



Four Star Standards Overnight Audit

Incomplete

Score	0%	Flagged items	0	Actions	0
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Audit Title					
Client / Site					
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Prepared by					Gordon Cartwright
Location					Ropery Ln, Chester-le-Street DH3, UK (54.85326800000001, -1.5527699999999998)
Personnel					

Audit

0%

Booking.

0%

Was the telephone answered in person once Hotel Booking option was selected?

Did the colleague answer the phone with the appropriate greeting (good morning, good afternoon) and identify the department?

Did the reservationist provide their name?

If the caller was put on hold during the call did it not exceed 30 seconds?

Was the background free of disturbing noise or any other disturbances?

Did the colleague speak in a clear and pleasant manner?

Did the colleague ascertain the name of the guest and make good use of the guest name during the reservation?

Did the colleague establish the hotel location to be booked?

Did the colleague establish the number of number of people the booking was for?

Did the colleague establish the arrival and departure dates ?

Did the colleague confirm how many guests would be staying?

Did the colleague give a brief description and benefit of the hotel?

Did the colleague offer information on at least one up-sell option?

- Upgrade room type?

- Spa activities?

- Outdoor activities?

Did the colleague offer a range of rooms at different prices?

Did colleague describe the difference between room types (i.e. location, size, in room facilities)?" Did colleague offer information on the applicable rates?

Did colleague immediately check availability?

If dates unavailable, did colleague offer the option of a waitlist, alternative dates or a sister hotel (minimum of 2 alternatives offered)?

Did colleague attempt to secure the booking?

Did the colleague ascertain if the caller was a repeat guest and if so did the colleague acknowledge this? "

Did colleague obtain guest's full name again for the purposes of the reservation?

Did colleague confirm the spelling of guest's name (if necessary)?

Did colleague obtain guest's address?

Did colleague obtain guest's telephone number?

Did colleague obtain guest's e-mail address?

Did colleague obtain the purpose of the visit (business/leisure)?

Did colleague clearly state room rate and what it included (i.e . tax, service, meals etc)?"

Did the colleague clarify the guests personal preferences (i.e. bed size, dietary requirements, allergies, high floor room etc.) and in doing so personalise the interaction?

Did the colleague clarify if the booking was for a special occasion?

Did the colleague offer loyalty enrolment to every first time guest?

Did colleague ascertain expected time of arrival?

Did colleague explain check in and check out times?

Did colleague ascertain if the guest required any transport arrangements?

Did colleague repeat and confirm the room category and rate during or at the end of the call?"

Did colleague offer reservation number or booking

reference/name?

Did colleague thank the guest?

Did the colleague speak in a clear and pleasant manner?

Did the colleague have a good working knowledge of the English language?

Was the colleague polite, organised and helpful whilst ascertaining information with regards to the reservation?

Did colleague request advance deposit/guarantee in order to secure the booking?"

If credit card offered as deposit, did colleague repeat back number?

Did colleague explain cancellation policy?

Did colleague automatically offer to send a confirmation?

Was e-mail confirmation sent immediately?

Were all details typed on company letterhead?

Was all information contained on confirmation correct?

Did confirmation promote in house food and beverage facilities?

Did confirmation explain cancellation policy?

Was a reminder e-mail received 3 days prior to the reservation with all details of the booking confirmed and the cancellation policy stated?

Did you feel that the booking was highly professional and create a positive first impression of the property/brand?

Did this reservation leave the guest positively anticipating their stay?

Check-in

0%

Did the reception area immediately appear smart and welcoming?

Where guests greeted warmly at reception with a welcoming smile?

Are the guests address, contact details and email confirmed?

Are guests asked to sign a preformatted registration card, key card and complete car registration if applicable

Where you offered a newspaper and wake up call.

If you were a returning guest, were you genuinely welcomed back to the hotel? (evidence of guest profiling).

If applicable was there any attempt to make a new dinner booking for you?

If a dinner had already been booked, or rate includes dinner, was a dining time arranged?

If checking in between 3pm and 5pm, did the colleague highlight that afternoon tea was being served?

Was there any mention of a Spa sale?

Were key facilities of the hotel outlined with opening times?

Was your credit card requested for validation and for extras?

Where you swiftly passed your room key, given directions and offering luggage assistance. (Room number never to be announced in front of other guests).

Guests name to be used at least twice on check in.

Was the guest wished a happy and pleasant stay?

Did you feel that the check-in process was professionally and efficiently delivered?

Bar/Lounge

0%

Were you welcomed in a warm, friendly and polite manner saying, Good afternoon, or Good evening"

Were you greeted /acknowledged within 1 minute of arrival in the bar area.

Are colleagues aware of specials and promotions and are these offered to you?

Were you advised that you will be attended to shortly if the colleague is attending to another guest?

Did all staff smile and make positive eye contact with the

guest?

Were you invited take a seat, whereupon an order is taken and served at the table.

Was the drinks list is presented to the customer to make their selection, or if the list is on the table, highlighted by the colleague?

Is there good use of the guest name?

Was the menu clean and presented with relevant promotional material on every table at all times.

Was the menu in pristine condition - not worn or dog eared?

Is it clear that colleagues are quick to service used tables and show an awareness of guests arriving and departing?

Was the background music audible and non-vocal music?

Did colleagues ALWAYS use a round, stainless steel serving tray with a branded non-slip mat for table service.

Did colleagues ALWAYS take orders (using a check pad and a branded check pad holder and pen), or digital tablet?

Did colleagues clean and clear tables (using a clean cloth) and without a trigger cleaner in sight?

All orders are taken promptly within 3 minutes of the customer sitting down, or an apology for the delay is offered, when serving others.

Is the order is taken accurately and read back to each guest to avoid any mistakes?

Are colleagues confident to recommend and sell dishes in addition to those chosen by the guest?

Do colleagues have a good grasp of table location and numbers - no wandering staff with plates of food looking confused?

All drinks are served within 3 minutes of the order being taken, or an apology for the delay is given.

Are all glasses are spotlessly clean. No cracks, smears, water marks or lipstick marks are visible.

Are all drinks are served on a branded coaster. (paper or bonded leather type)

Are mixers for drinks and bottled beers are half poured in front of the guest with the remaining product presented with the label facing the guest.

When drinks have ¼ remaining, do colleagues approach the table to offer a repeat round of drinks.

Is appropriate cutlery laid in advance of dishes being served?

Is crockery is the same make, spotlessly clean and free from chips and cracks.

Is food served within 10 minutes of the order being taken or an explanation of the delay and expected delivery time given to the customer.

When approaching the table does the colleague provide everything the guest requires - nothing forgotten, multiple journeys?

Are condiments offered appropriate to each dish? – we will not leave condiment dishes on the table unless specifically requested to do so by the guest.

Do colleagues offer more beverages and/or drinks and offer to get anything else the customer(s) may require.

Were you wished an enjoyable meal?

Was a satisfaction check completed ¼ way through the meal to ensure everything is positive?

Where beverages/drinks served within 3 minutes of the order being taken?

Where jugs of milk always chilled unless requested otherwise?

Where cups and saucers placed on the table with the handle carefully positioned at 3 O' Clock and the tea spoon beneath the handle?

Is all china is of the same make and design?

Was tea served with a pot of hot water? (We do not offer to pour the tea).

Was lemon served on a small dish with cocktail sticks with Earl Grey tea?

Was tea served in pots appropriately sized to the number of customers being served?

Is coffee plunged on the table and poured for the guest?

Are cafetieres highly polished and appropriate to the number of customers being served?

The sugar standard is rough lump cut brown and white sugar in a white ceramic sugar bowl, placed on a saucer with 3 sweeteners placed around the sugar bowl on the saucer.

Were all hot beverages are served with homemade shortbread biscuits?

is Hot chocolate or a latte coffee is served in the specified liqueur coffee glass?

Do colleagues offer to clear beverages and crockery every 15 minutes and at this time offer repeat orders.

Do colleagues update bills and present new bills each time for the guests signature?

Wine by the glass service - Ask a colleague to make a recommendation based on the customer's preference

If there is a wine promotion? - Colleagues to offer these wines first if appropriate.

For wines by the glass, colleagues to ask the guest if that will be a small (175ml) or large (250ml) glass.

Staff take the wine order and read back the order to ensure it is correct?

Do colleagues return to the table with a tray containing the wine glasses, coasters and the selected wine bottle(s).

Are White and Rose wines chilled and Red wines are served and stored at Room temperature?

Are clean, polished, lined and government stamped (175ml or 250ml) empty wine glass is placed, on a coaster in front of the guest if pouring from a full bottle?

Wine by the bottle service - The wine is presented to the guest to ensure the wine is correct then opened in front of the guest.

Staff pour a small amount of wine into the glass in order to allow the guest to taste, serve from the right.

Was the lady in the party served the first glass?

Wine is poured to no greater than 30% of the glass (or widest point of the glass).

Please confirm that sales collateral appears professional with no desktop publishing in evidence.

Were nibbles served with drinks and were they of good quality?

Final bills or bills requiring a signature (to charge a room account) will always be presented in a branded leather bill wallet with a Food & Beverage comment card inside the wallet.

Is a branded pen is used at all times. Ensure the pen is not damaged /chewed.

Are you confident that all charges have been posted to your room?

On departing did colleagues present smile and make eye contact with you?

Do colleagues clear and service tables within 2 minutes of guests departing?

Are tables, chairs and carpets/floors are spotlessly clean?

Is lighting adjusted to suit the time of day? If sunny, do colleagues anticipate the need to draw blinds?

Click yes if all bulbs on view are working - no blown bulbs.

Did you feel that this bar experience provided a skilled and knowledgeable experience in line with the Macdonald Brand and that a valued experience was also provided?

Would you recommend this experience to your friends and family?

Room Service

0%

Clear that staff are aware of the location of your bedroom - not an excuse for a delay.

Is the colleague taking your order knowledgeable in terms of the menu and beverage options?

Is their room service provision 24 hrs a day with cooked items through the night?

Are room service times are indicated in the guest services directory in bedrooms?

Was your call answered within 3 rings, or if not not was an apology given?

Does the colleague cross check the room number and guest name when taking the order?

When taking the food order does the colleague s ask the guest if they would like any further items, suggesting side order and deserts.

Are any drinks suggested by the colleague when taking the order?

Did the colleague make good use of the guest name?

Did the colleague provide an estimated time of delivery for the order?

Was your order delivery time honored?

Did the colleague thank the guest for the order?

When delivering your order, do colleagues knock 3 times on the door and say 'Room Service'?

Does the colleague greet the guest in a warm and friendly manner by politely saying: "Good morning / Good afternoon / or Good evening, room service this is their name speaking"?

Was a clean, well maintained wooden butlers tray used and lined with a crisp linen napkin?

Was there a white linen napkin with a pocket fold to hold the appropriate cutlery?

Were cruets present. Mark no for sachets.

Was there a clean tent card indicating to the guest how the tray should be removed?

Was the cutlery provided suited to the meal ordered?

Was all crockery and cutlery spotlessly clean?

Was all crockery free from cracks or chips?

Was all glassware sparkling with no water marks, smears or lipstick marks visible?

**Has the food been prepared as per the food specification/
guest request?**

Is the food is the correct temperature to be delivered

Was a cloche provided and was it spotlessly clean?

**Was a call made to the guest indicating that their room
service would be delivered in a few minutes?**

**Using the guest name does the colleague take ownership
around where the tray should be placed?**

**If the food is served outside of the estimated period or beyond
30 minutes is an apology provided?**

**Does the colleague explain the contents and condiments
appropriate to each dish, as per the room service food
knowledge briefing sheets.**

**Once the room service has been delivered does the colleague
ask if the guest would require anything further?**

Does the colleague wish the guest an enjoyable meal?

**If ordering only hot beverages, is this served within 10
minutes?**

If hot beverages are served is the milk chilled?

**For hot beverages, are cups and saucers placed on the tray
with the handle carefully positioned at 3 O' Clock and the tea
spoon beneath the handle?**

Does all crockery match in terms of hot beverage service?

Is hot water served in the instance of tea being served?

Is tea served in a spotless, appropriately sized pot?

If coffee is served in a cafetiere, is this plunged for the guest?

**Was the cafetieres highly polished and free of any smears or
finger prints?**

**Are all hot beverages served with homemade shortbread
biscuits, served on a separate side plate on a black cocktail
napkin?**

**When taking an order if a guest requests wine, does the
colleague demonstrate any wine knowledge to assist the
guest?**

If ordering wine by the glass, does the colleague offer a choice of measures (e.g. 125ml or 175ml)?

Before departure, does the guest provide a bill for the guest signature, in a leather folio holder, with a branded pen?

Was a tray charge clearly noted on the bill or highlighted within the room service menu?

Was the colleague impeccably groomed?

Was the colleague wearing a name badge and a company pin badge?

Did you find the colleague friendly and confident when interacting with you? (Please name the colleague?)

Did you find this room service experience detailed and professional?

Afternoon Tea

0%

Are staff knowledgeable around the menu and any promotional items?

Where white tablecloths are used, and where they correctly sized?

Was there a white linen napkin placed on side plate side knife at right hand side of side plate?

Was there a cup and saucer right of the side plate with the handle carefully positioned at 3 O' Clock and the tea spoon beneath the handle?

Is the china is of the same make and design. (vintage pattern for Tier 2 Hotels).

Was the sugar standard is rough lump cut brown and white sugar in a white ceramic sugar bowl, placed on a saucer with 3 sweeteners placed around the sugar bowl on the saucer?

Were all guests including yourself greeted or acknowledged within 1 minute of arrival in the lounge area?

Did you receive a warm welcome, in a friendly and polite manner saying, Good afternoon, or Good evening”?

If otherwise engaged did the colleague advise the guest that you will be attended to shortly?

Did staff demonstrate positive eye contact with the guest?

Were you invited to take a seat at a laid up table or politely asked to wait if a table is not ready?

Did the colleague present the afternoon tea menu and explain the process.

Was the guest offered mineral water or asked if they would like to order a glass of champagne?

Did the colleague make good use of the guest name?

Were menus clean and pristinely presented?

Did colleagues check your table at least every 15 minutes?

Was the lounge temperature is comfortable for guest (fires lit and working in winter)?

Were tables, chairs and carpets/floors must be spotlessly clean?

Was slighting at a suitable level?

Answer NO if there were blown light bulbs on view?

Was the selection of background music suitable and played at an appropriate volume?

Did the colleague take the order starting with the lady?

Were guests asked if they had any dietary requirements?

Was the order understood by the colleague?

Was crockery the same make and cutlery spotlessly clean?

Was all crockery free from chips and cracks?

Was all glassware sparkling with no water marks, smears or lipstick marks visible?

Did the colleague offer to pour the tea?

Was milk chilled unless otherwise requested?

Was a pot of hot water served with the tea?

If ordering Earl Grey, was a slice of lemon served on the side?

If coffee served in a cafetiere, did the colleague plunge this at the table?

Were cafetieres highly polished and appropriate to the number of customers?

Were food items served within 10 minutes?

Was everything required for the afternoon tea served in one visit to the table. Multiple visits not acceptable?

Was a 3 tier cake stand used with cakes on the top, scones in the middle and sandwiches on the bottom?

Did the colleague return to the table and ask if you required any more food items or hot beverages?

Did the colleague provide a genuine satisfaction check?

For single guests, did any colleague attempt to strike up personable conversation?

Were all items fully described on the cake stand?

Did the colleague offer again if you required anything further before cleared the table of sandwich plate and side plates?

Was the bill presented in a leather folio with a company branded pen?

Were all guests acknowledged with a friendly comment by colleagues when departing the bar/lounge?

Did you experience any colleagues wishing to up-sell and expand your experience?

During your experience, were other vacated tables cleared, cleaned and reset within 2 minutes of a previous guest departing?

Did you find colleagues to genuinely friendly? (If limited contact to process service requirements mark NO)?

Public Areas

0%

Are grounds and/or plants immaculately maintained throughout the year with an obvious planned seasonal maintenance programme.

Is the hotel entrance clean and free of litter and welcoming. Bins must be provided for cigarette debris away from (but

clearly signed) the main entrance.

Are all exterior lights lit appropriate to the time of day?

Is all property signage in place, clear and in excellent condition?

Are newspapers and/or magazine available in public areas?

Are all tables serviced frequently, polished and free from debris and used items?

Is lighting appropriate for time of day?

If fires lit, are they well maintained and presented?

Are public rooms fresh smelling and free from any odour?

Is the front desk visually and physically clean and uncluttered space, providing guests with a simple, efficient and positive experience as they check into the hotel.

Are all rest rooms/toilets rooms well maintained. Maintenance issues to be reported?

Are all public areas superbly maintained?

Do all rest rooms/toilets appear regularly serviced and do they provide high standards of cleanliness?

Are all glass and mirrored service smear free?

Are toilet roll holders doubles, with good quality toilet rolls.

Is there a box of tissues in the ladies bathroom?

Are there hooks on the backs of cubicle doors?

Do cubicles lock correctly?

Urinals: Are they thoroughly cleaned and are they free from debris and fresh smelling?

Is there a hand dryer in good working order?

Are Toilets (Gents, Ladies, Disabled, Conferencing) well ventilated and fresh smelling

Bin: Is there a bin in the toilet with a lid, in good repair and easy to clean

**Is there on dedicated baby changing station on the property?
Could be within the disabled facilities?**

Do you feel that the overall comfort and quality of the public areas represents standards expected within a quality 4 Star hotel?

Housekeeping - Bedrooms and Bathrooms

0%

Was carpet/tiles freshly vacuumed/mopped and free of stains?

Was the room at a comfortable temperature on arrival and free from odour?

Was the bed valance/skirting neatly arranged and clean?

Was the headboard clean and in good repair?

Was the bed made with clean linen, which of free from stains and tears?

Were bedspreads/duvet clean?

Were decorative cushions present and were they clean?

Was all upholstered furniture clean and free of stains?

Were all furniture surfaces clean and dust/smear free?

Were all picture/door/mirror frames clean and dust free?

Were all windows clean and free of smears?

Were curtains clean and properly fitted?

Were ceilings and vents clean and free of any dust?

Were all walls clean and free of scuffs?

Were all light fixtures and fittings clean and dust free?

Was there a desk waste paper and if so was it in good condition?

Was balcony swept and clean?

Was balcony furniture clean and set-up (if weather permitting)?

Was there a do not disturb/please make up room sign/light

and in the case of a sign was it easily located.

Was there a genuine first impression of world class luxury?

Was all mirror glass clean and smear free?

Were wardrobes clean and free of any scuffs, dust or debris?

Was a note pad/pencil available next to each telephone in the bedroom?

Were all drawers clean, odour free and free of any dust or debris?

Was television clean and correctly tuned in?

If there was a clock in the room was the time correct (can be displayed on the TV)?

Were all light fixtures in bathroom and bedroom working properly?

Was complimentary mineral water as per brand standard?

Was the bathroom completely mould free?

Were all ceilings and walls clean?

Where all chrome/glass/tile surfaces sparkling and spot free?

Was drainage in outlets quick and effective?

Did the ventiation fan work effectively?

Was shower/bath/sink clean and in good repair?

Where towels of a luxury standards and neatly presented with a branded environmental disclaimer?

Where bathroom amenities presented as per brand standard per room type?

Was shower/bath/sink controls polished?

Was shower curtain or door clean?

Were all counters, shelves and soap dishes clean and dry?

Was bathroom floor clean and free of any debris?

Was toilet clean and in good repair?

Was the waste paper bin clean and in good condition?

Was spare toilet roll available?

Was there a full box of tissues in a clean tissue dispenser?

Were bathrobes clean, unstained and in good condition?

Were there 2 x clean drinking water glasses placed on coasters (not wrapped in plastic)?

Were all towels clean, unstained and in good repair?

Were all amenities neatly arranged?

In the case of flowers, were they fresh?

Was the hairdryer located in a cloth bag in the wardrobe?

Was there a company pen sitting at 45 degrees across company note paper?

Was the throw placed over the bed no more than 2/3's up the bed?

Where all light fixtures working as expected?

Was maintenance and decoration of a high standard?

Did you find that your room provided high levels of comfort and quality?

Did you find your room provided good value?

Restaurant

0%

Did the colleague greet the guest with a smile prior to the guest greeting the colleague?

Did the colleague use the guest's name during the interaction?

Was the guest escorted to the table as opposed to being directed?

Did the colleague seat the guest within four minutes of their arrival?

Did the colleague seat the guest at a fully laid table?

Did colleague offer chair assistance?

Did colleague unfold napkins for the guest?

Did the colleague remove covers immediately (if necessary)?

Did the colleague present the menu/wine list with it open to the first page?

Did colleague explain any specials of the day where applicable (i.e. soup, fish, etc.) or any items not available?

Did the order taker introduce himself/herself within 1 minute of seating (may return to take the order at a later time)?

Was an aperitif/beverage/water recommended?

Were any beverage specials/promotions and unavailable items explained and upselling done?

Was beverage order repeated and confirmed with the guest?

Were beverages delivered within 5 minutes of taking the order?

Was the beverage poured in front of the guest in the case of canned, bottled or mixed drinks (i.e. not prepoured)?

Did the waiter handle glassware by the stem and base of glass at all times?

Was beverage served with fresh garnish and correct glassware?

Was beverage served from a tray at the correct temperature and announced on its presentation?

Was second drink offered when 3/4 of initial drink was consumed?

Did colleague have a basic knowledge with regard to the menu?

Did the waiter take orders with ladies first?

Did the waiter maintain eye contact during order taking?

Did the colleague refrain from saying 'no' as a first response?

Did the waiter obtain full and complete orders (i.e. cooking instructions, accompaniments etc.)?

Did the waiter repeat the order and thank the guest?

Was the wine/beverage order taken within 2 minutes of the food order?

Did the colleague have a basic knowledge with regard to the wines/beverages?

Was wine/beverage served within 5 minutes of ordering?

Were bread/rolls and butter offered as an upsell opportunity?

Was still and sparkling water offered as an upsell opportunity?

Were any side orders offered as an upsell opportunity?

Did the colleague make any recommendation from the menu?

Did the colleague demonstrate friendliness and conversation beyond the minimum to deliver basic service delivery?

Did the waiter change cutlery to accompany order?

Was the starter served within 15 minutes of order?

Was the main course served within 15 minutes of starter being removed or within 25 minutes if no starter was ordered?

Was the correct starter/main course served to the appropriate guest without prompting?

In the case of two people dining, were dishes served to both guests at the same time?

Were dishes announced when set on the table and were guests advised if the plate was hot (if required)?

Were all plated items/beverages served from the right hand side or with as little disruption to the guest as possible?

Was the order correct and complete?

Were all appropriate condiments automatically offered (i.e. Mustard, ketchup etc.)?

Were condiments served in appropriate containers (i.e.

Decanted from the bottle)?

Were dishes cleared within 2 minutes of all guests finishing their meals, unless guest specifies otherwise? Was the guest's enjoyment ascertained while clearing the table?

Did the waiter remove side plate, side knife, butter and cruets on completion of main course?

Did the waiter crumb down the table (if appropriate)?

Did the waiter automatically offer desserts?

Was dessert served within ten minutes of order being taken unless the colleague informed the agent of an expected delay?

Did waiter automatically offer coffee/tea?

Did waiter clarify the guest's coffee/tea preference(i.e. cappuccino, espresso etc.)?

Was coffee/tea served within 5 minutes of order or within 5 minutes of the dessert being cleared?

Did the waiter offer to pour the coffee/tea?

Was guest's preference for cream or hot or cold milk ascertained (cold tea served with tea unless otherwise requested)?

Did waiter automatically offer coffee/tea refills?

Were colleagues throughout consistently friendly with extra conversation beyond service needs.

Did the restaurant manager visit the table to ascertain at any point if service was satisfactory?

Did colleague fondly bid farewell to the guest and invite them to return?

Did the waiter present the wine to the guest who ordered it and announce the wine's name and year (applies to wine by the glass as well)?

Did the waiter open the wine in front of the guest?

Did the waiter pour a small amount of wine for guest to sample? (applies to wine by the glass as well)?

Did the waiter serve the wine - ladies first?

Was the wine served in the correct glassware and did the waiter fill the glasses appropriately?

For whole bottle orders, was the wine bottle kept within guest's view in appropriate containers at the correct temperature?

Did the waiter top up the glass when 3/4 consumed?

If no dessert was ordered, did waiter offer an alternative(i.e. sorbet/cheese course)?

Was the bill provided within five minutes of request?

Was the bill presented in a clean bill fold/tray with a hotel pen?

Was the bill clearly itemized and correct?

Did colleagues appear organized and work as a team?

Were colleagues dressed in a clean, pressed and complete uniform?

Were colleague's shoes of a corporate standard?

Did all colleagues wear name badges (if applicable)?

Was the colleague well groomed?

Did the colleague maintain eye contact with the guest?

Did the colleague smile and exhibit a friendly manner?

Did the colleague have a good working knowledge of the English Language?

Did colleague treat all other colleagues with respect and integrity?

Was colleague attentive to the guest's needs at all times?

Was the menu/wine list clean, and in good repair?

Did wine list have different sections for wines from different countries/regions?

Does the wine list demonstrate an eclectic selection both by the glass and by the bottle?

Did menus display information around allergies and dietary

requirements?

Were vegetarian options available on the menu or did it make reference to an alternative menu where they are available?

Was the food presented in an appealing manner?

Did the food directly resemble its description from the restaurant menu?

Was the food fresh and of good flavour?

Was food served at the correct temperature?

Was the texture and colour of the food good quality?

Were portions of acceptable size?

Was the food cooked as requested?

Was coffee/tea hot, fresh and appropriately brewed?

Were all tables fully set prior to opening?

Did all tables feature a centrepiece (i.e. flower/ornament/candle) and if so was it of an appropriate size, fresh (if applicable) and in keeping with the colour scheme/style of the restaurant?

Were specialist high quality glasses used for different types of drinks?

Where cutlery placements placed with precision and care?

Was cutlery clean, in good repair and in perfect condition?

Was crockery clean, without chips/discolouration and of the latest design?

Was the glassware clean, without chips and matching in pattern?

Was ice bucket clean and polished?

Was fresh packet butter provided?

Was the napkin clean, pressed and free of any stains/tears (paper serviettes are not acceptable)?

If coasters/drink mats were provided were they of a non-paper variety?

Were the salt and pepper cruets available and if so clean and full?

Did sugar selection include sweetener, white and/or brown as required?

In the case of sugar cubes were sugar tongs/spoons present?

Was the carpet/tiles free and clean of any stains or debris?

Were all light fixtures fully illuminated?

Were all walls clean and free of any chips, scuffs or marks?

Were all mirrors polished and free of any smudges?

Were all windows clean and free of any streaks or spots?

Were all plant and floral decorations fresh?

Were side stations clean at all times?

Was the table steady?

Were the table/chair legs free of any scuffs/scratches and matching in design/style?

Was the chair's upholstery clean, matching and in good repair?

Was the restaurant at an ambient/comfortable temperature?

Was restaurant free of any noise/odour from the kitchen?

Overall, did you find this dining experience enjoyable and of good value?

Overall, did the service team add significantly to the experience by demonstrating genuine friendliness?

Overall, would you recommend this restaurant to your friends and family?

Fitness

0%

Was there a designated receptionist upon arrival (if applicable)?

Did the colleague greet the guest with a smile prior to the guest greeting the colleague?

Did the colleague enthusiastically welcome/greet the guest?

Was colleague wearing a complete uniform and well presented?

Did the colleague use the guests' name during the interaction?

Was the guest offered facility orientation?

Did colleague offer a sweat towel (if required)?

Did the colleague offer a locker key (if applicable)?

Was reception desk neat and clean in appearance?

Gym: was the décor fresh in appearance and of a high standard?

Was gymnasium odour free?

Was gymnasium well laid out with a variety of different exercise equipment (cardiovascular, universal, free weights)?

Was gymnasium user friendly with clear instructions placed on equipment as to how to use it?

Was the equipment in good working order?

Was a wall clock clearly visible?

If television monitors were present were they in good working order?

Was gymnasium clean and tidy?

Was a water dispenser and cups of bottled water available?

Were clean sweat towels available (if not provided at reception)?

Were all mirrors/windows clean and smear free?

Was flooring clean and in good repair?

Were walls clean and scuff free?

Was air conditioning/heating at a comfortable level?

Was all lighting working?

Was pool appropriately heated?

Were depth signs present?

Was pool clean and well maintained (i.e. tiling lighting etc)?

Was area around the pool clean and free of any debris?

Were ample lounges neatly arranged poolside.

Were all lounges matching, clean and in good repair?

Were ample side tables available poolside?

Were ample umbrellas provided at the pool and/or beach and were they on good repair?

Were towels available?

Was a towels service offered (resorts only)?

Was a separate shower provided at pool and/or beach?

Sauna: Were safety instructions clearly stated?

Was sauna appropriately heated?

Was sauna well maintained, clean and free from any debris?

Was a thermometer and egg timer present in the sauna?

Steam Room: Were safety instructions clearly stated?

Was steam room in good working order?

Was steam room well maintained, clean and free from any debris?

Changing Rooms: was the décor fresh in appearance and of a high standard?

Were all tiling and floor mats in good repair?

Were changing rooms clean and free from debris?

Were changing rooms well ventilated?

Were changing rooms well lit?

Were clean towels available?

Were hotel bathrobes available?

Was the laundry basket not full?

Were lockers attractive, clean and well maintained?

Were hairdryers available and in good working order?

Were showers clean and in good working order?

Was grouting well maintained and mould free?

Were shower curtains/doors/screens clean and in good condition?

Was there a shampoo/soap dispenser in the shower cubicle?

Were all mirrors clean and smear free?

Were all counters clean?

Were all amenities (body lotion, deodorant etc.) available in the changing rooms?

Were toilets clean and in good working order with ample toilet paper provided?

Spa

0%

Was there a designated receptionist on arrival?

Did the colleague greet the guest in a warm and friendly manner?

Did the colleague use the guests name during the interaction?

Did the colleague escort the guest to the changing room, as apposed to giving directions?

Was a bathrobe and a towel proactively made available?

Did the colleague advise the guest of the sequence of events (i .e. where to go once changed)?

Was the beauty therapist available as per the booking time?

Was the guest given adequate explanation as to procedures?

Did the therapist undertake/provide a health disclaimer?

Did the therapist ascertain if the guest had any previous injuries that she should know about (i.e. if applicable)?

Did therapist give an explanation as the benefits of the treatment?

Did the therapist explain which items of clothing to remove?

Did the therapist respect the guests privacy at all times?

Did the therapist ensure that the guest was comfortable before commencing the treatment?

Was the guest appropriately covered in towels?

Was appropriate music played?

If guest initiates conversation, did beauty therapist engage in unobtrusive conversation?

Was the treatment free of interruptions?

Was the treatment free of noise from outside the treatment room?

Did the therapist offer skin care advice (if applicable)?

Did the therapist have a skilled approach to the treatment?

Did the treatment last for the advertised duration?

Upon completion of the treatment, did the therapist ascertain the guest's satisfaction?"

If colleague attempted to sell products, or another treatment, was this done in a discreet, helpful manner? Was a beverage offered upon completion of the treatment?

During the treatment did the therapist refer to any other aspect of the hotel or your visit?

Did the colleague fondly bid farewell to the guest and invite them to return?

Was the colleague dressed in an appropriate outfit?

Was the colleague well groomed?

Did the colleague smile and exhibit a friendly manner?

Did the colleague use the guests name during the interaction?

Did the colleague have a good working knowledge of the English language?

Was the colleague attentive to the guest's needs at all times?

Were massage rooms clean and neatly arranged?

Was all appropriate equipment readily available?

Was the Treatment room at a comfortable temperature?

Were all light fixtures appropriately illuminated?

Was the treatment room odour free?

Overall, were you genuinely impressed by the entire Spa experience?

Overall, did you feel that the treatment and guest care offered excellent value for money?

Would you recommend this spa to a friend or a family member?

On the basis of this treatment would you rebook a treatment when visiting next?

Was the bill clearly itemised and correspond to the price list?

Breakfast

0%

Did the colleague greet the guest with a smile prior to the guest greeting the colleague?

Did the colleague enthusiastically welcome/greet the guest?

Are guests greeted with a friendly smile and good eye contact?

Are guests welcomed with genuinely and warmly saying: "Good morning, may I have your name please (if name not known)"

Are guests asked if they are a hotel resident or chance customer. If resident reconfirm their name initially and room number if required to clarify.

Does the colleague update the restaurant sheet to acknowledge the guests arrival?

All guests to be greeted and seated within one minute of

arrival at the restaurant entrance.

Are guests escorted to the table and invited to take a seat?

As guests are seated they are offered freshly squeezed orange juice from LSA jug resting on a fresh linen napkin to catch any drips.

Guests are provided with a brief product overview of the buffet.

The menu is also explained with confident product knowledge to explain the quality and provenience of the cooked supplement items.

There should be enough service equipment to allow guests free access to the buffet without any delays.

Are guests invited to the buffet when they are ready.

Is butter for toast spreadable?

Was the toast evenly toasted and served warm?

Were tables set with all key elements to include:

- Coffee cup and saucer - matching pattern?

- Spotless cutlery, streak and smear free?

- Cruets at least three quarters full?

- A spotlessly clean juice glass?

- Was the table clean and free of any marks or debris?

Was the preserve station neat and tidy with:

- Labels (Not a generic list but a label indicating the identity of each product).

- Sufficient spoons and pots

Were juices chilled and of good quality?

If dining as a couple, are guests served from the right and are ladies served first?

If the guest asks for an alternative juice to be served at the table is this handled seamlessly?

Are guests advised that the cooked breakfast is advertised in the menu and that a colleague will return in 2 minutes to take the order?

Server to take order for tea/coffee, toast (white, brown or mixed) within 2 minutes of the guest being seated and explain that there is a fine selection of jams and preserves on the buffet (Scottish Galloway preserves & marmalade etc.)

Is the order for tea/coffee written on a check pad?

Is a company branded pen used. Non branded pens are not acceptable?

Ensure prompt service of beverages – guests to receive the ordered beverage(s) within 3 minutes of taking the order.

Are Ladies served hot beverages first?

Orange juice poured at the table by host earlier in the process, if missed needs to be picked up at this point of service

Is all tea to be accompanied with a pot of hot water and a jug of cold milk.

Is a fresh cafetiere of coffee served, plunged and poured at the table without asking the guest?

Answer YES if there is NO bulk brew coffee to be served at breakfast?

Is Coffee also accompanied with a jug of cold milk. One person use 2oz milk jug, for 2 people use 5oz milk jug and for 3 people or more use 10oz milk jug.

Is Toast served in a toast rack 2 slices of new bloomer bread per person which is placed onto a side plate.

Never serve cooked breakfast whilst the guest is still eating / has cereal fruits or yoghurt items in front of them from the buffet.

The order for cooked breakfast is written on a check pad?

If the guest leaves the table, the cooked breakfast should not be served.

Server to clear any used crockery before service of cooked breakfast.

Breakfast is served from the left and cleared from the right –

Ladies first.

Ensure the plate is hot and the rim and plate is clear of grease.

Is the guest warned if the plate is hot to the touch?

Are appropriate condiments offered?

Is your cooked breakfast delivered in good time?

Is your cooked breakfast cooked as expected?

Are individual items suitably cooked? Mark no if items are overcooked or dry?

Were the cooked items sufficiently heated?

Offer fresh beverages and toast once cooked breakfast has been placed on the table?

Check guest satisfaction, ask if anything else is required?

Does the guest provide an enjoyment check during the cooked breakfast experience?

Is fresh toast and hot drinks offered throughout the course of the breakfast meal occasion?

Does the colleague ask the guest if there is anything else they require?

Where possible, does the colleague always use a tray when clearing a table, covered with a used linen napkin? (Over stacked cocktail trays are not acceptable)

On departure was the guest asked if they enjoyed breakfast and wish the guest a "Good day".

Are there any gluten options available to guests?

Was the breakfast area fresh smelling and free from stale smells or odours?

Was the flooring clean and in good condition?

Was the heating suitable for the time of year?

Were all staff impeccably presented in line with brand standards grooming expectations?

Did all colleagues wear name badges?

For female colleagues, was hair tied back off the face and tied into a hygienic style?

Did this experience include any obvious sales activity to up-sell additional items?

Did colleagues/servers on the floor demonstrate an obvious degree of genuine friendliness?

Were colleague uniforms fresh and free from stains?

Wish departing guests 'A good day...' and thank them for their custom.

Did you find this breakfast experience enjoyable?

Did you find this breakfast experience of good value?

Would you recommend this breakfast experience to friends or family?

Checkout

0%

Was guest acknowledged within 30 seconds of approaching the desk?

Did colleague complete transaction in a quick and efficient manner?"

Did the colleague complete check out take no longer than 5 minutes?

Did colleague verify guest's room number/name?

Did the colleague use the guest's name during the interaction?

Did colleague verify any last minute charges and post accordingly (i.e. mini bar, breakfast)?"

Did colleague print folio and present to guest for verification?

Did the colleague offer to staple the credit card slip to the bill?

Did the colleague offer loyalty enrolment to every first time guest?

Did colleague offer luggage assistance?

In the case of a late departing guest was the use of the hotel facilities offered?"

Did colleague ask at any point if guest had enjoyed their stay?

Did the colleague offer any forward travel options or a map?

Did colleague fondly bid farewell to the guest and invite them to return?"

Did colleague print folio and present to guest for verification?

Was the bill accurate with individual items clearly marked out?

Did you feel that the overall checkout was professional, friendly and efficient to leave a positive final impression of your visit?

A brief summary of your visit to include Rate and On Property Sales Culture.
