

Date _____
 Time _____
 Location _____

Shuttle - Arrival		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
1	Criteria					
1	Hotel signage is clean, good repair and readily visible in terminal area		2			
2	Name and logo on shuttle is clear and visible		2			
3	Staff makes eye contact		2			
4	Staff smiles or makes pleasant expression		4			
5	Staff assists with bags as appropriate		5			
6	Staff does not initiate excessive conversation		2			
7	Auto doors opened with polite farewell remark		3			
8	Driver operates the vehicle safely and smoothly		5			
9	Staff seemed efficient and knowledgeable		4			
10	Staff behavior is not hectic or chaotic		10			
11	Staff does not eat, drink, smoke or chew gum		4			
12	Staff does not engage in distracting personal chat or horseplay		4			
13	Staff do not keep hands in pockets, folded arms or slouching posture		4			
14	Staff is wearing nametags, and entirely visible		1			
15	Staff neatly groomed		2			
16	Staff uniform or attire is clean, well pressed		2			
17	Staff uniform or attire is in good condition		2			
18	Music is appropriate to situation (or choice is offered to guest)		3			
19	Temperature is comfortable		3			
20	Vehicle exterior is clean		2			
21	Vehicle interior is clean		4			
22	Vehicle exterior is not worn or damaged		2			
23	Vehicle interior is not worn or damaged		2			

TOTAL Points reached in this Area:	0	74	0	0	Minimum to be reached:
Performance in % in this Area	100%		#DIV/0!	#DIV/0!	80%