



# Guest Experience Audit: Hotel Readiness & Service Checklist

## Arrival & Check-in

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

### Arrival Traffic Count

### Curb Appeal - Overall Impression

- Excellent
- Good
- Fair
- Poor

### Parking Availability

- Ample
- Adequate
- Limited
- Full

### Check-in Wait Time (Average)

## 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

Enter a 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)

 Upload File

## 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)

 Upload File

### 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

## 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**

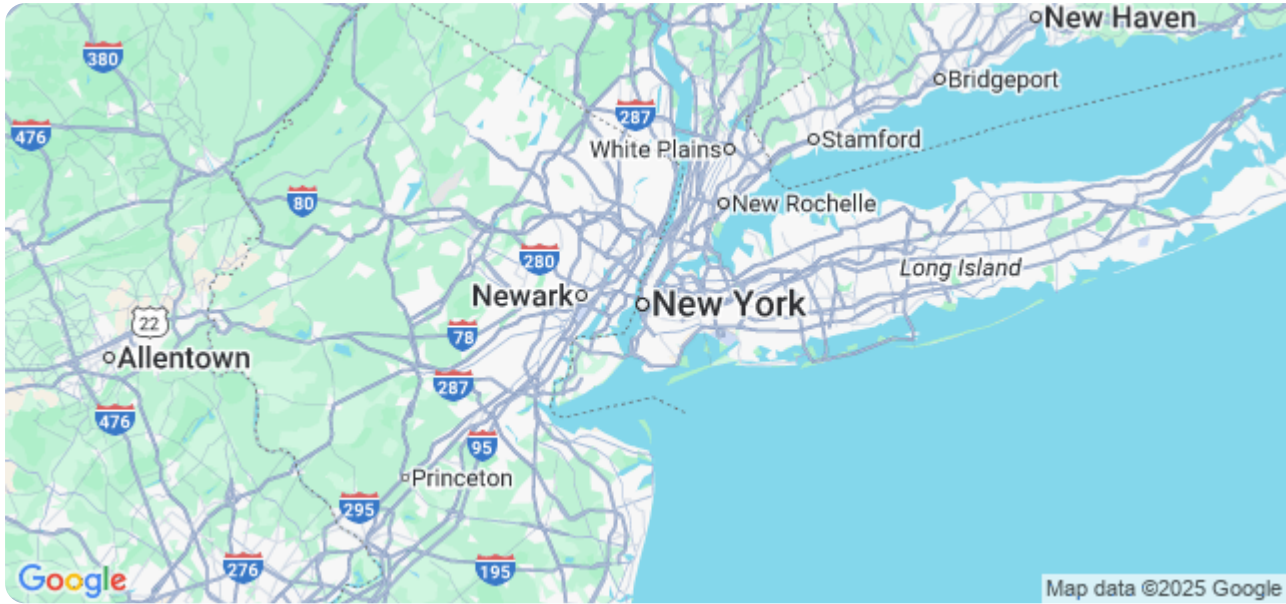
Enter date...

**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)

 Upload File

## 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)

## 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...

**Linens Reuse Program**

Implemented

Planning

Not Implemented