



PRE-OPENING CONTROL CHECK LIST

BASIC STANDARD

HOTEL:

XX
XX

DATE:

KEYS

OW	=	Owner
CE	=	Chief Engineer
EC	=	Executive Chef
EX	=	Executive Housekeeper
FC	=	Financial Controller
FB	=	Food and Beverage Manager
FO	=	Front office Manager
GM	=	General Manager
P	=	Personnel Manager
PM	=	Purchasing Manager
PRO	=	Public Relation Officer
S&M	=	Sales Manager
ALL	=	ALL CONCERNED

ALL

		By Whom	By When
	Prepare JD and Training Manuals		
	Opening FF&E List		
	Prepare Key Result areas		
	Establish Par Stocks <ul style="list-style-type: none"> - Beverages - Wines - Printing - Eng. Supplies - Chemicals 		

OWNER

		By Whom	By When
	GM reporting line SOP		
	Hotel Insurance (incl. 3 rd . party)		
	Hotel to rent 1 shop for: -Souvenir's (Boutique) (others should have in contract not to be allowed to sell this)		
	Office Locations: - GM and Secretary - Front Office Manager - Housekeeper - Personnel Manager - Finance Manager - Purchasing and Receiving - Chief Engineer (in Engineer workshop) - Chef and F&B Manager (should be only one person; chef and F&B manager the same person!!)		
	Pre-Opening Office Space at Resort as of 15 th . Jan with Air-Con and Internet (recommend 3 rooms to use temporarily)		
	Consider to add on: <ul style="list-style-type: none"> - Staff Canteen with own kitchen - Locker Rooms (male and female) with restroom and shower - Storage space for dry-food; wine (air); general store; H/K Store; Spa storage - Shelter for hotel cars - Staff parking area (shelter?) - Uniform Room - Engineer workshop - Bakery and Room Service Office - Training Room 		

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	- HR (Personnel Department Office)		
	Shaving Mirror in rooms		
	DVD and sound player		
	Maid Stations?		

QUESTION TO OWNER

		By Whom	By When
	Mini Bar Design (space etc)		
	Consider Membership for “boutique hotels’ or or.....		

GM

		By Whom	By When
	Inspect Competitors hotels		
	Prepare Business Plan with concept, facilities etc		
	Prepare 10 years cash flow and 1 year budget		
	Establish preliminary staffing guide		
	Establish opening date		
	Detail opening program		
	Establish gifts for opening guests		
	Calculate pre-opening budget		
	Vision and Mission		
	Executive Orientation		
	GM welcome letter for guests arriving		
	Standard Font to be used in Resort		
	Prepare GAP Analysis (see samples form)		
	Prepare Action List form for use		
	Prepare Management Commitment for staff		
	Prepare Duty Manager Check List		
	Prepare Morning Brief Agenda		
	Prepare Monthly GM report and samples for Dep. Head report		
	Prepare what has to be on website		
	Dep. Head day off plan		
	Prepare Key Result Areas for Managers		
	Prepare Authority Level		
	Prepare Signature Policy		
	Select Hotel Logo and wording		
	Select Outlet Logos		
	Select Spa Logo		
	MASTER Opening List and hand over dates		
	Confirm Opening assistance for HR!!!		
	Visit Governor		
	Visit Nai-Amphur		
	Visit Police Chief		
	Visit competitors GM and Managers		
	Verify Out-door signage		
	Verify In-Door Signage		

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	Prepare Organization Chart for Hotel (incl. Departmental)		Done
	Establish Soft Opening Meeting		
	Start Department Head Meetings		
	Start S&M Meetings		
	Prepare Letter Heads, Fax and Envelops		
	Prepare list of Services at our hotel for S&M		
	Hire Dep. Heads -GM - FO - H/K - Chief Eng - Personnel Mgr. - S&M Manager (BKK based) – ASAP - Chef and F&B - Spa Manager – - Local Sales and PR Staff – - Purchase Manager -		

Finance

		By Whom	By When
	Prepare all necessary Forms back of house		
	Prepare monthly report sample incl. cost report		
	Daily Report Samples incl. cost report		
	Prepare KPI analysis form		
	Detail owner and operation obligation		
	Establish working capital arrangements		
	Break down pre-opening budget in accordance with the contract amount		
	Establish and verify accounting equipment requirements		
	Establish accounting systems		
	a. computer		
	b. manual		
	Open bank account		
	Verify credit requirements		
	Establish rate of foreign exchange		
	Implement standard F&B control system as applicable		
	Establish Key Control system (except guest room keys)		
	Prepare Petty Cash Procedures		
	Inventory Check lists all Departments		
	Expense Claim Form		
	Store Room's opening hours SOP		
	Receiving SOP's		
	Prepare Table of authority for financial issues		
	Prepare Purchase Procedures and Policies		

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	<u>TO ORDER WITH LOGO</u>		
	Restaurant Check (Long Bill) for all F&B outlets.		
	Guest Folio.		
	PNR Letter Head.		
	PNR Envelope.		
	Official Receipt of PNR		
	- can we use exiting laundry area as offices and build new laundry on the back? Laundry does have strong smells and if there is any possibility we should move this out from the center of the resort. To have offices inside is better!		

Housekeeping

		By Whom	By When
	Prepare Lost and Found SOP		
	Prepare Laundry List		
	Baby sitting form		
	Master Key request form		
	Uniform Master List		
	Room Check list for all categories		
	Mini Bar Boy SOP		
	Turn down SOP		
	Pest Control Contract to source		
	Prepare Amenities List in Room		
	<u>TO ORDER WITH LOGO</u>		
	Soap 30grams.		
	Soap 50grams.		
	Amenities box (Accessory Kit).		
	Damage advice note (from Laundry Dept. to Guest).		
	Laundry returned note (to inform Guest).		
	Laundry discrepancy note (to inform Guest).		
	Garment problem note (to inform Guest).		
	DND/Make up Room cloth sign.		
	Good night card.		
	Laundry List.		
	Laundry bag.		
	Beach bag.		
	Shirt paper holder (after Shirt had been folded).		
	Shirt paper collar (after Shirt had been folded).		

Front Office

	By Whom	By When
Prepare Guest Questionnaire		
Prepare In-Room Compendium		
Prepare Reservation Forms		
Prepare VIP classifications and guest benefit list		
Amenities request form		
Prepare Check in and Check out experience		
Prepare Arrival List codes		
Prepare COMP ROOM Form		
Prepare departure letter		
Prepare departure Check List		
Prepare Car Set up SOP and check list		
Prepare all standard Reservation Letters		
Prepare Guest complaint form		
Prepare Room Master Key procedures		
Prepare Rebate procedures		
Prepare Registration Cards		
Prepare Luggage Tags		
Standard letter to request return of allotment		
Unexpected arrival and departure list		
Prepare Operator Training, SOP's and standards		
Pool Standards		
Visit Airport Manager and Airline Managers		
<u>TO ORDER WITH LOGO</u>		
Hotel Map of all Public Areas and Facilities.		
Folder for Key Card.		
Hotel address/map card for taxi driver.		
Note Pad.		
Luggage Tag.		
Miscellaneous Charge.		
Telephone/Fax Charge.		
Tour Voucher.		
Rebate Voucher.		
Paid Out Voucher.		
Front Page of Hotel Guest Service Directory.		
Room Reservation Form.		
Guest Registration Card.		

EDP

		By Whom	By When
	Set up HTML website - HTML - Disclaimer and Terms of Use - Rack rates and seasonal promotion rates - Booking engine - History - Packages - Customize your stay - Optimize site and subscribe - Room category plans - Spa link and menus - Link for pictures to download or view - Destination info - Link page - Blog page -		
	Set up Email Accounts at own website		

Spa

		By Whom	By When
	Prepare Spa Concept		
	Prepare Spa Menu		
	Prepare Spa FF&E		
	Prepare Spa Training		

Food and Beverage

	By Whom	By When
Prepare F&B Outlet Concepts		
Prepare F&B Logbook Forms		
Prepare Market List for Chef use		
Prepare Store List (Dry; Beverage, Wine, General)		
Prepare Food Menus and Recipes		
Prepare Beverage and Wine List incl. Recipes		
Prepare BQ Event Order		
Prepare Entertainer Contract (Musician etc.)		
Prepare Cooking Class Concept		
Prepare F&B Marketing Plan		
Prepare "REPEAT ORDER CAMPAING" and system		
Select House Wine and Sponsorship		
Select Soft Drink Supplier and sponsorship		
Prepare Sequence of Services		
Develop F&B program – all outlets		
Finalize menu items and prices		
Finalize F&B guest supplies		
a. matches		
b. napkins		
c. table tent cards (drinks , menu)		
Establish operation hours of outlets		
Design menu		
Start food and beverage meeting		
Present menu proofs		
Establish serving procedures of outlets		
Print and ship menus (IN-HOUSE)		
Standardize recipes for kitchen staff		
Take food display photos		
Post recipes and photos in kitchen		
Establish banqueting procedures		
a. tracing file		
b. function book		
Establish entertainment policy		
a. musician		
b. shows		
Establish layouts all function rooms		
Prepare Banquet Packages for Chiang Rai Market and Others		
<u>TO ORDER WITH LOGO</u>		
Straw wrapper.		
Toothpick wrapper.		
Chopstick wrapper.		
Drink Coaster.		

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	Paper Napkin.		
	Sugar (white and brown).		
	Creamer.		
	Match.		
	Cocktail stirrer.		
	Cocktail pick.		
	Breakfast Door Knob Menu.		

Engineering

		By Whom	By When
	Prepare Yearly Maintenance Plan		
	Prepare Telephone Extension List		
	Prepare Fire Manual and Evacuation system		
	Secure set of M.E.P. drawing, specs, manuals, etc		
	Check local operating permit and licensing requirement		
	Local suppliers for fuel		
	Tour entire site and issue report to GM		
	Photograph important duct and piping connections to be concealed		
	Locate suppliers for engineering supplies		
	Check light bulb inventory		
	Monitor progress and issue weekly report to G.M.		
	Witness all equipment tests. Record all essential data and compare against issues document		
	Submit non-technical report of each test to GM		
	Test and operating certificates will be required on the following equipment and when test are done		
	a. fire alarm system		
	b. fire pumps		
	c. smoke exhaust fans		
	e. boilers and fuel system		
	f. emergency generator		
	g. kitchen hood extinguishing system		
	h. elevators		
	i. Transformers and HV switch gear		
	j. chillers		
	k. hot water generators		
	l. kitchen gas piping system		
	m. kitchen hood exhaust system		
	n. domestic water pumps		

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	o. domestic water treatment system		
	p. water softeners		
	q. dimmer systems		
	r. audio and public address systems		
	s. folding and demountable partitions		
	Visit Chief of Fire Department		

Sales and Marketing

		By Whom	By When
	Prepare S&M Plan		
	Prepare Local Packages incl. Spa		
	Prepare Agent Packages – commissionable 2007		
	Prepare Cancellation and no-show policy		
!!	Prepare RATE SHEET 2007 and 2008		
!!	Prepare HTML Website		
	Prepare pre-opening brochure		
	Prepare Fact sheet		
	Prepare Agent and tour operator data base		
	Prepare local and international packages		
	Send out press release announcing contacts		
	Write expose of present picture of local hotel business describing ;		
	a. excising hotels		
	b. hotels under construction		
	c. rate structure		
	d. type of business		
	e. seasonal fluctuation		
	f. weekly fluctuation		
	g. restaurant business		
	h. banquet business		
	i. shop types		
	k. airline connections		
	l. tourist attractions		
	m. language barriers		
	Complete hotel site analysis questionnaire		
	Establish room rate structure with supporting justification		
	Print invitations for opening		
	Write marketing plan		
	- Media plan		
	- Direct mail		
	- Trade and consumer		
	Prepare and print rate card		
	Advise when hotel accepting reservations		

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	Send out press release announcing hotel accepting reservations		
	a. All agents		
	b. all media		
	Mail invitation for opening		
	Appoint local sales manager		
	Establish reporting date of sales manager		
	Arrange transportation of opening guest		
	Appoint local advertising agency		
	Develop press kit		
	Start advertising campaign		
	Develop sales form for		
	a. bookings		
	b. cancellations		
	c. change date		
	d. policy and procedure		
	Prepare function book		
	Appoint public relation officer		
	Develop hotel incentive presentation		
	Appoint account executive		
	Commence weekly sales meetings		
	Develop hotel group and charter presentation		
	Appoint agency and tour manager		
	Solicit local commercial accounts		
	Start direct mail promotion		
	Develop meeting planner / convention brochure		
	Develop hotel association and convention presentation		
	Create hotel newsletter		
	Develop seasonal / activity packages		
	Print meeting planner / convention brochure		
	Send distribution list for meeting planner / convention brochure		
	Distribute meeting planner / convention brochure		
	Plan sales trips		
	Develop the hotel's sales manual		

Local Sales and PR

		By Whom	By When
	Invitation List for Soft Opening		
	Visit local		
	- local agents and tour operators		
	- Tourism Authority of Chiang Rai		

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Personnel Check list

		By Whom	By When
	Prepare Staff Handbook for approval		
	General Introduction for Staff including Historical Background Destination Info Economy and Tourism info Transportation Medical and Healthcare Social Security Mass Media ALL Resort info ALL Owner Info ALL Manager Info Vision, Mission Number of Employees Department Information		
	Visit Local Labour Office		
	Sources of Labour Recruitment		
	5. Term and conditions of employment		
	- Local framework - Compensation system - Benefit packages - Incentive compensation programs - Job flexibility - Apprentices and traineeship		
	English Class		
	Establish First AID SOP		
	Get Security Company and identify security spots and SOP'S		
	Prepare Rules and Regulation Sop's		
	Prepare BENFIT List for all levels		
	Prepare Manning Guide (workforce and salary scale)		

2. CONTRACTS TO MAKE

	By Whom	By When
Hotel industry specialists		
Employer group and professional associations		
- Hotel associations		
- Personnel and training groups		
- Institute of personnel management		
- Tourist authorities		
Government Organizations		
- Labor office		
- Manpower office		
- Unemployment office		
- Immigration department		
- Social Security office		
- Tax office		
Private insurance companies		
- Retirement plans		
- Life insurance		
- Medical		
- Travel insurance		
- Workers compensation		

3. SIGNAGE – EMPLOYEE AREAS

	By Whom	By When
Employee entrance		
Employee toilet		
Employee locker rooms : Male / female		
Employee clinic		
Employee uniform room		
Employee restaurant		
Employee recreation		
Fire exits		
Fire points		
Personnel and training office		
Training room		
Payroll department		

4. PREPARATION FOR THE INTERVIEW

		By Whom	By When
	Application forms		
	Employee specifications		
	Interviewing skills		
	Administrative procedure		
	- standard employment letters		
	- trace system		
	- filing system		
	References check procedures		
	Interviewing space		
	Interviewing procedures		

5. RECRUITMENT CHECKLIST

		By Whom	By When
	RECRUITMENT STRATEGY		
	Dates of soft – opening and / or opening schedules		
	Start dates for all employees		
	Confirmation of appointments		
	Timing of advertising		
	- Schedule and first interviews		
	- Select and confirm appointments		
	-Best idea of the month		
	Employee meeting		

Insurance

		By Whom	By When
	Prepare insurance coverage schedule		
	Obtain local policy for crime bond, deductible portion.		
	Review situation for unusual coverage which may be required		
	Establish local broker contact		
	Obtain copies of owner’s insurance policies for review		
	Obtain local coverage for hotel cars		
	Obtain local requirements for employee coverage, workmen’s compensation , life, hospital		

Legal

		By Whom	By When
	Appoint local lawyer		
	Verify and obtain operating licenses for		
	a. hotel		
	b. food		
	c. liquor license		
	d. entertainment		
	e. cigarette		
	f. ice making		
	g. dancing		
	h. amplifier/music		
	Establish hotel vehicles / transportation service		
	Appoint auditors		