

Date \_\_\_\_\_  
 Time \_\_\_\_\_  
 Location \_\_\_\_\_

Hotel Departure		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
Criteria						
1	Waiting on queue not more than 1 minute		10			
2	Staff makes eye contact		2			
3	Staff smiles or makes pleasant expression		4			
4	Staff speaks clearly		3			
5	Staff inquires about late charges		4			
6	Staff offers luggage assistance or automatically provided		5			
7	Staff offers transportation assistance		2			
8	Staff inquires about guest satisfaction discreetly		4			
9	Printed hotel bill is presented for review		2			
10	Payment is collected and processed discreetly		5			
11	Staff uses guest surname, when available		3			
12	Receptionist/cashier makes invitation or expression of hope to return		3			
13	Staff specifically thanks guest		4			
14	Cashier asks when room will be vacated		4			
15	Checkout process takes less than 4 minutes to complete		10			
16	Porter arrives within 8 minutes of call to collect bags		10			
17	Baggage handling is easy and efficient for guests		1			
18	Auto doors opened with polite farewell remark		1			
19	Care entrance area not worn or damaged		1			
20	Entrance driveway clean		1			
21	Staff behavior is not hectic or chaotic		1			
22	Staff does not engage in distracting personal chat or horseplay		10			
23	Staff does not keep hands in pockets, folded arms or slouching posture		4			
24	Staff does not eat, drink, smoke or chew gum		4			
25	Staff is wearing nametags, and entirely visible		4			
26	Staff neatly groomed		1			
27	Staff uniform or attire is clean, well pressed		2			
28	Staff uniform or attire is in good condition		2			

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Hotel Departure		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
Criteria						
29	Equipment, if observed, not worn or damaged		2			
30	All workstations not worn or damaged		2			
31	All workstations neat and clean		4			
32	Final hotel bil is neat and easy to read		4			
33	All food and beverage charges correctly posted		4			
34	All miscellaneous charges correctly posted		4			
35	All private bar charges correctly posted		4			
36	All telephone charges correctly posted		4			

TOTAL Points reached in this Area:	0	135	0	0	Minimum to be reached:
Performance in % in this Area	100%		#DIV/0!	#DIV/0!	80%