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Front Desk Operations Checklist

The Front Desk Operations Checklist is an essential tool that ensures efficient daily operations and exceptional guest service at [Your Company Name]. By following this checklist, staff can streamline tasks and maintain a welcoming environment, fostering a positive experience for every guest.

Instructions

For each task listed below, please check the box to the left of the task once it has been completed. This helps ensure all duties are performed efficiently and allows for a smooth operation at the front desk.

Daily Operations

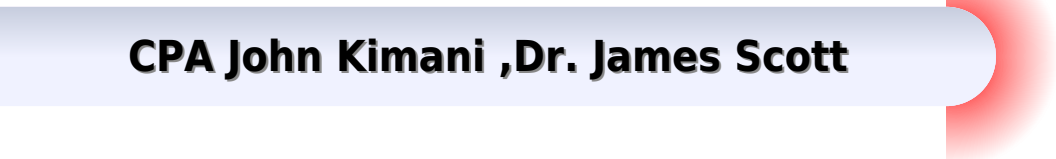
Opening Procedures	Guest Check-in	Guest Check-Out
☐ Arrive on time	☐ Greet guests warmly	☐ Confirm check-out time
☐ Unlock doors and turn on lights	☐ Verify reservation details	☐ Process check-out
☐ Check voicemail and emails	☐ Process check-in	☐ Request feedback
☐ Inspect the front desk area	☐ Provide information	☐ Thank guests
☐ Review daily arrivals and departures		

Guest Services

Guest Services	Maintenance and Security
☐ Assist with luggage	☐ Monitor the lobby and front desk area

Administrative Front Desk Operations Guide

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Administrative Front Desk Operations Guide:

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