

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

**Charles E. Steadmon, Michael L.
Kasavana**



Front Office Operations Training Manual:

Adopting the Melody of Term: An Psychological Symphony within **Front Office Operations Training Manual**

In a global taken by screens and the ceaseless chatter of immediate interaction, the melodic elegance and psychological symphony produced by the published term frequently fade in to the back ground, eclipsed by the persistent sound and interruptions that permeate our lives. Nevertheless, located within the pages of **Front Office Operations Training Manual** a charming fictional value full of organic emotions, lies an immersive symphony waiting to be embraced. Constructed by an outstanding composer of language, that interesting masterpiece conducts readers on an emotional journey, well unraveling the hidden melodies and profound impact resonating within each carefully crafted phrase. Within the depths with this moving review, we can examine the book is main harmonies, analyze their enthralling writing type, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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