

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 000 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)

- DND Do Not Disturb
- 000 or 00S 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 ratte.
- 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
- TA Travel Agent

- 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