

# Hotel Re-Opening Checklist

In preparation for when you're ready to re-open, we have put together the following checklist to highlight tasks you could undertake to ensure your systems and staff are ready and optimized to welcome guests again.

## Week before opening

### System

- Check Automated End of Day is Running at Correct Time
- Check System Date is Correct
- Close any open shifts (if required)
- Check System Update Notifications (Bell in Right Hand Corner in Rezlynx) for system updates that have occurred during closure.
- Ensure Returning Staff have new user passwords
- Open up logon restrictions (if set)

### Roomlynx

- Check your cancellation policies in Roomlynx to take advantage of the new DBM cancellation functionality
- Check conversions and rate plan mapping
- Check Reopening rates are working - if set

### Channels

- Contact Channel Account Managers
- Check Rate Plan Mapping

### Rate plans & restrictions

- Flex Rates for appropriate days where required – 2 Month Recommended
- Check that your Rate Plans have not Expired during the closed period
- Check Rate Plan Available is ticked on each required rate plan
- Open required dates within Rezlynx PMS on appropriate Rate Plans
- Check Restrictions Summary for Rates Open

#### New Rate Plans:

- Festive Rates for Christmas & New Year
- Re-opening Rate / New Year Sale

#### Upselling Extras:

- Adding Upsells to your website (DBM) when booking to add on (think about discounting and inventory control)

### Reservations & billing

- Check No Show Reports for any non-arrivals during closure period that have been missed
- Contact Arrival Guests due on planned opening dates
- Check any open bills – close, reopen, sales ledger any balances required

## Guest communication

- Email appropriate Mailing Lists to Inform of Reopening (Guestline can assist with Design Query extracts if required)
- Ensure you are utilizing upselling – Room Upgrades, In-room treats etc
- Send out pre-arrival registration link using our new GuestStay (please contact Guestline for details)
- For our GuestPay customers generate and send the link to guests for online pre-payment

## Website

- Ensure your re-opening date is highlighted on your homepage
- Ensure your Covid-19 policies and measures are outlined
- Outline your cancellations policies, directing customers to cancel using the new DBM functionality

# Day prior to opening

## System

- Ensure Staff can Logon and have correct access
- Check Door Locking System is operational and working
- Disable EOD if staff are in to start running EOD Manually
- Check Released rooms for allocation

## Reservations & billing

- Print Arrival Lists
- Allocate Appropriate Rooms for Housekeeping to Freshen Rooms for Arrival
- Check Room Statuses and Update for Arrival
- Do a Reservation Check for any Guest Requests
- Check Rate Plans and Rates assigned to rooms

# Re-opening day

## System

- Ensure Staff can Logon and have correct access
- Check Shifts are at Zero before start of day (ie closed off from previous periods)
- Check PDQ Balances before start of day (ie closed off from previous days)
- Check Released rooms for allocation

## Rate plans & restrictions

- Do a Rate Check
- Check appropriate Days are open as Required

## Reservations & billing

- Print Registration Cards
- Check Room Allocations
- Update Room Status from Housekeeping

## Further information

If there is anything you would like further assistance on, please do not hesitate to contact our Support team: [support@guestline.com](mailto:support@guestline.com)

For non-Guestline clients, if you would like more information on how we support hoteliers drive revenue and deliver a contact-free guest journey, please contact us at [enquiries@guestline.com](mailto:enquiries@guestline.com)