Hotel Daily Front Desk Closing Checklist

Daily Operations | US

HOTEL	DATE	OUTGOING AGENT	INCOMING AGENT	SHIFT
	____ / ____ / _____			

CASH & PAYMENTS

- [ ] Cash drawer counted and balanced
- [ ] Credit card batch reviewed
  PCI DSS — no stored card numbers, no written CC info
- [ ] Petty cash reconciled

Cash variance (if any) _____

- [ ] Outstanding folios flagged

RESERVATIONS & ARRIVALS

- [ ] Remaining arrivals noted
- [ ] Late arrivals confirmed (ETA known)
- [ ] No-shows identified
- [ ] Tomorrow's VIPs and loyalty tier guests flagged
- [ ] Group arrivals briefed (if applicable)
- [ ] Room blocks and holds reviewed

GUEST REQUESTS & ISSUES

Unresolved guest complaints handed over

- [ ] Maintenance/engineering requests tracked
- [ ] Wake-up call schedule verified

Package / message deliveries pending _____

FRONT DESK & LOBBY

- [ ] Desk area tidy and organized
- [ ] Key card stock adequate
- [ ] Registration cards restocked
- [ ] Printer paper and supplies loaded
- [ ] Lobby tidy and presentable
- [ ] Lost and found items logged

SIGN-OFF

- [ ] Handover briefing complete

Outgoing agent signature _____

Incoming agent signature _____

Notes

Go digital with Miratag

Skip the paper — fill checklists faster on the Miratag mobile app. Add photos, videos, notes and signatures. Track compliance in real time. Start free at miratag.com

This template is a general-purpose resource, not tailored to any specific jurisdiction. Each organisation must validate compliance with local regulations.

Scan to use it free

Go digital with Miratag

Skip the paper — fill checklists faster on the Miratag mobile app. Add photos, videos, notes and signatures. Track compliance in real time. Start free at miratag.com

This template is a general-purpose resource, not tailored to any specific jurisdiction. Each organisation must validate compliance with local regulations.

Scan to use it free