

Front Desk Closing Procedure

By Checklistster

- ☐ **Review transaction log and PMS records** Verify all shifts' transactions have been recorded and visible in the property management system.
 - Log into the PMS and pull the shift transaction report.
 - Check that all guest check-ins, check-outs, and payment records are present and timestamped.
 - Confirm that no pending transactions remain open or stuck in draft mode.
 - Note any system errors or incomplete records to escalate if needed.
- ☐ **Prepare cash float and payment terminal reconciliation** Count and verify all cash, then reconcile it against the PMS transaction report and payment terminal records.
 - Remove the cash box from the register and place it on a clean, secure surface.
 - Count all notes and coins in the cash drawer using the counting template (organized by denomination).
 - Record the total cash amount on the closing form.
 - Print the payment terminal (EDC machine) settlement report for the shift.
 - Compare the EDC total against the PMS credit card transaction total; note any variance.
- ☐ **Identify and investigate cash or payment discrepancies** Any mismatch between counted cash, PMS records, and EDC totals must be identified and documented before moving forward.
 - Calculate the variance between expected cash (per PMS) and counted cash.
 - Check the EDC machine for failed or reversed transactions that may explain credit card gaps.
 - Review PMS guest folios for any refunds issued but not yet deducted from float.
 - If variance is within tolerance (defined by your property, typically ± 5 USD or EUR), document and initial the variance form.
 - If variance exceeds tolerance, escalate to the duty manager or accounting before closing the shift.
- ☐ **Close credit card batch on payment terminal** Finalize and settle all credit card transactions by running the batch close function on the EDC machine.
 - Press the batch close button or menu option on the payment terminal (procedure varies by terminal model).
 - Confirm the batch total on the terminal screen matches the PMS credit card report total.
 - Print the settlement receipt from the terminal and attach it to the closing form.
 - If the terminal shows an error or refuses to close, note the error code and escalate to IT support.
- ☐ **Secure and deposit cash** Prepare cash for secure storage or deposit according to your property's cash handling protocol.
 - Divide cash into the float for the incoming shift and the deposit amount (per property policy).
 - Place deposit cash into the deposit bag and seal it with a tamper-evident seal.
 - Record the deposit amount and seal number on the closing form.
 - Transport the deposit bag to the safe or manager's office; do not leave it unattended at the desk.
 - Return the counted float to the register for the next shift and verify the amount on screen.
- ☐ **Audit outstanding guest balances and holds** Review all active and upcoming reservations to ensure balances are accurate and payment holds are in place.
 - Pull the outstanding guest ledger report from the PMS.
 - Check each guest with a balance to confirm the amount matches their folio.
 - Verify that pre-authorizations or payment holds are recorded in the system for guests not yet checked out.
 - Note any guests departing tomorrow who need early settlement or express checkout setup.
 - Flag any unusual balances (e.g., negative or zero-amount folios) to pass to morning shift.

- ☐ **Close and reconcile point-of-sale (POS) reports** If the front desk processes food or beverage charges (mini-bar, restaurant, etc.), reconcile those POS records.
 - Log into the POS system and print the shift settlement report.
 - Verify the POS total revenue matches charges recorded in the PMS guest folios.
 - Check for any voided or refunded POS transactions and confirm they were deducted from the total.
 - Note any discrepancies or missing POS items on the reconciliation log.
- ☐ **Generate and review end-of-shift reports** Create and print all required reports to pass to the incoming shift and management.
 - From the PMS, print: Daily Business Report (DBR), Arrival/Departure Summary, Outstanding Guest Ledger, and No-Show Report.
 - Review each report for accuracy and completeness (all guest names, rates, and statuses should be visible).
 - File reports in the designated folder or binder for archival.
 - Attach a summary cover sheet noting any alerts (e.g., late arrivals, escalated issues, maintenance needs).
- ☐ **Log all overnight tasks and alerts for incoming shift** Document any pending items, guest requests, maintenance issues, or system concerns that the next shift must be aware of.
 - Open the shift logbook and record the date, time, and your name.
 - Write a brief summary of the day (occupancy, notable events, any guest complaints or compliments).
 - List all pending wake-up calls or early morning arrivals for tomorrow with times and room numbers.
 - Note any rooms marked as out-of-service (OOS) for maintenance, cleaning, or inspection.
 - Record any system downtime, slow performance, or technical issues encountered during shift.
 - Flag any guests with special requests that require follow-up (anniversary, birthday, mobility issues, etc.).
 - Include contact details for the duty manager if immediate escalation is needed.
- ☐ **Verify all room keys are accounted for and properly stored** Ensure no guest keys are missing from the desk and that all key racks and storage are secured.
 - Check the key rack against the active guest list; confirm a key is present for each occupied room.
 - Verify that any spare or master keys are stored in the secure key box and locked.
 - Confirm that any keys for out-of-service or maintenance rooms are removed from the rack.
 - If a guest key is missing, note it in the logbook and escalate to management; do not mark the room as occupied if the key cannot be located.
- ☐ **Sign out of all PMS and computer systems** Ensure all systems are properly logged out and no user sessions remain open at the desk.
 - Log out of the PMS using your employee credentials; do not use shared or generic logins.
 - Close all web browsers and email applications.
 - Shut down the front desk computer or lock the screen if it is left powered on.
 - Confirm that no guest information is visible on screen or printouts; remove any loose papers with sensitive data.
 - If there is a dual-monitor setup, close all applications on both screens.
- ☐ **Clean and organize the front desk area** Leave the desk in a clean, organized, and welcoming state for the incoming shift or next business day.
 - Clear all personal items and unnecessary paperwork from the desk surface.
 - Wipe down the desk, keyboard, mouse, and telephone with a cleaning cloth.
 - Stock pens, registration cards, and forms in their designated holders or drawers.
 - Ensure that appointment books, rate sheets, and reference materials are neatly arranged.
 - Empty the trash and recycling bins; replace liners if needed.
 - Sweep or vacuum the floor area directly behind the desk.

- ☐ **Secure the front desk and surrounding areas** Lock down the desk, cabinets, and any secure storage to prevent unauthorized access.
 - Lock all cash drawers, safes, and filing cabinets using the assigned keys.
 - Verify that the front door is locked if the desk is closing for the night; check the entry from outside.
 - Ensure that any guest information or sensitive documents are stored behind locked doors, not left on surfaces.
 - Turn off unnecessary lights and equipment at the desk (but leave minimal lighting for security).
 - Arm any security systems or alarms at the front office if applicable.
- ☐ **Conduct shift handover with incoming staff** Transfer all information and responsibility to the next shift in a brief, structured handover meeting.
 - Meet the incoming shift staff member(s) at least 10-15 minutes before your shift officially ends.
 - Review the logbook entry and highlight any critical items (late arrivals, VIP guests, maintenance alerts).
 - Walk through the cash reconciliation results and confirm the float balance with the incoming cashier.
 - Explain any system issues or workarounds used during your shift.
 - Point out any guest correspondence or special requests in the PMS notes.
 - Answer questions and clarify any ambiguous tasks before departing.
 - Confirm that the incoming staff member has acknowledged receipt of all keys, reports, and information.