

## HOTEL AUDIT CHECKLIST

## HOTEL



## AUDIT SUMMARY

AREAS CHKD	DESCRIPTION OF AREA	WHO RESP.	DATE AUDIT	COMMENT
<input type="checkbox"/>	Administration & General			
<input type="checkbox"/>	Human Resources			
<input type="checkbox"/>	Repair & Maintenance			
<input type="checkbox"/>	Sales			
<input type="checkbox"/>	Marketing / Corp. Identity			
<input type="checkbox"/>	Food & Beverage			
<input type="checkbox"/>	Front Office			
<input type="checkbox"/>	Housekeeping & Laundry			
<input type="checkbox"/>	Finance / Accounting			
<input type="checkbox"/>	Security & Safety			
<input type="checkbox"/>	Quality Assurance			
<input type="checkbox"/>	Miscellaneous			
<input type="checkbox"/> General Comment:				

Date of Audit:

**Copies to:**

## Corporate Office

Auditor's Name/Signature: \_\_\_\_\_

- General Manager
- Other:

GM's Name/Signature: \_\_\_\_\_

AREA CHECKED: Administrative and General



TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Planning and Reporting	1	0	0	
Hotel Organisation Chart	1	0	0	
Job Descriptions key staff and senior levels	1	0	0	
Internal Control System	1	0	0	
Internal Hotel Policies & Procedures	1	0	0	
Manager on Duty Program	1	0	0	
Guest Accident Report	1	0	0	
Insurance Policies, coverage	1	0	0	
Minutes of Department Head Meetings	1	0	0	
Minutes of Department Head Meetings, physical check	1	0	0	check 2 minutes from last 2 months
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
TOTAL Points reached in this Area:	10	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

AREA CHECKED: Human Resources



TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Job Description Personnel Manager, review scope of work	1	0	0	
Job Description Personnel Training, review scope of work	1	0	0	
House Rules - Employee Handbook	1	0	0	
Staff Privileges & Entitlements	1	0	0	
Questionnaire for Applicants	1	0	0	
Selection Standards / Reference Checks	1	0	0	
Orientation of New Employees, Godfather System	1	0	0	
Recognition of Service	1	0	0	
Employee of the Month Program	1	0	0	
General Training Guidelines	1	0	0	
Training & Development	1	0	0	
Employee Performance Evaluation	1	0	0	
Management Trainees - MT Program	1	0	0	
Departmental Reporting System	1	0	0	
Internal Communication System	1	0	0	
Appearance of Staff Restaurant	1	0	0	
Quality of food in Staff Restaurant	1	0	0	have a meal there
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
TOTAL Points reached in this Area:	17	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

AREA CHECKED: Repair and Maintenance



TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Engineering Organisation in general	1	0	0	
Technical Inventory / BMS	1	0	0	
Spare Parts / BMS	1	0	0	
Machine History / BMS	1	0	0	
Documentation, Drawings, Catalogues	1	0	0	
Reporting System	1	0	0	
Energy Control	1	0	0	
Preventive Maintenance	1	0	0	
Infrastructure: Water Storage & Supply	1	0	0	
Infrastructure: Sewage	1	0	0	
Infrastructure: Electric	1	0	0	
Infrastructure: Gas	1	0	0	
Fire Detection Systems	1	0	0	
Fire Fighting Systems	1	0	0	
Security (electr. / mech. / fire)	1	0	0	
Work Quality (Security Training)	1	0	0	
Staff Performance Evaluation System	1	0	0	
Internal Reporting / Communication System	1	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
TOTAL Points reached in this Area:	18	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

AREA CHECKED: Sales



TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Property Organisation Chart Sales	1	0	0	
Sales Organisation, general setup	1	0	0	
Sales Filing Organisation	1	0	0	
Sales Call Report System, Follow-up and Filing	1	0	0	
Sales Progress Reports	1	0	0	
Communication with FO and Reservations	1	0	0	
General internal Communication System	1	0	0	
Rate Structure	1	0	0	
GDS - Reservations	1	0	0	
Sales activities current year	1	0	0	
Sales achievements current year	1	0	0	
Sales pendings current year	1	0	0	
Lost business report - overview	1	0	0	
Status of Sales Action Plan	1	0	0	
Sales Planning - review budget/actual	1	0	0	
Staff Performance Evaluation System	1	0	0	
Review PMS	1	0	0	
Review Reservation Organisation / GDS - PMS / communication	1	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
TOTAL Points reached in this Area:	18	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

## OPERATIONAL HOTEL AUDIT

AREA CHECKED: Marketing



TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Corporate Design in general	1	0	0	
Corporate Design internal Print Material	1	0	0	
Corporate Design Gastronomy Items	1	0	0	
Marketing Plan - Action Plan	1	0	0	
Media Plan	1	0	0	
Internet Activities	1	0	0	
Marketing Budget / Actual	1	0	0	
Marketing activities current year	1	0	0	
Marketing achievements current year	1	0	0	
Marketing pendings current year	1	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
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	0	0	0	
TOTAL Points reached in this Area:	10	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

## AREA CHECKED: Food &amp; Beverage

TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Gastronomy operational concept	1	0	0	
Operational Millennium Standards in Gastronomy	1	0	0	
Gastronomy Image: ambiance	1	0	0	
Gastronomy Image: employee attitude (Leader as Host)	1	0	0	
Gastronomy Image: pricing policy	1	0	0	
Gastronomy Image: quality and variety	1	0	0	
Kitchen standard procedures	1	0	0	
Breakfast Buffet standards	1	0	0	
Diabetes Menu standards	1	0	0	
Recipe standards	1	0	0	
Costing standards	1	0	0	
Service standard procedures	1	0	0	
POS Promotions	1	0	0	
Beverage offer and Bar procedures	1	0	0	
Banquet & Conference procedures	1	0	0	
Room Service Procedures	1	0	0	
General Hygiene procedures	1	0	0	
Stewarding Concept and procedures	1	0	0	
Reporting System, internal communication	1	0	0	
Staff Performance Evaluation system	1	0	0	
	0	0	0	
	0	0	0	
TOTAL Points reached in this Area:	20	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

AREA CHECKED: Front Office



TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Reservation procedures & communication with Front Office	1	0	0	
Filing of Reservation Office	1	0	0	
Daily Follow up of Reservation Office (no pendings end of day)	1	0	0	
Yield Management procedures	1	0	0	
Reception: Arrival procedures / Check-In	1	0	0	
Reception: Registration	1	0	0	
VIP Treatment Policy	1	0	0	
Guest History procedures	1	0	0	
Cashiering Procedures	1	0	0	
Safe Deposit Box procedures	1	0	0	
Information / Concierge procedures	1	0	0	
Fire Prevention measures / procedures	1	0	0	
Operator procedures / message system	1	0	0	
Operator emergency procedures	1	0	0	
Internal communication system	1	0	0	
Reporting System	1	0	0	
Staff performance evaluation system	1	0	0	
Guest Relations Concept / procedures	1	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
TOTAL Points reached in this Area:	18	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

## AREA CHECKED: Housekeeping &amp; Laundry



TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Linen Inventory procedures	1	0	0	
Cleaning schedules	1	0	0	
Cleanliness public areas	1	0	0	
Cleanliness rooms	1	0	0	
Set up rooms standard	1	0	0	
Set up rooms VIP	1	0	0	
Co-operation Front Desk to Housekeeping	1	0	0	
Lost and Found procedures	1	0	0	
Inspection procedures hotel room	1	0	0	
Repair & Maintenance procedures	1	0	0	
Carpet care	1	0	0	
Floor care	1	0	0	
Insect / Pest Control	1	0	0	
Scheduling of special cleaning	1	0	0	
Inspection Maid Stations	1	0	0	
General Laundry procedures	1	0	0	
General Dry cleaning procedures	1	0	0	
Guest Amenities and Equipment for Bedroom (extra equipment)	1	0	0	
Training schedule	1	0	0	
Reporting system	1	0	0	
Staff Performance Evaluation	1	0	0	
	0	0	0	
TOTAL Points reached in this Area:	21	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

AREA CHECKED: Finance / Accounting



TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Accounting: Chart of Accounts and USA	1	0	0	
Accounting: Inventories & Operating Equipment	1	0	0	
Accounting: general procedures	1	0	0	
Treasury: Banks	1	0	0	
Accounts Receivable: Credit Policy; general	1	0	0	
Personnel Payroll: Headcount; general expenses	1	0	0	
Internal Control: general overview	1	0	0	
F&B Cost Control: general overview	1	0	0	
Purchasing & Accounts Payable: general overview	1	0	0	
Planning & Reporting: general overview	1	0	0	
Analysis of Profit & Loss Statement	1	0	0	
Analysis of Assets and Liabilities	1	0	0	
Internal Communication	1	0	0	
Staff Performance Evaluation System	1	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
TOTAL Points reached in this Area:	14	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

## AREA CHECKED: Security &amp; Safety



TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
Security in general: Minimum Security Standards	1	0	0	
Protection of Hotel Assets: general overview	1	0	0	
Misappropriation of Hotel Assets: general overview	1	0	0	
Security: general procedures	1	0	0	
Fire: In case of Fire Alarm - procedures	1	0	0	
Fire: In case of confirmed Fire - procedures	1	0	0	
Hotel Evacuation - general procedures	1	0	0	
Bomb Threat - general procedures	1	0	0	
Internal Fire Brigade: concept	1	0	0	
Internal Fire training - departmental	1	0	0	
Safety - Guest Safety procedures	1	0	0	
Safety - Employee Safety procedures	1	0	0	
Hotel Key System - Internal policies and procedures	1	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
	0	0	0	
TOTAL Points reached in this Area:	13	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

AUDIT CHECKLIST - OPERATIONS

## AREA CHECKED: Quality Assurance

TOPIC CHECKED SCOPE OF AUDIT	CHECK DONE	CHECK OK		ACTION / COMMENT
		YES	NO	
" You Are The Centre of Our World " Program, application	1	0	0	make physical check (rooms / restaurant)
Reservations	1	0	0	
Transportation	1	0	0	
Front Desk	1	0	0	
Operator	1	0	0	
Laundry / Dry Cleaning	1	0	0	
Maintenance	1	0	0	
Housekeeping	1	0	0	
Security	1	0	0	
Hotel Room	1	0	0	
Room Service	1	0	0	
Restaurant Operation	1	0	0	
Leader as Host	1	0	0	
Public Areas	1	0	0	
Pool Facilities	1	0	0	
Beach Facilities	1	0	0	
Customer Satisfaction Program	1	0	0	check last months report & returning of TechCards
Other / Miscellaneous	1	0	0	
Millennium Core Topics	1	0	0	
HR Personnel	1	0	0	
HR Training	1	0	0	
Quality Assurance (OSM) Implementation	1	0	0	
TOTAL Points reached in this Area:	22	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

## AREA CHECKED: