear
- Obstructed

### First Aid Kit Check

- Sufficient Supplies
- Restock Required

## Closing Cash Handling

Procedures for counting down the cash drawer, securing funds, and completing necessary reports.

**Starting Cash Drawer Balance (Recorded)**

Enter a number...

**Cash Drawer Counted Amount**

Enter a number...

**Float Counted Amount**

Enter a number...

**Total Cash Recorded**

Enter a number...

**Notes on Cash Discrepancies (if any)**

Write something...

### Cash Bag Secured?

- Yes
- No

### Cash Drop Completed?

- Yes
- No

### Details of Cash Drop (e.g., who received, time)

Write something...

### Date of Cash Reconciliation

Enter date...

## Reception Desk & Area Security (Closing)

Checks to secure the reception area and protect assets before closing.

### All windows and doors secured?

- Yes
- No

**Alarm system activated?**

Yes

No

Not Applicable

**Number of keys/fobs accounted for?**

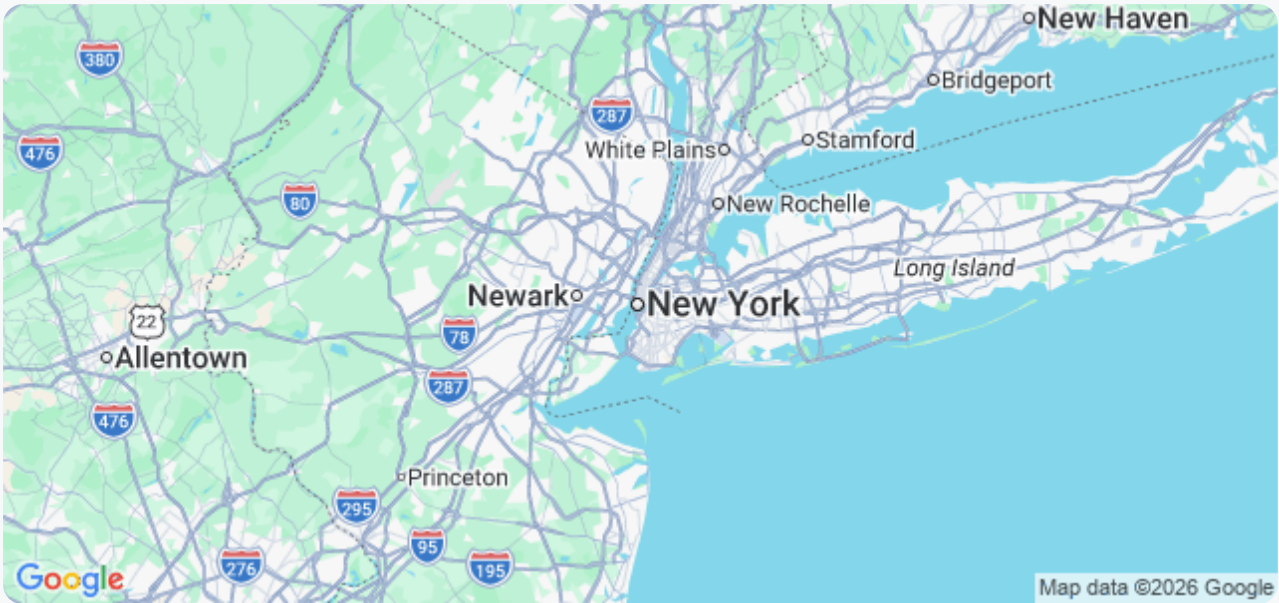
Enter a number...

**Any unusual activity or concerns noted?**

Write something...

## Secure any valuable items from the desk

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### Exterior lights checked?

- Yes, all on
- No
- Not applicable

## Technology Shutdown (Closing)

Procedures for powering down or securing technology equipment at the reception area.

### Computer(s) Shutdown Status

- Shutdown Completed
- Restarted
- Left On (Requires Manager Approval)

### Printer(s) Status

- Power Off
- Standby
- Left On (Requires Manager Approval)

### Telephone System Status

- Secure/Night Mode Enabled
- Standard Mode (Requires Manager Approval)

### Time of System Shutdown (If Applicable)

Enter time...

### Notes on System Shutdown (if any)

Write something...

### AV Equipment Status

- Powered Off
- Standby
- Left On (Requires Manager Approval)

# Final Walk-Through & Reporting

A final check of the area and completion of any necessary closing reports.

## Any unusual occurrences or incidents during the day?

Write something...

## Total Cash Drawer Count (Final)

Enter a number...

## Security System Armed?

Yes

No

## Date of Closing

Enter date...

### Closing Time

Enter time...

### Checklist Items Completed (Select All That Apply)

- Cash Drawer Secured
- Reception Area Lights Off
- Security System Armed
- Doors Locked
- Technology Shutdown

### Closing Staff Signature

### Staff Name (Closing)

Write something...