



Daily Reception Area Opening and Closing Procedures Checklist

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

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

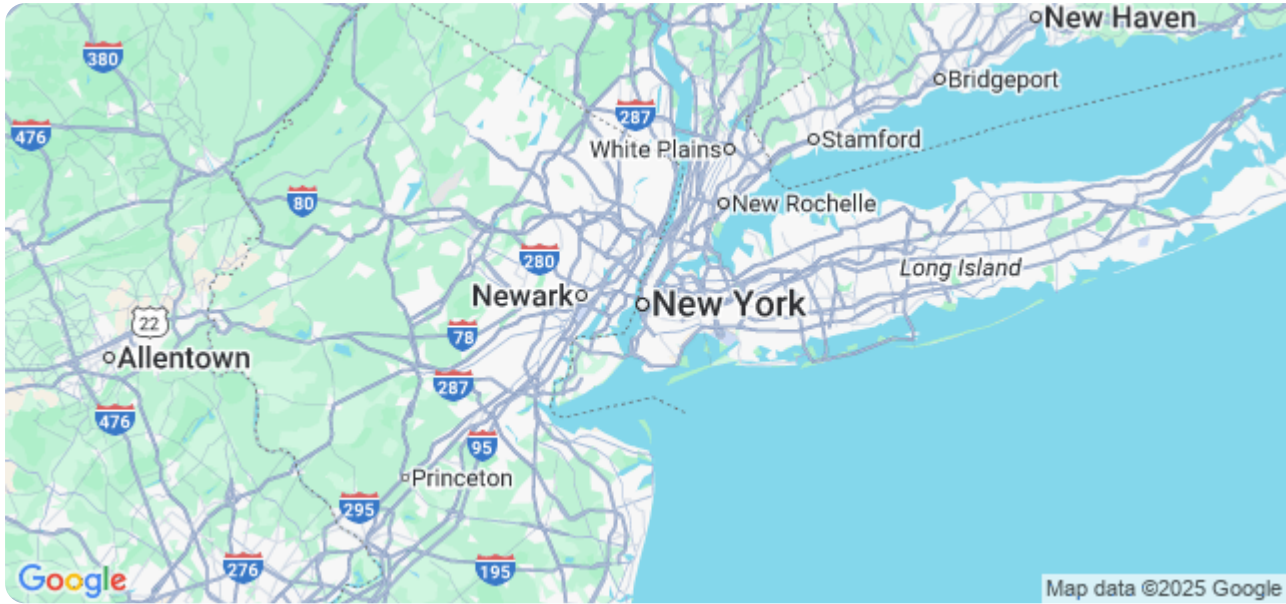
Tears

Broken Parts

None

Check Exterior Entrance - Cleanliness/Obstructions

[Set My Current Location](#)



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)

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?

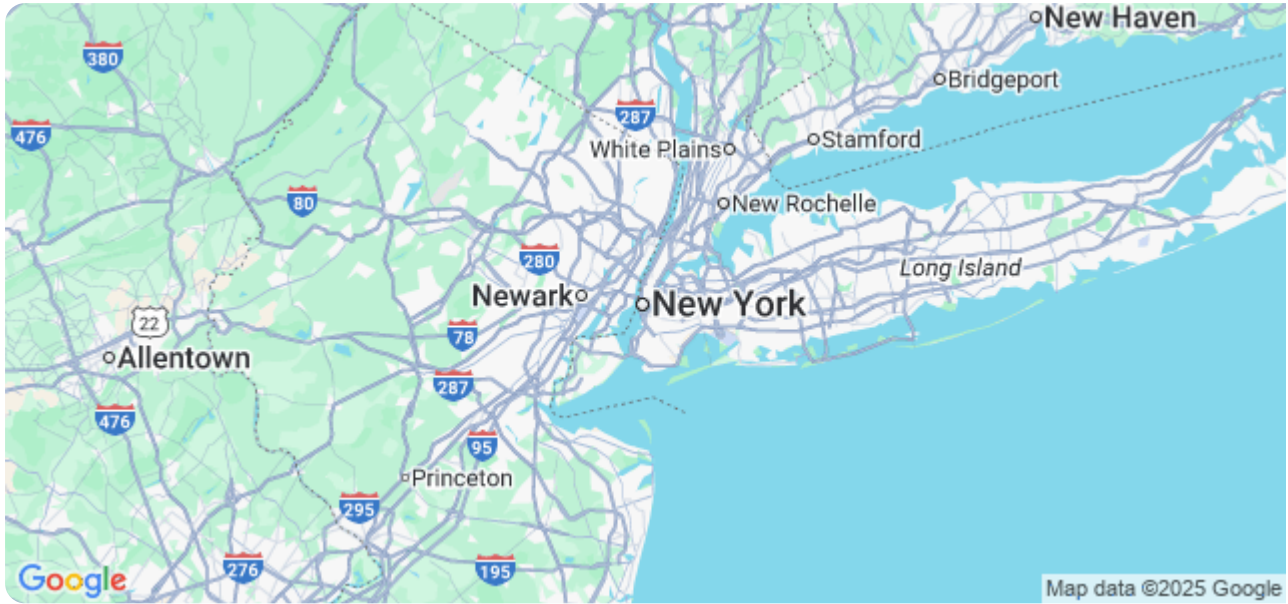
Enter a number...

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)

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

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...