

Morning Operations (7AM–9AM)

- Walk lobby & breakfast area as a guest
- Check coffee quality, food presentation & cleanliness
- Observe front desk engagement & sanitation
- Review departures & housekeeping staffing/MPR board
- Greet housekeepers — confirm supplies/tools
- Review maintenance schedule & priorities

Administrative / Revenue Focus (9AM–12PM)

- Review PMS: occupancy, ADR, pacing, competitor rates
- Set & communicate daily No-Walk Rate
- Review arrivals, VIPs, groups & special requests
- Read front desk log & communicate updates
- Review AR, guest balances & billing
- Respond to emails / guest reviews
- Verify cash drawers & code invoices
- Review timeclock & correct missed punches

Property Walk-Through & Room Inspections (12PM–3PM)

- Confirm all departures checked out
- Verify breakfast cleanup & temperature logs
- Check bar/lounge readiness
- Inspect pool, fitness & laundry rooms
- Restock coffee station & marketplace
- Test entrance doors, locks & exterior lighting
- Walk halls, stairwells & exterior cleanliness
- Spot check guest rooms (VIP priority)
- Inspect linens, dusting, drains, PTAC, TV, appliances
- Address housekeeping issues & trends

Prepare for Evening Shift (3PM–6PM)

- Recheck rates & pickup
- Communicate priorities to 2nd shift
- Review maintenance progress
- Confirm rooms marked clean/inspected
- Ensure carts stored & storage secured
- Place orders if needed and items needed for breakfast next day
- Touch base with remaining staff
- Check cash drawer and if change is needed