

Hotel Night Audit Checklist and SOP

By Checklist.com

- ☐ **Record the property and business date being closed**
Confirm the PMS business date, not only the clock date. Record the auditor and handover recipient so later reviewers can identify this close.
- ☐ **Review the outgoing shift handover**
Read unresolved billing, room-status and guest exceptions. Identify which must be resolved before close and who has authority to approve a carryover.
- ☐ **Confirm arrivals and due-out reservations**
Check late-arrival arrangements before applying an approved no-show decision. Resolve due-out stays through the authorized extension or check-out process; do not alter a stay merely to clear a system warning.
- ☐ **Investigate room-status discrepancies**
Compare reception and housekeeping status where the property requires it. Ask the responsible team to resolve disputed occupancy or out-of-order information; do not guess that an unverified room is vacant.
- ☐ **Check expected outlet and interface postings**
Confirm that relevant outlet batches or interfaces have completed for the date. If a feed is delayed, record the affected period and totals available, and obtain the required close decision instead of posting an unsupported estimate.
- ☐ **Review room charges and billing exceptions**
Check rate exceptions, routing, approved packages and unusual postings using the property's review method. Confirm supporting authorization before a correction; retain the original transaction reference.
- ☐ **Complete cashier controls and reconcile differences**
Follow the approved count, settlement and reconciliation process. Separate timing differences from unexplained discrepancies and assign each unresolved item. Never change a legitimate transaction solely to force totals to match.
- ☐ **Confirm readiness to run the close**
Check prerequisites, remaining warnings and authorized exceptions. If a required control is not satisfied, stop and escalate under the property procedure.
- ☐ **Run the authorized end-of-day procedure**
Use the property-approved PMS sequence and permissions. Coordinate work that must pause during the close, and monitor completion messages. Do not rerun an uncertain posting step until its outcome has been checked.
- ☐ **Verify the new business date and completion result**
Check that the expected date is active and required procedures finished. Review errors, missing reports or duplicate-looking postings before describing the close as complete.
- ☐ **Save the close evidence in the approved location**
Retain report identifiers, batch references and the exception record according to the property policy. Use access-controlled storage; a screenshot of a success message alone is not a reconciliation record.
- ☐ **Hand over the result and open exceptions**
Record completed, held or escalated status. Include each open item's owner, next action and follow-up time, and ensure the receiving shift and finance know what remains.