



# OPENING CHECKLIST

Night Auditor: 11:00 P.M. through the Audit Completion

Hotel: \_\_\_\_\_

Date: \_\_\_\_\_, 20\_\_\_\_ Name: \_\_\_\_\_

No.	Action	✓
1	Punch in, check your uniform, and check your name badge. Check the employee bulletin board and the safety bulletin board for announcements.	
2	Count your bank and confirm there are adequate coins and small bills.	
3	Check your work areas to be certain they are neat and orderly.	
4	Sign onto the computer and check for electronic notes and messages.	
5	Restock all supplies (staplers, tape dispensers, paper clips, note pads, credit-card vouchers, folio paper, registration cards, key packets, property maps, pens, pencils, postage stamps, rubber bands, erasers, rubber stamps, etc.).	
6	<b>Pre-Audit:</b> Check that all scheduled departures have been processed.	
7	Print and review the following reports and keep them on hand (in case of a computer emergency) until their next printing: a. Tonight's Arrival Report b. A current Available Room Report c. A current In-House Guest List Discard any old reports.	
8	Confirm all scheduled arrivals are in-house before beginning the night audit.	
9	Perform a bucket check (see procedure).	
10	Print a Credit Check list. Obtain authorization for those folios over the limit.	
11	Print and review the Internal Guest Flag Report for the next day.	
12	Print and review the Rate Discrepancy Report. Confirm that all rates are correct. Review notes and instructions to change rates that vary during a guest's stay.	
13	Confirm that we have Tax Exempt forms and signed Travel Orders for tax-exempt rates.	
14	Review the sundry balance to be certain it is zero.	
15	Review the Disputed Call Account for calls placed by in-house guests. Transfer these to the appropriate guest account. Clear the balance to zero.	
16	Print a General Cash Report and do a cash drop, if necessary.	
17	Print a Posting Journal to review and balance all transactions.	
18	Do the credit-card deposit (see the written procedure).	
19	Do the computer backup (see the written procedure).	
20	<b>Computerized night audit:</b> Start the computerized night-audit procedure (see procedure).	

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21	<b><u>During the running of the computerized night audit:</u></b> Review in-house groups. Be aware of groups' names, special rates, special billing instructions and other needs.	
22	Verify that the telephone console is working by calling the main hotel number and 800 number.	
23	Check the fax machine for adequate paper amount. (Change the paper roll if the pink strip is showing.)	
24	Confirm the front office Safety, Security & Emergency Procedures Manual is on hand.	
25	Check the music level.	
26	Check that the security monitor is on and the on-screen time is advancing.	
27	Check that the ready light is illuminated on the fire-enunciator panel.	
28	Verify that the call-accounting interface is posting.	
29	Check to be certain all folios with credit cards have approval codes.	
30	<b><u>Post-Audit:</u></b> Collect the reports from the printer and distribute according to the Night Audit Reports policy (see procedure).	
31	Gather and rubber-band all printed reports, credit-card vouchers and the telephone report and set them for to the general manager.	
32	Record the daily statistics in the Daily Statistic Binder.	
33	<b><u>Weekends</u></b> Confirm the name and location of the manager-on-duty.	

Completed by: \_\_\_\_\_ Time: \_\_\_\_\_

After completing this checklist, sign your name and the time the checklist is completed.  
Put the completed checklist to your supervisor's mailbox.

October 22, 2005



## MID-SHIFT CHECKLIST

Night Auditor: 3:00 A.M.

Hotel: \_\_\_\_\_

Date: \_\_\_\_\_, 20 \_\_\_\_\_ Name: \_\_\_\_\_

No.	Action	✓
1	Print and review updates of the following reports and keep them on hand (in case of a computer emergency) until their next printing: a. Today's Arrival Report b. Today's Departure Report c. A current Available Room Report d. A current In-House Guest List Discard any old reports.	
2	Check to be certain all guests using credit cards have approval codes.	
3	Check to be certain that all folios with credit cards have not exceeded the approved limit.	
4	Compare the list of registered guests to the information on each registration card. Resolve any differences.	
5	Prepare the lobby reader board from the Daily Events Sheet.	
6	Restock all returned videos and check the video area for neatness.	
7	Print a Room Check-Off List. Mark all checkouts, stay-overs and rooms to be cleaned. Make a copy and place it in the maintenance department mailbox and place the original to the housekeeping department mailbox.	
8	Prepare the Bar Recap sheet and attach it to the Departure Report.	
9	Print today's departing guests' folios and place them in the bucket.	
10	Print and sort registration cards for today's arrivals and print a Reserved Special List.	
11	Prepare the Daily Count Sheet for the food server. Fill in the room count and guest count and leave it for the food server to pick up.	

Completed by: \_\_\_\_\_ Time: \_\_\_\_\_

After completing this checklist, sign your name and the time the checklist is completed.  
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October 22, 2005



## MORNING CLOSING CHECKLIST

Night Auditor: 6:30 A.M.

Hotel: \_\_\_\_\_

Date: \_\_\_\_\_, 20 \_\_\_\_\_ Name: \_\_\_\_\_

No.	Action	✓
1	Make fresh coffee and check the lobby coffee station for neatness and supplies.	
2	Perform the cashier audit, make your shift deposit, count your bank and leave your balanced work sheets for the night auditor.	
3	Brief the incoming shift on special occurrences and pending projects.	
4	Check your work areas to be certain they are left neat, clean and organized.	
5	Check your schedule for the next several days for any changes.	

Completed by: \_\_\_\_\_ Time: \_\_\_\_\_

After completing this checklist, sign your name and the time the checklist is completed.  
Put the completed checklist to your supervisor's mailbox.

October 22, 2005