



Night Audit Checklist

Streamline Your Night Audit: Ensuring Front Desk Efficiency and Financial Accuracy while Prioritizing Guest Service Excellence



Front Desk and Guest Services

- Review check-ins and check-outs:** Confirm that all expected check-ins have arrived and everyone who is scheduled to checkout has done so. Note and address any discrepancies or issues.
- Verify reservations:** Double-check that every reservation for the following day is confirmed, and make note of any special requests.
- Address any outstanding guest requests.** Make sure all guest requests and/or complaints have been addressed.
- Audit room status reports:** Ensure that the room status report from housekeeping aligns with the front desk room status report. Note any issues or special requests.
- Prepare arrival and departure reports:** Generate lists for expected arrivals and departures for the next day. Note any special guests.

Finances and Accounting

- Post room rates:** Ensure all room rates and applicable taxes for the day have been posted to each guest's account.
- Review and adjust folios:** Check for any errors and make adjustments as needed
- Audit POS systems:** Verify all sales from hotel restaurants, bars, and other services are accounted for and correctly posted.
- Reconcile credit card transactions:** Compare credit card transactions that are collected and processed against the sales posted in POS/PMS systems and resolve any discrepancies.
 - Account for transaction/processing credit card fees and exchange rates for foreign currencies.
 - Review pending transactions and include any accruing interest, if applicable.
- Reconcile cash transactions:** Look at each cash tender transaction and ensure that the totals match the amount of cash collected by the cashiers.
 - Manage over/shorts. If this occurs, document the issue and follow-up with an investigation.
- Create journal entries to be pushed to the general ledger.** For credit card reconciliation, create detailed reports that summarize the transactions, including dates, amounts, and descriptions. Cash reports should detail the specifics of cash collected versus cash posted and any variances.

Reports and Documentation

- Generate night audit reports:** This may include a breakdown of room revenue, an occupancy and room status report, a list of guests who did not show up, and a night audit tax report.
- Prepare management reports:** Detail hotel occupancy, average room rates, number of guests in the hotel, and other key metrics.
- Create incident reports:** Make a note of any complaints, issues, or incidents that occurred during the night shift.

Security, Maintenance, and Inventory

- Conduct a security check.** Walk through public areas such as the hotel lobby, lobby bathrooms, hallways, stairwells, and exits. Make sure the windows are secure and any outside doors are not propped open.
- Review maintenance reports:** Look over any reported maintenance issues and double-check that they are being addressed. Make a note of any repairs that need to be scheduled.
- Check inventory status of important items.** Re-order supplies or items as needed.

Miscellaneous

- Ensure hotel software is up to date.** Backup data and make sure that all systems are current.
- Leave an update for the morning staff.** Write a note or short report documenting any issues or important information the next shift should be aware of.
- Tidy up the front desk area.** Ensure that everything is secure and in its place before you sign off.