

## SITE INSPECTION CHECK LIST

Did the Sales Person do the following:

<b>INTRODUCTION</b>	<b>COMMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Ask for Clients Business Card				
Ask length of time available for site inspection				
Offer Refreshments				
Establish Clients requirements				
Obtain purpose of Events				
Ask reason for considering your hotel				
Obtain budget				
Ask if other hotels being considered				
Ask other destinations being considered				
<b>SITE VISIT</b>	<b>COMMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Show all relevant facilities & services				
Demonstrate knowledge of Hotel & Facilities				
Use of Features & Benefits				
Use of competitive knowledge				
Knowledge of marketing programmes				
Effective use of Objection Handling				
Professional Approach & Manner				
<b>CLOSE &amp; FOLLOW UP</b>	<b>COMMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Summary client requirements				
Use of negotiation skills				
Obtain Decision maker				
Ascertain decision time				
Provide package as per enquiry				
Enquiry any other business				
Provide proposal				
Chase as agreed				
Organise further meeting/appointment				
Thank the client for visiting				

Did the Reviewer receive the proposal?

Did the proposal respond to the brief?				
Did it reflect the discussion?				
Was the meeting material used in the proposal?				
Was it professionally presented?				
Did it outline next stage?				
Did it provide a reason for using this hotel?				