



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)

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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

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)

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