

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

Guest Services		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
1	Criteria					
1	Staff makes eye contact					
2	Staff smiles or makes pleasant expression					
3	Staff speaks clearly					
4	Staff makes a good effort to respond fully to the request					
5	Complete and thorough information given without heavy prompting					
6	Follow up is timely, as promised or requested					
7	Request handled by first staff contacted - not transferred					
8	Requests are handled without excessive delays or interruptions					
9	Staff conveys an attitude of interest					
10	Staff seemed efficient and knowledgeable					
11	Information given is accurate					
12	Any written information is legible, professional, on good quality paper					
13	Charges, if any, explained for authorization by guest					
14	Charge is properly posted to account					
15	Charge or cash payment conveniently handled					
16	Staff behavior is not hectic or chaotic					
17	Staff does not eat, drink, smoke or chew gum					
18	Staff does not engage in distracting personal chat or horseplay					
19	Staff do not keep hands in pockets, folded arms, or slouching posture					
20	Staff is wearing nametags, and entirely visible					
21	Staff neatly groomed					
22	Staff uniform or attire is clean, well pressed					
23	Staff uniform or attire is in good condition					
24	All work stations neat and clean					
25	All workstations not worn or damaged					
26	Equipment, if observed, not worn or damaged					
27	Equipment, if observed, clean and neat 5 Yes					

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Guest Services	Points		STANDARD MET		Comments/ Follow-up Action
	Max	Actual	Y	N	
Criteria					

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