**INNARCHIVE.com**

| | Date | |
|---|---|---|
| | Time | |
| | Location | |

| | | Points | | STANDARD MET | | Comments/ Follow-up Action |
|---|---|---|---|---|---|---|
| | | Max | Actual | Y | N | |
| | **Front Desk I** | | | | | |
| 1 | Initial greeting is clear and audible | | | | | |
| 2 | Telephone extension answered before the fourth ring | | | | | |
| 3 | Guest name mentioned during initial telephone greeting, or immediately thereafter | | | | | |
| 4 | Staff uses guest surname, when available | | | | | |
| 5 | No significant background noise | | | | | |
| 6 | Waiting on queue not more than 1 minute | | | | | |
| 7 | If staff is engaged, waiting guests acknowledged with gestures or eye contact | | | | | |
| 8 | Staff makes eye contact | | | | | |
| 9 | Staff smiles or makes pleasant expression | | | | | |
| 10 | Staff speaks clearly | | | | | |
| 11 | Staff makes a good effort to respond fully to the request | | | | | |
| 12 | Complete and thorough information given without heavy prompting | | | | | |
| 13 | Follow up is timely, as promised or requested | | | | | |
| 14 | Request handled by first staff contacted - not transferred | | | | | |
| 15 | Staff conveys an attitude of interest | | | | | |
| 16 | Staff seemed efficient and knowledgeable | | | | | |
| 17 | Charges, if any, explained for authorization by guest | | | | | |
| 18 | Staff behavior is not hectic or chaotic | | | | | |
| 19 | Staff does not eat, drink, smoke or chew gum | | | | | |
| 20 | Staff does not engage in distracting personal chat or horseplay | | | | | |
| 21 | Staff do not keep hands in pockets, folded arms, or slouching posture | | | | | |
| 22 | Staff is wearing nametags, and entirely visible | | | | | |
| 23 | Staff neatly groomed | | | | | |
| 24 | Staff uniform or attire is clean, well pressed | | | | | |
| 25 | Staff uniform or attire is in good condition | | | | | |
| 26 | All work stations neat and clean | | | | | |
| 27 | All workstations not worn or damaged | | | | | |

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Time _____

Location

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| | Max | Actual | Y | N | |
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| | Max | Actual | Y | N | |
|---|---|---|---|---|---|
| **TOTAL Points reached in this Area:** | **0** | **0** | **0** | **0** | Minimum to be reached: |
| **Performance in % in this Area** | **100%** | | **#DIV/0!** | **#DIV/0!** | **80%** |

| | Date | |
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| | | Points | | STANDARD MET | | Comments/ Follow-up Action |
|---|---|---|---|---|---|---|
| | | Max | Actual | Y | N | |
| | **Front Desk - Key Control** | | | | | |
| 1 | Do front office personnel refrain from giving out guest room numbers? | 1 | | | | |
| 2 | Are keys requested from the guest at checkout? | 1 | | | | |
| | | | | | | |
| | | | | | | |

| | Max | Actual | Y | N | |
|---|---|---|---|---|---|
| **TOTAL Points reached in this Area:** | **2** | **0** | **0** | **0** | **Minimum to be reached:** |
| **Performance in % in this Area** | **100%** | | **0.0%** | **0.0%** | **80%** |

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|  | Date | |
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|  | Location | |

| | | Points | | STANDARD MET | | |
|---|---|---|---|---|---|---|
| | | Max | Actual | Y | N | Comments/ Follow-up Action |
| | **FO PROCEDURES** | | | | | |
| 1 | Does the front desk have proper signing so that guests don't wait in the wrong place? | 1 | | | | |
| 2 | Are the procedures for guests waiting in lines for check-in/checkout frequently monitored and changed if necessary? | 1 | | | | |
| 3 | Are procedures established for reception and processing of guests who are members of special hotel guest programs or who are destined for "special" (VIP, Club, Concierge, etc.) Guest floors or sections? | 1 | | | | |
| 4 | Are hotel guest service (restaurants, pool, etc.) hours known by front office staff? | 1 | | | | |
| 5 | Are procedures established for processing guest mail? | 1 | | | | |
| 6 | Are special procedures in place for processing guest express/special delivery mail? | 1 | | | | |
| 7 | Are guest safety deposit box procedures established and implemented? | 1 | | | | |
| 8 | Are affiliate (chain) current hotel directories available to the guests? | 1 | | | | |
| 9 | Do front office receptionists and cashiers have friendly, positive attitude? | 1 | | | | |
| 10 | Is the front desk set up for efficient operation? | 1 | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | **Staff** | 1 | | | | |
| 11 | Does someone monitor the appearance of staff periodically? | 1 | | | | |
| 12 | Are all front office personnel: | 1 | | | | |
| 13 | Well groomed and neat? | 1 | | | | |
| 14 | Do they all have name tags and uniform? | 1 | | | | |
| 15 | Do uniforms fit properly? | 1 | | | | |
| 16 | Do front office staff present a professional image and appearance at all times? | 1 | | | | |

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| | | Max | Actual | Y | N | |
| 17 | Is the front office bulletin or status board kept up-to-date? | 1 | | | | |
| 18 | Does the front office manager review correspondence on a daily basis? | 1 | | | | |
| 19 | Are front office employees required: | 1 | | | | |
| | To read all relevant memos? | 1 | | | | |
| | To initial all relevant memos? | 1 | | | | |
| 20 | Is a memo binder kept up-to-date? | 1 | | | | |
| 21 | Is a logbook used to monitor internal communication at the front desk? | 1 | | | | |
| 22 | Is an end-of-shift checklist in use? | 1 | | | | |
| 23 | Are there written procedures for front office employees in the event equipment failure? | 1 | | | | |
| 24 | Is there a control of inventories of paper supplies and other stock? | | | | | |
| 25 | If outside shoppers are used, are the results of past internal audits and reports Reviewed in detail with all front office personnel? | 1 | | | | |
| 26 | Are in-house files for folios and registration cards in good order with the facility to Cross reference? | 1 | | | | |
| 27 | Is a front office manual available to all front office, PBX employees and bell staff? | 1 | | | | |
| 28 | Is the front office manual updated to reflect all current policies and procedures? | 1 | | | | |
| 29 | In the manual system, do telephone operators receive guest information promptly? | | | | | |
| 30 | Is guest history information collected and used by the front office and other Departments? | 1 | | | | |
| 31 | Are rack rates adhered to? (If not, comment on major reasons why.) | 1 | | | | |
| 32 | Are room rate variances reported and explained daily? | 1 | | | | |
| 33 | Are airline and other major discounts managed in any special way on nights - Approaching full occupancy? | 1 | | | | |

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|---|---|---|---|---|---|---|
| | | Max | Actual | Y | N | |
| 34 | Is there an established procedure for discounting parlor or other no dedicated sleeping Rooms when they are used for sleeping? | 1 | | | | |
| 35 | Is there a policy for selling suites and other high-priced units? | 1 | | | | |
| 36 | Are procedures in place for processing cancellations and no-shows? | 1 | | | | |
| 37 | Are procedures in place to ensure billing of guaranteed no-shows? | 1 | | | | |
| 38 | Are reasons indicated for "DID NOT STAY" guests who left the hotel without Completing their stay? | 1 | | | | |
| 39 | Are registration cards that are marked "DID NOT STAY" reviewed by management? | 1 | | | | |
| 40 | Are VIP, handicap, and other special request rooms blocked early in the day? | 1 | | | | |
| 41 | On nights approaching full occupancy, are reservations checked for duplication Periodically during the day? | 1 | | | | |
| 42 | Is room availability assessed at regular intervals on nights the hotel is approaching Full occupancy? | 1 | | | | |
| 43 | On nights approaching full occupancy, are reservations assured by deposit or secured By guarantee blocked early enough in the day to ensure their availability? | 1 | | | | |
| 44 | Is there a policy and procedure established for renting "special floor," handicapped, and other limited rooms at the front desk to prevent problems with a future block on those rooms? | 1 | | | | |
| | | | | | | |
| | | | | | | |

| | Max | Actual | Y | N | Minimum to be reached: |
|---|---|---|---|---|---|
| **TOTAL Points reached in this Area:** | 45 | 0 | 0 | 0 | |
| **Performance in % in this Area** | 100% | | 0.0% | 0.0% | 80% |

Date _____

Time _____

Location

| | | Points | | STANDARD MET | | Comments/ Follow-up Action |
|---|---|---|---|---|---|---|
| | | Max | Actual | Y | N | |
| | **GUEST ARRIVAL** | | | | | |
| 1 | Is there an adequate number of registration stations? | 1 | | | | |
| 2 | Are special check-in procedures in place for processing group arrivals efficiently? | 1 | | | | |
| 3 | Are front office employees knowledgeable concerning: | | | | | |
| 4 | Acceptable credit cards? | 1 | | | | |
| 5 | Special promotion/packages/programs? | 1 | | | | |
| 6 | Special rates? | 1 | | | | |
| 7 | Special room types )e.g., nonsmoking, handicapped)? | 1 | | | | |
| 8 | Bed types in rooms? | 1 | | | | |
| 9 | Location of rooms? | 1 | | | | |
| 10 | View from rooms? | 1 | | | | |
| 11 | Are the explanations for codes, symbols, abbreviations, flags, etc. on both computer And manual parts of the front office readily available at each station? | 1 | | | | |
| 12 | Are registration cards and folios complete including: | | | | | |
| 13 | Guest signature? | 1 | | | | |
| 14 | Guest address? | 1 | | | | |
| 15 | Method of payment? | 1 | | | | |
| 16 | ID, if necessary? | 1 | | | | |
| 17 | Time stamp, if necessary? | 1 | | | | |
| 18 | At the time of check-in, do clerks verbally verify the: | | | | | |
| 19 | Correctness and spelling of the guest name and address? | 1 | | | | |
| 20 | Room type? | 1 | | | | |
| 21 | Date of departure? | 1 | | | | |
| 22 | Does the front desk staff inquire if the guest would like a bell person? | 1 | | | | |

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|---|---|---|---|---|---|---|
| | | Max | Actual | Y | N | |
| 23 | Are procedures in place that allow early arrivals to be roomed as quickly as possible And accommodated on their other needs? | 1 | | | | |
| 24 | Does the front desk staff offer guest directions to the room if a bell person is not used? | 1 | | | | |
| 25 | Are the following procedures evaluated for guests who must be walked? | 1 | | | | |
| 26 | Priority on categories of guests who will be walked? | 1 | | | | |
| 27 | Compensations for inconvenience such as a complimentary night, discount, or gift? | 1 | | | | |
| 28 | Apology letters from management for those guests who are walked? | 1 | | | | |
| 29 | Are all walks recorded and analyzed? | 1 | | | | |
| 30 | Are procedures and training established for handling "lost" reservations? | 1 | | | | |
| 31 | Are guests preregistered as appropriate in both manual and computer systems? | 1 | | | | |
| 32 | Does the front office staff maintain eye contact with guests? | 1 | | | | |
| 33 | Are rooms and rates assigned in a manner that mutually maximizes room revenue And guest satisfaction? | 1 | | | | |
| 34 | Are express or other special checkout services explained? | 1 | | | | |
| 35 | Does the front office staff inform guests of the services the hotel offers, including Revenue-generating areas such as restaurants and lounges? | 1 | | | | |
| 36 | Does the front office staff adequately inform guests about features unique to the hotel Such as the availability of continental breakfast, etc.? | 1 | | | | |
| 37 | Does the front office staff double-check to ensure that they are giving guests the correct Room key? | 1 | | | | |
| 38 | Is a welcome packet used for key presentation at check-in? | 1 | | | | |
| 39 | Is there a policy for upgrading to be done on a selective basis as marketing needs Dictate? | 1 | | | | |

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| | | Max | Actual | Y | N | Comments/ Follow-up Action |
| 40 | Does reservations and/or the sales department notify the front office well in advance On group blocks and booking pace? | 1 | | | | |
| 41 | Is group information clarified and checked with the sales department prior to the Group's arrival? | 1 | | | | |
| 42 | Is a VIP arrival report prepared and reviewed by the front office staff? | 1 | | | | |
| 43 | Are all concerned department such as housekeeping, telephone, bell staff, and food And beverage informed of VIP and handicapped arrivals? | 1 | | | | |
| 44 | Are automated check-in systems evaluated/reviewed on a timely basis? | 1 | | | | |
| 45 | Are expected checkouts flagged early in the day if the guest is scheduled to leave? | 1 | | | | |
| 46 | Is there an adequate number of cashier stations? | 1 | | | | |
| 47 | Is there an adequate number of automated checkout stations? | 1 | | | | |
| 48 | Is there a drop box at the front desk for keys? | 1 | | | | |
| 49 | Are all charges explained to the guest at the time of checkout? | 1 | | | | |
| 50 | Is the guest thanked for his/her business? | 1 | | | | |
| 51 | Are late checkouts processed properly? | 1 | | | | |
| 52 | Are express checkout folios processed promptly? | 1 | | | | |
| 53 | Are there special procedures in place to handle group checkouts or other large-volum Checkout situations? | 1 | | | | |
| 54 | Are automated checkout systems evaluated/reviewed on a timely basis? | 1 | | | | |
| | | | | | | |

| | Max | Actual | Y | N | Minimum to be reached: |
|---|---|---|---|---|---|
| TOTAL Points reached in this Area: | 51 | 0 | 0 | 0 | |
| Performance in % in this Area | 100% | | 0.0% | 0.0% | 80% |

| | | Date | | | |
| | | Time | | | |
| | | Location | | | |

| | | Points | | STANDARD MET | | |
|---|---|---|---|---|---|---|
| | | Max | Actual | Y | N | Comments/ Follow-up Action |
| | **CREDIT CARD USAGE** | | | | | |
| 1 | Is an explanation of credit card procedures offered to a guest during check-in? | 1 | | | | |

**BUDGETS**

| | | Max | Actual | Y | N | |
|---|---|---|---|---|---|---|
| | **Front office** | | | | | |
| 1 | Is the front office manager involved in departmental budget goals and the achievement of these goals? | 1 | | | | |
| 2 | Are monthly operating statements reviewed and analyzed on a timely basis? | 1 | | | | |
| 3 | Are recommendations for improvements outlined after review? | 1 | | | | |
| 4 | Is the front office manager accountable for the budget variances? | 1 | | | | |
| 5 | Is the front office manager accountable for the budgeting of "other expenses" charged to the front office? | 1 | | | | |
| 6 | Are manual sales plans and operating budgets reviewed on a timely basis? | 1 | | | | |
| 7 | Are planned front office capital expenditures included in the financial planning? | 1 | | | | |
| | | | | | | |
| | **Payroll Budget** | | | | | |
| 1 | Have productivity statistics been developed and established by job classification? | 1 | | | | |
| 2 | Are payroll costs percentages reviewed periodically? | 1 | | | | |
| 3 | Are forecasting and controls used in establishing payroll budgets? | 1 | | | | |
| | | | | | | |
| | | | | | | |
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| | Points | | STANDARD MET | | Comments/ Follow-up Action |
|---|---|---|---|---|---|
| | **Max** | **Actual** | **Y** | **N** | **Comments/ Follow-up Action** |
| **TOTAL Points reached in this Area:** | **0** | **0** | **0** | **0** | Minimum to be reached: |
| **Performance in % in this Area** | **100%** | | **#DIV/0!** | **#DIV/0!** | 80% |