

Date _____

Time _____

Location _____

Rooms Management Procedures		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
1	Are procedures used to ensure that maximum revenue is realized on additional Earnings from items such as late check outs, roll-aways, etc?					
2	Are procedures in place for maximizing multiple occupancy revenues?					
3	Are the names of all local front office and reservation managers in a current file?					
4	Are these individuals contacted regularly for overflow business and other formalities?					
5	Are there any recurring problems with daily room status controls and procedures? (if so, note them in the comments column.)					
6	Does the front office manager maintain control over out-of-order (off-market) rooms - To ensure that they are returned for sale as soon as possible?					
7	Are room rates established in accordance with guidelines set by senior or corporate Management?					
8	Are rack rates adhered to? (if not, comment on major reasons why.)					
9	Are room rate variances reported and explained daily?					
10	Are airline and other major discounts managed in any special way on nights Approaching full occupancy?					
11	Is there an established procedure for discounting parlor or other no dedicated sleeping Rooms when they are used for sleeping?					
12	Is there a policy for selling suites & other high-priced units?					
13	Are procedures in place for processing cancellations and no-shows?					
14	Are procedures in place to ensure billing of guaranteed no-shows?					
15	Are reasons indicated for "DID NOT STAY" guests who left the hotel without Completing their stay?					
16	Are registration cards that are marked "DID NOT STAY" reviewed by management?					

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17	Are VIP, handicap, and other special request rooms blocked early in the day?					
18	One nights approaching full occupancy, are reservations checked for duplication Periodically during the day?					
19	Is room availability assessed at regular intervals on nights the hotel is approaching full occupancy?					
20	On nights approaching full occupancy, are reservations assured by deposit or secured					
21	By guarantee blocked early enough in the day to ensure their availability?					
22	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?					
23	Travel agents					
a	Are travel agent commissions paid promptly?					
b	Do you analyze travel agency commission expenses (monthly)?					
c	Do you review business generated by travel agents?					
24	Rooms Inventory Control					
a	Is there a record of call conversion statistics?					
b	Do you set and review status controls and selling restrictions for rooms selling: Minimum stays?					
c	Closeout rate categories?					
d	Are rooms being sold in the most profitable order?					
25	Forecasting/Demand Analysis					
a	Do you research and analyze trends in the lodging industry?					
b	Do you conduct a local demand analysis of transient business?					
c	Do you compare demand to past years, months, weeks?					
d	Do you survey competition's rate structures on a regular basis?					

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e	Do you accurately categorize and report occupancy, revenue, and average rate of each Market segment, each night?					
f	Do you tabulate on a daily basis:					
	No-show statistics?					
	Walk-in factors?					
	Early checkouts?					
g	Do you track accuracy of forecasts on a weekly/monthly basis, analyze discrepancies & discuss strategies to improve?					
h	Does the reservations department contribute to forecast information to: The annual budget?					
	Short-term forecasts?					
i	Are short-term forecasts prepared & distributed to operating Dep: 10-day?					
	3-day?					
j	Are there long-range forecasts?					

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