

Hotel checklist

Hotels thrive or fail on their ability to meet their guests' needs, whilst running their operations as efficiently as possible. Gaining a competitive advantage alongside offering genuine quality and value for money requires a coordinated effort among your staff.

Our checklist is designed to help ensure the key considerations across the scope of diverse responsibilities are covered.

	Yes/No
1. Do you have controls in place over the accuracy of room rates?	<input type="checkbox"/> <input type="checkbox"/>
2. Are you correctly excluding VAT on room no shows?	<input type="checkbox"/> <input type="checkbox"/>
3. Have you got procedures in place for bookings and check out in the event your IT systems are unavailable for a period of time?	<input type="checkbox"/> <input type="checkbox"/>
4. Are you accounting for VAT on rooms supplied solely for catering by a third party?	<input type="checkbox"/> <input type="checkbox"/>
5. Do you have an efficient method of reconciling commissions paid to online travel agents?	<input type="checkbox"/> <input type="checkbox"/>
6. Are you capturing all income from ancillary services such as restaurant and spa facilities and are controls in place to ensure such income feeds through to front of desk effectively?	<input type="checkbox"/> <input type="checkbox"/>
7. Are you reverse-charge accounting for commissions paid to non-UK EU based commission agents?	<input type="checkbox"/> <input type="checkbox"/>
8. Do you carry out a regular detailed reconciliation between the receipts from credit card companies and your sales ledgers?	<input type="checkbox"/> <input type="checkbox"/>

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| 9. | Are you confident that your credit card systems are Payment Card Industry Data Security compliant? | <input type="checkbox"/> <input type="checkbox"/> |
| 10. | Do you have efficient stock control procedures? | <input type="checkbox"/> <input type="checkbox"/> |
| 11. | Are you compliant with the HMRC rules for tips, gratuities, service charges and trons? | <input type="checkbox"/> <input type="checkbox"/> |
| 12. | Are you ensuring service charges are being correctly accounted for? | <input type="checkbox"/> <input type="checkbox"/> |
| 13. | Are employee perks such as uniforms and taxis being correctly accounted for under PAYE? | <input type="checkbox"/> <input type="checkbox"/> |
| 14. | Have you organised pension provisions for your employees in line with the requirements of auto-enrolment? | <input type="checkbox"/> <input type="checkbox"/> |
| 15. | Are you aware of the latest health and safety guidelines and requirements? | <input type="checkbox"/> <input type="checkbox"/> |
| 16. | Are you correctly showing your prices gross of VAT on your sales and marketing literature and website? | <input type="checkbox"/> <input type="checkbox"/> |
| 17. | Are you utilising all the capital allowances available to you to minimise corporate taxation? | <input type="checkbox"/> <input type="checkbox"/> |
| 18. | Are you providing your financiers with regular and robust cashflow projections? | <input type="checkbox"/> <input type="checkbox"/> |
| 19. | Are you confident your IT storage is secure, that your data is regularly backed up and can be retrieved on demand? | <input type="checkbox"/> <input type="checkbox"/> |
| 20. | Are your IT systems secure against both internal and external attack? | <input type="checkbox"/> <input type="checkbox"/> |
| 21. | Is your website cookie compliant? | <input type="checkbox"/> <input type="checkbox"/> |
| 22. | Do you know your Privacy and Data Protection Act responsibilities and have you taken steps to ensure the hotel is compliant? | <input type="checkbox"/> <input type="checkbox"/> |
| 23. | Are you undertaking a refurbishment or developing bespoke booking/IT systems? Are you aware of the R&D tax credits available? | <input type="checkbox"/> <input type="checkbox"/> |

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