

Guest Check Inspection Services Report

Comprehensive Hotel Inspection

Sample Hotel

August 12-14, 2005

The Sample Hotel Hotel Inspection

Prepared For:
General Manager
The Sample Hotel

Date: August 12-14, 2005
Name of Inspector: John D.

Dear General Manager,

In this Guest Check Comprehensive Resort Inspection, the Sample Hotel earned an overall 86% score with the staff receiving an overall grade of C+. The report is inclusive of all facets of the resort facilities with an extensive examination of its appearance and quality of service. This report covers a two night stay and several occasions of dining on the property.

While there were some areas of the resort which were not up to par, such as bell services and the spa, the report showed a general trend of mediocre service. Overall staff performance was average, without genuine concern for guest satisfaction, and a slow check-out process which took the inspector 42 minutes.

Other important deficiencies:

- There were missed opportunities for service from the reservation agent, shuttle driver, and check-out staff.
- Inattentive servers or staff persons were encountered at the Sample Bar #1, Sample Bar #2, Sample Restaurant #1 and gift shop, while one operator did not follow through on a request.
- Many staff lacked enthusiasm and did not deliver appropriate greetings,

The Letter to the GM highlights 'key positives (and negatives) that will be found in the report. This clear, concise letter starts the management team out with a snapshot of many significant points of information to be found later in the report.

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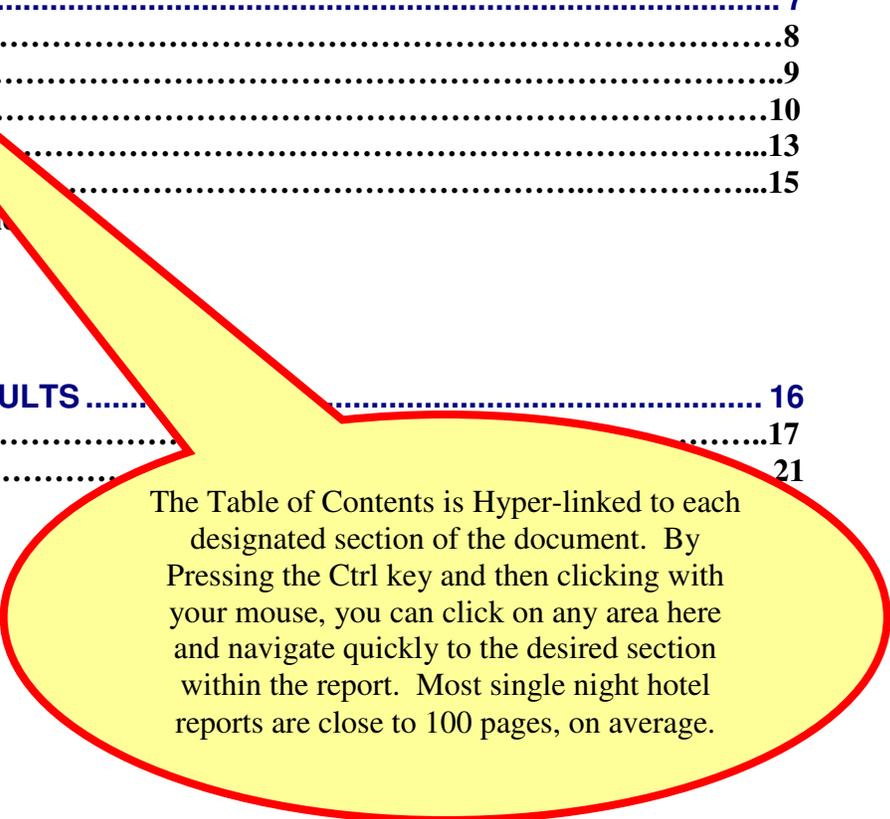
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Inspection Overall Summary

OVERALL SCORE	86%
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Reservations	88%
Reservations	

Arrival / Departure Services	74%
Hotel Check In	
Hotel Check Out	
Bell Staff – Check In	
Bell Staff – Check Out	

Guest Services	84%
Concierge	97%
Hotel Operator	80%
Phone Messages	92%
Wake Up Call	85%
Incoming Package or Fax	50%
Laundry & Dry Cleaning	73%
Special Requests	100%
Business Center	81%
Conference Center	91%

Housekeeping	90%
Guest Bedroom-Arrival	89%
Guest Bathroom-Arrival	93%
Daily Serv...	

The overall summary table offers an overview of scoring for each individual department in addition to the overall score.

Staff Performance Summary

The Staff Performance Summary table is exclusive to Guest Check inspection reports, and a first in our industry. This table offers grades and comments for each staff member that the inspector had a meaningful interaction with during the stay.

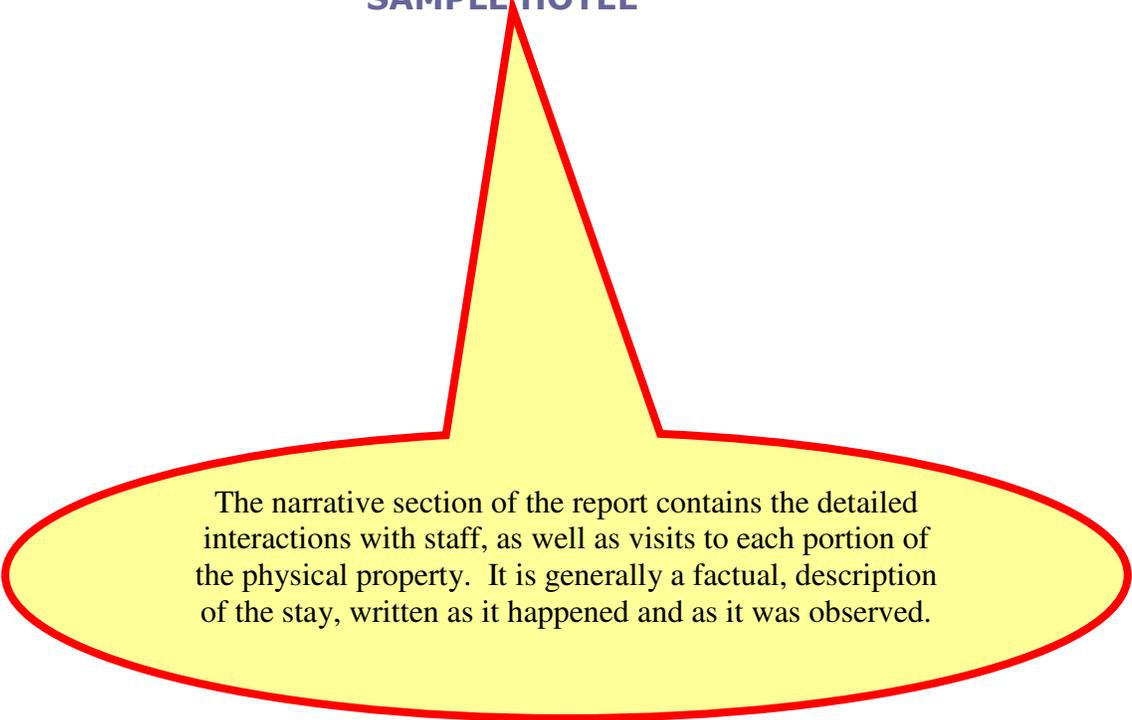
	Job Performance	Attitude	Anticipates Guest Needs	Genuine Concern For Guest Satisfaction	Physical Appearance	OVERALL GRADE	Comments
OVERALL STAFF PERFORMANCE	C+	B-	C+	C+	B-	C+	
Reservations							
Louie (Agent)	D	C-	D	D+	N/A	D+	Louie did not sound energetic, enthusiastic or eager to please. His voice was mumbled and difficult to understand at times. He offered no information about the hotel facilities, service, venues or activities and did not promote the hotel in any way.
Arrival / Departure Services							
Sally (Front desk, check in)	C-	C-	C	C	B+	C-	Sally was polite and did upgrade the room without being asked. She did not apologize for the long wait and missed a number of check in steps, such as asking if guest wanted a wake up call and stating check out time. She did not orient the guest to the hotel facilities or offer bell assistance.
Eugene (Bell services, check in)	A	A	A	A	A	A	Eugene covered all aspects of hotel information and room features. He was very personable and professional, creating a thorough welcome and showing genuine desire for guest satisfaction. He extended additional courtesies such as filling the ice bucket and getting the guest an internet cable.

	Job Performance	Attitude	Anticipates Guest Needs	Genuine Concern For Guest Satisfaction	Physical Appearance	OVERALL GRADE	Comments
Unknown male, 6', graying hair (Shuttle driver from airport)	D+	D+	D	D	B	D+	The driver made no introduction and did not converse with the guests. He spoke on a cell phone while driving and unloaded the luggage at the hotel without any courteous closing remarks.
Unknown male, 5'7" male, dark hair (Shuttle boarding agent, arrival)	B+	B+	B	B	B	B	Although the boarding agent did not introduce himself, he efficiently enabled the guest to sign in for the shuttle. He was friendly and personable.
Unknown female (Bell services, phone)	B	B+	B	C	N/A	B-	This staff person had an upbeat tone of voice, used the guest's name and offered bell services without hesitation. She did not say her name in the greeting.
Beverly (Front Desk – Check out)	B	C					

INSPECTION NARRATIVE

Detailed Inspection Commentary

SAMPLE HOTEL



The narrative section of the report contains the detailed interactions with staff, as well as visits to each portion of the physical property. It is generally a factual, description of the stay, written as it happened and as it was observed.

Reservations

I phoned the hotel at 12:33pm on Friday, August 5. The line was answered by an automated system which instructed me to press two to continue in English. After I did that, the line was answered by a second automated system which said, "Thank you for calling reservations. To ensure quality, this call may be recorded." The line rang one more time and was answered by a male voice that said, "This is **Louie**. How may I help you?" I told him that I wanted to make a reservation. **Louie** asked for what date and the number of nights. Then he **mumbled in a low voice**, "Checking availability at the Sample Hotel Beach Golf Resort in Puerto Rico for Friday, August 12, checkout Sunday the 14th, correct?" I replied yes and he asked if I were a member of the frequent stay program and asked how many in my party. When I inquired about his location, he told me he was in the reservations department and that they were located off-site. He asked me for my name and then provided rates for the Oceanfront room and a Mountain View room. The Mountain View room sounded nice, but was **rather high in price**. **Louie** did not want to **'sell' me on the higher end room**. I asked if they had anything of better value and he told me of the Ocean View room. I decided to book a Mountain View room.

All areas of concern are highlighted in red font.

Louie gathered my information and verified the spelling of my name. He ...

Check In

I arrived at the front desk at 3:10pm and took my place in line. There were five guests waiting ahead of me and there were three sets of guests at the front desk being assisted by three attendants. All of the attendants were in uniform and wearing nametags. **I was not acknowledged while I waited.** During my wait, two additional staff members came to the front desk to assist. Then three of the attendants disappeared into the back office, **leaving two attendants to handle the line of guests that was forming.** Some time later, another staff member arrived. **Guests were growing impatient as it seemed each guest took quite some time to get checked in.** Staff members **would leave the front desk and go into the back office for several minutes at a time.**

At 3:30pm, **after waiting 20 minutes in the line, Sally** summoned me. She smiled and said, "Hello. Welcome to Sample Hotel." She asked my name and I provided my number to her. She typed in the information and excused herself after a few minutes and went into the back office. **Sally did not repeat my reservation information or the rate with me.** She **did not repeat how many nights**

All staff names are written in **bold** font.

She was checking with housekeeping to see if my room was ready. I told her that I had reserved a Mountain View room and asked if there was an upgrade available. She said that was what she was trying to do. She **again went into the back room.** **Eight minutes later, at 3:48pm,** she returned

Hotel Departure

Bell – Departure

I called for bell service by pressing the speed dial button on the phone marked “Luggage” at 12:40pm on Sunday, August 14. The line was answered after the second ring by a **female staff person** that said pleasantly, “Service Express. May I help you?” and used my name, but **did not identify herself**. I requested assistance with my luggage and she replied, “Okay”, verified my room number and said, “I’ll send someone up to help you.” I thanked her and hung up.

At 12:45pm, I heard a knock on the door and the bellman announced himself. I opened the door and he smiled, made eye contact and said, “Good morning,” using my name. As I held the door open, **Henry** entered the room and placed my luggage, placing it carefully on the cart in the hallway. He **did not ask for my name or room number**. He **did not perform a visual inspection**. He **did not ask if I needed any assistance**. He **did not ask if I needed any assistance**. He engaged in pleasant conversation with me. He was pleasant. I informed him that I needed to make an early departure and asked if we had enough time. He assured me that we would be just fine.

Times and dates are clearly referenced for continuity throughout the report.

When we arrived at the bell desk, **Henry** instructed me

Housekeeping

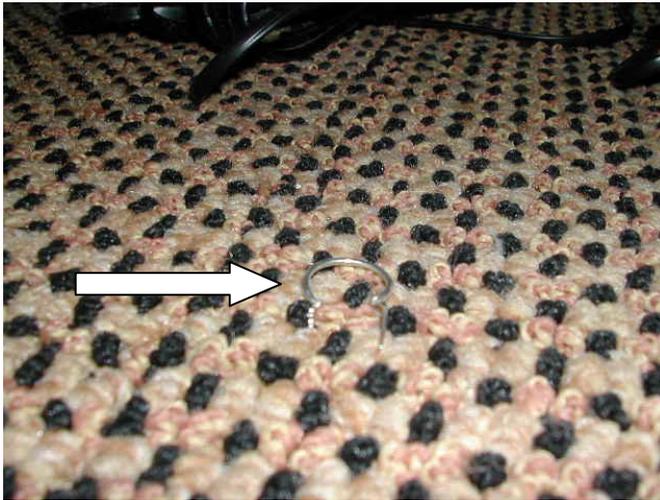
Guest Room – Arrival

I entered the room which was spacious and bright. The large vestibule area contained the closet and a tall table which held the coffee service, lamp, ice bucket, and a complimentary bottle of water. I found a single staple sitting on the table near the lamp.

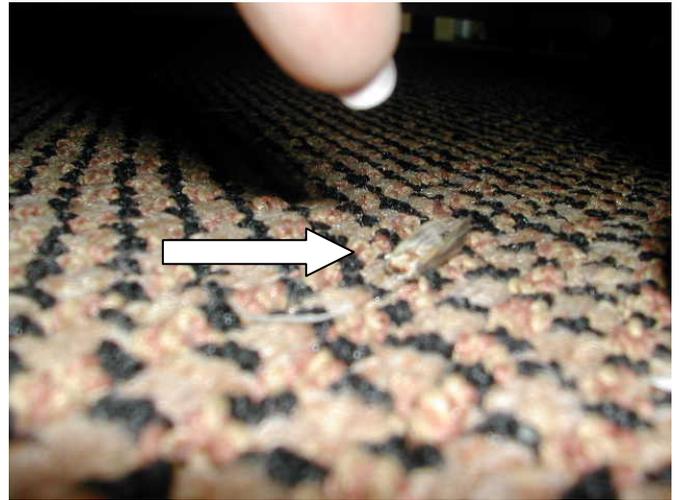
The combination living room and bedroom area was a comfortable size. The temperature was set to 72 degrees, but it felt warmer. The air was blowing from the vent. The room did not smell unpleasant and the drapes and sheers were open, permitting a view of the balcony and the ocean. Some of the lights were turned on and the room was well lit. The coffee table was in the shape of books and was titled “History of Arts”.

The draperies were colorful and the valance added a nice touch. The Bose radio was a nice feature, even though there were not many radio stations available. The internet hook up was on the desk, while a cable wire had to be obtained from the concierge.

Underneath the left bedside table, I found an earring, nail clippings, a string and a dead moth left on the floor. Alongside the bed, in the middle of the carpeting, there was a piece of wire, perhaps two inches long. The headboard was dusty and there were smudges on the mirror over the desk.



Earring found under the left bedside table



Dead moth found under the left bedside table

The bed was made, although the bed skirt was askew. While there were two pair of matching lamps, those that matched were not placed together in the room, so it gave the appearance of mismatched lamps by the bed and the sofa. The balcony had two chairs and a table. The table had white residue from a sticker on it.

The mini bar was sealed and I had **trouble removing the seal**. I was given a key at check in, but there was also a key on the armoire. The **seal was broken** on one small bottle of Bacardi rum in the mini-bar. The **refrigerator had mildew** inside along the left side.



Broken seal on rum bottle



Mildew in refrigerator

Guest Bathroom – Arrival

The bathtub had **two black markings in it** where the **plug was coming off** and one of the shower curtain hooks **was unhooked**. The vanity was **clean** and toiletries were neatly displayed. There was **a small hair on the sink** near the faucet. Towels hung neatly near the sink and bath towels were **folded**.

A rubber bath mat was **folded** on the floor. There was **some sort of thick residue on an area** of the tub. There was **some** residue on each roll. A Sample Hotel robe was hanging on a hanger on the bath door. A fresh flower adorned the vanity, which was a nice touch.

Quality, color photos are included with labels and designators to point out areas of concern.

Guest Room – Daily Service

I left my room at 12:59pm and returned at 3:14pm. I found that the room had been serviced in my absence. The complimentary bottle of water had been replaced, but **the coffee was not replenished....**

In Room Dining

In Room Dining - Breakfast

I placed the hang tag order form on my door before turning in for the night. I had marked the items that I wanted and selected a delivery time of 9:00am – 9:15am. The hang tag was clean and in good shape.

At 9:14am, I heard a knock on my door and In Room Dining was announced. Through my view port I saw the **male server (5’8”, short black hair)** He was wearing tan shorts, yellow print shirt and sneakers and holding a tray above his shoulder. I opened the door and the server smiled and said, “Good morning” in an upbeat and enthusiastic tone of voice, but **did not provide his name**. He asked permission to enter the room and I told him to come in. After coming into the room he asked where I wanted the tray placed and I told him the coffee table. He placed it carefully and congenially commented how it was a very busy day since it was Sunday and made pleasant conversation.

He asked if I wanted him to remove the plastic wrap from the water and orange juice and I said yes. He presented the bill in a folio and **did not review the items.....**



Room service set up upon delivery

Date:	08/14/05	Check #:	3105
Order Time:	Hang tag marked 9:00am to 9:15am	Bill Total:	\$15.66
Delivery Time:	9:14am	Items Ordered:	Orange juice Tea Bakery basket

For ease of reference, summary tables are included in all food service outlets containing the date, times, check number, check total, and items ordered.

Sample Restaurant #2- Dinner

Reservations or Inquiry Call

I placed a call to the Sample Grill on Saturday, September 24th at 3:40pm. A cheerful female voice answered on the second ring saying "Sample Grill. This is **Amy**." The name was not certain as it was stated very rapidly. I asked **Amy** what the hours were for the restaurant on Sundays. She told me that they were open every day from 11:00am until 2:00am. I told her I was looking for a possible place to dine at the _____ Mall and inquired about their menu. She stated that they had salads and sandwiches, some various entrees like steak or chicken, and desserts.

I asked if reservations were needed and she pleasantly said they did not take reservations. She did say that they would take down my name prior to arrival if the restaurant was busy. I asked if they were often busy on Sundays. She replied that it was dependent on whether there was a convention in town. She went on to say there was a convention occurring that Saturday and they had been busy all day long. When I inquired about directions, **Amy** just said "We are on the corner of _____ Street." She did not mention parking, so I asked her about it. She said there was on street parking in the area and some parking garages nearby which usually charged around \$5.00 an hour. She then added that street parking on Sunday was free.

Amy proceeded to voluntarily inform me that they had live music every night beginning at 9:30pm. She said that Sunday night the scheduled group was the _____ and she chuckled slightly. I laughed also and said I liked the name. I then thanked her for the information. She reminded me that I could call ahead on Sunday to see if it was crowded and put my name in. I thanked her again and she thanked me for calling to conclude the conversation.

Arrival

My guest and I arrived at the Sample Grill on Saturday, September 24th at 7:14pm after traversing several blocks from our on street parking space. Up tempo music was heard as we entered the restaurant and walked up to the host stand. A petite young woman with long dark hair and tan complexion was looking down as we approached. She then looked up and, making eye contact, said, "Hi. Two?" When I said yes, she said "Your name?" It took me a moment to ascertain she was not looking for a reservation, but rather a name for the wait list. In my moment of hesitation, she added that the wait would not be long. I gave her my name and requested a booth. She replied that she would see what she could do.

My guest and I took a seat in the entry area. We gazed around the restaurant and my guest was impressed by the artwork on the chalkboard that listed the upcoming entertainment. At 7:16pm, our hostess came to us and said she had a booth in the smoking section or, if we wanted to wait a little longer, there would be a booth in non-smoking soon. We chose to wait for non-smoking. Seven minutes later, the hostess smiled at us as she picked up two menus. She said our booth was ready and led us to our seats at 7:23pm. She said our server would be right with us and to enjoy our meal.

Server Greeting

Five minutes later, at 7:28pm our server, a female in her 20s, 5'5", with short dark hair, came to our table and said "How are you tonight?" but did not state her name. We later learned from the check that her name was **Nikki**. She made good eye contact and asked if she could start us off with something to drink. I told her I wanted to take a look at the wine list and my guest asked for some water. **Nikki** asked if I would like some

water also and I said I would, with no ice and a lemon. She smiled and said all right. My guest then requested the same for her water and **Nikki** said okay in an upbeat tone and departed at 7:29pm.

Meal (Service & Food Quality)

When **Nikki** returned with our water as requested at 7:33pm, she asked if I had decided on a wine. When I told her I was trying to decide between a Chardonnay and a Sauvignon Blanc, she immediately recommended their Sauvignon Blanc. I then ordered a glass of the Sterling Sauvignon Blanc. She asked if we wanted to order an appetizer, but **did not recommend one**. I asked about their Calamari and she told me how it was prepared. I asked if she thought it was usually pretty good and she said yes, so I ordered it at 7:34pm.

Nikki returned at 7:37pm (3 minutes) with my glass of wine and to ask if we had any questions about the menu. My guest knew what she wanted, but I told **Nikki** I was still trying to decide. She did not offer any suggestions or recommendations and said she would be back. The Calamari was delivered by **Nikki** at 7:41pm (7 minutes) along with two small plates. **She did not inquire if I liked the wine**. My guest was trying Calamari for the first time and fortunately it was well prepared in a light crisp batter and the texture was not overly chewy. The red dipping sauce was flavorful and complemented the Calamari nicely. Two accompanying lemon wedges and some greens accentuated the presentation, although the Calamari was **somewhat scattered** to one side of the plate.

Four minutes later, at 7:45pm, **Nikki** returned and smilingly asked how the Calamari was. We said it was very good and I requested more of the nearly-empty dipping sauce. She acknowledged my request and asked if I had reached a decision from the menu. I said I had and turned to my guest who ordered the Chicken Caesar salad. I then ordered the Atlantic salmon with red potatoes. Upon doing so, **Nikki** said enthusiastically, "Good choice. That's my favorite thing on the menu." She left our table, but returned two minutes later with more dipping sauce.

We continued to enjoy our appetizer and at 7:51pm, the hostess stopped at our table and offered a refill for our waters. At 7:54pm, the hostess came by and cleared our appetizer plates. My guest excused herself to go to the ladies room. While she was gone, the **Nikki** arrived at 8:03pm (18 minutes). **Nikki** placed these correctly and asked if my guest would want **grapes** on her salad. I said it was not likely, but better to ask her directly. She asked if I needed anything else, then said she would be back. My guest returned shortly thereafter, stating she had to go to a restroom because the one inside was locked for a long time. I mentioned the group **never returned**. This was fortuitous because **Nikki never returned with** **grapes** filled our water glasses.

In F&B outlets, times include actual time, as well as elapsed time, in key service points of the meal.

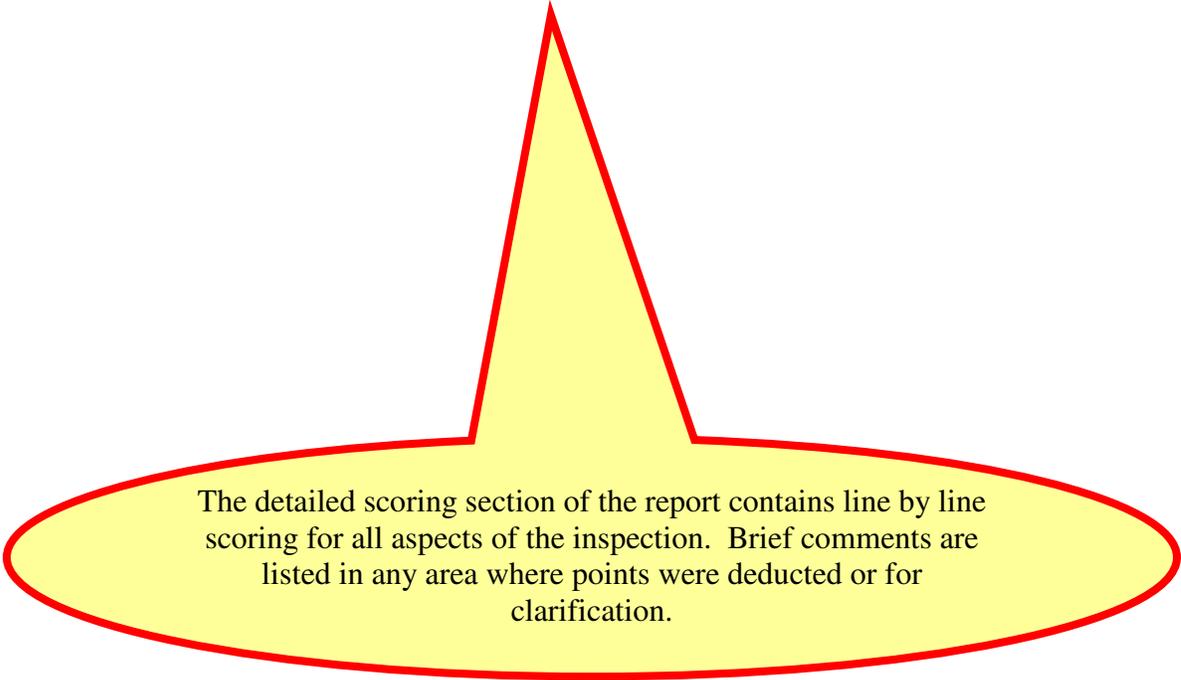
The Grilled Chicken Caesar had a pleasant presentation with fresh, crisp greens and plenty of grilled chicken placed neatly on top. My guest reported it tasted good, but needed more Caesar dressing mixed in **as it was somewhat dry**. The Atlantic salmon was attractively presented upon a host of cut red potatoes appropriately combined in a creamy tomato and alfredo sauce with capers. The salmon and potatoes were piping hot and I had to wait for the heat to reduce prior to eating. Due to the delicious sauce and wonderfully cooked salmon and red potatoes, the taste of my meal was exquisite. My guest found the sauce and potatoes to her liking as well.

Nikki checked back with us six minutes later....

SERVICE AREA SCORING RESULTS

Individual Service Area Results

SAMPLE HOTEL



The detailed scoring section of the report contains line by line scoring for all aspects of the inspection. Brief comments are listed in any area where points were deducted or for clarification.

Sample Restaurant - Dinner

	Yes	No	N/A	Points	Score	%	Comments
Reservations				63	38	60%	
Call Greeting				3	1	33%	
Was call answered by fourth ring?	X			1	1		
Was initial greeting clear and audible?		X		1	0		Initial greeting by the agent was mumbled and difficult to understand.
If call is put on hold or transferred, caller is informed before being transferred.			X	0	0		Call was not placed on hold.
If call is put on hold, guest does not remain on hold for more than 30 seconds					0		
Once provided, guest name is used consistently							
Needs Assessment & Selling							
Agent asks about dates, party size and any special room needs	X			3	3		
Agent recommends initial room type	X			5	5		
Agent engages guest in consideration of higher end rooms (up sells)	X			3	3		

Yellow highlighted rows easily reference any scores that are deficient in any way.