



# Reception Opening/Closing

## Pre-Opening Procedures

Tasks to be completed before the reception area is open to guests.

**Scheduled Opening Time Confirmation**

**Cash Drawer Start Amount**

Enter a number...

**Check Previous Shift Log**

☐ Complete

☐ Incomplete

## Inspect Reception Area Cleanliness


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## Check Equipment Functionality

- ☐ Phone System
- ☐ Computer System
- ☐ Printer
- ☐ Security Cameras
- ☐ Guest Check-in Kiosk (if applicable)

## Review Daily Specials/Promotions (if applicable)

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## Note Any Issues from Previous Shift

Write something...

# Opening & Guest Interaction

Tasks related to officially opening the reception and immediate guest interactions.

### Official Opening Time

### Check Greeting Script Readiness

- ☐ Ready
- ☐ Needs Review
- ☐ Not Reviewed

### Count Guest Arrival Booklets (if applicable)

Enter a number...

### Note any unusual circumstances upon opening (e.g., maintenance, unexpected deliveries)

Write something...

### Verify Key Handling Procedure in Place

- ☐ Yes
- ☐ No

### Verify Status of Common Guest Supplies (Pens, Maps, etc.)

- ☐ Pens
- ☐ Maps
- ☐ Brochures
- ☐ Business Cards
- ☐ Other - Specify in Long Text

### Record First Guest Arrival Time

Write something...

## Throughout the Opening Hours

Ongoing tasks and checks performed during the reception's operating hours.

### Guest Arrival Count

Enter a number...

### Number of Room Check-ins

Enter a number...

### Number of Room Check-outs

Enter a number...

### Mail/Package Handling - Status

- ☐ Collected & Sorted
- ☐ Delivered to Guest
- ☐ Held in Reception
- ☐ Dispatched

### Scheduled Tours/Events – Reminder Check

### **Notable Guest Requests/Incidents (log details)**

Write something...

### **Lost & Found - Status**

- ☐ No new items
- ☐ Item logged
- ☐ Item returned
- ☐ Item disposed of (with approval)

### **Complaints Received**

Enter a number...

## **Closing Procedures**

Tasks to be completed before the reception area is officially closed.

### **Official Closing Time**

### **Notes on Guest Departures / Last Guests**

Write something...

### **Cash Drawer Count (Start)**

Enter a number...

### Cash Drawer Count (End)

Enter a number...

### Equipment Shut Down (Select All That Apply)

- ☐ Computers
- ☐ Printer
- ☐ Telephone System
- ☐ Security System
- ☐ HVAC
- ☐ Display Screens


### Any Issues Encountered During Closing?

Write something...

### Keys Secured?

- ☐ Yes
- ☐ No

### Cash Register Reconciliation Report (if applicable)

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## Security & Safety

Procedures and checks to ensure the safety and security of the reception area.

**Alarm System Status (0 = Off, 1 = On)**

Enter a number...

**Fire Safety Equipment Check (Extinguishers, Blankets)**

- ☐ OK
- ☐ Needs Attention
- ☐ Faulty

**Emergency Lighting Functionality**

- ☐ OK
- ☐ Needs Attention
- ☐ Faulty

**Check CCTV Camera Coverage - Identify any blind spots**

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**Record any security incidents or concerns observed.**

Write something...

### **First Aid Kit Inspection**

- ☐ Checked & Stocked
- ☐ Needs Replenishment
- ☐ Missing Items

**Number of External Doors Secured (Check locks and visibility)**

Enter a number...

## **Administrative & Reporting**

Tasks related to logging, reporting, and reconciliation.

### **Starting Cash Float Count**

Enter a number...

### **Starting Safe Count**

Enter a number...

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

Write something...



### Date of Report

Enter date...

### Time of Report

### Payment System Status (e.g., Working, Maintenance)

- ☐ Working
- ☐ Maintenance
- ☐ Error

### Summary of Guest Feedback (Positive and Negative)

Write something...

### Number of Lost and Found Items

Enter a number...

### Attach Guest Incident Report (if applicable)

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