

Date _____

Time _____

Location _____

Housekeeping Request		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
1	Initial greeting is clear and audible					
2	Guest name mentioned during initial telephone greeting, or immediately thereafter					
3	Staff speaks clearly					
4	Staff uses guest surname, when available					
5	Telephone conversation is closed with pleasant final remark by staff					
6	Not placed on hold more than 15 seconds					
7	Request handled by first staff contacted - not transferred					
8	Estimated delivery time provided automatically					
9	No significant background noise					
10	Staff makes a good effort to respond fully to the request					
11	Item or service provided within 10 minutes (unless a task is requested)					
12	Staff knocks once on door , announces self, pauses ten seconds, knock again					
13	Staff makes eye contact					
14	Staff smiles or makes pleasant expression					
15	Item neatly presented, installed or set up as required					
16	Item or service provided as promised or expected					
17	Item in good condition, clean					
18	Staff does not eat, drink, smoke or chew gum					
19	Staff behavior is not hectic or chaotic					
20	Staff is wearing nametags, and entirely visible					
21	Staff neatly groomed					
22	Staff uniform or attire is clean, well pressed					
23	Staff uniform or attire is in good condition					
24						
25						
26						

Date _____

Time _____

Location _____

Housekeeping Request		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
27						
28						
29						
30						
31						
32						

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!	