

Date _____
 Time _____
 Location _____

| Lobby | | Points | | STANDARD MET | | Comments/ Follow-up Action |
|-------|---|--------|--------|--------------|---|----------------------------|
| | | Max | Actual | Y | N | |
| 1 | Criteria | | | | | |
| 1 | Entry doors are clean | | | | | |
| 2 | Floor and carpets not worn or damaged | | | | | |
| 3 | Floor and carpets free of debris | | | | | |
| 4 | Floor and carpets free of stain and soil | | | | | |
| 5 | Walls and ceilings not worn or damaged | | | | | |
| 6 | Walls and ceilings clean | | | | | |
| 7 | Wall fixtures, fittings and art dust free and clean | | | | | |
| 8 | Wall fixtures, fittings and art not worn or damaged | | | | | |
| 9 | Directional signage clean | | | | | |
| 10 | Directional signage clear and adequate | | | | | |
| 11 | Window frames and sills not worn or damaged | | | | | |
| 12 | Window frames and sills clean | | | | | |
| 13 | Windows clean, free of streaks and smudges | | | | | |
| 14 | Service and emergency doors not worn or damaged | | | | | |
| 15 | Service doors clean, free of marks | | | | | |
| 16 | Light fixtures and lamps not worn or damaged | | | | | |
| 17 | Light fixtures and lamps clean, dust free | | | | | |
| 18 | No burned out light bulbs observed | | | | | |
| 19 | Furniture upholstery/fabrics not worn or damaged | | | | | |
| 20 | Furniture upholstery clean | | | | | |
| 21 | Furniture wood/metal surfaces not worn or damaged | | | | | |
| 22 | Furniture wood/metal surfaces clean | | | | | |
| 23 | All workstations not worn or damaged | | | | | |
| 24 | All work stations neat and clean | | | | | |
| 25 | Public phones and vicinity not worn or damaged | | | | | |
| 26 | Public phones and vicinity clean | | | | | |
| 27 | Ashtrays not worn or damaged | | | | | |
| 28 | Ashtrays clean and not overfilled | | | | | |

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| Criteria | | | | | | |
| 29 | Information about food & beverage facilities visible | | | | | |
| 30 | Marketing brochures and materials neat | | | | | |
| 31 | Temperature comfortable | | | | | |
| 32 | Plants, flowers and containers clean and healthy | | | | | |
| | | | | | | |
| | | | | | | |

| | | | | | |
|---|------|---|---------|---------|------------------------|
| 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% |

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|--|---|--------|--------|--------------|---|----------------------------|
| | | Max | Actual | Y | N | |
| Criteria | | | | | | |
| Lobby Area | | | | | | |
| Is front entrance: | | | | | | |
| 1 | Kept clean and clear of trash? | 1 | | | | |
| 2 | Free of unnecessarily parked cars? | 1 | | | | |
| 3 | Fire lanes maintained at all times? | 1 | | | | |
| Are lobby and public areas clean and in order and free of clutter? | | 1 | | | | |
| 5 | Is lighting inviting? | 1 | | | | |
| 6 | Does the front desk have a "clean appearance", especially from the guest's perspective (e.g., free of disorderly and excessive credit card applications, signs, and brochures)? | 1 | | | | |
| 7 | Are signs both necessary and appropriate to the setting? | 1 | | | | |
| Is the hotel function board: | | | | | | |
| 8 | Appropriate to the setting, neat, and kept current? | 1 | | | | |
| 9 | An assigned responsibility? | 1 | | | | |
| 10 | Are concierge desk, bell stand, and other service areas attractive and neat in appearance? | 1 | | | | |
| 11 | Are concierge desk, bell stand, and other service areas attractive and neat in appearance | 1 | | | | |
| | | | | | | |

| | | | | | |
|---|------|---|------|------|------------------------|
| TOTAL Points reached in this Area: | 11 | 0 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | | 0.0% | 0.0% | 80% |