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## **1 SOP Title**

**Shift Handover SOP – Front Office / Restaurant / Cashier**

## **2 Department**

Front Office (Primary)

Applicable to: F&B Cashier & Night Audit also

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## **3 Purpose**

To ensure smooth transition between shifts without loss of information, revenue leakage, guest inconvenience, or operational confusion in a 2–3 star Indian hotel.

This SOP ensures:

- Proper communication
- Accurate cash handling
- Pending work follow-up
- Zero missed guest requests
- Accountability between staff

In small hotels, poor shift handover causes most operational mistakes.

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## **4 Scope**

Applicable to:

- Morning to Evening shift
- Evening to Night shift
- Night to Morning shift
- Front office desk
- Restaurant cashier desk

Applies to:

- Front Office Associates
- FO Supervisor

- Night Auditor
  - Restaurant Cashier
- 

## 5 Responsibility

| Position | Responsibility |
|----------|----------------|
|----------|----------------|

|                |                           |
|----------------|---------------------------|
| Outgoing Staff | Provide complete briefing |
|----------------|---------------------------|

|                |                          |
|----------------|--------------------------|
| Incoming Staff | Verify & accept handover |
|----------------|--------------------------|

|               |                 |
|---------------|-----------------|
| FO Supervisor | Monitor process |
|---------------|-----------------|

|               |                     |
|---------------|---------------------|
| Night Auditor | Cross-check reports |
|---------------|---------------------|

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## 6 Step-by-Step Procedure

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### A. Timing of Handover

1. Incoming staff must report **15 minutes before shift start**.
2. Outgoing staff must not leave until handover is completed.
3. Handover must happen at desk.

Never leave desk unattended.

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### B. Guest Information Handover

Outgoing staff must brief:

1. Total in-house rooms.
2. VIP guests (if any).
3. Pending check-ins.
4. Early check-outs.
5. Pending complaints.
6. Room change cases.
7. Overbooking situation (if any).

8. Foreign guest arrivals (C-form pending).

Incoming staff must confirm understanding.

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### **C. Cash Handover Procedure**

1. Count physical cash together.
2. Print system cash report.
3. Match physical vs system.
4. Note any shortage/excess.
5. Fill Cash Handover Sheet.
6. Both sign register.

No verbal handover allowed.

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### **D. Billing & Posting Check**

Outgoing staff must confirm:

1. All check-ins updated.
  2. All F&B bills posted.
  3. All laundry charges posted.
  4. All discounts approved & recorded.
  5. No pending KOTs.
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### **E. Document & Key Handover**

1. Master key transfer.
  2. Safe locker key transfer.
  3. Registration cards updated.
  4. Complaint register updated.
  5. Visitor register updated.
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### **F. System Status Check**

Incoming staff must verify:

1. PMS system working.
  2. Card machine working.
  3. Wi-Fi working.
  4. Printer functioning.
  5. Telephone lines active.
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## **G. Special Instructions**

Outgoing staff must mention:

- Guest with late payment
  - Refund request pending
  - Maintenance issue
  - VIP arrival preparation
  - Group check-in next shift
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## **Do's and Don'ts**

### **Do's**

- ✓ Arrive 15 minutes early
- ✓ Count cash jointly
- ✓ Record everything in register
- ✓ Clarify doubts before leaving
- ✓ Sign handover sheet

### **Don'ts**

- ✗ Don't rush handover
  - ✗ Don't leave without signing
  - ✗ Don't hide shortage
  - ✗ Don't skip complaint briefing
  - ✗ Don't rely on memory
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## **Operational Standards**

- 100% written handover
  - Zero cash mismatch without record
  - No missed guest request
  - Handover completed before shift exit
  - Supervisor random check daily
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### **9 Escalation Matrix**

| <b>Situation</b>     | <b>Escalate To</b> |
|----------------------|--------------------|
| Cash shortage        | FO Supervisor      |
| Major mismatch       | GM                 |
| Unresolved complaint | Duty Manager       |
| Missing documents    | Supervisor         |
| System error         | IT / Manager       |

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### **10 Documentation / Records Required**

- Shift Handover Register
- Cash Handover Sheet
- Pending Work List
- Complaint Register
- Arrival/Departure List

All records must be signed by both staff.

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### **11 Common Mistakes to Avoid**

- Verbal handover only
- Not checking F&B postings
- Ignoring pending complaints
- Not counting cash

- Leaving before next staff arrives
- No signature on register
- Poor communication

In 2–3 star hotels, weak handover leads to guest complaints and revenue loss.

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## **📄 Training Notes**

How to Train Staff:

1. Demonstrate proper handover once daily.
2. Provide written checklist format.
3. Conduct surprise cash verification.
4. Train on clear communication.
5. Supervisor to monitor first 10 handovers of new staff.
6. Include handover in daily briefing review.

Training Duration:

- 1 day orientation training
  - 5 supervised handovers
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- ✓ SOP Ready for Printing
  - ✓ Suitable for Budget & 2–3 Star Indian Hotels
  - ✓ Control-Focused & Practical
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