



Front Desk Operations Checklist Template

 Show only Checklist

Display Style
Default 

Opening Procedures

Tasks to complete before the front desk is open to guests.

Scheduled Opening Time

Enter time...

Cash Drawer Start Amount

Enter a number...



Check Front Desk Computer

- ☐ Yes
- ☐ No

Verify Internet/WiFi Functionality

- ☐ Yes
- ☐ No

Check Station Supplies

- ☐ Pens
- ☐ Guest Forms
- ☐ Key Cards
- ☐ Notepads
- ☐ Stationery

Date of Opening

Enter date...

Guest Check-in

Steps for efficiently and accurately checking in guests.

Guest Last Name

Write something...

Number of Guests

Room Type

☐ Standard

☐ Deluxe

☐ Suite

Arrival Date

Check-in Time

Payment Method

☐ Credit Card

☐ Cash

☐ Traveler's Check

Credit Card Number (If Applicable)

Write something...

Special Requests/Notes

Write something...

Guest Check-out

Procedures for processing guest departures.

Check-out Time

Enter time...

Room Number

Enter a number...

Outstanding Balance

Enter a number...

Payment Method

☐ Credit Card

☐ Cash

☐ Debit Card

☐ Other

Payment Method Details (e.g., last 4 digits)

Write something...

Express Check-out Requested?

☐ Yes

☐ No

Guest Comments/Feedback

Write something...

Date of Check-out

Enter date...

Phone & Communication

Handling phone calls, emails, and guest inquiries.

Greeting Script Followed?

☐ Yes

☐ No

Number of Incoming Calls

Enter a number...

Summary of Important Phone Calls/Messages

Write something...

Answering Service Activated?

☐ Yes

☐ No

Date of Voicemail Review

Enter date...

Time of Last Voicemail Check

Communication Channels Monitored

- ☐ Phone
- ☐ Email
- ☐ Chat
- ☐ Social Media

Reservations & Availability

Managing bookings and room availability.

Total Rooms Booked Today

Number of Walk-in Guests

Arrival Date of New Reservation

Reservation Time (if applicable)

Enter time...

Room Type Reserved

- ☐ Single
- ☐ Double
- ☐ Suite
- ☐ Family Room

Special Requests Noted?

- ☐ Yes
- ☐ No

Details of Special Requests

Write something...

Number of Guests in Reservation

Enter a number...

Cash Handling & Payments

Securely processing payments and managing cash drawer.

Starting Cash Drawer Amount

Number of Transactions

Total Cash Received

Total Credit Card Transactions

Total Credit Card Revenue

Total Other Payment Methods (Specify)

Enter a number...

Payment Method Discrepancies?

☐ Yes

☐ No

Notes on Payment Transactions

Write something...

Security & Safety

Ensuring guest safety and security protocols are followed.

Fire Alarm Test Result

Enter a number...

Emergency Exit Lights Operational?

- ☐ Yes
- ☐ No
- ☐ N/A

Security Camera Functionality

- ☐ All Operational
- ☐ Partial Operational
- ☐ Not Operational

Last Security Personnel Briefing Date

Enter date...

Security Incident Notes (if any)

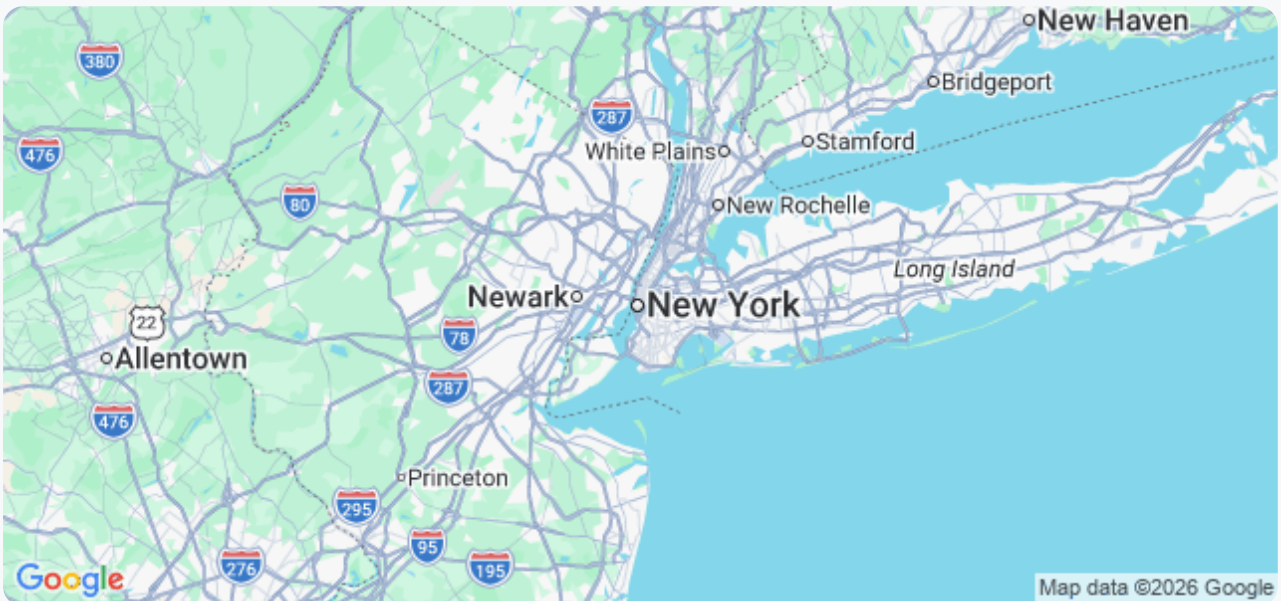
Write something...

Sprinkler System Test Status

- ☐ Passed
- ☐ Failed
- ☐ N/A

Location of Emergency First Aid Kit

 [Set My Current Location](#)



Closing Procedures

Tasks to complete before closing the front desk for the night.

Closing Time Confirmed?

Enter time...

Cash Drawer Count

Enter a number...

Cash Drawer Discrepancy Notes (if any)

Write something...

Keys Distributed/Secured?

☐ Yes

☐ No

Security System Armed?

☐ Yes

☐ No

Date of Closing

Enter date...

Any Issues/Maintenance Needed?

Write something...

Front Desk Agent Signature

Daily Reports & Documentation

Recording relevant data and maintaining accurate records.

Total Number of Check-ins

Enter a number...

Total Number of Check-outs

Enter a number...

Walk-in Guests Count

Enter a number...

No Show Count

Enter a number...

Summary of Any Issues/Incidents

Write something...

Payment Method Breakdown (e.g., Credit Card, Cash)

☐ Credit Card

☐ Cash

☐ Other

Date of Report

Enter date...

Time of Report Completion

Enter time...

Front Desk Agent Signature

Equipment & Supplies

Checking and restocking essential front desk supplies and equipment.

Pens - Quantity

Guest Key Cards - Quantity

Registration Forms - Quantity

Printer Status

- ☐ Working
- ☐ Needs Paper
- ☐ Malfunctioning

Phone System Status

- ☐ Working
- ☐ Needs Attention

Last Toner Replacement

Enter date...

Notes on Supplies/Equipment

Write something...