

- CHECKLIST -

What to Do When Your Manager Suddenly Quits!

By [Rupesh Patel](#)

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Stay calm. Don't panic.

I knew if I started panicking, others around me would feel the effects. So, I stayed calm, cool and collected. Take a walk. Think things through. Don't focus on the why's. Focus on your game plan.

Be professional.

Remember, your true self comes out when you face challenges like these. People will remember that you maintained a professional composure during tough times. Be confident in your professionalism.

Deactivate their log-in credentials from the PMS (property management system).

Retrieve all master keys (both electronic & hard keys).

Recover petty cash.

Retrieve assigned electronics.

Collect check books, credit cards & other financial documents.

Retrieving all assigned financial documents can help ease your mind and prevent surprise charges on next month's bank/cc statements. Cancel credit cards if need be.

Change all passwords.

Redirect emails to appropriate personnel.

Review all cash deposits.

Review accounts payables.

Inform HR & payroll companies.

Send a memo to all staff.

Establish interim MOD (manager on duty).

Do this today! Have someone trained and ready to take on temporary management duties while your property goes through this transition.

Inform your bank.

The last thing you want is an ex-employee to have access to any part of your financials. Go into the banking locations where your manager made deposits and notify everyone working, including the bank managers.

Inform vendors.

Hold a meeting with department heads/supervisor.

Assign someone to monitor internal guests' surveys.

Even though your manager is gone, your guests are still providing valuable feedback. It's important to have someone assigned to constantly monitor and reply to all guest surveys. This will help ensure quality, standards and guest satisfaction.

Change or rekey locks.

Notify the franchise brand.

Allocate someone to respond to online reviews sites.

GM or NO GM - the show must go on! That means millions of potential guests are still reading your online reviews. Your online reputation program can't stop. Allocate the right people to monitor and respond to all your online review sites, including TripAdvisor, Google, Expedia, Booking and more.

If you don't have time and need help replying to all those reviews,

Sign up for my [Review Responding Service](#).

Post an ad.

Inform accounting.

Notify top accounts.

You don't want your best guests finding out about this change from anyone except you. They need to be assured your hotel is still here to provide hospitality as they are used to. Plus, you don't want to lose these valuable guests to an ex-manager - TRUST ME, it happens all the time!

Review existing sales and marketing strategies.

Notify revenue manager.

Notify franchise brand area director.

Review your legal obligations as an employer.

Take stock of their left behind to-do lists.

Review inventory.

Review future group business.

Get a task force manager (if needed)

Ask for help.

Learn how to improve your operations, sale and marketing
Go to SmartGuests.com for creative hospitality and business tools.

Thanks!

Rupesh Patel

Hotel Owner & Founder at SmartGuests.com

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