The Checklist That Goes to the Front Desk

GUIDING QUESTION *Open the checklist your internal auditor used last time and count the questions that could only be answered by standing at the front desk, the spa reception or the events office. If the answer is none, the checklist was written for the server room, and the audit went where the checklist sent it.*

Property: _____ Completed by: _____ Date: _____

How to use this sheet: work through the five parts with the people who own the process. The text in the left-hand columns comes from the book; the empty columns are for what is true in your property.

1. Verification Pact: what is commonly believed, what actually holds, and your property

What is commonly believed	What actually holds	In our property
«The annex is the audit checklist.»	The annex is a check against omission. The hotel's own statement and risks are the starting point.	
«Ninety-three ticks mean ninety-three controls work.»	A tick records a conclusion. Only a note of what was seen records evidence.	
«The IT provider can answer the checklist.»	It can answer for what it manages. The desk, the kiosk and the spa need their own answers.	
«The device inventory shows every device.»	It shows what its author counted. Devices bought by departments are often missing.	
«A standard checklist makes audits consistent.»	It makes them consistently blind to whatever is specific to this hotel.	

2. What the standard requires, and what demonstrates it

From Table 3.3.a. The third column of the book (what is method, not requirement) is left out here: write what your property actually holds as evidence.

What is required	What demonstrates it in a hotel	In our property
Conformity to the organisation's own requirements	Questions drawn from the hotel's own statement, rules and risks	
Effective implementation	Questions the auditor answers by seeing or finding, at the place	
Criteria and scope for each audit	A checklist grouped by the places the audit will visit	
Comparison with the reference controls	A final pass through the annex to catch omissions	
Inventory of information and assets	An auditor who asks who made the inventory and what it leaves out	
Evidence of audit results	Beside each answer: what was seen, where, when, with whom	

3. The instrument: Table 3.3.b, A checklist for the front desk

The instrument of this subchapter. One section of a place-based checklist, drawn from the hotel's own statement and risks, with room for evidence.

Show me	Control it tests	What good looks like	Evidence recorded
Where a completed paper registration card goes, and when it is destroyed	Protection of records; clear desk	Locked place; entered and shredded within a stated time	Cabinet seen; oldest card found
What a kiosk or tablet keeps after a guest scans a passport	Endpoint devices; deletion	Nothing kept on the device; no gallery reachable by guests	Kiosk menu tested as a guest
Who at the desk can see identity scans in the property system	Access restriction by role	Only the roles that need them	Two accounts checked with the receptionist

Show me	Control it tests	What good looks like	Evidence recorded
How the desk answers a caller asking whether a guest is staying	The hotel's rule on discretion	The never list applied without hesitation	One receptionist asked, in their language
The last card guarantee taken by telephone	Card data handling	Entered straight into the secure page; nothing on paper	Desk searched for paper guarantees
Every device at the desk with a screen, scanner or cable	Inventory of assets	Each one on the inventory, with an owner	Count compared with the list
What the night shift prints, and where it goes	Protection of records	Printed only what is needed; secured or destroyed	Night printer tray checked

The rows above are the book's; the empty rows are for lines your property needs to add.

4. Common mistakes: self-check

Common mistake	Present here? (Yes / Partly / No)	Where we see it
Turning the annex into the audit checklist.		
Asking questions that can be answered yes in a meeting room.		
Organising the checklist by control instead of by place.		
Letting the IT provider answer for places it does not manage.		
Trusting an inventory without asking who made it and what it leaves out.		
Using the same checklist every year regardless of new systems and incidents.		
Recording ticks instead of what was seen.		

5. Action plan

Step from the book / gap found	Action in our property	Owner	Deadline
List every place where information is collected, held or handled, and make each a section of the checklist.			
Write the questions from the hotel's Statement of Applicability, rules and risks.			
Phrase questions as things the auditor must see or find.			
Put each question to the person who works at the place, at their time of work.			
Compare what is physically present at each place with the inventory.			
Run through the annex at the end to catch anything the hotel's risks require.			
Record what was seen, where, when and with whom beside each answer.			
Revise the checklist after every audit, incident and new system.			

Step from the book / gap found	Action in our property	Owner	Deadline

In brief

A checklist decides where an audit goes, so it must be built from the hotel. It is grouped by the places where information lives, written from the hotel's own statement of controls and its risks, phrased as things the auditor must see or find, put to the people who work there, checked against the inventory and, last, against the reference controls, with the evidence recorded beside each answer and the list revised after every audit.

Source: The Helm and the Lens, Volume 5b: The Lens, subchapter 3.3. This sheet does not reproduce the text of the standard; work with your own copy of ISO/IEC 27001:2022 from an authorised source.