

**Great Guest Service Audit**

**Evaluation of the Subject Hotel**

**City, State, Country**

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President

**JLC Hospitality Consulting**  
**3320 Mayowood Road SW**  
**Rochester, Minnesota 55902**  
**USA**

**Date**

## Great Guest Service Audit: Evaluation of The Subject Hotel

Section	#	Points of Evaluation	Quality Rating												
VAN SERVICE	1.1	Phone was answered within three rings?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.2	The operator's greeting was pleasant and professional?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.3	The operator identified the hotel and his or her name?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.4	The operator quickly and correctly determined your purpose in calling?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.5	Your name and location were asked, and you were told where to wait for the van and approximately how long the van would take to arrive?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.6	The van arrived at the expected time?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.7	The van driver met you with a pleasant greeting and used your name?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.8	The van driver courteously assisted you into the van?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.9	Your luggage was loaded and unloaded carefully?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.10	The van was clean?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.11	The van driver drove safely?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.12	While driving, the van driver pleasantly told you about the hotel and the city and did not discuss personal matters?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.13	The van driver was well-groomed and wore a uniform that was clean, in good condition, and included a name tag?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.14	The van driver did not smoke, eat, drink, chew gum or play the radio?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.15	Upon arrival, you were courteously helped out of the van and directed to the registration area?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.16	You were pleasantly thanked for any tip offered and wished a pleasant stay?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.17	Property staff communicated van departure times accurately?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.18	Upon departure, the van driver courteously assisted you into and out of the van asked your airline or other destination?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
	1.19	Any complaints or problems you directed to the van driver were handled professionally?	Y	N	N/A	1	2	3	4	5	6	7	8	9	10

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FRONT DESK SERVICE	2.1	You were pleasantly and professionally greeted and on registration your name was used.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.2	The front desk clerk found your reservation and registered you in a timely manner.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.3	You were informed of special features at the hotel: restaurant, bar, pool.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.4	Front desk clerks were knowledgeable and provided correct information about the hotel and the community.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.5	You were asked if you needed future reservations at both check-in and check-out.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.6	Your room number was not said aloud, but was indicated on the locator map.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.7	You were offered help with your luggage. If bell service was not available or not preferred, clear directions were given so you could easily find your room.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.8	The front desk clerk wished you a pleasant stay.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.9	You were called with 15 minutes to see if everything was satisfactory in your room.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.10	Any complaints or problems you directed to the front desk were handled satisfactorily.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.11	The desk clerk was well-groomed and wore a uniform that was clean, in good condition, and included a name tag.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.12	Mail and messages were processed correctly.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.13	During your stay, front desk clerks made every effort to wait on you in a timely manner and always greeted you pleasantly and professionally.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	2.14	Upon check-out you were asked about your stay, wished a pleasant and safe trip and were encouraged to return.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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Section	#	Points of Evaluation				Quality Rating
BELL SERVICE	3.1	The bellperson greeted you by name.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.2	While being escorted to your room, the bellperson described special hotel features.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.3	The bellperson opened the guest room door and turned on the light.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.4	The bellperson held the door open for you to enter.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.5	Your luggage was carefully hung or placed on the luggage rack.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.6	The room and bathroom were checked to ensure all was safe and properly stocked with supplies.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.7	Features of the guest room were checked and explained.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.8	Any complaints or problems you directed to the bellperson were handled satisfactorily.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.9	The bellperson wished you a pleasant stay.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.10	You were pleasantly thanked for any tip offered.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.11	The bellperson was well-groomed and wore a uniform that was clean, in good condition, and included a name tag.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.12	Upn departure, you were asked about your needs: check-out time, how much luggage and type of transportation.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.13	The bellperson arrived to get your luggage at the time requested.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.14	The bellperson checked the room to ensure items were not left.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.15	The bellperson held the door for you to exit.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.16	The bellperson arranged correct transportation for you.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.17	Luggage was carefully loaded in the vehicle.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	3.18	The bellperson wished you a pleasant and safe trip.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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TELEPHONE SERVICE	4.1	Telephone was answered within three rings with a pleasant and professional greeting.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.2	When you called from outside the hotel, the operator identified the hotel and stated his or her name.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.3	Phone connections were made quickly and correctly.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.4	You were informed prior to being put on hold.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.5	You were not placed on hold for longer than 30 seconds without being contacted.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.6	Guest room numbers were not given over the phone.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.7	If the extension you were calling did not answer, an operator came back to you in a timely manner and took a message.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.8	When making a telephone reservation, all important information was collected: arrival date, number of days, your name, room type, your phone number, your address, your arrive time and guarantee information. Reservation information was read back to you to ensure it was correct.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.9	The operator ended all phone calls pleasantly and professionally.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.10	You were not transferred to another person or department without explanation.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.11	You received your wake-up call at the time requested.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.12	Your message light was turned on or you were paged if you received a call while out of your room.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	4.13	Messages taken by the operator were complete, correct and understandable.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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Section	#	Points of Evaluation	Y	N	N/A	Quality Rating
HOUSEKEEPING SERVICE	5.1	All public areas were clean.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.2	Guest room and bathroom were clean and odor free with all facilities and equipment in working order.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.3	Bedding and linens were clean and in good condition.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.4	Laundry bags and plastic utility bags were available.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.5	Any travel magazines, TV Guides or other promotional materials were in good condition.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.6	Memo pads, pens and phone books were found near the telephone.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.7	A director of hotel services and room service menus were clean and available.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.8	Adequate stationery supplies were found in the desk or dresser drawer.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.9	A "Do Not Disturb" sign was available.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.10	A Guest Comment Card or Customer Survey was available.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.11	Glasses and ice bucket were available and clean.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.12	The room was properly supplied with towels, supplies and amenities.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.13	Any special requests from housekeeping were handled satisfactorily.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.14	Room attendants were well-groomed and wore a uniform that was clean, in good condition, and included a name tag.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	5.15	Any complaints or problems directed at room attendants were handled satisfactorily.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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RESTAURANT SERVICE	6.1	Upon entering dining area, you were greeted warmly and made to feel welcome.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.2	You were asked whether you preferred to be seated in the non-smoking or the smoking section (if applicable).	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.3	You were seated immediately or told when you would be called for a table.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.4	The dining area was clean.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.5	You were offered a menu upon being seated.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.6	You were wished a pleasant meal.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.7	Tableware was clean and in good condition.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.8	Water was provided during the server's first contact (if applicable).	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.9	The server courteously made suggestions regarding daily specials wines to accompany menu items, items for hungry or diet-conscious diners, items to meet special dietary needs, etc.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.10	The server could answer all questions on menu items and was familiar with method of preparation.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.11	The server took your order in a pleasant manner.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.12	Food and beverage items were served promptly.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.13	All food and beverage items were served properly (the food was not touched; beverages were not over-filled or spilled; utensils, glasses and plates were not handled on eating surfaces.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.14	Condiments were offered and brought to the table quickly.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.15	Hot foods were served hot, and cold foods were served cold, and matched the descriptions given by the menu or server.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	6.16	Food and beverage items looked appetizing.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

6.17	You received attentive service.	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
6.18	Empty dishes were removed promptly.	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
6.19	Deserts and after-dinner drinks were offered.	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
6.20	The server checked with you before presenting the check to make sure that you did not wish to order anything else.	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
6.21	When the check was presented, the server thanked you for your patronage.	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
6.22	The guest check was clean and legible.	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
6.23	Charges on the check were correct. Payment was processed in a timely manner. You were offered a receipt if the charges were not applied to a guest room.	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
6.24	The server was well-groomed and wore a uniform that was clean, in good condition, and included a name tag.	Y	N	N/A	1	2	3	4	5	6	7	8	9	10
6.25	Any complaints or problems you directed to restaurant staff were handled satisfactorily.	Y	N	N/A	1	2	3	4	5	6	7	8	9	10

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Section	#	Points of Evaluation	Y	N	N/A	Quality Rating
ROOM SERVICE	7.1	Telephone was answered within three rings.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.2	Greeting was professional and pleasant.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.3	Key questions were asked to ensure good service (your name, room number, number of guests, food items selected).	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.4	Your order was read back to you correctly in a slow, clear voice. You were told when your order would arrive. You were thanked pleasantly for your order.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.5	Your order was delivered in the time you were told to expect it.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.6	All items were delivered and prepared as you specified.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.7	Necessary condiments (salt, pepper, butter, ketchup, etc) were delivered.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.8	The guest check was clean and legible. Charges on the check were correct.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.9	You were offered a receipt if the charge was not applied to your room.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.10	You were thanked for any tip offered.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.11	Hot foods were served hot, and cold foods were served cold, matched the descriptions given by the menu or the server.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.12	Food and beverage items looked appetizing.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.13	Any complaints or problems you directed to the server were handled satisfactorily.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	7.14	The server was well-groomed and wore a uniform that was clean, in good condition, and included a name tag.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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Section	#	Points of Evaluation	Y	N	N/A	Quality Rating
LOUNGE SERVICE	8.1	The lounge area was clean.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.2	You were acknowledged upon entrance.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.3	The server took your order in a pleasant manner.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.4	You were thanked pleasantly for your order.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.5	Drinks were promptly served.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.6	You received the drink you ordered.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.7	Drinks were placed on a napkin/coaster in front of you.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.8	The server pleasantly established the method of payment.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.9	Dirty ashtrays were removed (capped) and replaced.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.10	Empty glasses and dishes were removed.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.11	You received attentive service.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.12	Lounge employees showed their care and concern by not allowing any customer to drink too much and by making sure no intoxicated customer drove home.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.13	Your check arrived when requested, and charges were accurate and handled correctly.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.14	The server was well-groomed and wore a uniform that was clean, in good condition, and included a name tag.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	8.15	Complaints or problems you had were handled satisfactorily.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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Section	#	Points of Evaluation				Quality Rating
MEETING & BANQUET SERVICE	9.1	The meeting/banquet room was clean.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.2	The room was ready on time and was furnished with all necessary items.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.3	Any special items or equipment were set up when needed.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.4	Linen was clean and in good condition.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.5	The service staff was attentive.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.6	Room was serviced during meeting breaks.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.7	Messages were handled in an effective and timely manner.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.8	Place settings were complete.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.9	Tableware was clean and in good condition.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.10	Food was served quickly and efficiently.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.11	Servers were courteous and professional.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.12	Dirty dishes were cleared quickly and efficiently.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.13	Beverages were refilled as needed.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.14	Condiments were provided as needed.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.15	Service personnel were well-groomed and wore uniforms that were clean, in good condition, and included a name tag.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.16	Food and beverage items looked appetizing and were served at the correct temperature.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	9.17	Complaints or problems you had were handled satisfactorily.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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Section	#	Points of Evaluation	Y	N	N/A	Quality Rating
SALES & MARKETING SERVICE	10.1	Office space is clean, neat and a pleasant atmosphere for potential customers.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.2	Filing system (electronic or manual) is neat, well-organized, includes a trace system.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.3	Function book (electronic or manual) is neat, easy to read and accessible.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.4	Pre and post function meetings are held with appropriate staff and function details are communicated in written form and distributed in a timely manner.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.5	Procedures are in place for logging sales inquiries received at the front desk after normal business hours.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.6	Thank you letters and evaluations are completed after every function and mailed to the client.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.7	A person(s) is designated to greet tours.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.8	A customer contact person is assigned for each function.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.9	Monthly communication happens with the Worldwide Sales Offices.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.10	Professional sales kit is available.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	10.11	Sales/marketing staff are well-groomed, professionally attired and wearing name tags.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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MAINTENANCE	11.1	All motors, belts, water pumps, refrigeration equipment, cooling towers, fire and safety equipment, and swimming pool are on a preventive maintenance system.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	11.2	Service contracts are in place.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	11.3	A sufficient supply of room keys/cards is maintained (4 keys/cards per lock), inventory controlled, and log checked on a regular basis.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	11.4	A procedure is in place for proper and timely handling of maintenance requests.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	11.5	Maintenance store rooms are clean, neat and safe.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	11.6	Location of emergency equipment and phone numbers are posted in appropriate places.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	11.7	Maintenance follows the proper procedure for entering guest rooms.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	11.8	Vending machines are maintained and have a posted number to call when machine is out of order and sign is posted on out of order machine.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	11.9	Employees have been trained in procedures for lifting and operating machinery.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	11.10	Maintenance staff is neat, uniformed and wearing name tags.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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Section	#	Points of Evaluation	Y	N	N/A	Quality Rating
KITCHEN	12.1	Kitchen is kept clean and sanitary.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	12.2	Food is prepared as requested.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	12.3	Food presentation is according to menu.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	12.4	Recipe cards reflect current products, with a picture of each dish to include garnish.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	12.5	Sanitary procedures are used for handling and storing food.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	12.6	Dishes are stacked safely in appropriate places.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	12.7	A procedure is in place for receiving and storing food and dry goods.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	12.8	A procedure is in place for timely room service tray pickup.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	12.9	Service hallways are kept clean, free of debris and exits are clear.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	12.10	Kitchen staff is well-groomed with appropriate uniforms, hair nets and name tags.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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Totals

## Great Guest Service Audit: Evaluation of The Subject Hotel

Section	#	Points of Evaluation	Y	N	N/A	Quality Rating
LAUNDRY	13.1	Linens are clean, well-maintained and properly rotated.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.2	Linens are stored in clean, secure place.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.3	Frayed, stained or torn linen is taken out of service.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.4	A procedure for stain removal and spotting process is used.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.5	Equipment is clean and vents are free of lint and buildup.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.6	There is separate storage for rags and chemicals.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.7	Floors are clean and dry.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.8	Employees are trained in procedures for lifting and operating machinery.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.9	The work area and break room are clean.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.10	Water glasses are cleaned and sanitized.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.11	Employees are trained in procedures for handling special requests after-hours.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.12	Cribs, irons and rollaways are properly maintained and stored.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	13.13	Laundry staff is well-groomed with appropriate uniforms and wearing name tags.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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Section	#	Points of Evaluation				Quality Rating
ADMINISTRATIVE PERSONNEL	14.1	The office is neat and orderly.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	14.2	A procedure is in place for prompt handling of billing complaints.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	14.3	A procedure is in place for proper handling of advance deposits and direct billings.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	14.4	Guest room charges/records are accessible.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	14.5	Personnel files are updated and kept in a secure place.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	14.6	A procedure is in place for handling confidential inquiries.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	14.7	The phone is answered within three rings.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	14.8	Daily/monthly figures are prepared for managers, owners and franchisor.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10
	14.9	Administrative staff is well-groomed, professionally attired and wearing name tags.	Y	N	N/A	1 2 3 4 5 6 7 8 9 10

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Totals

