

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 there are no open periods with revenue – Check this on every till
- Check the EPOS server is switched on and GLPOS is running
- Power up and test EPOS terminals and test the cashdrawers are firing. Ensure mobile devices are online and can communicate with the server
- Power up all the printers and do a test print for each printer
- Ensure PEDs are online and working
- Check you have sufficient printer and PED paper

Menu check

- Check your menus are current. Update with any changes that may have occurred during the closed period
- Check prices for menu items
- Remove from sale any items out of stock or no longer available
- Ensure the Stock Countdown is updated with current availability (if used)
- Open required dates within Rezlynx on appropriate Rate Plans
- Check Restrictions Summary for Rates Open

Operational changes

- If you are changing your operation to only offer Room Service then you may want to create new “tables” in EPoS for each room number. This helps as the order tickets printed could have the Table Area as “Room Service” and the table number displayed would reference the guests Room Number.
- You may want to temporarily move an EPOS terminal to improve your new service model. If so, make sure it is working as expected after the move.
- If you are using a Table Reservation System make sure your availability is up to date

Day prior to opening

System

- Ensure Staff can Logon and have correct access. Remove and create new Staff members as required
- Ensure staff are trained on GLPOS operations (contact Guestline if you wish to arrange training with us)
- Do a final check that all hardware is online and ready for Service!

Further information

If there is anything you would like further assistance on, please do not hesitate to contact our Support team: 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

www.guestline.com