

Date _____
 Time _____
 Location _____

HUMAN RESOURCES		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	General					
1	Is there an orientation program?					
2	Does the front office manager identify training needs for the department?					
3	Is there an employee training program in place?					
4	Are training manuals available for each employee function?					
5	Are personnel cross-trained when not in conflict with union regulations?					
6	Are performance appraisals conducted on a timely basis?					
7	Are all guest comments concerning employees shared with the individual employee					
8	Involved as well as supervisory personnel?					
	Personnel Audit					
9	Are required posters and logs on hand?					
10	Are job descriptions maintained and updated on a regular basis?					
11	Are employee disciplinary procedures and house rules in compliance with					
12	Company policies and procedures?					
13	Do employee awards/incentives programs occur on a regular basis?					
14	Are summaries of employee turnover analyzed?					
15	Are drivers of property vehicles properly screened and licensed?					
	Scheduling					
16	Are written staffing guidelines for proper scheduling developed and followed?					
17	Are staffing levels adjusted and evaluated as needed?					
18	Is use of overtime analyzed?					
19	Is overtime scheduled?					

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HUMAN RESOURCES		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
20	Are scheduling decisions reviewed by management?					
	Organization Development					
21	If organization goals and mission statements exist, are they available to all employees?					
22	Are company policies communicated to departments and employees?					
23	Are staff meetings conducted on a timely basis?					
24	Are minutes of meetings communicated to employees when appropriate?					
	Orientation					
25	Is there a formal orientation program?					
26	Do you document the employees' attendance?					
27	Are training manuals available for each employee function?					
28	Do you have a language barrier program?					
	Do you have policies/procedures regarding the following issues:					
29	Employee meetings?					
30	Vacations?					
31	Paydays?					
32	Unauthorized absence from work?					
33	Personal telephone usage?					
34	Off-duty employees?					
35	Employee visitors?					
36	Tardiness?					
37	Smoking?					
38	Bulletin board?					
39	Personal packages?					
40	Lunch/break periods?					

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HUMAN RESOURCES		Points		STANDARD MET		Comments/ Follow-up Action
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41	Clock/check-in?					
42	Beginning/ending shift duties?					
43	Personal conduct?					
44	Guest service skills?					
45	Uniforms?					
46	Does orientation cover or emphasize customer service quality?					
	Hiring Procedures					
	Do you have:					
47	A pre-employment skills test?					
48	Specific job description/requirements?					
49	A team recruitment program?					
50	Legally accepted cross-training requirements?					
51	Do you utilize drug/substance abuse tests?					
52	Are personality tests used?					
	Appearance					
	Do you have standards for:					
53	Uniform?					
54	Nametags?					
55	Jewelry?					
	Do you have standards for personal hygiene/grooming:					
56	Deodorant usage?					
57	Teeth brushing?					
58	Daily bathing?					
59	Fingernails?					
60	Hair?					
61	Tattoos?					
62	Regular hand washing?					

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HUMAN RESOURCES		Points		STANDARD MET		Comments/ Follow-up Action
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63	Do you have standards for cosmetic makeup usage?					
	Employee Relations					
	Do you have:					
64	A stated employee relations philosophy?					
65	An incentive program?					
66	Stated job performance expectations?					
67	Stated disciplinary actions?					
68	Do you conduct performance evaluations?					
69	Do you have a means to collect input from employees?					
70	Do you have a procedure to act on input collected from employees?					
71	Do you have a plan for motivating employees?					
	ORGANIZATION OF DEPARTMENT					
72	Organization Chart					
73	Do you have a hotel organization chart?					
74	Do you have a department organization chart that delineates job functions?					
	Employees					
	Do you have procedures in place and are they followed for:					
75	Employee meeting agendas?					
76	Employee-to-employee relations and conduct?					
77	Job safety?					

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!	