

Motel Coach Template: Motel Front Desk Quick Reference Guide

Morning Shift Responsibilities

1. Check departures list and prepare folios for check-out guests.
2. Print arrivals list and note early check-ins, VIPs, special requests or accessible requirements etc.
3. Review room availability and maintenance block-outs.
4. Reconcile cash and check float balance from previous shift.

Check-In Procedures

1. Greet guests warmly, confirm booking details.
2. Verify ID and collect payment or pre-authorization.
3. Issue room key, explain Wi-Fi and property details.
4. Record vehicle details and highlight house rules.
5. Check-Out Procedures
6. Ask guests about their stay and confirm minibar/charges.
7. Settle account, issue receipt, and update PMS room status.
8. Note feedback and update guest profile if relevant.
9. Log key return and thank the guest.

Midday Duties

1. Respond to calls, emails, and walk-in inquiries.
2. Update availability on PMS and OTAs if needed.
3. Prepare housekeeping or linen requests as required.
4. Monitor DND and OOO rooms and update status.

Evening Shift Priorities

1. Confirm late arrivals and leave keys if pre-arranged.
2. Process final payments and lock petty cash.
3. Print handover sheet for next shift with notes.
4. Ensure lobby is tidy and guest info area is stocked.

Key Terms

- PMS – Property Management System
- OTA – Online Travel Agency (e.g., Booking.com, Expedia)



MOTEL COACH

- DND – Do Not Disturb
- 000 or OOS – Out of Order and Out of Service
- POA = Pay on arrival, some properties consider this pay on account so be careful and double check the properties practice.
- RO to CC = Room only to CC, this indicates that the card cannot be charged for anything other than the agreed room rate.
- RO + \$25 Meal Allowance to CC on file, this indicates that the guest is allowed to have \$25 of meals charged in addition to their room cost. Often this will require you to get a 2nd credit card from the guest for any charges in addition to the \$25.00.
- Chargeback voucher, is a document used to transfer the cost of a stay from a guest to a third party - i.e Travel Agency.
- BAR – Best Available Rate
- Pre-auth – Pre-authorization on guest's credit card
- LF, HF, NE, NL - Low Floor, High Floor, Near Elevator, Near Lift
- Priority or Rush room - this might be because the guest has arrived. Any details like this need to be communicated with the housekeeping staff.
- When you receive a request for early check-in it is always good to confirm with the housekeeping team, housekeeper allocated to that room or the housekeeping manager to ensure the room can be done by the required time.
- Stayover – Guest remains for another night
- Departure – Guest checking out today
- Early-In – Guest arriving before standard check-in
- Blocked – Room held, not assigned in system yet
- Deep Clean – Extended cleaning, rotating schedule
- XX XX - if there are Xs either side of a guest name this is indicating that they want total privacy in the event someone calls you would treat it like they are not in-house and have not been there.
- GRC – Guest Registration Card
- FO – Front Office
- ADR – Average Daily Rate, Revenue divided by number of rooms sold.
- RevPAR – Revenue Per Available Room, the Revenue earned divided by the number of rooms your motel has available. I.e if you have \$1000 of revenue and 10 rooms available today your RevPAR = \$100.
- TrevPAR – Total Revenue Per Available Room, calculated in the same way as RevPAR, but it includes revenue from the Restaurant, minibar, functions etc.
- MOD – Manager on Duty
- F&B – Food and Beverage
- VIP – Very Important Person
- ETA – Estimated Time of Arrival
- ETD – Estimated Time of Departure
- GDS – Global Distribution System
- FIT – Free Independent Traveler



MOTEL COACH

- CVV/CVC – Card Verification Value/Code
- POS – Point of Sale
- BOH – Back of House
- FOH – Front of House
- POS – Point of Sale
- NS – No Show
- WL – Wait List
- B&B – Bed and Breakfast
- BB – Best Buy Rate (used in some PMS systems)
- COMP – Complimentary (room or amenity)
- DBL – Double Room
- TRP – Triple Room