

# Hotel Management Company

## One Hundred Checklists and Formats

### Word Format

#### Front Office

Front Office Guidelines

Concierge Guidelines

Reservations Standards

Guest Service Standards

Front Office Morning Shift Checklist

Front Office Evening Shift Checklist

Front Office Night Shift Checklist

Room Rates Classification

Front Office Daily Control Sheet

Credit Card Authorization Form

Group Reservation Form

Monthly Rooms Forecast Report

#### House Keeping

House Keeping Guidelines

House Keeping Telephone Skills

Guidelines for Checking Rooms

Cleaning Guest Room

Cleaning Guest Bathroom

Bed making

Cleaning Checked Out Room

Cleaning Vacant Room

Second Service of Guest Room

Evening /Turn down Service

Public Area Cleaning

Spring Cleaning

Guest Room Amenities Checklist

Competitive Hotel Amenities Analysis

Guest Room Cleaning Checklist

Guest Room Inspection Checklist

Room Attendant Daily Report

Public Area Checklist

## Hotel Management Company

Deep Cleaning Checklist

House Keepers Checklist

### **Food and Beverage**

Buffet Service Guidelines

Banquet Service Guidelines

In Room Dining Guidelines

Mini Bar Guidelines

Restaurant Opening Checklist

Restaurant Closing Checklist

Bar Opening Checklist

Bar Closing Checklist

Breakfast Quality Standards

Light Meal Quality Standards

Lunch Quality Standards

Dinner Quality Standards

Drink Service Quality Standards

In Room Dining Quality Standards

Mini Bar Quality Standards

World Food and Beverage Standards

Banquet Checklist

Pre Meal Checklist

Service Staff Etiquette

Restaurant Reservation and Telephone Procedure

Steps of Service

Managers Opening Checklist

Managers Closing Checklist

Managers Shift Change Checklist

Banquet Manager Closing Checklist

Waiter Training Schedule

Waiter Induction Plan

Waiter Evaluation Report

Waiter Training Checklist

Waiter Side Works Checklist

### **Other**

Kitchen Preparation Checklist

Kitchen Cleaning Checklist

Stewarding Closing Duties

New Hire Checklist

Orientation Checklist

Department Orientation Checklist

## Hotel Management Company

Employee Confirmation Review
Employee Performance Review
Employee Grooming Standards
Employee Uniform Standards
Telephone Handling and Standard Phrases
Employee Training Needs Analysis Form
Employee Training and Development Plan
Employee Discipline Policy
Employee Rewards and Recognition Programmes
Duty Manager Opening Checklist
Duty Manager Closing Checklist
Manager Time Management Checklist
Daily and Weekly Management Duties Checklist
Manager on Duty Report
Management Interview Form
Food and Beverage Controls Spot Check Report
Food and Beverage Cost Control Checklist
Hotel Cost Control Checklist
Hostess Closing Duties
Security Officer Checklist
Safety Inspection Checklist
Accident Investigation Report
Maintenance Tracking and Follow up Report
Purchasing Checklist
Receiving Checklist
Storage Checklist
Competitor Review
Competitive Rate Analysis
Company Account Profile
Credit Application Form
Pre Shift Meeting Checklist
Sales Call Report
Weekly Sales Report

For Further Information, Please Visit:

[www.hotelmanagementcompany.net](http://www.hotelmanagementcompany.net)