



**RESOURCE LIBRARY
HOTEL OPERATIONS - HOUSEKEEPING
Occupancy Reports**

CODE: 03.05.040

EDITION: 1

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Policy & Procedure:

- Physical room checks will be made 3 times a day to check the status of guest bedrooms.
- This is carried out at 10am and 4pm each day and during the evening turndown.
- Day shift Room attendants fill in the report as below and the evening turndown mark any discrepancies in the status of rooms on their evening report and inform the Supervisor.
- The completed list should be returned to the Housekeeping Office by 10.15 and 4.15pm
- The Coordinator checks all details in the computer to ensure all tally, any discrepancies should be updated in the computer and a report printed and passed to the Accounts Office three times a day.

Room No.	Report Status	Actual Status	No. Pax.	Remarks