



Mall Directory & Signage Accuracy Checklist

Overall Assessment

Initial review of the mall directory and signage for general accuracy and condition.

Date of Assessment

Time of Assessment (Start)

Overall Impression/General Notes

Approximate Number of Signage Items Reviewed

Mall Operating Status During Assessment?

- ☐ Open
- ☐ Closed
- ☐ Limited Hours

Environmental Conditions Observed (check all that apply)

- ☐ Sunny
- ☐ Rainy
- ☐ Snowy
- ☐ Foggy
- ☐ Windy

Assessor's Name

Write something...

Assessor Signature

Mall Directory Kiosks

Verification of accuracy and functionality of all mall directory kiosks.

Kiosk ID Number

Enter a number...

Screen Functionality (Touchscreen)

- ☐ Fully Functional
- ☐ Partially Functional
- ☐ Not Functional

Map Accuracy

- ☐ Accurate
- ☐ Minor Inaccuracies
- ☐ Significant Inaccuracies

Tenant Listing Accuracy (Overall)

Write something...

Number of Incorrect Tenant Listings

Enter a number...

Detailed Description of Errors (if any)

Write something...

Software/Application Version

Last Software Update Date

Enter date...

Wayfinding Signage (General)

Checking general wayfinding signs - directional arrows, levels, 'You Are Here' signage, etc.

Verify 'You Are Here' Sign Accuracy - Level

Write something...

Count of Directional Arrows (Up)

Enter a number...

Count of Directional Arrows (Down)

Enter a number...

Level Signage Condition (General)

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Missing/Damaged Signage (Select All That Apply)

- ☐ Level Signs
- ☐ Directional Arrows
- ☐ Escalator Signs
- ☐ Stairwell Signs
- ☐ None

Note any specific discrepancies found

Write something...

Tenant Directory Signage

Assessment of the accuracy and clarity of tenant directory signs located throughout the mall.

Tenant Name

Write something...

Suite/Store Number

Write something...

Directory Listing (Exact Match)

Write something...

Accuracy of Tenant Name

- ☐ Correct
- ☐ Incorrect
- ☐ Not Found

Accuracy of Suite/Store Number

- ☐ Correct
- ☐ Incorrect
- ☐ Not Found


Font Size (Points)

Enter a number...

Legibility of Font

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Photograph of Signage

 Upload File

Elevator & Escalator Signage

Verification of signage related to elevator and escalator locations and directions.

Elevator Lobby Signage: Correct Level Indication?

Write something...

Escalator Directional Arrows: Consistent with Flow?

Write something...

Number of Elevator Signage Missing/Damaged?

Enter a number...

Notes on Escalator Handrail Directional Indicators?

Write something...

Signage Lighting - Adequate?

☐ Yes

☐ No

☐ N/A

Details of Any Incorrect Elevator Floor Indicators?

Write something...

Date of Last Maintenance/Inspection of Elevator Signage

Enter date...

Restroom & Service Area Signage

Checking accuracy of signage for restrooms, family rooms, and other essential services.

Restroom Signage - Men's Room Accuracy

Write something...

Restroom Signage - Women's Room Accuracy

Write something...

Restroom Signage - Family Room Accuracy (if applicable)

Write something...

ADA Compliance of Restroom Signage (Height & Contrast)

- ☐ Compliant
- ☐ Non-Compliant
- ☐ N/A - No Signage

Number of Missing/Damaged Restroom Signs

Enter a number...

Baby Changing Station Signage Present?

- ☐ Yes
- ☐ No
- ☐ N/A

Notes/Comments on Restroom & Service Area Signage (e.g., specific errors, damage descriptions)

Write something...

Parking & Transportation Signage

Verification of accuracy of signs related to parking locations, entrances, and transportation options.

Entrance Signage: Verify the name/number displayed matches the actual entrance.

Write something...

Parking Level Designation: Check if level numbers on signage match the actual level.

Enter a number...

Directional Arrows: Are arrows pointing correctly towards parking areas?

☐ Yes

☐ No

☐ N/A

Taxi Drop-off Zone Signage: Confirm location matches signage and is clearly visible.

 [Set My Current Location](#)



Bus Stop Signage: Verify bus route information is accurate and current.

Write something...

Shuttle Service Signage: Which aspects of shuttle service are accurately reflected?

- ☐ Route
- ☐ Schedule
- ☐ Destination
- ☐ N/A

Electric Vehicle (EV) Charging Station Signage: Confirm information is current and accurate.

Write something...

Special Event & Promotional Signage

Review of temporary signage for events, promotions, or seasonal displays.

Event Start Date

Enter date...

Event End Date

Enter date...

Event Name

Write something...

Event Description (for reference)

Write something...

Number of Promotional Signs Displayed

Enter a number...

Sign Placement Approved By (e.g., Marketing, Leasing)

- ☐ Marketing
- ☐ Leasing
- ☐ Management

Signage Locations (Check all that apply)

- ☐ Entrance 1
- ☐ Entrance 2
- ☐ Food Court
- ☐ Center Court
- ☐ Near Anchor Store
- ☐ Other (Specify in Long Text)

Signage Image (for record)

 Upload File

Accessibility Compliance

Assessment of signage compliance with accessibility standards (e.g., Braille, height, contrast).

Minimum Font Size (ADA Compliant?)

Enter a number...

Braille Present on Required Signage?

- ☐ Yes
- ☐ No
- ☐ N/A - Not Required

Sign Height Compliant?

- ☐ Yes
- ☐ No
- ☐ N/A - Not Applicable

Contrast Ratio (Text to Background)

Enter a number...

Accessibility Features Present (Select all that apply)

- ☐ Tactile Signage
- ☐ High Contrast Text
- ☐ Signage with Raised Characters
- ☐ Audio Description
- ☐ None

Comments/Observations Regarding Accessibility Compliance

Write something...

Maintenance & Condition

Evaluation of the physical condition of all signage – cleanliness, damage, lighting.

Overall Signage Condition Rating (1-5, 1=Poor, 5=Excellent)

Enter a number...

Signs with Faded Text/Graphics

☐ Yes

☐ No

☐ N/A

Signs with Physical Damage (Cracks, Bends, Missing Pieces)

☐ Yes

☐ No

☐ N/A

Description of Damage/Issues Found (Be Specific)

Write something...

Number of Signs Requiring Cleaning

Enter a number...


Number of Signs Requiring Repair/Replacement

Enter a number...

Date of Last Maintenance/Cleaning

Enter date...

Photos of Damaged/Problematic Signage (Optional)

 Upload File