

Hotel Night Audit Checklist

A shift checklist for the hotel night auditor, from the evening handover to the system date roll and the morning report.

Start of Shift

- ☐ Get a handover from the evening shift on open issues and VIPs
- ☐ Count the cash drawer with the outgoing clerk and both sign the count
Never accept a drawer you have not counted yourself.
- ☐ Review today's arrivals still due and any late check-in notes
- ☐ Read the log book for guest requests, complaints and wake-up calls

Check Accounts

- ☐ Post any outlet charges not yet on guest folios, such as restaurant or bar
- ☐ Check rates on in-house folios match the reservation
- ☐ Check that discounts, packages and comp rooms are approved and coded right
- ☐ Review the high balance report and flag guests over their authorization
- ☐ Check that departures due today are checked out or extended

Room Status

- ☐ Compare the PMS room status with the housekeeping report
- ☐ Investigate rooms the PMS shows vacant but housekeeping found occupied
A room that is occupied but shown vacant in the PMS can be a guest staying without paying, or a check-in the desk missed. Check it before you post room charges.
- ☐ Investigate rooms shown occupied but found vacant (possible skips)
- ☐ Correct room status in the PMS and note each change in the log

No-Shows and Reservations

- ☐ Run the list of arrivals that did not check in
- ☐ Charge guaranteed no-shows per the hotel's no-show policy
Check for a cancellation number or a message from the guest before you charge.
- ☐ Cancel non-guaranteed reservations that did not arrive
- ☐ Check tomorrow's arrivals for guarantees, deposits and special requests

Cash and Card Balancing

- ☐ Balance the cash drawer against the PMS cashier report
- ☐ Match card payments in the PMS to the card terminal totals
- ☐ Settle the credit card batch and keep the settlement report
If the PMS and the terminal do not match, find the difference before you settle. Common causes are a duplicate swipe or a payment posted to the wrong room.
- ☐ Prepare the deposit and drop it in the safe per hotel policy

Post Charges and Close the Day

- ☐ Post room and tax charges to all in-house folios

- ☐ Review the posting report for missing or doubled charges
- ☐ Print or save the backup reports before the roll
 - Keep the in-house guest list, room status, arrivals and guest ledger on paper in case the PMS goes down.
- ☐ Run the end-of-day roll to change the system date
 - Make sure no other user is posting at the desk while the roll runs.

Reports and Morning Handover

- ☐ Run the daily revenue report and check room, tax and other revenue
- ☐ Record occupancy, ADR and RevPAR for the day
- ☐ Run the guest ledger and city ledger balance reports
- ☐ Send or file the audit pack for the general manager and accounting
- ☐ Count the drawer with the morning clerk and both sign the count
- ☐ Brief the morning shift on issues, high balances and early departures

Audit Sign-Off

- ☐ Business date: ____ Auditor: ____
- ☐ Rooms sold: ____ Occupancy: ____ ADR: ____ RevPAR: ____
- ☐ Cash over / short: ____ Card batch total: ____
- ☐ Issues for the manager: ____