

Date: _____

Cobblestone Hotel & Suites



Guest Services Representative/Front Desk Daily Shift Checklist

First Shift- _____ Name

- Count Drawer/Review and Sign Off on Previous Shift
- Review Red Book (ask questions if needed)
- Login & Review Dashboard
- Print Emergency Reports from Email & Place in Bucket
- Check Meeting Room Calendar & Setup as needed
- Open Pool & Test/Record Pool Chemicals
- Check Breakfast/Coffee Status/Restock, & Visit w/Guests (How is their stay going?) & Wipe Down all Tables, Chairs and Counters Throughout Shift
- Assign Housekeeping Rooms
- Take Down/Clean-up Breakfast
- Record Temperatures of Refrigeration in Log
- Start, Wash, Dry, and Fold Laundry Throughout Shift (Check Lint Trap)
- Vacuum & Mop All Public Spaces. Take Out All Public Spaces Garbage & Wipe Down all Hard Surfaces (windows, mirrors, & doors)
- Clean/Restock Public Bathrooms, Fitness Center, & Guest Laundry
- Clean/Restock Pool Area
- Complete a Bucket Check & Ensure All Due Out Guests are Checked Out
- Check Arrivals for Special Requests and Make Two Keys for EACH Arrival
- Tidy up Market Place. Reface & stock. Clean the pizza oven rack and tray. Check expiration dates.
- Post all OTA Payments
- Note any necessary items in Red Book
- Approximately 15 Minutes Prior to the End of Shift, Count Drawer & Close Shift
- Communicate with Replacement & Wait for Drawer Verification Prior to Dropping Shift Envelope

Second Shift- _____ Name

- Count Drawer/Review and Sign Off on Previous Shift
- Review Red Book (ask questions if needed)
- Login & Review Dashboard
- Print Emergency Reports from Email & Place in Bucket
- Check Meeting Room Calendar & Setup as needed
- Test/Record Pool Chemicals
- Wash, Dry, and Fold Laundry Throughout Shift (Check Lint Trap)
- Record Temperatures of Refrigeration in Log
- Wipe Down all Hard Surfaces (windows, mirrors, & doors)
- Check/Restock Public Bathrooms, Fitness Center, & Guest Laundry
- Complete a Bucket Check
- Tidy up Market Place. Reface & stock. Clean the pizza oven rack and tray. Check expiration dates.
- Monitor Front Desk Email Throughout Shift
- Monitor Lounge/Serve Drinks & Visit with Guests in Lounge
- Monitor Pool Area & Clean & Replace Towels as Needed
- Take Laundry Upstairs & Put as Needed
- Close Pool at Allocated Time
- Check Lobby Coffee Often Throughout Shift
- Check and Empty Outside Ashtrays/Garbage
- Note any necessary items in Red Book
- Approximately 15 Minutes Prior to the End of Shift, Count Drawer & Close Shift
- Communicate with Replacement & Wait for Drawer Verification Prior to Dropping Shift Envelope

Night Audit- _____ Name

- Count Drawer/Review and Sign Off on Previous Shift
- Review Red Book (ask questions if needed)
- Login & Review Dashboard
- Print Emergency Reports from Email & Place in Bucket
- Test/Record Pool Chemicals
- Monitor Front Desk Email Throughout Shift
- Record Temperatures of Refrigeration in Log
- Ensure Doors are Locked at 11 P.M.
- Tidy up Market Place. Reface & stock. Clean the pizza oven rack and tray. Check expiration dates.
- Check Lobby Coffee Often Throughout Shift
- Monitor, Wash, Dry, and Fold Laundry Throughout Shift (Check Lint Trap)
- Take Laundry Upstairs & Put as Needed
- Wipe Down all Hard Surfaces Where Needed (windows, mirrors, & doors)
- Clean/Restock Public Bathrooms, Fitness Center, & Guest Laundry
- Complete a Bucket Check
- Assign Room Numbers
- Prepare & Set-Up Breakfast
- Note any necessary items in Red Book
- Approximately 15 Minutes Prior to the End of Shift, Count Drawer & Close Shift
- Communicate with Replacement & Wait for Drawer Verification Prior to Dropping Shift Envelope

Cleaning/Maintenance Checklist (Each Shift)

	1st Shift	2nd Shift	Audit
Shovel and Salt as needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thoroughly disinfect all hard surfaces behind desk to remove germs and bacteria.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Note any maintenance items reported by Staff or Guests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tidy up any clutter in Laundry Area to create a neat and efficient workspace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sanitize telephones and headsets to prevent the spread of germs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean all Windows in Breakfast Area (one shift per day)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wipe Down all Cabinet Faces in Lobby and Breakfast Area (one shift per day)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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- Assign Housekeeping Rooms
- Take Down/Clean-up Breakfast
- Record Temperatures of Refrigeration in Log
- Start, Wash, Dry, and Fold Laundry Throughout Shift (Check Lint Trap)
- Vacuum & Mop All Public Spaces. Take Out All Public Spaces Garbage & Wipe Down all Hard Surfaces (windows, mirrors, & doors)
- Clean/Restock Public Bathrooms, Fitness Center, & Guest Laundry
- Complete a Bucket Check & Ensure All Due Out Guests are Checked Out
- Check Arrivals for Special Requests and Make Two Keys for EACH Arrival
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Second Shift- _____ Name

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- Review Red Book (ask questions if needed)
- Login & Review Dashboard
- Print Emergency Reports from Email & Place in Bucket
- Check Meeting Room Calendar & Setup as needed
- Wash, Dry, and Fold Laundry Throughout Shift (Check Lint Trap)
- Record Temperatures of Refrigeration in Log
- Wipe Down all Hard Surfaces (windows, mirrors, & doors)
- Check/Restock Public Bathrooms, Fitness Center, & Guest Laundry
- Complete a Bucket Check
- Tidy up Market Place. Reface & stock. Clean the pizza oven rack and tray. Check expiration dates.
- Monitor Front Desk Email Throughout Shift
- Monitor Lounge/Serve Drinks & Visit with Guests in Lounge
- Take Laundry Upstairs & Put as Needed
- Check Lobby Coffee Often Throughout Shift
- Check and Empty Outside Ashtrays/Garbage
- Note any necessary items in Red Book
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- Ensure Doors are Locked at 11 P.M.
- Tidy up Market Place. Reface & stock. Clean the pizza oven rack and tray. Check expiration dates.
- Check Lobby Coffee Often Throughout Shift
- Monitor, Wash, Dry, and Fold Laundry Throughout Shift (Check Lint Trap)
- Take Laundry Upstairs & Put as Needed
- Wipe Down all Hard Surfaces (windows, mirrors, & stairwell doors)
- Clean/Restock Public Bathrooms, Fitness Center, & Guest Laundry
- Complete a Bucket Check
- Assign Room Numbers
- Prepare & Set-Up Breakfast
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Note any maintenance items reported by Staff or Guests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tidy up any clutter in Laundry Area to create a neat and efficient workspace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sanitize telephones and headsets to prevent the spread of germs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean all Windows in Breakfast Area (one shift per day)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wipe Down all Cabinet Faces in Lobby and Breakfast Area (one shift per day)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>