



# Daily Reception Area Opening and Closing Procedures

## 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...