# 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.**

- [ ] 1. Do you have controls in place over the accuracy of room rates?
- [ ] 2. Are you correctly excluding VAT on room no shows?
- [ ] 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?
- [ ] 4. Are you accounting for VAT on rooms supplied solely for catering by a third party?
- [ ] 5. Do you have an efficient method of reconciling commissions paid to online travel agents?
- [ ] 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?
- [ ] 7. Are you reverse-charge accounting for commissions paid to non-UK EU based commission agents?
- [ ] 8. Do you carry out a regular detailed reconciliation between the receipts from credit card companies and your sales ledgers?
- [ ] 9. Are you confident that your credit card systems are Payment Card Industry Data Security compliant?
- [ ] 10. Do you have efficient stock control procedures?
- [ ] 11. Are you compliant with the HMRC rules for tips, gratuities, service charges and troncs?
- [ ] 12. Are you ensuring service charges are being correctly accounted for?

- [ ] 13. Are employee perks such as uniforms and taxis being correctly accounted for under PAYE?
- [ ] 14. Have you organised pension provisions for your employees in line with the requirements of auto-enrolment?
- [ ] 15. Are you aware of the latest health and safety guidelines and requirements?
- [ ] 16. Are you correctly showing your prices gross of VAT on your sales and marketing literature and website?
- [ ] 17. Are you utilising all the capital allowances available to you to minimise corporate taxation?
- [ ] 18. Are you providing your financiers with regular and robust cashflow projections?
- [ ] 19. Are you confident your IT storage is secure, that your data is regularly backed up and can be retrieved on demand?
- [ ] 20. Are your IT systems secure against both internal and external attack?
- [ ] 21. Is your website cookie compliant?
- [ ] 22. Do you know your Privacy and Data Protection Act responsibilities and have you taken steps to ensure the hotel is compliant?
- [ ] 23. Are you undertaking a refurbishment or developing bespoke booking/IT systems? Are you aware of the R&D tax credits available?

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