

Front Office Manager Checklist

MINOR HOTELS EUROPE & AMERICAS



Updated version: July 2025

TASK	TASK DESCRIPTION	FREQUENCY	TOOL	DOCUMENT RELATED
GENERAL TASKS				
Email & call management	Monitor and respond to incoming emails and phone calls throughout the shift.	Daily	Outlook, Switchboard	
Shift handover review	Verify and document the transition details between outgoing and incoming shifts.	Daily	Outlook, Notebook	Reception shifts
HOD Briefing	Attend the morning meeting with department heads to align on daily operations.	Daily		
TASKS RELATED TO RESERVATIONS MANAGEMENT (individual & group)				
Hotel availability check	Review daily room availability, occupancy by room type, and manage any overbooking situations in advance.	Daily	TMSforHotels <ul style="list-style-type: none">Occupancy by room type - /CCSHT/RS_06_04	Book out procedure
Reservation pickup review	Monitor the daily pickup of reservations to track booking trends and forecast occupancy.	Daily	TMSforHotels <ul style="list-style-type: none">Reservations pick up - /CCSHT/RS_06_34	
Arrival reservation check	Verify arrival bookings for guest preferences, VIPs, loyalty members, commission, guarantees, and required documentation.	Daily	TMSforHotels <ul style="list-style-type: none">Check Reservations Report - ZTMS_COM_CHECKRoom assignment - /CCSHT/RS_PREASIG_HBExpected Arrivals Extended - ZEY_RS_06_011_ALV_EX	Pre check in procedure Customer information management in TMS
Cancellation fee management	Oversee cancellation fees for past and future bookings, including OTA handling and communication with agencies.	Daily	TMSforHotels <ul style="list-style-type: none">Charges - ZEY_R_CE_SI_01	No show reservations procedure
End of Day report review	Check and validate the system-generated End of Day reports following the Night Audit.	Daily	TMSforHotels <ul style="list-style-type: none">EOD Reports Dashboard - ZEY_EOD	End of Day reports digitalization process manual Control lists and actions management
Future reservation review	Ensure future bookings meet guest preferences, loyalty benefits, commission accuracy, guarantees, and documentation.	Daily	TMSforHotels <ul style="list-style-type: none">Check Reservations Report - ZTMS_COM_CHECKRoom assignment - /CCSHT/RS_PREASIG_HBExpected Arrivals Extended - ZEY_RS_06_011_ALV_EX	Reservation review procedure Customer information management in TMS
Prepayment verification	Confirm that all received prepayments are correctly recorded in the system from all booking channels.	Daily	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
Commission control (pre-stay)	Manage commission details for pre-arrival and in-house reservations to ensure accuracy.	Daily	TMSforHotels <ul style="list-style-type: none">Check Reservations Report - ZTMS_COM_CHECK	
Invoice review & dispatch	Verify invoice details for accuracy and ensure non-digital invoices are mailed promptly to avoid payment delays.	Daily	TMSforMeetings, Ordinary Mail <ul style="list-style-type: none">Departures not billed - /CCSHT/R_FC_SI_04	
TASKS RELATED TO EVENTS MANAGEMENT (when there is no dedicated ORGANIZER figure)				
Daily event oversight	Review the day's group arrivals and events, manage special requests, and ensure accurate event-related invoicing.	Daily	TMSforMeetings <ul style="list-style-type: none">Room Occupation Planning - /CCSHT/SB_PLN_SALASEvents not checked-in - /CCSHT/SB_EVCHECKINAction List - /CCSHT/LISTADO_COMP	TMS for Meetings manual
Future event coordination	Handle all aspects of upcoming events including quotations, contracts, internal coordination, rooming lists, F&B tracking, and billing.	Daily	TMSforMeetings <ul style="list-style-type: none">Quotation Main - ZEY_ME_QUOTATIO_MAINExpected Group Arrivals - /CCSHT/RS_06_06Action List - /CCSHT/LISTADO_COMPEvent weekly planning - /CCSHT/SB_R_PLAN_SEM	
Quotation follow-up	Track the status of event quotations, including prepayments, deadlines, and cut-off dates.	Daily	TMSforMeetings <ul style="list-style-type: none">Situation Report - /CCSHT/SB_R_EVENT07Reservation Prepayments - /CCSHT/RS_DEPOSITOSBooking File Detail - ZEY_TMS_BF_SPIT	
TASKS RELATED TO BACK OFFICE MANAGEMENT				
Customer collection (type C)	Coordinate with the General Manager and Credit Manager to follow up on Type C customer payments.	Daily	TMSforHotels <ul style="list-style-type: none">Display Customer Credit - ZCRM_DISPLAY_CREDIT	Credit management
Document storage compliance	Ensure all mandatory files are stored in accordance with the tax and accounting legislation of each country.	Daily		
Commission payment validation	Review and validate commission claims, including Onyx submissions.	Daily	TMSforHotels <ul style="list-style-type: none">Commission WPS - ZNH_TMS_COM_WPS	TMS Onyx user manual
Cash count oversight	Monitor and verify front office cash counts for accuracy.	Daily	TMSforHotels, Cash count template <ul style="list-style-type: none">View Cash - /CCSHT/FC_CA03Cash movements - /CCSHT/R_FC_SI_01	Hotel cash handling procedure
Till drop control	Track and manage cash drops from all tills throughout the day.	Daily	Drop safe witness list template	
Bank deposit management	Oversee cash transfers to the bank and ensure proper documentation.	Weekly	DWP-DFM if applies, E-mail	
Currency transaction archiving	Archive bank statements and signed currency transaction receipts in chronological order.	Monthly	TMSforHotels <ul style="list-style-type: none">Purchases Report - /CCSHT/R_SF_SI_01Print Currency purchase receipts - /CCSHT/PR_DIVISAS	
Pending payment review	Identify and resolve payments on hold to prevent audit errors and till discrepancies.	Daily	TMSforHotels <ul style="list-style-type: none">Refund payments on hold - /CCSHT/FC_REFPAYHOLD	Night Audit notifications management
Electronic invoice correction	Update or correct rejected invoices in Voxel to ensure proper billing.	Regularly	Voxel, Edicom	Voxel process
Accenture discrepancy handling	Manage discrepancies related to prepayments, invoices, credit cards, and other queries from Accenture.	When notification is received	DWP-DFM	DFM/DWP POC user training manual

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Chargeback management	Handle chargeback requests received from the BU Treasury area.	Regularly	TMSforHotels • Invoices Report - ZEY_FC_SI_07_ALV	How to prevent chargebacks
KPI & target communication	Inform staff about annual KPIs and targets, and stay aligned with BU Excellence Leader updates.	Regularly	TMSforHotels, BI Knowledge Portal	BI Knowledge Portal
Loyalty member acquisition	Support Minor DISCOVERY enrollments with the Hotel Champion and implement actions to meet acquisition goals.	Daily	TMSforHotels, Power BI, BI Knowledge Portal	DISCOVERY Enroll New Loyalty Members
Live Local management	Respond to Local Offer/Experiences requests and ensure proper handling of Live Local reservations in TMS.	Daily	TMSforHotels • Day Guest Billing (Live Local) - ZEY_DC_DGB_PQO • Booked stay options (Live Local) - ZEY_RS_06_70	DISCOVERY Live Local Procedure DISCOVERY Loyalty Procedures
Rooms reconciliation	Collaborate with Housekeeping to complete the daily room reconciliation for accurate occupancy tracking.	Daily	TMSforHotels • Daily Management Report - /CCSHT/NA_003 • House Status - /CCSHT/RC_HS	Rooms reconciliation template
Hotel forecast summary	Prepare a summary of the hotel's overall situation for the General Manager.	Monthly		
Credit status review	Monitor exceeded balances and review credit status for long and medium stays.	Daily	TMSforHotels • Extra credit report - /CCSHT/R_CE_SI_07	Credit for extra charges procedure
TASKS RELATED TO TEAM MANAGEMENT				
Shift scheduling	Create and maintain the work schedule for Front Office team.	Regularly	Excel	
Procedure compliance and training	Ensure team follows established procedures and provide training on new services, loyalty programs, or specific tasks as needed.	Regularly	Digital Knowledge Workplace	Minor Hotels Organization Portal
On-the-job coaching	Support and motivate the team through coaching conversations and daily engagement.	Regularly		
People Administration	Manage People-related tasks including payroll updates, recruitment, and trainee supervision and evaluation.	Regularly	I Was Here, Excel	TIPS distribution and reimbursement period
Upselling review	Check previous day's upselling records and log any incidents in the tracking spreadsheet.	Daily	TMSforHotels, Excel • Upselling commissions by hotel - ZFC_UP_COM_E_H	Upselling procedure
Upselling payroll validation	Coordinate with the General Manager to validate upselling commissions and communicate any payroll adjustments to People and FO team members.	Monthly	TMSforHotels, Excel, Overpaid Upsell commission form • Upselling commissions by hotel - ZFC_UP_COM_E_H	
Upselling agreement management	Organize and archive renewal or renouncement documents related to upselling agreements.	Once	Renewal agreement / Renounce forms	
Training completion monitoring	Ensure all mandatory company trainings and evaluations are completed by the FO team, including topics like upselling, loyalty, and workplace safety.	According to calendar	Talent	Talent
TASKS RELATED TO QUALITY MANAGEMENT (when there is no dedicated GUEST RELATIONS figure)				
VIP guest management	Ensure VIP guests receive their entitled benefits, including room assignments and in-room courtesies.	Daily	TMSforHotels, VIP treatment guidelines per brand • VIP arrivals - /CCSHT/RS_06_014_ALV • In-house VIPS - /CCSHT/NA_0012	MHZone Minor Hotels
Quality standards monitoring	Supervise compliance with brand quality standards and highlight one standard during the daily briefing.	Daily		Brand Operational Standards Manual
Review response & action	Manage guest surveys and online reviews, and define a daily action to prevent recurring complaints.	Daily	Review pro, Portals	ReviewPro Support Guest reviews Answering comments guide
Guest feedback handling	Address guest comments, suggestions, and complaints by coordinating with department heads to implement corrective actions.	Daily	Suggestions, complaints and claims internal form	Suggestions, complaints and claims FO Quick Guides Collage
Quality performance review	Share quality performance results with relevant departments and define improvement plans if targets are not met.	Monthly	Review pro	ReviewPro
TASKS RELATED TO MATERIAL MANAGEMENT (when there is no dedicated STOREKEEPER figure)				
Purchase & receipt management	Handle the creation of purchase orders and ensure proper receipt and registration of delivered goods.	When necessary	SAP MM • Order Entry Assistant - /CCSHT/PO_ASSISTANT • Inventory Management Assistant - /CCSHT/IM_ASSISTANT	OPEX Purchase Order management Goods and Services Receipt Management
Invoice issue resolution	Monitor and resolve any discrepancies or issues related to supplier invoices.	Daily	SAP Business Workplace	SAP Business Workplace PO MM Invoice Matching
Inventory control	Oversee inventory counts and ensure accurate posting and tracking of stock levels.	Monthly	SAP MM • Selected Data for Physical Inventory Documents - ZMM_MI31 • Inventory Management Assistant - /CCSHT/IM_ASSISTANT • Physical Inventory List - MI24	Physical Inventory Execution

Proper monitoring of the tasks listed above ensures alignment with the company's defined KPIs and performance targets.

The Front Office Manager is responsible for ensuring that all Front Office staff complete their assigned duties. These can be reviewed in the document *Front Office Checklist per Shifts*.

Hotel-specific, regional, or temporary tasks—along with daily operational duties—must also be fulfilled, even if not explicitly listed in this document.