

Date _____

Time _____

Location _____

Hotel Arrival		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
1	Automobile area not worn or damaged		2			
2	Car entrance area clean		2			
3	Guests greeted at car within 30 seconds		4			
4	Waiting on queue not more than 1 minute		10			
5	If staff is engaged, waiting guests are acknowledged with gestures or eye contact		4			
6	Reservation form partially pre-completed		2			
7	Room type and bed size confirmed verbally		2			
8	Rate confirmed verbally or on written collateral given to guest		2			
9	Departure date confirmed		4			
10	Payment or credit discreetly established		3			
11	Registration process takes less than 4 minutes		10			
12	Orientation to hotel's food & beverage services is helpful and convenient		3			
13	Orientation to hotel's guest services and/or business services is helpful and convenient		2			
14	Orientation to resort's sports and leisure facilities is helpful and convenient		2			
15	Escorted to guest room		2			
16	Baggage is delivered to the room within 10 minutes of registration completion		10			
17	Baggage handling is easy and efficient for guests		4			
18	Luggage appears secure, not left unattended		2			
19	Bags hung or placed conveniently on luggage rack (or offer to do so)		4			
20	Orientation to room's features is helpful and convenient		3			
21	Staff makes eye contact		2			
22	Staff smiles or makes pleasant expression		4			
23	Staff speaks clearly		3			

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Hotel Arrival		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
24	Staff offers luggage assistance or automatically provided		5			
25	Staff uses guest surname, when available		3			
26	Staff behavior is not hectic or chaotic		10			
27	Staff does not engage in distracting personal chat or horseplay		4			
28	Staff does not eat, drink, smoke or chew gum		4			
29	Staff is wearing nametags, and entirely visible		4			
30	Staff is neatly groomed		1			
31	Staff uniform or attire is clean, well pressed		2			
32	Staff uniform or attire is in good condition		2			
33	All workstations not worn or damaged		2			
34	All work stations neat and clean		2			

TOTAL Points reached in this Area:	0	125	0	0	Minimum to be reached: 80%
Performance in % in this Area	100%		#DIV/0!	#DIV/0!	