

Guest Experience Audit: Hotel Readiness & Service Checklist

 Show only Checklist

Display Style
Default 

Arrival & Check-in

Evaluates the initial guest experience, including curb appeal, parking, and front desk procedures.

Arrival Traffic Count

Enter a number...

Curb Appeal - Overall Impression

- Excellent
- Good
- Fair
- Poor



Parking Availability

- Ample
- Adequate
- Limited
- Full

Check-in Wait Time (Average)

Enter time...

Front Desk Staff - Professionalism Observation

Write something...

Front Desk Amenities Available

- Brochures
- Maps
- Local Restaurant Menus
- Umbrellas

Queue Management System

- Present and Functional
- Present, but not fully functional
- Not Present

Room Readiness & Cleanliness

Assesses room condition, cleanliness, amenities, and functionality of all features.

Room Number

Overall Room Cleanliness (Rating 1-5)

- 1 - Poor
- 2 - Fair
- 3 - Average
- 4 - Good
- 5 - Excellent

Check for Stains/Damage (Select all that apply)

- Carpet
- Upholstery
- Bed Linens
- Curtains/Drapes
- Walls
- Furniture
- None

Notes on Condition/Repairs Needed

Write something...

Functionality of Shower (Hot/Cold Water)

- Functioning Properly
- Hot Water Issue
- Cold Water Issue
- Not Tested

TV Remote Functionality

- Working
- Not Working
- Not Tested

Photo Documentation (if applicable)

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Housekeeping Standards

Verifies adherence to established housekeeping protocols and quality controls.

Room Turnover Time (Minutes)

Enter a number...

Checklist Items Verified (Mark all that apply)

- Dusting of all surfaces
- Cleaning of bathroom fixtures
- Replacement of linens
- Emptying of trash receptacles
- Vacuuming/Mopping of floors
- Window cleaning
- Restocking of amenities

Detailed Notes on Room Condition (if any)

Write something...

Overall Cleanliness Rating

- Excellent
- Good
- Fair
- Poor

Photo Documentation (optional)

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Date of Inspection

Enter date...

Number of Rooms Inspected

Enter a number...

Front Desk & Guest Services

Reviews staff professionalism, efficiency, and ability to address guest inquiries and requests.

Check-in Wait Time (minutes)

Enter a number...

Greeting Style (Warm & Welcoming?)

- Yes
- No
- Needs Improvement

Notes on Guest Interactions (positive/negative)

Write something...

Ability to Handle Guest Requests?

- Excellent
- Good
- Fair
- Poor

Relevant Information Provided at Check-in?

- Hotel Amenities
- Local Attractions
- Restaurant Hours
- Wi-Fi Password

Accuracy of Information Provided?

- Fully Accurate
- Minor Inaccuracies
- Significant Inaccuracies

Associate Name (for feedback)

Write something...

Restaurant & Food Service (if applicable)

Inspects restaurant cleanliness, menu accuracy, service quality, and food safety.

Temperature of Refrigeration Units (Fahrenheit)

Enter a number...

Menu Accuracy Check: Does the physical menu match online?

Yes

No

N/A

Food Safety Certifications Verified (Select all that apply)

ServSafe

HACCP

Other (Specify in LONG_TEXT)

If 'Other' certification selected, please specify:

Write something...

Quantity of Properly Stored Leftovers (lbs)

Enter a number...

Table Setting Cleanliness and Presentation

Excellent

Good

Fair

Poor

Time of last pest control service

Enter time...

Public Areas & Facilities

Evaluates cleanliness, maintenance, and accessibility of hallways, lobbies, restrooms, and other common areas.

Lobby Temperature (Celsius)

Enter a number...

Floor Cleanliness (Lobby)

- Excellent
- Good
- Fair
- Poor

Observations on Restroom Condition (specify areas needing attention)

Write something...

Damaged or Missing Items (Check all that apply)

- Broken Tile
- Missing Signage
- Damaged Furniture
- Malfunctioning Lighting
- None

Last Restroom Deep Cleaning Date

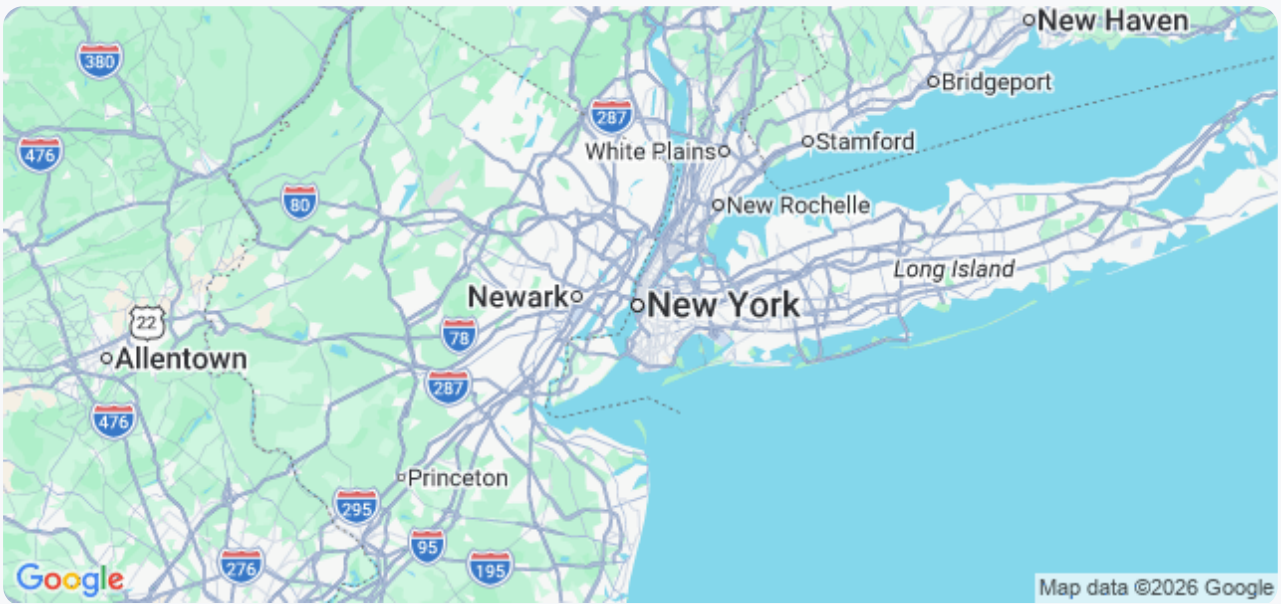
Enter date...

Elevator Operation - Audible Noise Level

- Normal
- Slightly Elevated
- Excessive

Location of any identified hazards

 [Set My Current Location](#)



Safety & Security

Checks fire safety equipment, security protocols, and emergency preparedness.

Fire Extinguisher Inspection Date

Enter a number...

Last Fire Drill Date

Enter date...

Smoke Detectors Functioning?

Yes

No

N/A

Emergency Lighting Operational?

Yes

No

N/A

Number of Security Personnel on Duty

Enter a number...


Any Security Concerns/Observations

Write something...

Exterior Lighting Adequate?

- Yes
- No
- N/A

Attach Security Camera System Logs (if applicable)

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Technology & Connectivity

Confirms functionality of Wi-Fi, TV, in-room technology, and associated support.

Wi-Fi Speed (Mbps)

Enter a number...

Wi-Fi Login Process

- Easy and Intuitive
- Requires Assistance
- Not Functional

TV Channel Selection

- Fully Functional
- Limited Channels
- Not Functional

Notes on Technical Issues Encountered

Write something...

Which connectivity services were tested?

- Wi-Fi
- In-Room TV
- Phone System
- Charging Ports
- Smart Device Integration

Smart Device Integration (e.g., voice assistants)

- Fully Functional
- Partially Functional
- Not Available

Guest Feedback & Resolution

Examines processes for collecting and responding to guest feedback and complaints.

Summary of Recent Guest Feedback (last week)

Write something...

Number of Resolved Guest Complaints (last week)

Enter a number...

Primary Complaint Category (e.g., cleanliness, service, noise)

- Cleanliness
- Service
- Noise
- Amenities
- Location
- Other

Resolution Methods Used (select all that apply)

- Verbal Apology
- Discount/Comp
- Room Change
- Refund
- Other - Specify

Detailed Description of a Recent Guest Complaint and Resolution

Write something...

Date of Complaint

Enter date...

Time of Complaint (approximate)

Enter time...

Sustainability & Environmental Practices

Verifies adherence to hotel's sustainability initiatives and environmental protocols.

Water Usage Reduction (percentage)

Enter a number...

Energy Consumption Reduction (percentage)

Enter a number...

Recycling Programs in Place

- Paper Recycling
- Plastic Recycling
- Glass Recycling
- Food Waste Composting
- Other (specify)

Guest Amenity Packaging

- Eco-friendly/Recycled
- Standard
- Refillable Dispensers

Details of Energy-Saving Initiatives

Write something...

Proof of Sustainable Sourcing (e.g., food suppliers)

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Date of Last Sustainability Audit

Enter date...

Linen Reuse Program

- Implemented
- Planning
- Not Implemented