**[A blue and white sign

Description automatically generated](https://www.smartsheet.com/try-it?trp=12229&utm_source=template-word&utm_medium=content&utm_campaign=Hotel+Shift+Report+Template-word-12229&lpa=Hotel+Shift+Report+Template+word+12229)Hotel Shift Report Template**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Shift Information | |  | Suitcase with solid fill |  | Employee Information | |  | Suitcase with solid fill |
| Date | MM/DD/YY |  | Shift |  | Name and role of staff on duty | Name and role of staff on duty |  | Total Staff Present |
| Start Time | 6:30 AM |  | **Morning** |  | Name and role of staff on duty | Name and role of staff on duty |  | **0** |
| End Time | 2:00 PM |  |  | Name and role of staff on duty | Name and role of staff on duty |  |
| Prepared By | Name |  |  | Name and role of staff on duty | Name and role of staff on duty |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Tasks Completed | |  |  |  |  |  | | |  |  |
| **Guest Room Check-ins** | | **Guest Room Check-outs** | | | | | **Room Assignments** |
| Number | 0 | Number | | 0 | | Details of any special requests or issues | |
| Details |  | Details | |  | |

|  |  |
| --- | --- |
| **Maintenance Requests Handled** | **Special Events Managed** |
| List of any maintenance issues resolved | Details of any events or functions |

Pending Tasks / Tasks Not Completed

|  |  |
| --- | --- |
| Task 1 | Reason pending |
| Task 2 | Reason pending |
| Task 3 |  |
| Task 4 |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Guest Feedback |  | |  |  |  |  | |  |  |  |
| **Positive Comments** | | **Complaints / Issues Raised** | | | | |
| Summary of positive feedback received | | List of any complaints and actions taken | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Incidents and Issues |  | |  |  |  |  | |
| **Positive Comments** | | **Complaints / Issues Raised** | | | | |
| Description of any incidents | | Details of any emergencies handled | | | | |

Inventory and Supplies

|  |  |
| --- | --- |
| **Supplies Used** | List of items used, e.g., toiletries, linens |
| **Inventory Shortages** | Items that need replenishing |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Communication Notes |  |  |  |  |  |  |  |
| Notes about important messages received/delivered, details of communications with management or other departments | | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Handover Notes for Next Shift | |  |  |  |  | |
| **Immediate Actions Required** | **General Observations / Recommendations** | | | | |
| Tasks needing attention from the next shift | Details of any Suggestions for improvement or notes on ongoing issues | | | | |

|  |  |
| --- | --- |
| **Date** | MM/DD/YY |
| **Name** |  |
| **Role** |  |
| **Signature** |  |

|  |
| --- |
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