* **Daily:**
* Check that the coffee and hot water are warm and that the coffee station is fully stocked.
* Walk the desk area and ensure it is and that the Front Desk is freshly polished.
* Ensure all employees at the Front Desk are in uniform with name tag.
* Check audit pack from the previous night(s). (Ensure tax exemption is correct, Rate override is properly coded- Check the rest of the pack and initial all.) Put Audit pack in GM's mailbox.
* Respond to all phone calls and emails.
* Check all binders and ensure that they were completed.
* Check (Guest Refund Account) for any incorrect refunds done the night before.
* Perform 1 script audit per shift per GSR.
* Train 3-4 hours per day with the Front Desk through 10/31/16. (Help only on a limited basis- Ensure you are overseeing and introducing new tools and protocols.) Script Audits through 10/31/16 should be 4 per GSR per shift. After 10/31/16 cut this back to 1.5  hours per day.
* Tax exemptions and files are in the proper area.
* Check 3rd party reservations- check for reservation accuracy and that the folios are split.
* Random cash count of the drawer.
* Assist 1-2 GSR's per day with their drop.
* Check the CC Authorizations for the night to ensure they are entered properly.
* Check Direct Bills are set up property for the night.
* Re-review the 7 day occupancy forecast(OnQ- Snapshot-7day rooms) everyday to check for any changes that may require more staffing. (50+ checkins=2 GSR's).
* Check that the meeting room charges for the day of and next 7 days are applied- check meeting room reconciliation.
* Check for pre-authorizations to be run and called by 5pm
* Submit points to guests as needed.
* Ensure 100% GST Satisfaction log (Service Recovery Log) is up to date, CRM Tool Box, and gift bags are made.
* Perform a secondary manager follow up on every guest concern.
* Check the SALT scores.
* Ensure the downtime cleaning tasks are being completed.
* Check Guest Assistance to see if there are any new guest complaints- respond and close accordingly.
* **Weekly:**
* Monday- corporate office run at 8AM to drop off invoices and other items to be submitted. (150 Onix Drive, Kennett Square, PA)
* Thursdays or Fridays- Advance purchase payment application.
* Schedule and re-review the existing schedule and contrast this with the occupancy forecast.
* Perform an inventory of the key packets, key cards, HHonors snack items, and front desk office supplies. Submit the GM based on what is needed.
* Review the timeliness of the punch in/punch out of every GSR.
* Print a training report for the Front Desk team. Ensure that they have completed the required training and/or are progressing along.
* Provide safety training and emergency training to the GSR's on an individual basis.
* Check that all of the Hampton Brand Standards are in place.
* Make a trip to the bank (as needed) after GM performs the deposits.
* Perform your assigned breakfast meet and greet shift (s).
* Double check and update the inventory in Impulsify.
* Order food for the suite shop.
* Call in two to three days per week and perform a phone script audit.
* Check with sales for any special event over the next two weeks.