Standard Operating Procedure No: 3

Process :	What are the openings and closing duties of a front desk associate
Objective :	To ensure smooth and efficient operations of the shift
Responsibility:	Front office staff

S.No.	Procedure	Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.)
1.	Opening duties of a front desk associate	To report on duty on time and be well groomed To read log book and acknowledge same by signing the log book To take key handover from the previous shift To take message or any specific handover To go through the arrivals for the day To check the room blocking for VIP arrivals To ensure that the desk is equipped with required stationery
2.	Closing duties of a front desk associate To file following reports	To prepare log book handover for next shift To prepare key handover for next shift To prepare message or any specific handover for next shift To update A&D (arrival and departure) register Arrivals checked in report
		Managers report Shift Checklist

Front Office Operations Training Manual

H Kauffman

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