

Facing Adversity: Step-by-Step POS Checklist for Temporary Hotel Closures

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With hoteliers facing temporary closures, they're tending to top priorities such as the welfare of their guests.

But as you go through a checklist of things to do before shutting down, make sure to address food and beverage operations — especially your point-of-sale platform.

The following steps are designed to ensure check-out of all in-house guest reservations, settlement of accounts, clearance of the guest ledger, and proper treatment of devices.

Powering down restaurant POS devices:

1. **Run all required local POS reports.**
2. **Empty all cash drawers.**
3. **Instruct staff to:**
 - Wash their hands before cleaning Oracle devices.
 - Use eye protection and latex gloves (or nitrile gloves for those with latex allergy).
4. **Execute controlled power down of all devices.** Do not unplug workstations and printers; instead turn them off using power buttons.
5. **Disconnect power cables after device is powered down for energy management.**
6. **Place device on a secure stable surface before disconnecting any peripherals.**



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Cleaning guidelines:

Use 70 percent isopropyl alcohol to disinfect and clean surfaces; this concentration is optimal for killing bacteria and viruses. Prepare the cleaner using the following instructions:

- Obtain 99 percent isopropyl alcohol – available over the counter
- Obtain distilled water – available over the counter
- Prepare a spray bottle by rinsing the inside with distilled water to flush out contaminants
- Mix 7 parts alcohol to 3 parts distilled water

Clean the surfaces of hardware devices by:

- Gently spraying surfaces with the alcohol mix and wiping with a dry nonabrasive cloth or paper towel

Other considerations:

Check inventory management system schedule to adjust order cycles accordingly.

Check labor management system to adjust schedules accordingly.

Check Gift & Loyalty solution to ensure marketing campaigns are adjusted accordingly.

Check online ordering channels and adjust accordingly.

If applicable, check reservation channels and applications to ensure all active reservations have been canceled.

We hope this checklist is helpful in managing your POS, and please remember that we're here to help. Always.

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