

Hotel Group Booking Handover Checklist

By Checklist.com

- ☐ **Confirm the booking is ready for operational handover**
Check the property's confirmation criteria and current agreement status. Identify any conditions still outstanding; do not hand over a tentative enquiry as confirmed business.
- ☐ **Identify the group and authoritative agreement**
Record the booking or block reference and latest agreement or amendment reference. Make the current version accessible to the authorized receiving team.
- ☐ **Name the sales and operational contacts**
Identify the continuing sales contact, receiving operational lead, planner and authorized on-site contact. State who can approve commercial changes and how urgent issues are escalated.
- ☐ **Reconcile the room block and stay pattern**
Compare the agreed rooms by night and type with the booking system. Include authorized arrival or departure extensions and any exceptions. Assign discrepancies for resolution before presenting the figures as final.
- ☐ **Transfer the reservation method and rooming-list process**
Explain whether guests book individually or through a submitted list, who handles updates and where the latest information is held. Transfer the actual list deadline where applicable; do not copy guest data into broadly shared notes.
- ☐ **Confirm the agreed milestones and their owners**
Separate reservation cutoff, payment, rooming-list, final event-detail and other applicable deadlines. Record each from the authoritative terms with the person responsible for follow-up; do not treat cutoff as automatic cancellation of the whole group.
- ☐ **Explain billing responsibilities and approval limits**
Confirm which charges belong to the group and which to individual guests, together with authorized payment and credit arrangements. Refer finance questions to the responsible person. Do not copy card numbers or assume all incidentals go to the master account.
- ☐ **Transfer agreed services and concessions**
Identify included meals, upgrades, welcome items, transport or other commitments only where agreed. Distinguish confirmed services from requests still awaiting approval and name the delivering department.
- ☐ **Brief departments on arrival and service constraints**
Share the agreed arrival pattern and operational requirements with reservations, front office, housekeeping and any other affected team. Confirm what can be prepared; an early-arrival request is not a promise that rooms will be ready.
- ☐ **Connect event requirements to the events owner**
For groups with functions, identify the current event documents and owner. Flag missing details or conflicts between accommodation and event plans. Mark this step not applicable for a room-only group rather than inventing an event programme.
- ☐ **Review special requirements through the approved channel**
Check that the responsible team has the information needed for accessibility, dietary or other agreed requirements. Restrict sensitive detail to authorized recipients and resolve unconfirmed capability before promising delivery.
- ☐ **Assign every unresolved handover action**
List the issue, owner and due date in the agreed action record. Highlight anything that could prevent delivery, then confirm who can make the required decision.
- ☐ **Walk through the brief with receiving teams**
Ask recipients to confirm the dates, responsibilities and exceptions that affect their work. Resolve conflicting interpretations and record which teams have acknowledged the current version.
- ☐ **Record handover status and the change route**
Confirm the receiving lead and next review point. Keep a qualified status when actions remain; escalate blockers. Tell affected teams where approved changes will be recorded and how they will be notified.