

Hotel Management Company

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One Hundred Checklists and Formats

Word Format

Front Office

Front Office Guidelines

Concierge Guidelines

Reservations Standards

Guest Service Standards

Front Office Morning Shift Checklist

Front Office Evening Shift Checklist

Front Office Night Shift Checklist

Room Rates Classification

Front Office Daily Control Sheet

Credit Card Authorization Form

Group Reservation Form

Monthly Rooms Forecast Report

House Keeping

House Keeping Guidelines

House Keeping Telephone Skills

Guidelines for Checking Rooms

Cleaning Guest Room

Cleaning Guest Bathroom

Bed making

Cleaning Checked Out Room

Cleaning Vacant Room

Second Service of Guest Room

Evening /Turn down Service

Public Area Cleaning

Spring Cleaning

Guest Room Amenities Checklist

Competitive Hotel Amenities Analysis

Guest Room Cleaning Checklist

Guest Room Inspection Checklist

Room Attendant Daily Report

Public Area Checklist