

Date _____
 Time _____
 Location _____

Laundry & Dry Cleaning		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
Criteria						
1	Telephone extension answered before the fourth ring					
2	Initial greeting is clear and audible					
3	Guest name mentioned during initial telephone greeting, or immediately thereafter					
4	Staff uses guest surname, when available					
5	Telephone conversation is closed with pleasant final remark by staff					
6	Staff speaks clearly					
7	Staff asks permission before placing caller on hold					
8	Not placed on hold more than 15 seconds					
9	Staff makes a good effort to respond fully to the request					
10	Staff knocks once on door , announces self, pauses ten seconds, knock again					
11	Staff makes eye contact					
12	Staff smiles or makes pleasant expression					
13	Staff is wearing nametags, and entirely visible					
14	Staff neatly groomed					
15	Staff uniform or attire is clean, well pressed					
16	Staff uniform or attire is in good condition					
17	Garments are returned at time promised					
18	Garments are conveniently and neatly placed in room					
19	Button replacement or minor mending automatic					
20	Items well cleaned					
21	Items well pressed					
22	No chemical or other odors					
23	Folded items neatly presented					
24	Hanging items are plastic covered					
25	Trousers are returned with cardboard insert or other non-slip protector					
26	Garments are handled as requested - folded, starched, etc.					
27	If service occurred while no guest present, was card or note left?					

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28	Legible and totaled receipts attached					
29	Bill is accurately itemized and totaled					
30	Charge is properly posted to account					

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%