



New Starter Intern Checklist

**This Checklist is for the training period of a new staff member.
Your assigned senior staff member will need to check each task off as it is completed.**

DATE	TRAINER	AREA TO COMPLETE:	TRAINEE AND TRAINER TO SIGN
		<u>Department Policies and Procedures</u> <ul style="list-style-type: none"> • Lateness and Absenteeism, who to call and policies regarding sick & personal days. • Received Job description and welcome pack. • Explain staff breaks, eating and drinking etiquette whilst on desk. • Timesheets, roster requests and payroll • Use of Internet and internal email system. 	
		<u>Fire and Safety</u> <ul style="list-style-type: none"> • Fire alarms and evacuation procedures • Location of each first aid kit • Incident forms - how and when to complete • Safety at work 	
		<u>Reception Training</u> <ul style="list-style-type: none"> • Daily Checklists for AM and PM shifts • Bucket check • Operation of hotel switchboard • Checking in a guest • Checking out a guest 	

		<ul style="list-style-type: none"> • Using RoomMaster to locate Arrivals/Departures and Inhouse guests • Allocate arrivals rooms • Room moving a guest • Room types and basic floor plan • Locating a past guest in RoomMaster • Locating a past reservation in RoomMaster • How to make a new reservation • How to check hotel availability • Understanding allotments from agents • Bump Bookings • Using the hotel fax machine • Hotel phone extensions and how to use them • Taking a guest or staff message and entering into RoomMaster • Taking a message for Bill Anderson (Director) • How to log a wake up call • Safety deposit box procedure • Inserting a charge onto a guest folio • Late checkout procedures and charges • Locating reservations paperwork • Global gossip internet use • Local knowledge and directions to hotel • Banking and terminal procedures • How to fix banking mistakes • Cheque payment procedures • Stationery cupboard and orders • Pre payments on reservations • Lost property procedures • Housekeeping and Maitenance Storage rooms • Contacting Housekeeping during shift • Maintenance Log and how to insert repairs 	
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