

### HOTEL FRONT OFFICE OPERATIONAL AUDIT

AUDIT QUESTIONS : Guest Services	YES	NO	NA	COMMENTS/ Follow-up Action
<b>General</b>				
Does the front desk have proper signage, so guests don't wait in the wrong place?				
Are the procedures for guests waiting in lines for check-in/check-out frequently monitored and changed if necessary?				
Are procedures established for receiving and processing of guests who are members of special hotel guest programs or who are destined for "special guest (VIP, Club Concierge, etc.)" floors or sections?				
Are hotel guest service hours (restaurants, pool, etc.) known by front office staff?				
Are procedures established for processing guest mail?				
Are special procedures in place for processing guest express/special delivery mail?  Are guest safety deposit box procedures established and implemented?				
Are affiliate (chain) current hotel directories available to the guests?				
Do front office receptionists and cashiers have friendly, positive attitudes?				
<b>Telephone (PBX)</b>				
Are phones answered promptly and courteously?				
Do telephone operators have full knowledge of hotel services as well as				

local services, attractions, and points of interest?				
Is an information directory maintained and accessible?				
Does the department provide for proper handling of messages taken:				
for guests in the hotel?				
for guest with reservations?				
for meeting rooms?				
and for rooms requesting no calls?				
In manual systems, are time stamps used on messages, phone charges, mail, and folios?				
In manual systems, are message lights turned off promptly?				
In automated systems, are unretrieved guest messages followed up periodically?				
Are procedures in place for wake-up calls?				
Are telephones for the hearing impaired available (in compliance with ADA audit):				
guest rooms?				
house phone?				
public phone?				
Do front desk office cashiers update local phone meters at check-out in semiautomatic systems?				
Are phone and operator service bills reviewed regularly for accuracy?				
Is credit received from telephone company for disputed calls?				
Are equipment rental charges checked periodically?				
Are local and long distance carriers				

reviewed regularly for quality, service, and pricing?				
In an automated system, is there a system for recording and reviewing phone charges for unoccupied or late check-out rooms?				