	Date	
	Time	
	Location	

Guestroom - Daily Service	Points		STANDARD MET		Comments/ Follow-up Action
	Max	Actual	Y	N	
Criteria					
1 Furniture returned to original position					
2 Windows clean, free of streaks and smudges					
3 Sheer drapes closed					
4 Blackout drapes opened					
5 Wastebaskets clean and empty					
6 Money, jewelry and other personal valuables not disturbed					
7 Stationery and pads replaced neatly					
8 Memo pad and pen or pencil neat and not depleted					
9 Shoes neatly paired and straightened					
10 Guest clothing neatly handled					
11 Collateral, brochures, publications and similar items replaced neatly					
12 Fresh linens, including sheets and pillowcases used in making bed					
13 Bed tightly, neatly made					
14 Bed linens, including sheets and pillowcases in very good condition					
15 Bed linens, including sheets and pillowcases thoroughly clean					
16 Countertops clean and dry					
17 Mirrors clean and dry					
18 Sink thoroughly clean					
19 Tub and shower thoroughly clean					
20 Soap dishes cleaned					
21 Toilet thoroughly clean					
22 Two clean, covered or inverted glasses near sink					
23 Personal toiletries straightened - neatly placed upright					
24 Personal toiletries placed on cloth					
25 Soaps and bottled amenities removed only if 2/3 depleted					
26 Fresh bottled amenities left if current item is partly used					
27 All guest amenities clean and neatly presented					
28 Paper supplies neat and adequately stocked					

	Date	
	Time	
	Location	

		Points		STANDARD MET		
Guestroom - Daily Service		**Max**	**Actual**	**Y**	**N**	**Comments/ Follow-up Action**
	Criteria					
29	Towels replaced to original stock, neatly arranged					
30	Linens clean and neat in presentation					
31	Linens color-consistent, not worn, damaged or stained					
32	Staff will use a "please call us" card slipped under door in the event of a DND sign					

	Max	Actual	Y	N	
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%**