

Front Desk Checklist

Desk clerks are responsible for completing each duty listed for their shift. When each task is completed, the desk clerks should checkmark the space at the left and fill out date and name at the top of each shift checklist.

Day 1 (8:00 am—12:30 pm)

Date _____

Name _____

- Switches under counter in **unlocked** position at 8am
- Check communication log and email.
- Cash drawer at beginning of shift: Amount _____
- Music room keys accounted for. # of Keys: _____/1
- Mezzanine keys accounted for. # of Keys: _____/1
- Tour keys accounted for. # of Sets: _____/3
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- Update package list.
- Call residents who have outstanding keys not returned (from lockout box)
- Follow up with **YOUR** prospects in OneSite.
- Cash drawer at end of shift: Amount _____
- With clorox wipes, clean the desk and counter. Make sure office is orderly.**

**Staple cash
box receipt
here**

Day 2 (12:30 pm—5:00 pm)

Date _____

Name _____

- Check that switches under counter are in **unlocked** position.
- Check communication log and email.
- Cash drawer at beginning of shift: Amount _____
- Music room keys accounted for. # of Keys: _____/1
- Mezzanine keys accounted for. # of Keys: _____/1
- Tour keys accounted for. # of Sets: _____/3
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- Update package list.
- Distribute mail/packages accordingly. Place any rent checks inside rent drop box
- Follow up with **YOUR** prospects in OneSite.
- Call residents who have outstanding keys not returned (from lockout box)
- Cash drawer at end of shift: Amount _____
- With clorox wipes, clean the desk and counter. Make sure office is orderly.**

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Evening 1 (5:00 pm—8:30 pm)

Date _____

Name _____

- Check communication log and email.
- Cash drawer at beginning of shift: Amount _____
- All switches under counter in **locked** position at 5pm.
- Music room keys accounted for. # of Keys: _____/1
- Mezzanine keys accounted for. # of Keys: _____/1
- Tour keys accounted for. # of Sets: _____/3
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- Check to see that all contractor keys are signed back in. Follow up with any not turned in.
- Do package list inventory. Update package list.
- Complete **all** prospect follow up in OneSite, specifically phone calls. #completed: _____
- Call residents who have outstanding keys not returned (from lockout box)
- Cash drawer at end of shift: Amount _____
- With clorox wipes, clean the desk and counter. Make sure office is orderly.**

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Evening 2 (8:30 pm—12:00 am)

Date _____

Name _____

- Check that all switches under counter in **locked** position after 5pm.
- Check communication log and email.
- Cash drawer at beginning of shift: Amount _____
- Music room keys accounted for. # of Keys: _____/1
- Mezzanine keys accounted for. # of Keys: _____/1
- Tour keys accounted for. # of Sets: _____/3
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- Email residents on package list. (You have a package waiting for you at the front desk. Please stop by the desk to pick up your package. Have a wonderful day!)
of students emailed _____
- Complete **all** prospect follow up in OneSite, except phone calls. #completed: _____
- Call residents who have outstanding keys not returned (from lockout box)
- Cash drawer at end of shift: Amount _____
- With clorox wipes, clean the desk and counter. Make sure office is orderly.**

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Night Clerk Shift (beginning at 12:00 am)

Date _____

Name _____

- Lock NE entrance doors at 12:00 am (by EAT).
- Check stairwells are locked: Time _____
- All switches under counter in locked position (sundeck, basement, 1st floor).
- Go outside to physically check that sundeck doors are latched.
- Turn off TVs, fan and lights in fitness center, and close door.
- Check basement elevator access is off at midnight.
- Cash drawer at 12:00 am: Amount _____
- Check communication log.

12:30am

- Music room keys accounted for. # of Keys: _____
- Mezzanine keys accounted for. # of Keys: _____
- Tour keys accounted for. # of Sets: _____
- Stapler accounted for.
- Hole punch accounted for.
- Tape dispenser accounted for.
- Scissors accounted for.
- With paper towels and cleaner, clean the desk and counter.
- Desk and front office clean and orderly.
- Cash drawer at 1:00 am: Amount _____
- Print new work orders.
- Update package list.
- Start kitchen laundry.
- Use broom and dustpan to clean litter in elevators, main floor, office, and both NE and NW entrances.
- Empty office trash.

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2:30am

- The IDs box must be put away (out of reach & sight)
- Make sure the black box is locked and out of sight
- Clean litter in elevators (vacuum or mop if needed).

4:00am

- 4:00 am Check THINK Study Lounge.
- Make sure FLIX theater screen is turned off and lights on dim
- Check stairwells are locked: Time _____
- Put laundry into dryer.
- Recycle residents' newspapers not picked up.
- Print new work orders.
- Audit package list to reflect packages on hand.
- Close maintenance request & file away by room #
- Complete lockout key inventory check- email all missing keys to Management.

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5:30am

- 5:30 am Open fitness center.
- Turn elevator security off, and unlock west sundeck dor..
- Make sure FLIX theater screen is turned off and lights on dim.
- Vacuum front office, front lounge and 1st floor hallways.
- 6:00 am Unlock NE entrance doors.

6:00-8:00am

- Check to be sure office trash has been emptied and floors have been swept/vacuumed.
- Check NE entrance is unlocked, elevator security is off, and west sundeck is unlocked.
- Bring up finished laundry if not already in the closet.
- Mop first floor tile areas, in the elevators, and in the entryways.
- Put today's newspapers in cabinet.
- Use cleaner to clean glass doors to West Study Lounge, and NE and NW entrances.
- Turn on TVs: large one to ch 51 sound level 10, one by kitchen to ch 34 no sound.
- Use clorox wipes to wipe down desk to keep sanitary.
- Desk and front office clean and orderly.
- Return all keys to the black box, and make sure it is locked.
- Cash drawer at 8:00 am: Amount _____

CONTRACTOR INVENTORY LIST

SIMPLEX	KEY FOR RED LOCK (RED KEY)
GLESCO ELECTRIC	OUTSIDE STAIRWELL DOOR
DCI TELEPHONE	STAIRWELL ALARM
SPRINT	FUSE BOX KEY
ELEVATOR	ELEVATOR STOP SWITCH
PAVLOV	NIGHT CLERK
ALLIED MECHANICAL	LOCKOUT BOX
AT&T	ALLEN WRENCH
CHEMSEARCH	ECOLAB WALLET
#1 SPARE	HOUSEKEEPING WALLET
#2 SPARE	2 TRASH CHUTE KEYS
	CART KEY ON LANYARD

MISSING LOCKOUT KEYS

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EMAIL MISSING KEYS TO MANAGEMENT BY 8AM EACH MORNING