

Date _____

Time _____

Location _____

Lobby		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	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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Lobby		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	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: 80%
Performance in % in this Area		100%		#DIV/0!	#DIV/0!	

Date _____

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Location _____

Lobby		Points		STANDARD MET		Comments/ Follow-up Action
		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: 80%
Performance in % in this Area	100%		0.0%	0.0%	