

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