



The SAT Hotel Department Checklists Collection

**Build reliable daily weekly and monthly
operating routines**

A practical guide with editable Word templates and an Excel workbook

Hotel duty managers, department heads and small property owners

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How to use this toolkit

Checklists help a team remember important work, hand over unfinished tasks and provide evidence that a supervisor has checked the result. They work best when short, specific and adapted to the building and guest offer. This collection explains how to create a usable system across reception, housekeeping, food and beverage, maintenance and duty management. The editable templates and workbook are starting points for local procedures. They do not replace risk assessments, statutory records, manufacturer instructions or specialist training.

Begin with the guide, adapt the Word templates to your property, and enter your own figures or records in the highlighted Excel cells. Keep an untouched master copy. Use one currency and one reporting period consistently. The workbook starts with blank inputs; examples in the guide are illustrative and are not preloaded operating results.

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Design checklists people can use

Begin with the outcome and the person doing the work. A good item names a visible check, the acceptable result and what to do when it fails. “Lobby checked” is vague. “Entrance route clear of stored items; report any obstruction to the duty manager immediately” makes the task and escalation clearer. Keep critical safety procedures in approved local documents and cross-reference them rather than rewriting them casually.

Separate opening, during-service and closing duties. Put tasks in the order they are normally performed. Identify the location, shift and version so an old list is not confused with the current procedure. Give staff a way to record not applicable and the reason. A tick should mean the stated result was verified, not merely that someone walked past the area.

Pilot each checklist with the employee who uses it. Observe how long it takes and whether the wording is understood. Remove duplication while preserving required controls. Assign a supervisor to review exceptions and sample completed tasks. Blank boxes and repeated identical ticks need follow-up, but a completed form alone does not prove the work was done. Include physical checks and conversation in supervision.

PUT IT INTO PRACTICE

Choose one process to review this week. Record the evidence, responsible person and a realistic follow-up date in the editable templates.