No. 07

Hotel Operations Playbook

Make every shift handoff consistent: record room readiness and inspection quality, work standard checklists, and carry every open issue to an accountable owner until it is closed.

Built for: Hotel general managers, rooms division and front office managers, and managers on duty.

What is included

File	Format	Use
Hotel-Operations-Workbook-Blank.xlsx	Excel	Start here: formatted, formula-ready workbook for your own data.
Hotel-Operations-Workbook-Sample.xlsx	Excel	Same model filled with fictional sample data.
Hotel-Operations-Playbook.html	Interactive dashboard	Optional: opens in Chrome, Edge or Safari on a computer or tablet. Runs without internet; data stays in that browser.
hotel-operations-playbook-guide.pdf	PDF	This guide.
LICENSE.txt, START-HERE.txt	Text	License terms and quick start.

Quick start

1. **Start with Excel.** Open **Hotel-Operations-Workbook-Blank.xlsx** and enter your own data in the blue cells; every other cell calculates. The **-Sample** workbook shows a filled-in example.
2. **Use Google Sheets?** In Google Drive choose New › File upload, then open the workbook with Google Sheets. Formulas carry over; charts may need restyling.
3. **Optional interactive dashboard:** open **Hotel-Operations-Playbook.html** in Chrome, Edge or Safari on a computer or tablet. It runs offline and opens with fictional sample data — choose **Start blank** when you are ready.
4. The dashboard saves entries only in that browser on that device. Use **Save backup** regularly; **Restore** loads a backup elsewhere.

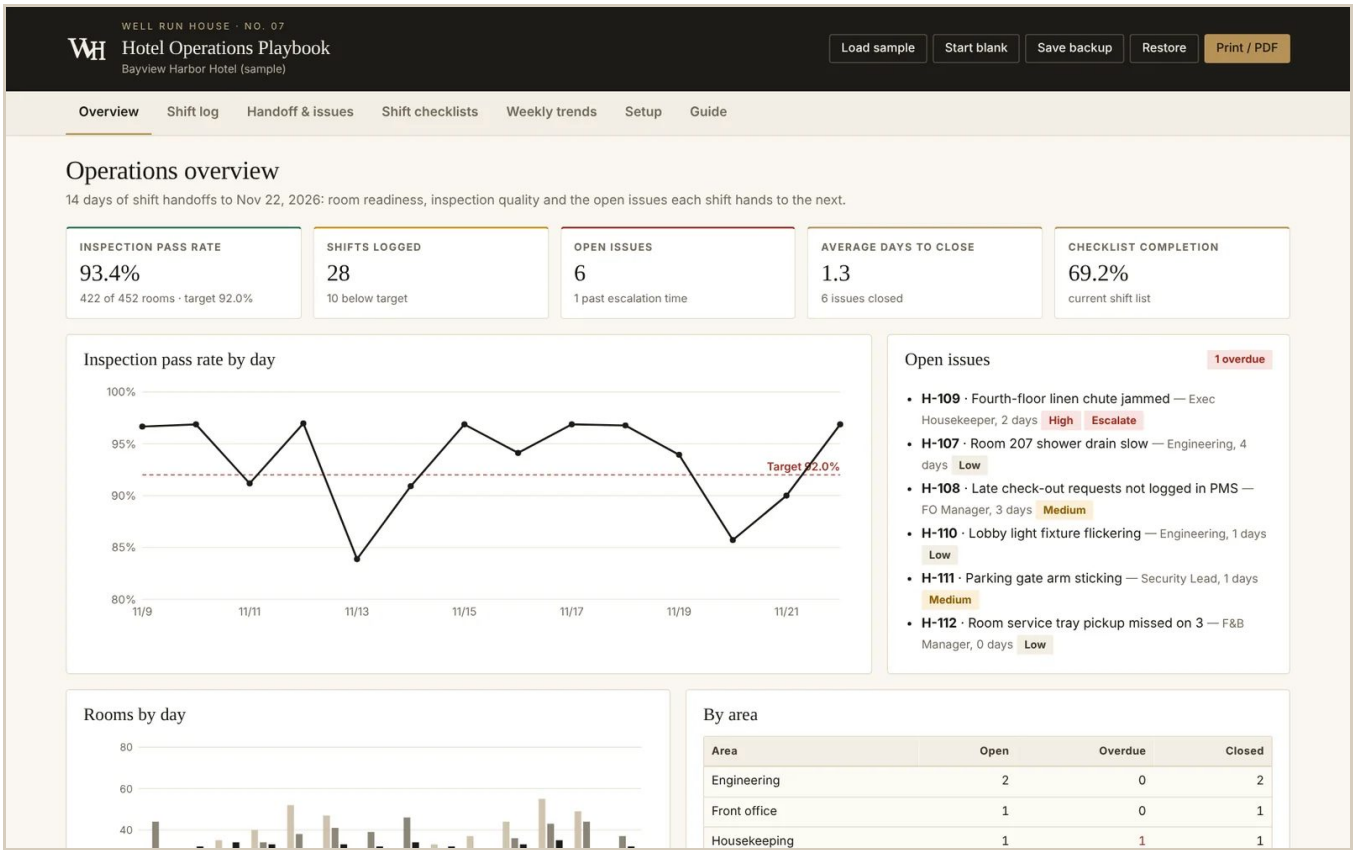
Operating routine

1. **Review arrivals and departures** and the open-issue list before the shift briefing.
2. **Verify room readiness:** inspect a representative sample of rooms and record rooms inspected and failed.
3. **Work the shift checklist** and log the run at the end of the shift.
4. **Escalate unresolved guest issues** that pass the escalation time for their priority.
5. **Record the handoff and accountable owner** for every open item.

Sample — the full product includes the Excel workbook, interactive dashboard and complete guide

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Two screenshots from the product, taken with its fictional sample data.



Interactive dashboard — Operations overview

