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Hospitality Desk Shift Roster Template

Companion download for: **Running the On-Ground Wedding Hospitality Desk: A Complete Setup Guide**

Use this to plan staffing across your event's arrival and departure windows. Staffing rule of thumb: roughly **1 staffer per 50-75 guests checking in** during peak arrival windows.

Step 1: Estimate your peak arrival window

Field	Details
Total outstation/hotel guests	_____
Expected peak arrival day	_____
Expected peak arrival window (start-end time)	_____
Guests expected in that window	_____
Staffers needed for that window (guests ÷ 50-75)	_____

Step 2: Shift roster (fill per day of the event)

Day: _____

Shift	Time window	Desk lead	Check-in staff	Runner(s)	Notes
Morning (light coverage)					Late arrivals, departures
Afternoon-evening (peak)					Full staffing for arrival rush
Late night (on-call)					Delayed flights

(Copy this table for each day of the event.)

Step 3: Role responsibilities reference

Role	Core responsibility
Desk lead	Owns master guest list, handles exceptions and disputes, single point of contact for hotel duty manager
Check-in staff	Verifies guests against list, hands off keys/kits, logs anything unusual
Runner	Moves between desk, rooms, and venue to resolve issues that need a physical visit

Step 4: Pre-shift briefing checklist

- [] All staff walked through the top 10 on-the-day requests and know who to escalate each to
- [] All staff have access to the live/shared guest list (not a printed copy only)
- [] Spare kits, name tags, and stationery confirmed stocked at the desk
- [] Contact list for hotel front desk, transport lead, and planner shared with every staffer on shift
- [] Shift handoff process confirmed (how the next shift learns about open issues)

Companion asset to the WeddingKart Hospitality Content Cluster — see the full guide at weddingkart.co/blog/wedding-hospitality-desk-setup-guide