

# Daily closure

## PROCEDURE VALIDATION

| Version | Corporate area                | Approved by:  | Approval date                     |
|---------|-------------------------------|---|-----------------------------------|
| 1       | Operations<br>(Process Owner) | Operations Control Director<br>Chief Operations Officer | July 2012                         |
|         | Internal Audit                | SVP Internal Audit                                      |                                   |
|         | Resources                     | SVP Human Resources                                     |                                   |
|         | Finance                       | VP Administration                                       |                                   |
|         | Management Committee          |   | Steering<br>Minutes<br>09/07/2012 |
| 2       |                               |   | April 2013                        |
| 3       | Operations                    | VP Business Processes                                   | October 2021                      |

Always find the latest version of this document and all the related ones in the **Business Processes** section of the *NH Digital Knowledge Workplace* <https://nhorganization.nh-hotels.com>

## OBJECTIVE AND SCOPE

This procedure defines the duties of the night shift, which is very important to make easier the next day work and to correct production and invoicing errors that might have been done during previous shifts. Eventually, a good night shift will make faster and better the next day check ins and check outs.

**This procedure applies to all the hotels of all the Business Units.**

## SUMMARY

1. Daily night shift tasks: Night Audit
  - 1.1 Critical incidences
2. Revision of the closing of the previous day
  - 2.1 Closing analysis
3. Related documents

## 1 DAILY NIGHT SHIF TASKS: NIGHT AUDIT

### **Responsible parties: Front Office Manager**

For a good monitoring and control of the Front Office department tasks, we will fill in daily, every time our Front Office Manager and our General Manager requires it (training staff, a new incorporation, etc.....), the template [Front Office per shifts Check List](#).

The night shift tasks are classified into three groups: pre closing, closing and post-closing. This means that some action will be done before the closing, some while we are making the closing, and the rest at the end of the closing (reports and lists analysis required by the General Manager or other department).

It is the Front Office Manager and the General Manager's prerogative to add more tasks to the ones indicated in this document depending on the characteristics of each hotel.

See templates and file period by BU within each related procedure.

### 1.1 Critical incidences

#### KEY TASKS

- **It is important that all departments working with TMS** (TMSforHotels, TMSforPOS, TMSforMeetings) **execute a Pre-night Audit at the end of each shift. Thus, they can check that there are no issues generated by their department that could later block the Night Audit.**
- When running transaction /CCSHT/NA\_AUDITORIA - *Night audit process*, a pop-up window shows the notifications that block the Night Audit process and indicates how to locate the error. **Consult the [NIGHT AUDIT – Notifications management](#) manual to know how to proceed in each case.**  
If after reviewing the manual you were unable to resolve the issue, contact other colleagues at different hotels for advice.
- If the incidence persists, the emergency telephone number can be used to report it. Please remember that **the person in charge of contacting the emergency service must in all cases be the Front Office Manager** or, in his absence, the designated responsible team member.  
In the [Incidences management procedure](#), you will find a quick guide to manage critical incidents such as blocked Night Audit.

## 2 REVISION OF THE CLOSING OF THE PREVIOUS DAY

### **Responsible parties: Front Office Manager**

The next morning, the Front Office Manager will verify the closing of the previous day (revising if it applies the check list done by the night shift) and will take any necessary measure if required by the comments of the person in charge of the night shift.

### 2.1 Closing analysis

The Front Office Manager and the General Manager (and the rest of the Department Heads) must review and sign the main indicators and figures of the hotel as an integral part of their control function.

End of Day reports will be automatically generated in TMSforHotels after Night Audit and Hotel Management must **compulsorily** review and approve them in the system (TMS ensures correct digital storage of these reports and their approval monitoring according to the Legal and Audit

deadlines). Please read the [End of Day Reports Digitalization Process Manual](#) to know the procedure in detail.

Especially, you must review and act for the following points:

- **Cancellation fees:** verify that no show reservations are properly invoiced (if applicable) and ensure the control and management of the cancellation fees generated, OTA's portals management and communication with companies & agencies.

For more details see [No show Reservations Procedure](#).

- **Deductions and discounts:** check that any charges cancelled, negative balances and/or discounts are correctly explained and justified. Request further explanation if necessary.

For further detail see [Invoice Correction Procedure](#).

- **Departures pending billing:** check that, once the hotel services have been performed, they are diligently invoiced and are sufficiently secured to guarantee their collection. There must be no departures pending billing older than 7 days.

For more details see [Check out and invoicing Procedure](#).

- **Upselling charges:** review that the upselling registered the previous day complies with the rules established in the [Upselling Procedure](#).

- **Exceeded balance claim:** revise the credit status of the guests (not only by amount, but also by age and by the criteria defined for long and medium stays) and, with the General Manager's approval, leave a letter from the hotel in the guest's room (the decision to leave a letter or to inform directly the guest will be taken by the GM) where we inform the guest of the exceeded credit and we will require them to pay within 24 hours.

When the guest goes to the front office, we will remind him of the exceeded balance policy and will give him the invoice to charge him.

In the case of a conflict or a problem, and if there is any suspicious attitude, we will contact the NH Legal Department.

- **Rooms reconciliation:** compare the rooms produced in TMS with the number of rooms cleaned according to Housekeeping to find and analyze discrepancies.

Run the transaction */CCSHT/NA\_003 - Daily Management report* and use the OCCUPIED rooms result to fill in the Rooms reconciliation template and compare with total cleaned rooms (information from Housekeeping). Explain the differences that may exist (clean vs produced).

Fill in, print and sign one of the following:

- [Rooms reconciliation](#)
- [Rooms Monthly Reconciliation](#)
- **Electronic billing:** add missing information or correct invoices rejected in Voxel (in hotels where applicable).

### 3 RELATED DOCUMENTS

Front Office per shifts Check List  
NIGHT AUDIT – Notifications management  
Incidences management procedure  
End of Day Reports Digitalization Process Manual  
No show Reservations Procedure  
Invoice Correction Procedure  
Check out and invoicing Procedure  
Upselling Procedure  
Rooms reconciliation / Rooms Monthly Reconciliation

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