

IT opening checks for hospitality

Check the systems needed for a shift, record their dependencies and keep the provider and fallback contacts together.

Business or team

Date checked

Checked by

Handover to

Orders and reservations

Use a safe test booking or an approved test order. Check the app, device and printer handover without recording customer details.

Account owner

Recovery verified

☐ Yes ☐ No ☐ Not needed

Evidence checked

Next action

Payments and trading access

Confirm the business account owner and the payment provider support route. Follow the provider instructions for any payment test.

Account owner

Recovery verified

☐ Yes ☐ No ☐ Not needed

Evidence checked

Next action

Business network and website

Confirm which network business devices should use. Check a test website enquiry and keep guest WiFi dependencies separate.

Account owner

Recovery verified

☐ Yes ☐ No ☐ Not needed

Evidence checked

Next action

Keep passwords, recovery codes, payment data and customer records out of this worksheet. Record safe evidence notes and references only.

Dependencies and follow up

Write down the approved fallback and who can decide to use it. Keep the provider escalation route with the shift handover.

Systems that depend on each other

Confirm the dependency and the owner. Agree access changes before making them.

Workflow	Dependencies to check	Account owner
Order to printer	Ordering app, business network, device and printer	
Booking to team	Reservation app, staff access and notification route	
Payments in an outage	Payment provider, connectivity and the approved fallback	

Suppliers and escalation

Use the approved support route and fallback. Record who can authorise a change.

System or supplier	Contact route	Escalation or fallback

Action log

Next action	Owner or approver	Check again