

A clearer document.

The same information, easier to use.

A before-and-after example of an editable guest services handover.

WHAT CHANGED

Consistent type and spacing make the handover easier to scan.

Reusable Word headings give each section a clear place.

The action table has readable spacing and a distinct header.

Shift tasks use a native bullet list. Page numbering updates automatically.

WHAT STAYED THE SAME

Every word, date, responsibility and status in the body is preserved.

This is a formatting demonstration, not a copy rewrite.

THE SAMPLE FILES

The next two pages show the original and cleaned document at full size. Editable Word versions accompany this preview. All names and operational details are fictional; this is original portfolio work, not a client commission.

Guest services weekly handover

Week beginning November 9, 2026 | Prepared for the guest services team

The pool maintenance window is the main item to confirm before arrivals this week. Keep the closure notice in place until the maintenance lead has cleared the area for use.

Arrivals

Three arrivals are expected on Monday. Confirm each arrival time with the host and check that the approved directions and access instructions have been sent. Do not promise early check-in unless the host has confirmed it.

Open items

Item	Responsible	Due	Status
Pool maintenance inspection	Maintenance lead	Monday, noon	Awaiting inspection
Arrival information sent	Guest services	Sunday, 4 p.m.	To confirm
Welcome supplies checked	Housekeeping lead	Monday, 10 a.m.	In progress

Before the next shift

- Confirm the pool reopening status with the maintenance lead.
- Send the approved owner update after the inspection result is confirmed.
- Record the time sent and the team member responsible in the handover log.

If the timing changes

If maintenance runs beyond noon, guest services will request an updated completion time and share the approved update. The team should not give a reopening time until it has been confirmed.

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