

# Hotel Operations

Shopper  
Name:  
Room  
Number:

Shop Date:

Day:

Time In:

Time Out:

## Room Reservations

Date of Interaction:

Day of the Week:

[Choose one]

Employee Name:

Time:

How many times did the phone ring prior to being answered?

Did the Reservations clerk properly identify herself/himself?

Yes  No

Did the clerk thank you for calling?

Yes  No

Did the clerk ask how they might help you?

Yes  No

Did the clerk speak clearly?

Yes  No

If No, Please Explain:

Was the clerk friendly and polite?

Yes  No

If No, Please Explain:

Did the clerk ask you if you were with a group or convention before quoting room rates?

Yes  No

Once the clerk obtained your name, were you referred to by name?

Yes  No

Was the clerk knowledgeable regarding room rates?

Yes  No

Did the clerk attempt to upsale any rooms or suites?

Yes  No

Did the clerk tell you about any specials or promotion that may have been going on?

Yes  No

Did the clerk offer you any other type of assistance?

Yes  No

Did the clerk provide you with a confirmation Number?

Yes  No

Did the clerk thank you again prior to concluding the call?

Yes  No

Comment on this Interaction:

## Valet-In

Name of Employee:

What time did this interaction take place:

When you first arrived in the Valet parking area how long did it take before you were greeted?

Did the Valet Smile?

Yes  No

Did the Valet give you a kind farewell?

Yes  No

Comment on this Interaction:

## Baggage Handler-In

Name of Employee:

Time of Interaction:

Did the Baggage Handler greet you upon approach?

Yes  No

Was the Baggage Handler professionally attired?

Yes  No

Did the Baggage Handler smile?

Yes  No

- Did the Baggage Handler make eye contact?  Yes  No
- Was the Baggage Handler name badge visible?  Yes  No
- Did the Baggage Handler initiate any conversation with you?  Yes  No
- Did the Baggage Handler assist you with your baggage?  Yes  No
- Was the Baggage Handler polite and friendly?  Yes  No
- Did the Baggage Handle solicit a tip from you?  Yes  No
- If the Baggage Handle solicited a tip from you, how was this done?
- If tipped, did the Baggage Handler thank you?  NA  Yes  No
- Did the Baggage Handler make any additional remarks?  Yes  No
- Comment on this interaction:

### Front Desk-In

- Name of Employee or Employee's you interacted with?
- Time of this interaction?
- Was the Front Desk adequately staffed for the time of day and number of people?  Yes  No
- Did the Front Desk personnel appear professionally attired?  Yes  No
- Did the Front Desk personnel appear to be working efficiently?  Yes  No
- Considering the number of people in line, were you attended to in a timely manner?  Yes  No
- Did the Front Desk Clerk welcome you to the property?  Yes  No
- Did the Front Desk Clerk smile and initiate eye contact?  Yes  No
- Was the Front Desk Clerk's name badge visible?  Yes  No
- Did the Front Desk Clerk refer to you by name?  Yes  No
- Did the Front Desk Clerk adequately explain your room rates and other charges?  Yes  No
- Did the Front Desk Clerk make any effort to promote the restaurants and other amenities of the property?  Yes  No
- Did the Front Desk Clerk appear to be knowledgeable about the property and surrounding area?  Yes  No
- Was the check in procedure organized and efficient?  Yes  No
- Did the Front Desk Clerk wish you luck during your visit?  Yes  No
- Comment on this interaction:

### Bellman-In

- Name of Employee:
- Time of this interaction?
- Did the Bell Person greet you upon approach?  Yes  No
- Did the Bell Person smile?  Yes  No
- Did the Bell Person make eye contact?  Yes  No
- Did the Bell Person give you an overview of the property?  Yes  No
- Did the Bell Person explain the Minibar to you?  Yes  No
- Did the Bell Person offer to bring you any ice?  Yes  No
- Did the Bell Person provide an "orientation" of your room (exits, TV, phone, heating, a/c, etc.)?  Yes  No
- Did the Bell Person make any closing remarks?  Yes  No
- Did the Bell Person wish you luck and a pleasant day?  Yes  No
- Comment on this interaction:

## Hotel Room Conditions

Name of Employee:

Arrival Time:

Room Number:

### Entrance/Hallway

What was the condition of the floor/tile/carpet? If anything besides Excellent, you MUST explain. [Choose one]

What was wrong with the carpet?

Was the light switch clean and in working order?  Yes  No

If no, please explain:

Was the privacy sign in place?  Yes  No

If no, please explain.

Was the waste basket clean and empty?  Yes  No

If no, please explain.

### Bathroom

Was the vanity clean?  Yes  No

If no, please explain.

Was the sink clean?  Yes  No

If no, please explain.

Were all amenities in place?  Yes  No

If no, please explain.

Were ashtray/matches in place (if applicable)?  NA  Yes  No

If yes, please explain.

Was an ice bucket & glasses available and clean?  Yes  No

If no, please explain.

Was the mirror clean?  Yes  No

If no, please explain.

Was the toilet clean?  Yes  No

If no, please explain.

Was the shower clean?  Yes  No

If no, please explain.

Were tile walls clean?  Yes  No

If no, please explain.

Was the soap dish clean?  Yes  No

If no, please explain.

Was the tub clean?  Yes  No

If no, please explain

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Was the tile floor clean (no hair)?  Yes  No

If no, please explain.

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Was toilet paper/tissue available?  Yes  No

If no, please explain.

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Was the wastebasket clean and empty?  Yes  No

If no, please explain.

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### **Guest Room**

Were the windowsills dust free?  Yes  No

If no, please explain.

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Was the table clean?  Yes  No

If no, please explain.

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Were ashtray/matches in place (if applicable)?  NA  Yes  No

If no, please explain.

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Were the floor lamp(s) clean?  Yes  No

If no, please explain.

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Were the lamps dust free?  Yes  No

If no, please explain.

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Were the lampshades dust free?  Yes  No

If no, please explain.

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Was the night stand(s) dust free?  Yes  No

If no, please explain.

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Was the mirror clean?  Yes  No

If no, please explain.

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Were the drapes/window treatments clean?  Yes  No

If no, please explain.

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Was the headboard dust free?  Yes  No

If no, please explain.

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Was bed sheets & bedspread clean?  Yes  No

If no, please explain.

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Was it clean under the bed?  Yes  No

If no, please explain.

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Was it clean under dresser?  Yes  No

If no, please explain.

Was it clean under the nightstand(s)?

Yes  No

If no, please explain.

Were the walls clean?

Yes  No

If no, please explain.

Was the carpet recently vacuumed?

Yes  No

In no, please explain.

Was the TV dust free?

Yes  No

If no, please explain.

Were the a/c and/or heater controls dust free?

Yes  No

If no, please explain.

Was the guest directory in place?

Yes  No

If no, please explain.

Was the wastebasket clean and empty?

Yes  No

If no, please explain.

Was the luggage rack clean?

Yes  No

If no, please explain.

Was the phone clean?

Yes  No

If no, please explain.

Was the bible placed?

Yes  No

If no, please explain.

Were the drawers clean?

Yes  No

If no, please explain.

Was the phone book available and in good condition?

Yes  No

If no, please explain.

Were note pads/pens placed?

Yes  No

If no, please explain.

Did the room smell fresh/clean?

Yes  No

If no, please explain.

Was the desk clean?

Yes  No

If no, please explain.

**Everything in Proper Worker Order:**

TV?

NA  Yes  No

If no, please explain.

Remote?  NA  Yes  No

If no, please explain.

Light Switches?  NA  Yes  No

If no, please explain.

Lamps?  NA  Yes  No

If no, please explain.

Phone?  NA  Yes  No

If no, please explain.

A/C?  NA  Yes  No

If no, please explain.

Heater?  NA  Yes  No

If no, please explain.

Fan?  NA  Yes  No

If no, please explain.

**Comments:**

If you have any additional comments about the condition of your room, please make them here.

**Bellman-Out**

Name of Employee:

Time of interaction:

How long did it take for a Bell Person to arrive at your room from the time you called?

Did the Bell Person greet you upon approach (at your hotel room door)?  Yes  No

Did the Bell Person smile?  Yes  No

Did the Bell Person make eye contact?  Yes  No

Did the Bell Person make any closing remarks?  Yes  No

Comment on this interaction:

**Front Desk-Out**

Name of Employee or Employee's you interacted with?

Time of this interaction?

Was the Front Desk adequately staffed for the time of day and number of people?  Yes  No

Did the Front Desk personnel appear professionally attired?  Yes  No

Did the Front Desk personnel appear to be working efficiently?  Yes  No

Considering the number of people in line, were you attended to in a timely manner?  Yes  No

Did the Front Desk Clerk smile and initiate eye contact?  Yes  No

Was the Front Desk Clerk's name badge visible?  Yes  No

Did the Front Desk Clerk refer to you by name?  Yes  No

Did the Front Desk Clerk adequately explain your bill and answer all your questions?  Yes  No

Did the Front Desk Clerk appear to be knowledgeable about the property and surrounding area?  Yes  No

Did the Front Desk Clerk thank you for your visit and invite you back?

Yes  No

Comment on this interaction:

### Baggage Handler-Out

Name of Employee:

Time of Interaction:

Did the Baggage Handler greet you upon approach?

Yes  No

Was the Baggage Handler professionally attired?

Yes  No

Did the Baggage Handler smile?

Yes  No

Did the Baggage Handler make eye contact?

Yes  No

Was the Baggage Handler name badge visible?

Yes  No

When you retrieved your bag, was the Baggage Handler with whom you dealt polite and friendly?

Yes  No

Did they retrieve your bag quickly and efficiently?

Yes  No

Was the Baggage Handler polite and friendly?

Yes  No

Did the Baggage Handler offer to assist you with your bags?

Yes  No

Did the Baggage Handler solicit a tip from you?

Yes  No

If the Baggage Handler solicited a tip from you, how was this done?

If tipped, did the Baggage Handler thank you?

NA  Yes  No

Did the Baggage Handler make any additional remarks?

Yes  No

Comment on this interaction:

### Valet-Out

Name of Employee:

What time did this interaction take place:

Did the Valet greet you upon approach?

Yes  No

Did the Valet Smile?

Yes  No

After giving your ticket to the attendant, how long did it take to retrieve your vehicle?

Did the Valet Attendant wish you a safe drive or offer directions?

Yes  No

Did the Valet give you a kind farewell?

Yes  No

Comment on this Interaction: