

## Hotel Training Program

# Hotel Training Program

## One Hundred Checklists and Formats

### Front Office

Front Office Guidelines

Concierge Guidelines

Reservations Standards

Guest Service Standards

Front Office Morning Shift Checklist

Front Office Evening Shift Checklist

Front Office Night Shift Checklist

Room Rates Classification

Front Office Daily Control Sheet

Credit Card Authorization Form

Group Reservation Form

Monthly Rooms Forecast Report

### House Keeping

House Keeping Guidelines

House Keeping Telephone Skills

Guidelines for Checking Rooms

Cleaning Guest Room

Cleaning Guest Bathroom

Bed making

Cleaning Checked Out Room

Cleaning Vacant Room

Second Service of Guest Room

Evening /Turn down Service

Public Area Cleaning

Spring Cleaning

Guest Room Amenities Checklist

Competitive Hotel Amenities Analysis

Guest Room Cleaning Checklist

Guest Room Inspection Checklist

Room Attendant Daily Report

Public Area Checklist

## Hotel Training Program

Deep Cleaning Checklist
House Keepers Checklist
<b>Food and Beverage</b>
Buffet Service Guidelines
Banquet Service Guidelines
In Room Dining Guidelines
Mini Bar Guidelines
Restaurant Opening Checklist
Restaurant Closing Checklist
Bar Opening Checklist
Bar Closing Checklist
Breakfast Quality Standards
Light Meal Quality Standards
Lunch Quality Standards
Dinner Quality Standards
Drink Service Quality Standards
In Room Dining Quality Standards
Mini Bar Quality Standards
World Food and Beverage Standards
Banquet Checklist
Pre Meal Checklist
Service Staff Etiquette
Restaurant Reservation and Telephone Procedure
Steps of Service
Managers Opening Checklist
Managers Closing Checklist
Managers Shift Change Checklist
Banquet Manager Closing Checklist
Waiter Training Schedule
Waiter Induction Plan
Waiter Evaluation Report
Waiter Training Checklist
Waiter Side Works Checklist
<b>Other</b>
Kitchen Preparation Checklist
Kitchen Cleaning Checklist
Stewarding Closing Duties
New Hire Checklist
Orientation Checklist
Department Orientation Checklist

## Hotel Training Program

Employee Confirmation Review
Employee Performance Review
Employee Grooming Standards
Employee Uniform Standards
Telephone Handling and Standard Phrases
Employee Training Needs Analysis Form
Employee Training and Development Plan
Employee Discipline Policy
Employee Rewards and Recognition Programmes
Duty Manager Opening Checklist
Duty Manager Closing Checklist
Manager Time Management Checklist
Daily and Weekly Management Duties Checklist
Manager on Duty Report
Management Interview Form
Food and Beverage Controls Spot Check Report
Food and Beverage Cost Control Checklist
Hotel Cost Control Checklist
Hostess Closing Duties
Security Officer Checklist
Safety Inspection Checklist
Accident Investigation Report
Maintenance Tracking and Follow up Report
Purchasing Checklist
Receiving Checklist
Storage Checklist
Competitor Review
Competitive Rate Analysis
Company Account Profile
Credit Application Form
Pre Shift Meeting Checklist
Sales Call Report
Weekly Sales Report

For Further Information, Please Visit:

[www.hoteltrainingprogram.com](http://www.hoteltrainingprogram.com)

**Santosh Koripella**