

2nd Shift Front Desk Checklist

Name(s):	Date:	Occupancy:
# of Arrivals:	Rooms to Sell:	Rate:

Key Shift Responsibilities

- Count Cash Drawer / Verify Cash count is **\$300.00**
If drawer is short at the end of your shift, you are responsible for replacing shortage before leaving
 - Open Front Desk Notebook. Read all entries since your previous shift. Initial any notices that may require acknowledgement.
 - Open **PEP** and print off **Downtime Reports**
Select the "PEP" Icon on Desktop → Sign-In with User and Password → Select your Property → Select "Front Desk" → this pulls up the user Dashboard
 - Select **"Start Shift"**
 - Confirm Cash Count Amount
 - Print off Start Shift Reports Que → **"Print All"**
this que includes the high balance report
- *In the case of bad weather, power outages, or tech issues, keep an updated copy of downtime reports printed and ready.
- Open **KIPSU** - Send out, reply to, and/or archive all active conversations (myLOBBY → My Applications → Kipsu)
Optional: to share screen with PEP go to the 3 dots in the top right corner of the screen → Select "Split screen" → Select open Kipsu Window → Adjust as needed
 - Verify Availability:
 - Check **CRS on the User Dashboard** to ensure no oversold rooms (Balance Inventory if Needed)
*to check CRM select the horizontal lines icon at the top of the dashboard → confirm data across tabs
 - Check all Vacant Rooms are Vacant Ready** – Look for and investigate Discrepant Rooms (More → Housekeeping → Discrepant)
*if housekeeping is not here, roll over remaining VD rooms
 - Out of Order (OOO)** – confirm with first shift/maintenance Out of Order rooms (put back in to sell rooms that with resolved issues)

Review/Prepare for Today's **Check-ins**:

***REMEMBER** – each reservation much have a Name, Address, Phone Number (for third parties, this information needs to be manually added) – a great time to ask if they are a Hilton Honors Member and sign them up if they are not!!

- CRM Report** – to welcome back returning guests, fulfill special requests, Identify Lifetime Diamonds and &VIPs (myLOBBY → My Applications → CRM Best Guests Reports)
- GVT (Government)** – must have a valid Gov ID. (valid options include: VA, TVA, Active Military CAC Card, Johns Hopkins, DoD, DoE, Postal Service, FFRDC, Gov Travel Orders, etc.) **a retired military card DOES NOT QUALITY**
*when in doubt confirm with management as there may be additional badges that also qualify.
- Friends & Family (F2F) / Team Member (T2T)** – guest must be present and stay in the room. (Spouses are the only other

person who can check in this reservation for the guest if they are added as a secondary)

- **Third Party** (Booking.com / Expedia / Priceline / Etc.) – review comments & rate information creating additional folios or pre-charging the VCC as needed.
- **Pets** – add notice to housekeeping clipboard, ensure guest signs policy and receives a magnet for their door
*To Check for current and future pet arrivals go to “More” → “Reports” → Stay Requests → Specify dates → Run → Download PDF → Control+F and search “Pet” to find the “Pet in Room” Requests

Verify Current Standing Authorizations

- **High Balance Report** (found in printed out Start Shift Reports Que) – Auth CC for rest of stay, if card does not allow authorization, call guest for an updated card.
*To Reprint go to “More” → Reports → High Balance Report
- **In-House Folio Balance** - Review the total balance of the reservations on the far right-hand column. Action per hotel policy (balance of \$800+). If a payment has not been posted in the last 7 days, post payment (DO NOT charge if it has not been 7 days).
*Reports → In House Folio Report

Front Desk Management:

- **Notebook** - Note Any Key Incidents in the front desk Notebook for next shifts
- **Maintenance Requests** - Make sure each maintenance request has a Maintenance Ticket

Housekeeping Clipboard:

- **File** today's housekeeping sheet with today's paperwork
- **Start a New Sheet for Tomorrow** adding on key updates like late check-outs, stayovers, requests for housekeeping and current pets in house.

Downtime Responsibilities

- **Suite Shop** – straighten and restock items, ensuring all items have price tags on them
*PLEASE CHECK EXPIRATION DATES and organize products from first to expire to last in back.

- **Key Packets** – Print and Cut Key Jacket Inserts (if any), Check on inventory and notify management if more are needed.
- **Wipe Down/Clean** – Front desk, suite shop, coffee bar, phones, computers CC Terminals (if it gets really slow especially after Wednesday social, wipe down used tables in lobby)
- **Restock Coffee Bar/Refresh Coffee** – Ensure the coffee bar has plenty of to-go cups, creamer, tea, etc. (supply from Kitchen if necessary)
*First shift is supposed to refresh coffee between 2-3pm, ensure it stays hot and ready for guests and make fresh when necessary.

End of Shift Responsibilities

- **File Shift Paperwork** – Add to Night Audit Packet left by 1st Shift
- **Count Cash Drawer & Drop Deposit**
 - Select “End Shift”
 - Enter in the amount to drop specify Cash or Check
 - Drop Cash in Back Office Safe
 - Select “End Shift”
- Verify with New Shift their Cash Count & Relay Important Updates