

Date _____
 Time _____
 Location _____

Front Desk Accounting & PMS		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
CITY LEDGER						
1	Are procedures established for direct bill authorization?	1				
2	Is there a (manual or computer) direct bill authorization file of updated letters of Authorization, with billing parameters defined?	1				
3	Are only authorized individuals permitted to sign direct billing accounts?	1				
4	Are past-due accounts reviewed periodically to determine adequacy	1				
	Are City Ledger accounts receivable analyzed to determine:	1				
5	Direct bills?	1				
6	Sleepers?	1				
7	After departure (late) charges?	1				
8	Prepaid accounts with charges?	1				
9	Disputed accounts?	1				
10	Delinquent accounts (over 60 days)	1				
11	Skips?	1				
12	Tour vouchers?	1				
13	Employee and intercompany accounts?	1				
14	And pay on departure accounts?	1				
15	Are procedures in place to properly age and act on various City Ledger categories?	1				
16	Is billing timely and in accordance with the established policy?	1				
17	Are turnaround times monitored for credit card receivable payments?	1				
18	Are procedures established and implemented for determining write-offs (e.g.,	1				
19	Are accounting established for processing reservation no-shows guaranteed on credit cards through City Ledger billing?	1				
20	Are written efficient master account handling procedures in place and	1				
21	Are returned checks analyzed for propriety, aging, and immediately re-	1				
22	Is a procedure established for the disposition of money received on accounts	1				
23	Are credit card charge-backs reviewed on a timely basis?	1				

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	Max	Actual	Y	N	

	Advance Deposits				
24	Are procedures established for receiving, recording and transferring of City Ledger advance deposit payments if they are handled through the City Ledger?	1			
25	Do group advance deposits shown in sales files and function book agree with	1			
26	Are advance deposits recorded and logged by the reservations department by guest name and date of arrival?	1			
27	If manual folios are used, are the folios secured?	1			
28	Are advance deposit folios reconciled to either the general ledger or City Ledger?	1			
29	Upon guest check-in, are advance deposits properly transferred?	1			
30	Are revenues or refunds processed promptly on unused deposits?	1			

TOTAL Points reached in this Area:	31	0	0	0	Minimum to be reached:
Performance in % in this Area	100%		0.0%	0.0%	80%

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Front Desk Accounting & PMS		Points		STANDARD MET		Comments/ Follow-up Action
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NIGHT AUDIT						
31	Are all night audit procedures clearly documented and readily available to night audit personnel?	1				
32	Is a night clerk summary: Comp list – Out of Order (off market) report completed?	1				
	Are all exceptions explained:	1				
33	Room rates?	1				
34	Local telephone?	1				
35	Are room rates verified on all folios?	1				
36	Is room tax charged correctly?	1				
37	Are all tax exempt sales reported on the daily report with proper documentation support?	1				
38	Are long-distance surcharges applied correctly?	1				
39	Are long-distance calls taxed properly?	1				
40	Are bank cashier deposits checked against the daily report?					
41	Are all operating departments balanced?	1				
42	Is the night audit consistently in balance?	1				
43	Are daily night audit materials maintained in a consistent order and filed properly?	1				
44	Are copies of all vouchers kept on the property in a consistently organized system and with night audit documents?	1				
	When the daily report and other required reports are generated, are at least all the following statistics included:					
45	Rooms available and occupied?					
46	Total guests?	1				
47	Average daily room rate?	1				
48	Average length of stay?	1				
49	Percentage of double occupancy?	1				
50	Percentage of occupancy?	1				

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Front Desk Accounting & PMS		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
51	Average rate per guest?	1				
52	Room rate variances?	1				
53	Does the night auditor close the day and begin to operate on next day's business?	1				
54	Semi-automated and Manual Systems	1				
55	Are all room, tax, phone, and any remaining charges posted properly?	1				
56	Are all corrections controlled and balanced?	1				
57	Do all revenues balance "D" card?	1				
58	Are traffic sheets reconciled to "D" cars summary (or equivalent) by both the night auditor and the income auditor?	1				
59	Are procedures established and followed for recording and control of machine reset numbers?	1				
60	Does the night auditor run a trial balance?	1				

Automated Systems						
61	Are all point-of-sale interfaces properly completed?	1				
62	Are housekeeping and other room reports reconciled to computer-generated reports?	1				
63	Are departmental totals reconciled, if necessary?	1				
64	Are all printed reports necessary?	1				
65	Are all printed reports properly distributed?	1				

TOTAL Points reached in this Area:	34	0	0	0	Minimum to be reached: 80%	
Performance in % in this Area	100%		0.0%	0.0%		

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Front Desk Accounting & PMS		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
COMPUTERIZED FRONT OFFICE SYSTEMS & PMS						
66	Is a schedule followed for running computer backup reports and printing routine operation reports?	1				
67	Is there a list of computer equipment inventory?	1				
68	Are computer terminals logged off whenever users leave their stations?	1				
69	Have detailed computer "downtime" procedures been prepared, and do all front office personnel have access to these procedures?	1				
Are there adequate controls for:						
70	Log-on codes?	1				
71	Passwords?	1				
72	Cashier codes?	1				
73	Management's keys?	1				
74	Are manuals maintained for all computer equipment and systems?	1				
75	Is the latest set of baseline programs labeled and kept in a secure location, easily accessible, but not in the computer room?	1				
76	Is an interface exception file printed and reviewed at least daily?	1				
77	Is there a maintenance program that ages and deletes history files?	1				

TECHNOLOGY						
78	Does your guest room phone system have remote messaging options?	1				
79	Do you utilize a computer to input guest room status?	1				
80	Do you have separate computer lines in the guest rooms?	1				
81	Does your hotel use Palm-Pilots or other handheld devices to manage room status? Are they wirelessly connected?	1				

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82	Does your hotel use a telephone-based maintenance reporting system?	1				
83	Does your hotel use a computer-based scheduling system?	1				
84	Does your hotel have an internal communications network i.e., cell phones, pagers, or radios?	1				

TOTAL Points reached in this Area:	19	0	0	0	Minimum to be reached:
Performance in % in this Area	100%		0.0%	0.0%	80%