

Front Office Checklist - NIGHT SHIFT

MINOR HOTELS EUROPE & AMERICAS

Updated version: July 2025



TASK	TASK DESCRIPTION	TOOL	DOCUMENT RELATED	DONE
PRE CLOSING				
Emergency reports backup	Ensure the latest Emergency Reports are saved locally on the Reception computer. If needed, run them manually via transaction ZEY_DIGI_EMER_USER.	TMSforHotels, Emergency reports folder	Emergency Reports	
Cash count verification	Confirm that the Front Office cash balance matches all recorded inflows and outflows, including currency exchanges, card payments, and online prepayments.	TMSforHotels, Cash count template, Payment portals (3C Planet, Adyen...)	Cash count Hotel Cash handling procedure	
Shift book update	Review and update the shift book with relevant notes and handover information for the next shift.	Paper/Electronic	Reception shifts	
Expected arrivals review	Check all expected arrivals to confirm none are already checked in or incorrectly dated.	TMSforHotels <ul style="list-style-type: none">Valued Expected Arrivals ALV - /CCSHT/RS_06_011_AVV	Pre check in procedure	
Pending departures billing	Verify that all departing guests have been properly billed and no invoices are left open.	TMSforHotels <ul style="list-style-type: none">Departures not billed - /CCSHT/R_FC_SI_04	Departures not billed	
POC income control	Reconcile cash and other payments received from non-Front Office POS with their respective closing reports. Resolve discrepancies with the responsible staff.	TMSforHotels, TMSforPOS (Z Report) <ul style="list-style-type: none">Display Tillis - /CCSHT/FC_CA03	FO Cash reconciliation	
Front desk cash closure	Close the till, execute the cash balance, and prepare any excess cash for deposit. Always perform this task, even if no cash is withdrawn.	TMSforHotels, Drop safe witness list template <ul style="list-style-type: none">Change till status - /CCSHT/FC_SIT_CAJBalance - /CCSHT/FC_CARG	Drop safe witness list FO Cash reconciliation	
Credit invoice check	Ensure credit invoices match their vouchers and that non-electronic invoices are mailed promptly to avoid payment delays.	TMSforHotels <ul style="list-style-type: none">Invoices report - /CCSHT/FC_SI_07		
Guest file organization	File all guest-related documents such as prepayments, guarantees, and extra charge receipts in the appropriate storage location.			
Room charges audit	Verify that all room charges align with occupied rooms and that rates, prices, and commissions are correctly applied.	TMSforHotels <ul style="list-style-type: none">In-house guests or occupied rooms ALV - /CCSHT/RC_SI_001_ALV		
No-show status update	Review expected arrivals and update reservation statuses to "no show" or "cancelled" as appropriate.	TMSforHotels <ul style="list-style-type: none">Modify Reservation - /CCSHT/RS02_INValued Expected Arrivals ALV - /CCSHT/RS_06_011_AVV	No show reservations procedure	
Wake-up call setup	Schedule wake-up calls for the following morning as requested by guests.	TMSforHotels, Switchboard <ul style="list-style-type: none">Alarm call service - /CCSHT/CE_DESP	Wake up call service	
Hotel agenda tasks	Complete any additional hotel-specific tasks such as control rounds, breakfast order prep, or newspaper distribution.			
CLOSING				
Pre-Night Audit check	Verify that there are no system alerts or blocking notifications before initiating the night audit. Resolve any issues by following the system's guidance.	TMSforHotels <ul style="list-style-type: none">Night audit process - /CCSHT/NA_AUDITORIA	Night Audit notifications management	
Night Audit execution	Once all pre-audit checks are clear, proceed with the night audit process to close the day's operations.	TMSforHotels <ul style="list-style-type: none">Night audit process - /CCSHT/NA_AUDITORIA		
Handling critical incidents	If a system issue arises, contact other hotels to determine if it's isolated. For isolated cases, process urgent tasks remotely if possible. If unresolved, call the emergency number and submit a ticket with Service Desk for tracking.	TMSforHotels / Phone / Service Desk	JIRA Service Desk user guide	
POST CLOSING				
Credit balance review	Check the credit status of long and medium-stay guests to ensure no balances have been exceeded.	TMSforHotels <ul style="list-style-type: none">Extra credit report - /CCSHT/R_CE_SI_07	Credit for extra charges procedure	
Guest registration submission	Prepare and send the daily guest registration file to the police, following the legal requirements of the respective country.	TMSforHotels <ul style="list-style-type: none">Police record of In-House guests - /CCSHT/RC_POLICE_CHO		
Departmental reporting	Print only the necessary reports for other departments, based on their specific needs. Each hotel decides whether Reception or the departments themselves handle this task.	TMSforHotels F&B <ul style="list-style-type: none">/CCSHT/RC_SI_001_ALV - In-house guests or occupied rooms ALV (layout /NHF&B_CLI - F&B Clientes Alojados)/CCSHT/RC_SI_031_ALV - F&B Services Forecast Housekeeping <ul style="list-style-type: none">/CCSHT/RC_HS - House Status/CCSHT/RS_06_03 - Hotel General occupancy/CCSHT/HK_TAREAS_D - Tasks reckoning *Not necessary in hotels working with Housekeeping Mobility App.		
Arrival review for next day	Go through the next day's reservations to verify guest details, SAP-TMS codes, special notes, guarantees, and assign rooms accordingly.	TMSforHotels <ul style="list-style-type: none">Check Reservations Report - ZTMS_COM_CHECK	Reservation review procedure	
Shift book update	Review and update the shift book with relevant notes and handover information for the next team.	Paper/Electronic	Reception shifts	
RECOMMENDED TASKS				
Next day check-out review	Ensure all charges on the guest folios scheduled for check-out are accurate and supported by proper documentation.	TMSforHotels <ul style="list-style-type: none">Expect. Depart. ALV - /CCSHT/RS_06_02_ALV	Check out and invoicing procedure	
Credit invoicing preparation	Print and organize credit invoices for guests checking out the next day, when applicable.	TMSforHotels <ul style="list-style-type: none">Valued departures expected forecast - /CCSHT/RC_SI_05V		
Loyalty points redemption check	Identify departing guests eligible for loyalty point redemption and ensure the process is completed if conditions are met.	TMSforHotels <ul style="list-style-type: none">In-house guests or occupied rooms ALV - /CCSHT/RC_SI_001_ALV	DISCOVERY Loyalty Procedures	

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Front Office Checklist - MORNING SHIFT


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TASK	TASK DESCRIPTION	TOOL	DOCUMENT RELATED		DONE
Emergency reports	Ensure the latest Emergency Reports are saved locally on the Reception computer. If needed, generate them manually using the ZEY_DIGI_EMER_USER transaction.	TMSforHotels, EMERGENCY REPORTS folder: <ul style="list-style-type: none">Security Report - /CCSHT/NA_009In-house guests or occupied rooms ALV - /CCSHT/RC_SI_001_ALVExpected Arrivals - /CCSHT/RS_06_011Departures expected by room - /CCSHT/HK_SI_19Housekeeping Status - /CCSHT/HK_STATUSTill movements by date - /CCSHT/FC_SI_06Events report - ZEY_TMS_EVENT_REPORT	Emergency reports		
Cash count verification	Confirm that the Front Office cash balance matches all recorded inflows and outflows, including currency exchanges, credit card transactions, and online pre-payments.	TMSforHotels, Cash count template, Payment portals (3C, Adyen...) <ul style="list-style-type: none">Display Tills - /CCSHT/FC_CA03Till Operations - /CCSHT/R_FC_SI_01	Cash count	Hotel Cash handling procedure	
Shift book update	Review and update the shift book with relevant notes and handover details.	Paper/Electronic	Reception shifts		
Wake-up call execution	Place wake-up calls at the times requested by guests.	TMSforHotels, Switchboard <ul style="list-style-type: none">Alarm call service - /CCSHT/CE_DESP	Wake up call service	FO Quick guides collage	
Daily events overview	Review and stay informed about the events scheduled for the day.	TMSforHotels <ul style="list-style-type: none">Room Occupation Planning - /CCSHT/SB_PLN_SALASService Order - /CCSHT/SB_SERV_ORD	TMSforMeetings Manual		
Reception and hall check	Inspect the reception and entrance areas for cleanliness and order, following the standards outlined in the manual.		Brand Operational Standards Manual		
Occupancy and rate awareness	Be aware of current occupancy levels and applicable rates, especially on overbooked days.	TMSforHotels <ul style="list-style-type: none">Occupancy by room type - /CCSHT/RS_06_04Hotel General occupancy - /CCSHT/RS_06_03			
Material availability check	Ensure all necessary materials are available, including printed invoices, welcome cards, registration forms, and amenities.				
Guest check-outs	Manage guest departures efficiently and professionally.	TMSforHotels <ul style="list-style-type: none">Reservation Check-out - /CCSHT/RC_CHECK_OUT	Check out and invoicing procedure		
Credit invoice review	Verify credit invoices for accuracy, including nights stayed, voucher numbers, guest details, pricing, and fiscal data.				
Credit status control	Review the credit status of guests with old, long, or medium stays to ensure compliance.	TMSforHotels <ul style="list-style-type: none">Extra credit report - /CCSHT/R_CE_SI_07	Credit for extra charges procedure		
Pending departures review	Check for any pending check-outs, late departures, or unbilled stays. Confirm reasons for any missing invoices.	TMSforHotels <ul style="list-style-type: none">Departures not billed - /CCSHT/R_FC_SI_04	Departures not billed		
Departure documentation handling	Remove and organize guest documentation from pigeonholes for filing during the night shift.				
Arrival review	Check the day's arrivals and verify all supporting documentation, especially on overbooking days.	TMSforHotels <ul style="list-style-type: none">/CCSHT/RS_06_011_AVV - Valued Expected Arrivals ALV	Pre check in procedure	Book out procedure	
Room assignment	Assign rooms based on guest preferences and Notices for Reception, including VIPs and special requests (extra beds, baby cots...).	TMSforHotels <ul style="list-style-type: none">Room assignment - /CCSHT/RS_PREASIG_HB	Customer information management in TMS	Room upgrade management	
Special guest identification	Identify VIPs and loyalty program members. Prepare personalized check-ins and welcome amenities.	TMSforHotels, Housekeeping Mobility App, VIP treatment guidelines per brand <ul style="list-style-type: none">VIP arrivals - /CCSHT/RS_06_014_ALV	MHZone Minor Hotels		
Groups arrivals preparation	Organize group arrivals by assigning rooms, completing pre check-ins, and reviewing rates and booking details.	TMSforMeetings <ul style="list-style-type: none">Room Occupation Planning - /CCSHT/SB_PLN_SALASExpress check-in - /CCSHT/RS_CI_RAPIDOAction List - /CCSHT/LISTADO_COMP	TMSforMeetings Manual		
Upselling opportunities review	Identify reservations with potential for upselling based on guest profiles and available services.	TMSforHotels <ul style="list-style-type: none">Occupancy by room type - /CCSHT/RS_06_04	Upselling procedure		
Guest check-in	Register arriving guests, verify and complete their details, and offer upselling options aligned with their booking.	TMSforHotels <ul style="list-style-type: none">Guest Search - /CCSHT/RS_CHECKIN_HU	Check in procedure		
Cash count	Ensure the Front Office cash balance matches all transactions, including currency exchanges, credit cards, and online pre-payments	TMSforHotels, Cash count template, Payment portals (3C Planet, Adyen...) <ul style="list-style-type: none">View Cash - /CCSHT/FC_CA03Cash movements - /CCSHT/R_FC_SI_01	Cash count	Hotel Cash handling procedure	
Extra charges posting	Charge guests for additional services like laundry or minibar, and reconcile external services such as parking or Wi-Fi.	TMSforHotels <ul style="list-style-type: none">In house management - /CCSHT/RS_RSRV_IN_02			
Housekeeping communication	Inform Housekeeping of any changes such as extended stays, early departures, room changes, or day-use requests.	TMSforHotels, Housekeeping Mobility App			
Lost and found communication	Check for pending lost and found items and report any new findings to the Housekeeping Manager.	TMSforHotels, Housekeeping Mobility App <ul style="list-style-type: none">Modify Lost and Found - /CCSHT/HK_02_PERDI	Handling lost and found item		
Guest feedback	Record guest comments, suggestions, or complaints in the appropriate form and inform the Front Office Manager.	Suggestions, complaints and claims internal form	Suggestions, complaints and claims	FO Quick guides collage	
Electronic billing	Update or correct invoices rejected in Voxel by adding missing or incorrect information.	Voxel (if applicable)	Voxel process		
Reservation management	Handle individual bookings, respond to emails, and organize reservation documentation.	TMSforHotels <ul style="list-style-type: none">In house management - /CCSHT/RS_RSRV_IN_02Modify reservation - /CCSHT/RS02_IN	General reservation management process		
Prepayment verification	Confirm that all received prepayments are correctly recorded in the system, including those from the Minor website and third-party platforms.	TMSforHotels, Adyen (if applicable) <ul style="list-style-type: none">Guarantees Status - /CCSHT/RS_06_60_ALVTask to be completed in reservations - /CCSHT/RC_ACCION	Adyen payments management	Prepayment guarantee management	
Shift book update	Review and update the shift book with relevant notes and operational updates.	Paper/Electronic	Reception shifts		

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Front Office Checklist - EVENING SHIFT


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TASK	TASK DESCRIPTION	TOOL	DOCUMENT RELATED		DONE
Emergency reports	Ensure the latest Emergency Reports are saved locally on the Reception computer. If needed, generate them manually using the ZEY_DIGI_EMER_USER transaction.	TMSforHotels, EMERGENCY REPORTS folder: <ul style="list-style-type: none">• Security Report - /CCSHT/NA_009• In-house guests or occupied rooms ALV - /CCSHT/RC_SI_001_ALV• Expected Arrivals - /CCSHT/RS_06_011• Departures expected by room - /CCSHT/HK_SI_19• Housekeeping Status - /CCSHT/HK_STATUS• Till movements by date - /CCSHT/FC_SI_06• Events report - ZEY_TMS_EVENT_REPORT	Emergency reports		
Cash count	Confirm that the Front Office cash balance matches all recorded inflows and outflows, including currency exchanges, credit card transactions, and online pre-payments.	TMSforHotels, Cash count template, Payment portals (3C, Adyen...) <ul style="list-style-type: none">• Display Tills - /CCSHT/FC_CA03• Till Operations - /CCSHT/R_FC_SI_01	Cash count	Hotel Cash handling procedure	
Shift book update	Review and update the shift book with relevant notes and handover details.	Paper/Electronic	Reception shifts		
Daily events overview	Stay informed about the events scheduled for the day and any relevant updates.	TMSforHotels <ul style="list-style-type: none">• Room Occupation Planning - /CCSHT/SB_PLN_SALAS• Service Order - /CCSHT/SB_SERV_ORD	TMSforMeetings Manual		
Reception and hall check	Inspect the reception and entrance areas for cleanliness and order, following the standards outlined in the manual.		Brand Operational Standards Manual		
Pending task completion	Review and complete any outstanding tasks noted in the Notices for Reception.	TMSforHotels <ul style="list-style-type: none">• Notices for reception - /CCSHT/RS_AVIREC_MAS• Tasks to complete - /CCSHT/LISTADO_COMP			
Occupancy and rate awareness	Be aware of current occupancy levels and applicable rates, especially on overbooked days.	TMSforHotels <ul style="list-style-type: none">• Occupancy by room type - /CCSHT/RS_06_04• Hotel General occupancy - /CCSHT/RS_06_03			
Material availability check	Ensure all necessary materials are available, including printed invoices, welcome cards, registration forms, and amenities.				
Pending departures review	Check for any pending check-outs or unbilled stays. Confirm reasons for any missing invoices and ensure all documentation is in order.	TMSforHotels <ul style="list-style-type: none">• Departures not billed - /CCSHT/R_FC_SI_04	Departures not billed		
Room status check	Verify room statuses, including unexpected departures, extended stays, day-use rooms, room changes, and blocked or dirty rooms.	TMSforHotels, Housekeeping Mobility App <ul style="list-style-type: none">• House Status - /CCSHT/RC_HS			
Arrival review	Check the day's arrivals and verify all supporting documentation, especially on overbooking days.	TMSforHotels <ul style="list-style-type: none">• Valued Expected Arrivals ALV - /CCSHT/RS_06_011_AVV	Pre check in procedure	Book out procedure	
Room assignment	Assign rooms based on guest preferences and reservation notes, including VIPs and special requests.	TMSforHotels <ul style="list-style-type: none">• Room assignment - /CCSHT/RS_PREASIG_HB	Customer information management in TMS	Room upgrade management	
Special guest identification	Identify VIPs and loyalty program members. Prepare personalized check-ins and welcome amenities.	TMSforHotels, Housekeeping Mobility App, VIP treatment guidelines per brand <ul style="list-style-type: none">• VIP arrivals - /CCSHT/RS_06_014_ALV	MHZone Minor Hotels		
Group arrivals preparation	Organize group arrivals by assigning rooms, completing pre check-ins, and reviewing rates and booking details.	TMSforMeetings <ul style="list-style-type: none">• Room Occupation Planning - /CCSHT/SB_PLN_SALAS• Express check-in - /CCSHT/RS_CI_RAPIDO• Action List - /CCSHT/LISTADO_COMP	TMSforMeetings Manual		
Upselling opportunities review	Identify reservations with potential for upselling based on guest profiles and available services.	TMSforHotels <ul style="list-style-type: none">• Occupancy by room type - /CCSHT/RS_06_04	Upselling procedure		
Guest check-in	Register arriving guests, verify and complete their details, and offer upselling options aligned with their booking.	TMSforHotels <ul style="list-style-type: none">• Guest Search - /CCSHT/RS_CHECKIN_HU	Check in procedure		
Extra charges posting	Charge guests for additional services like laundry or minibar, and reconcile external services such as parking or Wi-Fi.	TMSforHotels <ul style="list-style-type: none">• In house management - /CCSHT/RS_RSRV_IN_02			
Cash count	Ensure the Front Office cash balance matches all transactions, including currency exchanges, credit cards, and online pre-payments	TMSforHotels, Cash count template, Payment portals (3C Planet, Adyen...) <ul style="list-style-type: none">• View Cash - /CCSHT/FC_CA03• Cash movements - /CCSHT/R_FC_SI_01	Cash count	Hotel Cash handling procedure	
Lost and found coordination	Check for pending lost and found items and report any new findings to the Housekeeping Manager.	TMSforHotels, Housekeeping Mobility App <ul style="list-style-type: none">• Modify Lost and Found - /CCSHT/HK_02_PERDI	Handling lost and found item		
Guest feedback	Record guest comments, suggestions, or complaints in the appropriate form and inform the Front Office Manager.	Suggestions, complaints and claims internal form	Suggestions, complaints and claims	FO Quick guides collage	
Wake-up call programming	Schedule wake-up calls for the next morning as requested by guests.	TMSforHotels, Switchboard <ul style="list-style-type: none">• Alarm call service - /CCSHT/CE_DESP	Wake up call service		
Change review	Ensure that room charges match the actual occupancy in the system. Verify rates, prices, and commissions.	TMSforHotels <ul style="list-style-type: none">• In-house guests or occupied rooms ALV - /CCSHT/RC_SI_001_ALV			
Reservation management	Handle individual bookings, respond to emails, and organize reservation documentation.	TMSforHotels <ul style="list-style-type: none">• In house management - /CCSHT/RS_RSRV_IN_02• Modify reservation - /CCSHT/RS02_IN	General reservation management process		
Electronic billing	Update or correct invoices rejected in Voxel by adding missing or incorrect information.	Voxel (if apply)	Voxel process		
Prepayment verification	Confirm that all received prepayments are correctly recorded in the system, including those from the NH website and third-party platforms.	TMSforHotels, Adyen (if applicable) <ul style="list-style-type: none">• Guarantees Status - /CCSHT/RS_06_60_ALV• Task to be completed in reservations - /CCSHT/RC_ACCION	Adyen payments management	Prepayment guarantee management	
Pre-Night Audit check	Review the system for any errors that could block the night audit process, but do not proceed with the audit itself.	TMSforHotels <ul style="list-style-type: none">• Night audit process - /CCSHT/NA_AUDITORIA	Night Audit notifications management		
Shift book update	Review and update the shift book with relevant notes and operational updates.	Paper/Electronic	Reception shifts		

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