

# 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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