

Hotel Front Office Daily Operations Checklist

Streamlined operations from shift start-up to
closing — built for independent hotels



1 Shift Start-Up

System & Shift Review

- ▶ Log into your hotel guest management system and review overnight alerts ☐
- ▶ Check occupancy levels, arrival forecast, and night audit completion ☐
- ▶ Verify all integrated modules operational (POS, Housekeeping, Accounting) ☐
- ▶ Access shift report and review VIP guest profiles ☐
- ▶ Complete cash drawer count and verify payment processing systems ☐

Workspace Preparation

- ▶ Clean front desk area and test key card encoder connectivity ☐
- ▶ Check receipt printers, supplies, and mobile device connectivity ☐
- ▶ Update guest messaging templates if needed ☐

Daily Operational Tasks

Guest Communication & Arrival Management

- ▶ Process guest messages and respond to online reviews ☐
- ▶ Run daily arrival report with room assignments ☐
- ▶ Review guest preferences for personalised service delivery ☐
- ▶ Process pre-registrations and mobile check-ins ☐
- ▶ Prepare welcome amenities based on guest profile data ☐

Revenue Optimisation

- ▶ Review upselling opportunities dashboard and rate management ☐
- ▶ Monitor group bookings and update package promotions ☐
- ▶ Verify revenue analytics for performance tracking ☐

3 Guest Interaction Procedures

Enhanced Check-In Process

- ▶ Guest Lookup & Profile Review: Access complete guest history and preferences ☐
- ▶ Room Assignment: Utilise intelligent room assignment features ☐
- ▶ Payment & Key Cards: Process secure authorisation and encode cards ☐
- ▶ Service Setup: Activate guest services and send personalised welcome message ☐
- ▶ Upselling: Present upgrades using visual room selection tools ☐

Integrated Guest Services

- ▶ Process requests through service request management ☐
- ▶ Coordinate with housekeeping via real-time status updates ☐
- ▶ Manage restaurant reservations through F&B integration ☐
- ▶ Track upselling success rates in performance analytics ☐

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Checkout & Departure Efficiency

Streamlined Checkout Process

- ▶ Express Options: Offer mobile checkout for guest convenience ☐
- ▶ Payment & Feedback: Complete transaction and capture satisfaction scores ☐
- ▶ Loyalty & Future Bookings: Update points and access direct booking engine ☐
- ▶ Real-Time Updates: Update room status instantly through housekeeping module ☐

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Departmental Coordination

Housekeeping & Maintenance Integration

- ▶ Communicate room status changes through real-time updates ☐
- ▶ Process special requests via work order system ☐
- ▶ Submit and track maintenance work orders ☐
- ▶ Monitor housekeeping productivity through performance dashboard ☐

Food & Beverage Coordination

- ▶ Process restaurant reservations and communicate dietary restrictions ☐
- ▶ Promote dining options using guest communication tools ☐

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Shift Closing & Performance Tracking

End-of-Shift Tasks

- ▶ Complete shift reconciliation through financial management ☐
- ▶ Generate daily performance report and update satisfaction metrics ☐
- ▶ Prepare handover notes through shift communication system ☐
- ▶ Review analytics dashboard for performance insights ☐

Quality Standards & Targets

- ▶ Achieve 95% guest satisfaction and under 3-minute check-in times ☐
- ▶ Maintain a 20% upselling conversion rate ☐
- ▶ Ensure zero billing errors through automated calculations ☐
- ▶ Complete guest profile data through integrated CRM ☐

7 Competitive Advantages for Independent Hotels

Operational Excellence Through Integration

- ▶ Utilise unified data across all hotel operations ☐
- ▶ Leverage automated workflows for consistent service delivery ☐
- ▶ Access real-time reporting for immediate decision-making ☐
- ▶ Deliver personalised service through comprehensive guest profiles ☐

Revenue & Cost Optimisation

- Maximise room revenue through dynamic pricing tools ☐
- Increase ancillary revenue through targeted upselling ☐
- Reduce operational costs through workflow automation ☐
- Enhance direct booking conversion through integrated tools ☐

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Continuous Improvement

Daily Learning & System Optimisation

- Review guest feedback for service enhancement opportunities ☐
- Analyse operational data for efficiency improvements ☐
- Explore new features in your hotel management system ☐
- Document successful service recovery examples ☐

Built for Independent Hotels, by Hoteliers

roommaster is a cloud-based hotel management platform built specifically for independent hotels by hospitality professionals who understand your daily operational challenges. Our integrated front desk software dramatically improves efficiency, reducing clicks by 60% and cutting check-in time to under 3 minutes through unified operations on a single screen.

With contactless check-in, real-time room status, and automated workflows, your team can focus on creating exceptional guest experiences. roommaster Concierge — our 24/7 AI-powered assistant — captures every inquiry and converts calls into confirmed reservations, seamlessly integrated with your PMS.

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60%

Fewer clicks per front desk task

<3 min

Average check-in time

24/7

AI Concierge coverage