



nh | HOTEL GROUP
PART OF **MINOR**
HOTELS



INTERNAL Control List for Hotel Temporary Closing

Operations Department

December 2021

Control List for Hotel Temporary Closing

1

Shut Down electronic devices not needed

Maintenance, Hotel Staff On Duty

Computers, printers, monitors and the rest of electronic devices not required.

2

Hotel Closure Sales, Distribution and Revenue activities

BU/HQ Sales, BU Revenue

Communicate the closure dates to Revenue to stop the sales (if it's necessary) and to Sales to Inform all the agencies, OTAs and companies impacted with the Hotel Closure.

Pay special attention to special situations like LHW hotels to inform the closure dates to HQ Sales department .

3

Reservations Review (Cancelling, Moving Date, NHR conversion)

FO Staff On Duty

It could be possible 2 different scenarios:

1. **If your hotel is closing and it's the unique hotel in the city**, Only during the closed period just contact impacted customers (guest, agency, OTA, or company depending on the reservation type) , and inform them that the hotel is going to be closed and go through the steps below:
 - a. Offering them the possibility to move the dates or conversion to NHR and change the dates always in accordance with the customer (guest, agency, OTA, or company). Don't move any reservation to a future date if it's not validated by the customer (guest, agency, OTA, or company depending on th reservation type).
 - b. If the customer rejects this option return the prepayment (if exists) and cancel the reservation in TMS without any fee.
2. **If in your city at least 1 hotel remains open**, As in the previous case contact with all the customers impacted to inform the situation and go through the steps below:
 - a. Offering them the possibility to move the reservation to the hotel open in the city. *Find more details in the [Book Out Procedure and Book Out Guide](#).*
 - b. Offering the possibility to move the reservation to a future date or conversion to NHR
 - c. If the customer rejects both options return the prepayment (if exists) and cancel the reservation in TMS without any fee.

Find in the [Covid-19 Cancelation Policies Updated](#) the selling options in case of cancellation request and the cancellation templates.

Control List for Hotel Temporary Closing

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Cash Management

Hotel General Manager, FO Staff On Duty

1. Organize the deposit in the bank of cash the day the hotel closes if possible (if not ideally the next day). Try to avoid keeping the cash revenue in the hotel for too long. **ONLY CASH REVENUE TO BE DROPPED!**
2. **The cash float(s) remains in the hotel and won't be dropped.**
 - a. Follow the 4 eyes principle.
 - b. Register the float(s) counting and sign it.
 - c. Store it in the safe.
 - d. Count everything again once the hotel re-opens.
 - e. Keep both counting (closing and re-opening) filed in the hotel.

5

Prepayment Management

FO Staff On Duty

Reservations with prepayments received during the closing time must be checked to register the prepayments properly. If not, FO staff remains in the hotel along the closing period, please take care of this critical action before the reopening date.
Remember that anytime a TMS transaction (like prepayment is registered) it's mandatory to run the TMS Night Audit process (see point 8 of this document for NA execution details).

6

DWP, Voxel, ONYX

FO Staff On Duty

Manage DWP incidences, Voxel platform and review and validate the pending commissions **ONYX**. **Pay special attention to booked out reservations because the commissions must be accepted and paid in the original hotel (where the reservation is cancelled) where the commission claim is received.**

If the guest contacts with the hotel and finally decides to cancel the booking, you should direct the customer back to their travel agency to register the cancellation in the same GDS system and avoid the expense corresponding to the reservation fee.

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Night Audit Execution

FO Staff On Duty

Please follow the steps below:

1. N/A must be always processed for a past date never for a future date, for instance, today it's possible to process the N/A of the past 2 days (if none transaction was processed in the system) and fix the system date as today but is totally forbidden to execute it for tomorrow.
2. If you process any TMS operations (prepayment, correction, billing,...) it's mandatory to execute the N/A this day because TMS hotel date must have the same date when you are modifying the invoice.

[Click here for Night Audit Notifications Guide .](#)

8

Procurement and Inventory Stock Control

Hotel Staff On Duty, Purchasing Responsible

[Click here for Procurement & Inventory Control Tasks for Hotel Temporary Closing .](#)

9

Incidences Management - Jira

Hotel Staff On Duty

All the support teams remains active to provide hotels the necessary support, so please follow the standard procedure to raise any incidence or query, remember "Open a Jira" we are glad to support you.

[Click here for Quick Guide for Incidences Management .](#)

Summary of relevant tasks to may be considered by area.

The level of application of this measures must be in accordance with the long of the closing and the availability of resources to carried them on, for instance, for closings < 1 month may not be necessary to move most of the hotel furniture.

HOUSEKEEPING

- Once the guest checked out: remove the bed and bath linens from the room, clean and do not reassemble the room.
- Bathroom amenities and room stationery are removed and stored in warehouse.
- Remove all the items from minibar and store its in the warehouse
- In the case of room with terrace, remove the outside chairs and table.
- When all the rooms on one floor are ready, clean the corridors, offices and closets.
- All towels are kept in two rooms on the first floor, while sheets, pillowcases, and bedspreads are taken to the lingerie room, where they are piled up and covered. Make an inventory of all items.

PUBLIC AREAS

- Once all the guests leave the hotel, group all the furniture in the center of the hall.
- Clean the bathrooms, the reception, the gym, the luggage room, the canteen and the dressing room.
- Lastly cover the windows with sheets, blinds or washable white paint.

BAR & RESTAURANTS

- Empty the minibar of all rooms and leave all the items in one room, check the expiration dates and remove what will not be in perfect condition once the hotel will reopen.
- Clean the bar and the machinery deeply. Remove all the items and cover its.
- Remove tables and chairs, as well as all drinks and utensils from the bar.
- Stack indoor dining room tables and chairs to make storage.

Summary of relevant tasks to may be considered by area

The level of application of this measures must be in accordance with the long of the closing and the availability of resources to carried them on, for instance, for closings < 1 month may not be necessary to move most of the hotel furniture.

KITCHENS & F&B

- Several days before the hotel's closing, empty cold rooms and freezers. Switch off the ones that will be not it use and make a deep clean.
- Place special devices containing activated carbon in the cold rooms to absorb humidity and prevent the growth of molds and bacteria.
- Reduce the purchases volume, create menus depending on the stock to minimize surpluses and reduce energy consumption.
- Clean the kitchenware and take it to the storage room.
- During the last day of hotel's activity, transfer all perishable material to the hotels or other outlets that will be still opens.
- What does not expire is kept in the hotel store.
- Remember to clean the buffet area, the extractor hoods, the irons, the stove, the fryers, the ovens and the kitchen tables. Pay special attention to surfaces that can rust. Put protection layer. Cover kitchen equipment.
- In addition, it is essential to fill out the inventory sheets, which will be delivered at the end of the process along with the keys, the checklist and the sanitary records of the HACCP system for the pool, kitchen and bar-dining room.



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