How to Prepare a Handover to a Motel Minder / Temporary Manager

When handing over to a temporary motel manager, there's a lot of information to cover. Best practice is to compile a **Motel Manager Information Pack** or **Manual**—a resource that can be updated when needed, but serves as the base for everything a manager needs to run the operation while you're away.

A **printed manual** (for easy reference) alongside an **online version** is highly recommended.

The goal is simple: with the **right managers** and the **right information**, your business can operate smoothly, allowing you a well-earned break without frequent interruptions.

A thorough handover:

- Builds manager confidence.
- Sets them up for success.
- Shows your professionalism and commitment to standards.
- Acknowledges that it's difficult stepping into someone else's business—and often, home.

It's also important to balance control and flexibility. Temporary managers may not mirror your exact way of doing things. Simplifying some processes (like specialty breakfasts) may be necessary. Aim for a balance between guest satisfaction and making the role manageable for the minder.

The more time you invest in a comprehensive handover, the better the outcome.

Comprehensive Handover Checklist for a Temporary Manager

This checklist outlines everything a motel business entails. You can adjust based on the duration and complexity of the handover.

1. Motel Overview

- Motel mission, vision, and values.
- Key business metrics (occupancy, ADR, RevPAR).
- Overview of guest demographics and target market.
- Unique selling points (amenities, services, location).
- Review of website and guest compendium.

2. Key Contacts and Relationships

- Owner and key staff contact details (include availability and preferred communication methods).
- Vendors and supplier details.
- VIP guests and preferences (or where to find them in the PMS).
- Affiliated activity providers, local attractions, restaurants (with booking contacts).
- Community/business organisations the motel is involved with.

3. Operational Procedures

- Standard Operating Procedures (SOPs).
- Health, safety, and emergency protocols.
- Cleaning and maintenance schedules.
- PMS and reservation systems:
    - Check-in/check-out procedures
    - Booking channels
    - Cash handling
- Motel key system:
    - Key training and manual
    - Passwords, battery replacement
    - Manual override
- Payment handling:
    - Deposits, non-refundable bookings
    - Credit card processing, invoicing and reconciliation

4. Financial Overview

- Current financials (budget, revenue, expenses, profit).
- Key financial reports and access instructions.
- Contracts, leases, financial obligations.
- Payroll and staff pay schedules.
- Billing and invoicing processes.

5. HR and Staff Management

- Roster with roles and responsibilities.
- HR policies (attendance, leave, code of conduct).
- Union agreements (if applicable).
- Staff training overview.
- Recent performance reviews or disciplinary actions.
- HR support contacts.

6. Guest Relations and Feedback

- Guest satisfaction scores and feedback channels.
- Complaint handling procedures.
- Service standards and expectations.

7. Sales, Marketing, and Events

- Current marketing strategy.
- Key accounts, group bookings, events.
- Social media and online reviews.
- Local promotional partnerships.

8. Maintenance and Facilities

- Maintenance schedules and projects.
- Contractor contact list.
- Recent/upcoming repairs or renovations.
- Building compliance records.

9. Technology and Systems

- Overview of PMS and other software.
- IT support contacts and guides.
- Wi-Fi access details (staff and guest).
- Backup systems (e.g. generator).

10. Legal and Compliance

- Legal and regulatory obligations.
- Licences, permits, and renewal dates.
- Insurance policies and emergency contact info.

11. Key Dates and Events

- Upcoming events, group bookings, VIP visits.
- Local events that may affect occupancy.

12. Miscellaneous

- Key challenges or risks.
- Ongoing projects or initiatives.

13. Food and Beverage

- Menus and service times.
- Recipes, preparation guidelines, photos.
- Ingredient lists and shopping info.
- Quality standards.

Basic Handover List / Summary for Short-Term Relief Management

Use this shorter list for when you're only away for a few days.

Relief Manager Checklist

Area	Details	Trained / Notes
After-Hours Procedures	Emergency contacts, late check-ins, urgent issue processes	
Cash Handling	Float, safe location/codes, deposit frequency, reconciliation	
Cleaners	Roster updates, contacts, linen orders, room check procedures, deep clean log	
Computer/IT	Backups, Wi-Fi codes, troubleshooting, login/password list	
Conference/Meeting Rooms	Booking and setup/cleanup instructions	
Electrical/Plumbing	Electrician contact, switchboard locations, water isolation taps, hot water checklist	
Emergency SOP	Assembly point, fire equipment, evacuation procedures, fire panel use	
Guest Check-In/Out	Check-in process, deposits, filing system, group bookings	
Health & Safety	Policy review and relevant procedures	
Keys & Locks	Issuance policy, key card programming, lost key process	
Mail	Collection, handling guest mail	
Opening/Closing	Daily opening and closing checklist	
OTAs / Booking Sites	Logins, guest communication process, contact lists	
Passwords	All relevant system and access passwords	
Policies	Smoking, pets, cancellation policies, etc.	
Rates & Discounts	Current rate sheet, negotiable discounts	
Reservation System	System support contact, dynamic pricing, upsell tools	
Room Configurations	Room features and amenities list	
Rubbish/Recycling	Collection schedule, bin hygiene, sustainability initiatives	
Suppliers	Preferred suppliers, ordering instructions	
Security	Lock-up routine, CCTV use	
Smoking Policy	Guest and staff smoking areas and rules	
TV & Entertainment	Streaming service access and login details	

Area	Details	Trained / Notes
Website	Access details, how to review/update offerings	
Where to Find Things	Jugs, toasters, crockery, etc. (suggest keeping this in a dedicated drawer/folder)	