

15

PARK OPERATIONS

CHECKLISTS



Daily Opening Checklist

Complete before guests begin arriving—target finish by 9:00 AM

Date: _____ Completed By: _____



Grounds & Entrance

<input type="checkbox"/>	Entrance sign and welcome board updated with current availability — Today's date/status visible
<input type="checkbox"/>	Driveway and entrance area clear of debris and obstructions
<input type="checkbox"/>	Trash receptacles near entrance emptied and lined
<input type="checkbox"/>	Park roads and pathways inspected — no hazards, holes, or fallen branches
<input type="checkbox"/>	Flags or banners raised, in good condition



Bathhouses & Restrooms

<input type="checkbox"/>	All bathrooms cleaned, sanitized, and stocked (TP, soap, paper towels)
<input type="checkbox"/>	Showers inspected — drains clear, curtains in place, hot water confirmed
<input type="checkbox"/>	Floor mopped, mirrors wiped, sinks scrubbed
<input type="checkbox"/>	Any out-of-order signs posted for broken fixtures
<input type="checkbox"/>	Feminine hygiene dispensers stocked



Utilities & Infrastructure

<input type="checkbox"/>	Electrical hookup panel box visually checked — no tripped breakers noted
<input type="checkbox"/>	Water pressure confirmed at test faucet/site
<input type="checkbox"/>	Any overnight utility complaints logged and assigned for repair
<input type="checkbox"/>	Pool/hot tub chemistry checked and documented (if applicable) — pH, chlorine, temp



Camp Store / Office

<input type="checkbox"/>	Office unlocked and staff in position by opening time
<input type="checkbox"/>	Camp store stocked — identify and reorder any low inventory items

<input type="checkbox"/>	POS system and reservation software confirmed online and functioning
<input type="checkbox"/>	Cash drawer counted and opening balance confirmed
<input type="checkbox"/>	Today's arrivals list reviewed — sites confirmed, any special requests noted
<input type="checkbox"/>	Pre-arrival guest communication sent for today's arrivals —
ViaPMS automated or manual	

 **Maintenance Handoff**

<input type="checkbox"/>	Any maintenance issues from overnight noted in log
<input type="checkbox"/>	Maintenance staff briefed on priority tasks for the day
<input type="checkbox"/>	Rental equipment inventory confirmed (golf carts, kayaks, bikes, etc.)

Opening Notes / Issues to Address Today:

Opened By (Print Name)	Signature
_____	_____

File completed checklists daily. Review weekly for recurring issues. Powered by great park management.

Daily Closing Checklist

Complete before end of business day—confirm park is secure and ready for the next morning

Date: _____ Completed By: _____

Grounds & Common Areas

<input type="checkbox"/>	All common areas cleared of trash and debris
<input type="checkbox"/>	Fire rings and BBQ grills checked — no active fires
<input type="checkbox"/>	All rental equipment returned, accounted for, and secured
<input type="checkbox"/>	Playground area checked — no hazards or left items
<input type="checkbox"/>	Laundry room tidy, machines clear, doors unlocked for guest use

Bathhouses & Restrooms

<input type="checkbox"/>	Evening bathhouse cleaning completed — all facilities sanitized
<input type="checkbox"/>	Restrooms restocked for overnight — TP, soap, paper towels
<input type="checkbox"/>	Any plumbing issues logged and tagged for AM repair
<input type="checkbox"/>	Exterior lights functioning around bathhouses

Security & Access

<input type="checkbox"/>	Gate access codes confirmed active — no expired codes for checked-out guests
<input type="checkbox"/>	Any after-hours guest arrival instructions confirmed in system
<input type="checkbox"/>	After-hours contact number posted at entrance
<input type="checkbox"/>	Park perimeter walked — no obvious security concerns
<input type="checkbox"/>	Amenity areas (pool, clubhouse, playground) locked or secured per policy

Camp Store / Office

<input type="checkbox"/>	Store inventory secured and locked
<input type="checkbox"/>	Cash drawer counted and reconciled — discrepancies logged
<input type="checkbox"/>	End-of-day revenue report run and saved

<input type="checkbox"/>	Tomorrow's expected arrivals reviewed — site assignments confirmed
<input type="checkbox"/>	Any pre-arrival messages queued for tomorrow's arrivals
<input type="checkbox"/>	Office locked, computers shut down or locked

 **Handoff & Communication**

<input type="checkbox"/>	Maintenance log updated with any unresolved issues
<input type="checkbox"/>	Any guest complaints or incidents documented
<input type="checkbox"/>	Any items requiring owner/manager attention noted below
<input type="checkbox"/>	Overnight emergency contact confirmed available and posted

Items Requiring Follow-Up Tomorrow:

Closed By (Print Name)	Signature
_____	_____

A complete closing ensures a smooth opening. Never skip — even on your busiest nights.

Weekly Operations Checklist

Complete once per week—recommended Monday or Tuesday morning

Date: _____ Completed By: _____

Deep Cleaning

<input type="checkbox"/>	Deep bathhouse scrub — grout, tile, drains, caulk, walls
<input type="checkbox"/>	Laundry room deep clean — behind machines, lint traps, surfaces
<input type="checkbox"/>	Camp store floor mopped, shelves dusted, surfaces wiped
<input type="checkbox"/>	Office and reception area cleaned
<input type="checkbox"/>	Outdoor furniture cleaned — tables, chairs, benches
<input type="checkbox"/>	Pool/hot tub shock treatment and full chemistry balance (if applicable)

Grounds & Landscaping

<input type="checkbox"/>	Mowing and edging completed — all common areas and entry
<input type="checkbox"/>	Weed control — sites, roadsides, fence lines
<input type="checkbox"/>	Any fallen limbs or tree hazards identified and removed
<input type="checkbox"/>	Road/pathway drainage checked — no pooling or erosion
<input type="checkbox"/>	Signage inspected — any faded, damaged, or missing signs noted

Utilities & Infrastructure

<input type="checkbox"/>	All electrical pedestals visually inspected — no damage or exposed wiring
<input type="checkbox"/>	Water hookups checked for leaks or drips
<input type="checkbox"/>	Dump station inspected and flushed
<input type="checkbox"/>	Generator (backup) test run for 15 minutes — log date and run time
<input type="checkbox"/>	Exterior lighting inspected — replace any burned-out bulbs

Inventory & Supplies

<input type="checkbox"/>	Camp store inventory counted — reorder list prepared
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<input type="checkbox"/>	Cleaning supply inventory checked and reordered
<input type="checkbox"/>	Restroom supplies (TP, soap, paper towels) confirmed sufficient for next 7 days
<input type="checkbox"/>	Firewood inventory assessed — reorder if below 2-week supply
<input type="checkbox"/>	Rental equipment inspected — any damage noted, repairs scheduled

 **Business & Financial**

<input type="checkbox"/>	Weekly revenue report reviewed — vs. prior week and prior year
<input type="checkbox"/>	Occupancy rate calculated and recorded
<input type="checkbox"/>	New reviews checked on Google, Facebook, TripAdvisor — responses written
<input type="checkbox"/>	Upcoming reservations for next 2 weeks reviewed — any gaps or opportunities
Staff schedule for next week confirmed	

Weekly Priority Issues / Notes for Owner-Manager:

Completed By (Print Name)	Week Ending Date
_____	_____

Weekly checks prevent the small issues that become big ones. Block 2 hours every Monday.

Seasonal Opening Checklist

Complete 2–3 weeks before your first guests arrive—don't rush this one

Date: _____ Completed By: _____

Infrastructure & Utilities

<input type="checkbox"/>	Water system de-winterized — lines flushed, pressure tested
<input type="checkbox"/>	All water hookups tested for leaks — repair any found before opening
<input type="checkbox"/>	Electrical system inspected — pedestal boxes, wiring, breakers
<input type="checkbox"/>	Dump station activated, tested, and flushed
<input type="checkbox"/>	Septic system inspected — last pump date confirmed
<input type="checkbox"/>	Pool/hot tub water systems activated and chemically balanced
<input type="checkbox"/>	Generator tested under load — fuel and oil topped up
	All exterior lighting tested — replace burned-out fixtures

Sites & Grounds

<input type="checkbox"/>	All sites walked individually — damage, debris, and drainage issues noted
<input type="checkbox"/>	Picnic tables inspected — splinters, rot, stability
<input type="checkbox"/>	Fire rings/fire pits cleaned, ash removed, condition confirmed
<input type="checkbox"/>	Site numbering signs visible and legible
<input type="checkbox"/>	Hookup caps, covers, and pedestals in good condition at all sites
<input type="checkbox"/>	Roads and pathways graded and cleared — any potholes or erosion repaired
<input type="checkbox"/>	Landscaping — mowing, edging, weed control, planting refresh

Tree canopy inspection — any dead limbs or hazard trees flagged for removal

Buildings & Facilities

<input type="checkbox"/>	Bathhouse deep cleaned — grout, tile, drains, fixtures, walls
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<input type="checkbox"/>	All plumbing fixtures tested — toilets, showers, sinks, hot water
<input type="checkbox"/>	Caulking inspected and reapplied where needed
<input type="checkbox"/>	Ventilation fans tested and cleaned
<input type="checkbox"/>	Laundry room machines tested — lint traps cleaned, cycles run
<input type="checkbox"/>	Clubhouse/pavilion inspected — roof, structure, tables, chairs
<input type="checkbox"/>	Camp store stocked and organized for the season

 **Safety & Compliance**

<input type="checkbox"/>	Fire extinguishers inspected — all in date, all accessible
<input type="checkbox"/>	Smoke and CO detectors tested in all structures
<input type="checkbox"/>	First aid kits restocked
<input type="checkbox"/>	Emergency contact list updated and posted in office
<input type="checkbox"/>	Pool safety equipment inspected — life ring, hooks, signage
<input type="checkbox"/>	ADA accessibility confirmed — paths, bathrooms, sites
<input type="checkbox"/>	Pest control — any winter rodent activity treated

 **Staff & Systems**

<input type="checkbox"/>	All seasonal staff hired, onboarded, and trained
<input type="checkbox"/>	Staff schedule built for first 4 weeks of season
<input type="checkbox"/>	Park management software updated — rates, availability, seasonal settings
<input type="checkbox"/>	Reservation system tested — online booking confirmed functioning
<input type="checkbox"/>	Pre-season email sent to past guests — early booking promotion included
<input type="checkbox"/>	Social media pages updated with season opening dates and highlights
<input type="checkbox"/>	Google Business Profile updated with new season hours

Pre-Opening Issues Still Pending:

Completed By	Target Opening Date
_____	_____

A thorough seasonal opening sets the tone for your entire season. Don't cut corners here.

Seasonal Closing Checklist

Complete within 2 weeks of your last guests departing — protect your investment

Date: _____ Completed By: _____

Winterizing Utilities

<input type="checkbox"/>	Water system fully drained — all lines blown out with compressed air
<input type="checkbox"/>	All water hookups capped and winterized
<input type="checkbox"/>	Bathroom water lines drained and antifreeze added where needed
<input type="checkbox"/>	Pool/hot tub winterized per manufacturer specifications
<input type="checkbox"/>	Dump station flushed, treated, and sealed
<input type="checkbox"/>	Outdoor faucets and hose bibs drained and insulated
<input type="checkbox"/>	Water heater drained or set to vacation mode

Electrical & Infrastructure

<input type="checkbox"/>	Non-essential electrical circuits turned off at main panel
<input type="checkbox"/>	Electrical pedestals capped and locked
<input type="checkbox"/>	Generator winterized — fuel stabilizer added, battery disconnected
<input type="checkbox"/>	Any electrical issues noted for off-season repair

Buildings & Grounds

<input type="checkbox"/>	All buildings inspected — roof, gutters, windows, doors, locks
<input type="checkbox"/>	Gutters cleaned — debris removed
<input type="checkbox"/>	Outdoor furniture stored or covered and secured
<input type="checkbox"/>	Playground equipment inspected — any repairs needed before spring
<input type="checkbox"/>	All signage secured — lightweight signs stored indoors
<input type="checkbox"/>	Tree trimming completed — any hazard limbs removed before snowfall
<input type="checkbox"/>	Final grounds cleanup — all trash removed, sites cleared

 **Camp Store & Office**

<input type="checkbox"/>	Perishable inventory removed or properly stored
<input type="checkbox"/>	Non-perishable inventory counted and documented for spring ordering
<input type="checkbox"/>	POS system backed up
<input type="checkbox"/>	Office files organized and stored
<input type="checkbox"/>	Valuable equipment secured or removed from buildings

 **Financial Closeout**

<input type="checkbox"/>	Final season revenue and expense report completed
<input type="checkbox"/>	Any outstanding invoices sent and followed up
<input type="checkbox"/>	Staff final pay, tips, and bonuses processed
<input type="checkbox"/>	Off-season storage rentals invoiced to customers
<input type="checkbox"/>	Next season pricing and promotions drafted
<input type="checkbox"/>	Budget for off-season maintenance projects finalized

 **Marketing & Reservations**

<input type="checkbox"/>	End-of-season thank-you email sent to all this season's guests
<input type="checkbox"/>	Early booking promotion for next season launched
<input type="checkbox"/>	Website updated with next season dates and pricing
<input type="checkbox"/>	Social media farewell-for-the-season post published
<input type="checkbox"/>	Google Business Profile updated with off-season hours

Off-Season Projects & Repairs Planned:

Completed By	Closing Date
<hr/>	<hr/>

Every hour of off-season prep saves three hours of scramble in spring. Do it right.

Guest Check-In Checklist

Useforeveryguestarrival—consistencycreatesgreat first impressions

Date: _____ CompletedBy: _____

Before the Guest Arrives

<input type="checkbox"/>	Reservation confirmed in system — site assignment verified
<input type="checkbox"/>	Site inspected and ready — cleaned, hookups functional, picnic table clear
<input type="checkbox"/>	Pre-arrival email sent (3–5 days before) with directions and welcome info
<input type="checkbox"/>	Any special requests noted and prepared — Birthday, anniversary, pet, accessibility
<input type="checkbox"/>	Add-ons or pre-purchased items staged at site or ready for pickup

At Arrival — The First 2 Minutes

<input type="checkbox"/>	Greet guest by name: 'Welcome to [Park Name], you must be the [last name] family!'
<input type="checkbox"/>	Verify identity and reservation — collect any balance due
<input type="checkbox"/>	Provide park map with their site clearly marked
<input type="checkbox"/>	Give 60-second park orientation: bathhouses, store, quiet hours, key rules
<input type="checkbox"/>	Point out their site location and direct them personally if possible
<input type="checkbox"/>	Share one local recommendation or 'insider tip' about the area

Paperwork & Documentation

<input type="checkbox"/>	Guest registration form completed (if required by policy)
<input type="checkbox"/>	Pet confirmation and pet policy acknowledged (if pet present)
<input type="checkbox"/>	Any waiver for activities or rentals signed and filed
<input type="checkbox"/>	Vehicle pass or window tag issued if required
<input type="checkbox"/>	Gate access code or keycard issued if applicable

Hospitality Extras

<input type="checkbox"/>	Welcome packet provided — map, rules, emergency contacts, local info
<input type="checkbox"/>	Any pre-purchased welcome package delivered or confirmed at site
<input type="checkbox"/>	Loyalty program mentioned for returning guests
<input type="checkbox"/>	Staff member offered to help with any setup questions

 **System Update**

<input type="checkbox"/>	Guest status changed to 'checked in' in reservation system
<input type="checkbox"/>	Site status updated to occupied
<input type="checkbox"/>	Any notes added to guest record — Preferences, vehicle, special circumstances
<input type="checkbox"/>	Payment processed and receipt provided

Check-In Notes:

Checked In By	Arrival Time
_____	_____

The first 2 minutes sets the tone for the entire stay. Make it warm, personal, and efficient.

Guest Check-Out Checklist

A great departure recreates the memory that brings guests back — make it count

Date: _____ Completed By: _____



Pre-Checkout (Night Before or Morning Of)

<input type="checkbox"/>	Guest checkout reminder sent (text or door hanger) the evening before
<input type="checkbox"/>	Checkout time policy confirmed — late checkout availability checked
<input type="checkbox"/>	Any rental equipment retrieved or reminded for return
<input type="checkbox"/>	Any pending charges identified and prepared for final billing



The Checkout Interaction

<input type="checkbox"/>	Greet guest warmly — ask how their stay was
<input type="checkbox"/>	Any final charges settled — receipt provided
<input type="checkbox"/>	Rental items returned and inspected — any damage noted
<input type="checkbox"/>	Gate code or keycard deactivated/returned
<input type="checkbox"/>	Ask if they have any feedback: 'Is there anything we could have done better?'
<input type="checkbox"/>	Invite them to rebook: 'We'd love to have you back — here's info on our loyalty program'
<input type="checkbox"/>	Ask for a review: 'If you enjoyed your stay, a Google review means the world to us'



Site Inspection After Departure

<input type="checkbox"/>	Site inspected within 30 minutes of checkout time
<input type="checkbox"/>	No trash left — fire ring cleared, picnic table clean
<input type="checkbox"/>	No damage to site furniture or hookup equipment
<input type="checkbox"/>	Any damage documented with photos and logged in system
<input type="checkbox"/>	Site status updated in reservation system — 'ready for turnover' or 'needs attention'



System & Follow-Up

<input type="checkbox"/>	Guest status updated to 'checked out' in system
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<input type="checkbox"/>	Any feedback or complaints logged in guest record
<input type="checkbox"/>	Post-stay thank-you and review request email queued (24–48 hours post checkout)
<input type="checkbox"/>	Rebooking offer triggered in system if applicable
<input type="checkbox"/>	If returning guest — note preferences for next visit in profile

Checkout Notes / Feedback Received:

Checked Out By	Departure Time
_____	_____

How guests feel when they leave determines whether they come back. End every stay on a high note.

Guest Complaint Resolution Checklist

Follow this process every time—a handled complaint can create your most loyal guest

Date: _____ Completed By: _____

Step 1: Listen Without Interrupting

<input type="checkbox"/>	Stop what you are doing — give the guest your full attention
<input type="checkbox"/>	Let the guest fully explain the issue without being interrupted
<input type="checkbox"/>	Use body language that signals you are listening — eye contact, nodding
<input type="checkbox"/>	Do not become defensive — even if the guest is incorrect
<input type="checkbox"/>	Write down key details of the complaint

Step 2: Acknowledge and Empathize

<input type="checkbox"/>	Acknowledge the guest's frustration genuinely
<input type="checkbox"/>	Use empathy language: 'I completely understand why that's frustrating'
<input type="checkbox"/>	Apologize for the experience: 'I'm truly sorry this happened during your stay' — Apologize for the experience, not necessarily fault
<input type="checkbox"/>	Do not make excuses or blame other staff, guests, or circumstances
<input type="checkbox"/>	Thank the guest for bringing it to your attention

Step 3: Resolve

<input type="checkbox"/>	If it can be fixed now — fix it now. Don't wait.
<input type="checkbox"/>	If it requires time — give the guest a clear, specific timeline
<input type="checkbox"/>	If it cannot be fully fixed — offer a meaningful alternative or compensation
<input type="checkbox"/>	Compensation options to consider: site discount, camp store credit, free night, activity comp — Escalate to manager if needed
<input type="checkbox"/>	Confirm with the guest that the resolution is acceptable

Step 4: Follow Up and Delight

<input type="checkbox"/>	Follow up with the guest within 2 hours to confirm resolution was completed
<input type="checkbox"/>	If possible — add one small unexpected gesture above the resolution — Coffee, firewood, small store gift
<input type="checkbox"/>	Check in again on the day of departure to ensure their overall stay recovered
<input type="checkbox"/>	Ask if there is anything else you can do

 **Documentation**

<input type="checkbox"/>	Log the complaint: date, site, guest name, nature of issue
<input type="checkbox"/>	Log the resolution: what was done, by whom, at what time
<input type="checkbox"/>	Log any compensation offered and approved amount
<input type="checkbox"/>	Flag for management review if complaint involves a safety issue
<input type="checkbox"/>	Review complaint patterns monthly — 3+ similar complaints = systemic issue to fix

Complaint Details & Resolution Summary:

Handled By	Date / Time
_____	_____

Guests who have a problem resolved excellently are more loyal than guests who never had a problem.

New Employee Onboarding Checklist

Complete for every new hire—consistency in training creates consistency in guest experience

Date: _____ Completed By: _____

Before Day One

<input type="checkbox"/>	Offer letter signed and returned
<input type="checkbox"/>	Payroll paperwork completed — W-4, I-9, direct deposit
<input type="checkbox"/>	Uniform or dress code items prepared
<input type="checkbox"/>	Staff schedule for first 2 weeks created
<input type="checkbox"/>	Mentor or buddy assigned from existing team
<input type="checkbox"/>	Park management software account created and access configured
<input type="checkbox"/>	Welcome message sent with first day details — arrival time, parking, attire

Day One

<input type="checkbox"/>	Warm welcome from owner or manager on arrival
<input type="checkbox"/>	Full property walk-through tour with key points noted
<input type="checkbox"/>	Introduction to all current team members
<input type="checkbox"/>	Staff handbook reviewed and signed
<input type="checkbox"/>	Emergency procedures and safety protocols reviewed
<input type="checkbox"/>	Park rules and policies reviewed
<input type="checkbox"/>	Guest service standards explained with real examples
<input type="checkbox"/>	Software and systems login confirmed — basic navigation walkthrough
<input type="checkbox"/>	First shadow shift with mentor begins

Week One Training

<input type="checkbox"/>	Check-in process: shadow 5+ check-ins with mentor
<input type="checkbox"/>	Check-out process: shadow 5+ checkouts with mentor
<input type="checkbox"/>	Complaint handling: review the complaint resolution SOP
<input type="checkbox"/>	Camp store: POS system training, inventory basics
<input type="checkbox"/>	Maintenance protocols: how to log issues, who to notify

<input type="checkbox"/>	Reservation system: how to look up reservations, update status
<input type="checkbox"/>	Emergency response: review full emergency protocol and post locations
<input type="checkbox"/>	Independent shift: new hire handles tasks with mentor available but not leading

✓ End of Week One Assessment

<input type="checkbox"/>	Check-in and check-out completed independently with confidence
<input type="checkbox"/>	Can locate any site, amenity, or facility on the property
<input type="checkbox"/>	Knows the answer to the 20 most common guest questions
<input type="checkbox"/>	Completed first solo shift or shift segment
<input type="checkbox"/>	Manager check-in conversation: questions answered, feedback given

☀ 30-Day Milestone

<input type="checkbox"/>	30-day performance review completed
<input type="checkbox"/>	Any training gaps identified and addressed
<input type="checkbox"/>	Employee confirms comfort level with all primary responsibilities
<input type="checkbox"/>	Seasonal certifications or safety training completed if required
<input type="checkbox"/>	Added to staff communication and scheduling platforms

Training Notes / Observations:

Onboarded By	Start Date
_____	_____

Great training is the greatest investment in guest experience you can make. Never rush it.

Staff Shift Handoff Checklist

Complete every shift change—nothing should fall through the cracks

Date: _____ Completed By: _____

What the Outgoing Shift Must Communicate

<input type="checkbox"/>	Current occupancy — any unexpected vacancies or overflows
<input type="checkbox"/>	Any open maintenance issues — what's been logged, what's been fixed
<input type="checkbox"/>	Any guest complaints or concerns from this shift — details and status
<input type="checkbox"/>	Any guests who need special attention or follow-up
<input type="checkbox"/>	Today's remaining expected arrivals — any special notes
<input type="checkbox"/>	Any out-of-stock items or urgent supply needs
<input type="checkbox"/>	Any unusual incidents — disputes, accidents, unusual situations
	Rental equipment status — what's out, what's due back, any issues

What the Incoming Shift Must Confirm

<input type="checkbox"/>	Shift handoff notes reviewed and understood
<input type="checkbox"/>	Maintenance log reviewed — priority items known
<input type="checkbox"/>	Today's remaining arrivals list reviewed
<input type="checkbox"/>	Any guest special requests for today confirmed and prepared
<input type="checkbox"/>	Cash drawer counted and opening balance confirmed
<input type="checkbox"/>	Reservation system and POS confirmed functioning
<input type="checkbox"/>	Radio, phone, or communication device charged and in hand
<input type="checkbox"/>	Emergency contact list location confirmed

Quick Property Walk at Shift Start

<input type="checkbox"/>	Quick walk of main common areas — any issues observed
<input type="checkbox"/>	Bathhouse condition check
<input type="checkbox"/>	Entrance area — clear and welcoming

□	Any visible maintenance issues noted
Handoff Notes (Outgoing Staff — Fill In Before Leaving):	
Outgoing Staff Name _____	Incoming Staff Name _____
Outgoing Shift End Time _____	Incoming Shift Start Time _____

A 5-minute handoff prevents 2-hour problems. Do it every single shift, no exceptions.

Bathroom & Restroom Daily Cleaning Checklist

Complete twice daily during peak season — AM and PM — sign and date each pass

Date: _____ CompletedBy: _____

AM Cleaning (Target: Complete by 9:00 AM)

<input type="checkbox"/>	All toilet bowls scrubbed with brush and disinfectant
<input type="checkbox"/>	Toilet seats wiped down — top and underside
<input type="checkbox"/>	All sinks scrubbed and disinfected
<input type="checkbox"/>	Mirror(s) wiped streak-free
<input type="checkbox"/>	Countertops and fixtures wiped and dried
<input type="checkbox"/>	Shower stalls/curtains inspected and rinsed
<input type="checkbox"/>	Floor swept then mopped with disinfectant solution
<input type="checkbox"/>	Trash emptied and re-lined
<input type="checkbox"/>	TP restocked at all dispensers — minimum 2 rolls reserve per stall
<input type="checkbox"/>	Soap dispensers filled
<input type="checkbox"/>	Paper towels restocked or dryer checked
<input type="checkbox"/>	Exterior door handles wiped down
<input type="checkbox"/>	Any plumbing issues noted and reported to maintenance
<input type="checkbox"/>	Out-of-order sign posted on any non-functioning fixture

PM Cleaning (Target: Complete by 5:00 PM)

<input type="checkbox"/>	All toilet bowls scrubbed and disinfected — again
<input type="checkbox"/>	Toilet seats wiped — top and underside
<input type="checkbox"/>	Sinks wiped and disinfected
<input type="checkbox"/>	Mirrors spot-checked and wiped
<input type="checkbox"/>	Shower drains cleared of hair and debris
<input type="checkbox"/>	Floor swept and spot-mopped as needed
<input type="checkbox"/>	Trash emptied and re-lined
<input type="checkbox"/>	TP, soap, and paper towels restocked for evening guests
<input type="checkbox"/>	Any new plumbing or maintenance issues reported

 **Weekly Add-On (Include in One Daily Clean Per Week)**

<input type="checkbox"/>	Grout scrubbed — floors and walls
<input type="checkbox"/>	Shower curtains or doors scrubbed and mold-checked
<input type="checkbox"/>	Ceiling vents and exhaust fans dusted and cleaned
<input type="checkbox"/>	Drain covers removed and cleaned
<input type="checkbox"/>	Behind toilets and under sink areas wiped
<input type="checkbox"/>	Caulk and sealant inspected — any cracking or mold noted for repair

Issues Found / Reported to Maintenance:

AM Clean By / Time _____	PM Clean By / Time _____
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'The bathrooms were spotless' is the single most common positive review for top-rated parks. Make it yours.

Facilities & Safety Inspection Checklist

Complete monthly during season and before seasonal opening—protect guests and your business

Date: _____ Completed By: _____

Electrical

<input type="checkbox"/>	All electrical pedestals visually inspected — no exposed wiring, no corrosion
<input type="checkbox"/>	GFCI outlets tested at pedestals and bathhouses
<input type="checkbox"/>	No overloaded circuits or improperly connected equipment observed
<input type="checkbox"/>	Electrical panel labeled correctly — all breakers identified
<input type="checkbox"/>	Exterior lighting functioning and properly secured

Water & Plumbing

<input type="checkbox"/>	All water hookup connections inspected for leaks
<input type="checkbox"/>	Water pressure tested at multiple sites — within normal range
<input type="checkbox"/>	Hot water confirmed in all bathhouses
<input type="checkbox"/>	Dump station functioning — no blockages or overflow
<input type="checkbox"/>	Any water staining or moisture damage around hookups or buildings noted

Fire Safety

<input type="checkbox"/>	Fire extinguishers checked — all in date, pins in place, gauges in green
<input type="checkbox"/>	Fire lanes clear — minimum 20-foot clearance maintained
<input type="checkbox"/>	No fire hazards observed — debris, flammable materials near structures
<input type="checkbox"/>	Fire rings in good condition — no cracks or instability
<input type="checkbox"/>	'No Open Fires' or burn ban signage posted if applicable

Pool & Water Features (If Applicable)

<input type="checkbox"/>	Pool fencing intact — all gates self-closing and self-latching
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<input type="checkbox"/>	Depth markers and 'No Diving' signs visible and in good condition
<input type="checkbox"/>	Life ring, hook, and safety equipment accessible and in good condition
<input type="checkbox"/>	Pool chemistry tested and documented — within safe ranges
<input type="checkbox"/>	Pool deck slip hazards checked and addressed

 **Playground & Recreation**

<input type="checkbox"/>	Playground equipment inspected — no sharp edges, loose bolts, broken components
<input type="checkbox"/>	Playground surfacing adequate — no exposed hardware or hazards below equipment
<input type="checkbox"/>	Age-range signage posted
<input type="checkbox"/>	Sports courts or open recreation areas free of hazards

 **Structures & Buildings**

<input type="checkbox"/>	All roofs inspected — no missing shingles, visible damage, or sagging
<input type="checkbox"/>	Gutters clear and draining properly
<input type="checkbox"/>	All exterior doors and windows opening/closing properly and secured
<input type="checkbox"/>	No structural concerns — walls, floors, steps, decks
<input type="checkbox"/>	Accessibility ramps and pathways clear and in good repair

 **Emergency Preparedness**

<input type="checkbox"/>	Emergency contact list posted in office and bathhouses — current numbers
<input type="checkbox"/>	First aid kits stocked and accessible — in office and camp store
<input type="checkbox"/>	AED device location confirmed and device tested if present
<input type="checkbox"/>	Staff emergency response plan reviewed with all staff
<input type="checkbox"/>	Nearest hospital route confirmed and posted

Issues Found — Assign to Maintenance for Repair:

Inspected By	Inspection Date
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A safe park is a trusted park. Inspections are not optional — they protect your guests and your business.

Emergency Preparedness Checklist

Review annually and before each season—confirm all staff are trained and all systems are ready

Date: _____ Completed By: _____

Documentation & Plans

<input type="checkbox"/>	Emergency Response Plan document current and on file
<input type="checkbox"/>	Emergency contact list updated — local police, fire, EMS, hospital, utility companies
<input type="checkbox"/>	Nearest hospital address and driving route confirmed and posted in office
<input type="checkbox"/>	Utility shutoff locations documented and labeled — water main, electrical main, propane
<input type="checkbox"/>	Park map with emergency access routes on file and shared with local fire department

Medical & First Aid

<input type="checkbox"/>	First aid kits fully stocked — office, camp store, and vehicle
<input type="checkbox"/>	AED present and tested (if applicable) — staff trained on use
<input type="checkbox"/>	Staff current on basic first aid and CPR — certifications on file
<input type="checkbox"/>	Allergy and medical emergency protocol documented
<input type="checkbox"/>	Guest registration captures emergency contacts for all guests

Fire Emergency

<input type="checkbox"/>	Fire extinguisher locations known by all staff
<input type="checkbox"/>	Evacuation routes clearly defined and posted
<input type="checkbox"/>	Fire department access confirmed — roads wide enough, gates accessible
<input type="checkbox"/>	Staff trained on when to call 911 vs. attempt to control small fires
<input type="checkbox"/>	No-burn policy communicated to guests at check-in during fire risk conditions

Severe Weather

<input type="checkbox"/>	Weather radio or alert system in office and functioning
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<input type="checkbox"/>	Severe weather shelter location identified and communicated to guests
<input type="checkbox"/>	Staff protocol for notifying guests of severe weather warning
<input type="checkbox"/>	Vulnerable structures identified — staff know to clear guests from these areas
<input type="checkbox"/>	Backup power or lighting for emergency use confirmed

 **Utility Emergencies**

<input type="checkbox"/>	Water main shutoff location known by all staff — labeled with signage
<input type="checkbox"/>	Electrical main shutoff location known by all staff
<input type="checkbox"/>	Utility emergency contact numbers posted at main panel
<input type="checkbox"/>	Backup water supply plan in place for extended outages
<input type="checkbox"/>	Guest communication plan for utility outages documented

 **Security & Guest Safety**

<input type="checkbox"/>	Park has defined quiet hours and staff enforcement protocol
<input type="checkbox"/>	Staff knows when and how to involve law enforcement
<input type="checkbox"/>	Trespass and unauthorized visitor protocol documented
<input type="checkbox"/>	After-hours emergency contact number posted at entrance and bathhouses
<input type="checkbox"/>	Incident report forms available and staff trained on how to complete them

 **Staff Training**

<input type="checkbox"/>	All current staff have reviewed the Emergency Response Plan this season
<input type="checkbox"/>	Tabletop drill or scenario walkthrough completed with staff
<input type="checkbox"/>	New staff emergency training completed within first week of employment
<input type="checkbox"/>	Staff training records on file

Gaps Identified / Action Items:

Reviewed By	Review Date
_____	_____

Preparation is the only thing between a manageable incident and a catastrophe. Review this every season.

Annual Business Review Checklist

Complete at end of season or calendar year — your strategic planning foundation

Date: _____ Completed By: _____

Financial Performance

<input type="checkbox"/>	Annual revenue calculated — vs. prior year and vs. budget
<input type="checkbox"/>	Total operating expenses summarized by category
<input type="checkbox"/>	Net Operating Income (NOI) calculated
<input type="checkbox"/>	Profit margin calculated — how does it compare to the 14% industry average?
<input type="checkbox"/>	Top 3 revenue sources identified — which grew? which shrank?
<input type="checkbox"/>	Top 3 expense categories reviewed — any opportunities to reduce?
<input type="checkbox"/>	Cash flow reviewed by month — worst and best cash months identified

Operational KPIs

<input type="checkbox"/>	Annual occupancy rate calculated by site type and overall
<input type="checkbox"/>	Average Daily Rate (ADR) calculated and vs. prior year
<input type="checkbox"/>	RevPAS calculated and vs. prior year
<input type="checkbox"/>	Ancillary revenue per guest calculated
<input type="checkbox"/>	Repeat booking rate — what % of guests returned this year?
<input type="checkbox"/>	Average length of stay calculated

Guest Experience Review

<input type="checkbox"/>	All online reviews from the year reviewed — Google, Facebook, TripAdvisor
<input type="checkbox"/>	Average star rating calculated and vs. prior year
<input type="checkbox"/>	Top 3 recurring positive comments identified — protect and amplify these
<input type="checkbox"/>	Top 3 recurring negative comments identified — these are your priorities

Guest complaint log reviewed — any systemic issues?

<input type="checkbox"/>	Guest survey results reviewed (if surveys were used)
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Staff & Operations Review

<input type="checkbox"/>	Staff retention rate calculated — who returned? who left? why?
<input type="checkbox"/>	Recruiting challenges identified — what made hiring hard this year?
<input type="checkbox"/>	Training gaps observed this season — what do staff need to do better?
<input type="checkbox"/>	SOPs reviewed — are documented processes still accurate and current?
<input type="checkbox"/>	Technology and software performance reviewed — any gaps or frustrations?

Marketing & Bookings Review

<input type="checkbox"/>	Bookings by source tracked — direct vs. OTA vs. walk-in vs. referral
<input type="checkbox"/>	OTA commission total calculated — is direct booking strategy working?
<input type="checkbox"/>	Website traffic and conversion data reviewed (Google Analytics)
<input type="checkbox"/>	Email list size and engagement metrics reviewed
<input type="checkbox"/>	Social media growth and engagement reviewed
<input type="checkbox"/>	Best-performing promotions or events identified

Planning for Next Year

<input type="checkbox"/>	Top 3 operational priorities for next year defined
<input type="checkbox"/>	Capital improvement projects prioritized and budgeted
<input type="checkbox"/>	Revenue growth goals set — with specific KPI targets
<input type="checkbox"/>	New revenue initiatives to test identified
<input type="checkbox"/>	Marketing investments for next season planned
<input type="checkbox"/>	Staff hiring plan for next season drafted
<input type="checkbox"/>	Technology or software upgrades planned

Key Insights & Decisions from This Year's Review:

Reviewed By

Review Date

The parks that grow year over year are the ones that review honestly and plan intentionally. Don't skip this.

Revenue & Marketing Audit Checklist

Complete quarterly — identify where you're leaving money on the table

Date: _____ CompletedBy: _____

Pricing & Revenue Management

<input type="checkbox"/>	Site tiers reviewed — are premium sites priced at premium rates?
<input type="checkbox"/>	Seasonal rate structure current and competitive with local market
<input type="checkbox"/>	Dynamic pricing active — rates adjusting based on demand signals
<input type="checkbox"/>	Weekend and holiday rate premiums in place
<input type="checkbox"/>	Minimum stay requirements set for peak periods
<input type="checkbox"/>	Last-minute discount rules configured to fill gaps
	Lock-site fee or site selection fee implemented

Ancillary Revenue

<input type="checkbox"/>	Camp store stocked with high-margin items — firewood, ice, s'mores kits, sunscreen
<input type="checkbox"/>	Add-ons available in booking flow — firewood delivery, welcome packages, activity bookings
<input type="checkbox"/>	Pre-arrival upsell email active and going out 3–5 days before check-in
<input type="checkbox"/>	Rental equipment available and promoted — golf carts, kayaks, bikes
<input type="checkbox"/>	Any food truck, vendor, or event partnerships generating fees
<input type="checkbox"/>	Laundry and shower facilities priced and functioning
	Off-season storage program active or planned

Digital Presence

<input type="checkbox"/>	Website mobile-friendly — test on a phone right now
<input type="checkbox"/>	Website has professional photography — updated in last 2 years
<input type="checkbox"/>	Online booking button prominent and easy to find
<input type="checkbox"/>	Google Business Profile complete — hours, photos, description updated

<input type="checkbox"/>	Google review rating — any negative trends to address?
<input type="checkbox"/>	OTA profiles (Hipcamp, Campspot, etc.) complete and photos current
<input type="checkbox"/>	Social media — last post within 2 weeks

Email & Direct Marketing

<input type="checkbox"/>	Email list being grown — collected at booking and check-in
<input type="checkbox"/>	Post-stay review request email active
<input type="checkbox"/>	Newsletter sent in the last 90 days
<input type="checkbox"/>	Early booking promotion for next season launched or planned
<input type="checkbox"/>	Loyalty or return guest discount offer in place

Partnerships & Community

<input type="checkbox"/>	Local business referral network active — restaurants, outfitters, tours
<input type="checkbox"/>	Any commissions being earned from local partner referrals
<input type="checkbox"/>	Any local events or festivals creating booking opportunities
<input type="checkbox"/>	Tourism board or CVB listing current

Technology & Operations

<input type="checkbox"/>	Park management software capturing all revenue sources accurately
<input type="checkbox"/>	Reporting dashboards reviewed — occupancy, ADR, RevPAS current
<input type="checkbox"/>	Guest records complete — email addresses captured for all guests
<input type="checkbox"/>	Automated communications active — confirmation, pre-arrival, post-stay
<input type="checkbox"/>	Any manual processes that could be automated — identify and plan

Top 3 Revenue Opportunities Identified This Quarter:

Audit Completed By	Quarter / Date
_____	_____

Revenue isn't just about pricing — it's about finding every opportunity to deliver value guests will pay for.

Thank you for downloading this product. WE hope that you find the information informative, and useful. Please check out our website, and if you are an RV Park Owner or Manager, be sure to check out our new Guest Experience platform, 5Star.Camp



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