



# Front Desk Operations Checklist Template

## Opening Procedures

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

**Scheduled Opening 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

Enter a number...

### Room Type

- Standard
- Deluxe
- Suite

### Arrival Date

Enter 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

### 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**

Enter a number...

**Number of Walk-in Guests**

Enter a number...

**Arrival Date of New Reservation**

Enter date...

**Reservation Time (if applicable)**

### 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

Enter a number...

### Number of Transactions

Enter a number...

### Total Cash Received

Enter a number...

### Total Credit Card Transactions

Enter a number...

### Total Credit Card Revenue

Enter a number...

### 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)

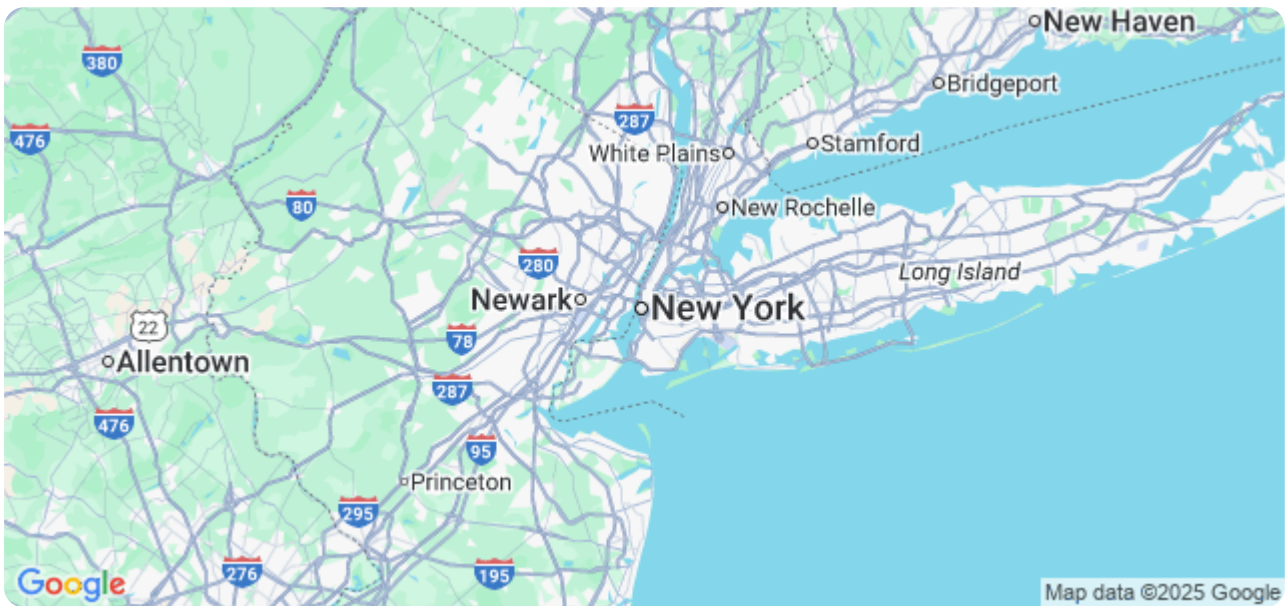
Write something...

### 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?**

**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**

**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...