| Standard Operating Procedure | | | |
|---|---|---|---|
| Department: | Front Office | | |
| Task: | Shift Checklists & Handover | | |
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**Purpose:**

- To ensure the front office team is completing all the necessary tasks on each shift
- To ensure compliance with company procedures
- To ensure a full handover is given to the next shift to communicate any problems or issues

**Responsibility:**

- Front Office Manager
- Front Office Team Members

**What is a shift checklist?**

A shift checklist is a list of everything which should be completed during your shift. It covers all the basics from counting floats to closing your banking at the end of your shift.

**The Process**

A shift checklist has been created for each shift (Early, Late and Night) which details tasks that need to be completed. These are customisable as each hotel has slightly different processes. It is the responsibility of the Reception Manager to customise them to your own hotel's needs.

The shift leader is usually responsible for ensuring the checklist is being completed, however in smaller hotels the receptionist on duty is responsible. It is imperative that all tasks are completed to ensure your shift runs smoothly and that everything is completed for the next person to come on shift.

When completing the shift checklist make sure you write the date at the top, then sign the box for each task once you have completed it.

Where there is more than one person on each shift you can split the tasks between you as long as they are completed.

If you have anything to handover to the next shift there is a space available at the bottom of your checklist. This helps to ensure that important notes are handed over and nothing is forgotten.

At the end of your shift the checklist should be filed away in the shift checklist folder.

You will receive training on each of the tasks, should you be unaware of how to complete them. If you have any further questions on your shift checklist you should speak to your line manager for further training.

We have also created a checklist for the Reception Manager/Supervisor to use on a daily/weekly/monthly basis to ensure they are completing all of the necessary tasks.

**Top Tips:**

- Make sure you have checklists printed ready for use
- Keep the checklists in a folder on the shared drive so everyone has access to them
- Amend them to your hotels needs and add in anything else you need the team to do.
- Keep a record of completed check lists as you may need to refer back in the event of queries.