

Date _____

Time _____

Location _____

PBX - Switchboard		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
1	Are phones answered promptly and courteously?	1				
2	Do telephone operators have full knowledge of hotel services as well as local services, attractions and points of interest?	1				
3	Is an information directory maintained and accessible?	1				
4	Does the department provide for proper handling of messages taken for:					
a	Guests in the hotel?	1				
b	Guest with reservations?	1				
c	Meeting rooms?	1				
d	Rooms requesting no calls?	1				
5	In manual systems, are time stamps used on messages, phone charges, mail,	1				
6	In manual systems, are messages lights turned off promptly?	1				
7	In automated systems, are un-retrieved guest messages followed up	1				
8	Are procedures in place for wake-up calls?	1				
9	Are telephones for the hearing impaired available (in compliance with ADA audit):					
a	Guest rooms?	1				
b	House phone?	1				
c	Public phone?	1				
10	Do front office cashiers update local phone meters at checkout in semiautomatic systems?	1				
11	Are phone and operator service bills reviewed regularly for accuracy?	1				
12	Is credit received from telephone company for disputed calls?	1				
13	Are equipment rental charges checked periodically?	1				
14	Are local and long-distance carriers reviewed regularly for quality, service, and pricing?	1				
15	In an automated system, is there a system for recording and reviewing phone	1				

TOTAL Points reached in this Area:	20	0	0	0	Minimum to be reached: 80%
Performance in % in this Area	100%		0.0%	0.0%	