



Hotel: _____

QA AUDIT SUMMARY

AREAS CHKD	DESCRIPTION OF AREA	ACTUAL RATING	LAST RATING	COMMENT
<input type="checkbox"/>	Cross Promotion / Corp. Design	0.0%	0.0%	
<input type="checkbox"/>	Branding / Implementation	0.0%	0.0%	
<input type="checkbox"/>	Reservations	0.0%	0.0%	
<input type="checkbox"/>	Transportation	0.0%	0.0%	
<input type="checkbox"/>	Front Desk	0.0%	0.0%	
<input type="checkbox"/>	Operator	0.0%	0.0%	
<input type="checkbox"/>	Laundry / Dry Cleaning	0.0%	0.0%	
<input type="checkbox"/>	Maintenance	0.0%	0.0%	
<input type="checkbox"/>	Housekeeping	0.0%	0.0%	
<input type="checkbox"/>	Fire / Life / Health / Safety	0.0%	0.0%	
<input type="checkbox"/>	Hotel Room	0.0%	0.0%	
<input type="checkbox"/>	Room Service	0.0%	0.0%	
<input type="checkbox"/>	Restaurant Operation	0.0%	0.0%	
<input type="checkbox"/>	Hospitality Guarantee	0.0%	0.0%	
<input type="checkbox"/>				
<input type="checkbox"/>	Public Areas	0.0%	0.0%	
<input type="checkbox"/>	Pool Facilities	0.0%	0.0%	
<input type="checkbox"/>	Beach Facilities	0.0%	0.0%	
<input type="checkbox"/>				
<input type="checkbox"/>	HR Personnel	0.0%	0.0%	
<input type="checkbox"/>	HR Training	0.0%	0.0%	
<input type="checkbox"/>	Quality Assurance (SOP) Implement	0.0%	0.0%	
OVERALL RATING CHECKED AREAS		0.0%	0.0%	

General Comment:
 Note that major findings within the HR and Training section are not only related to the HR department. The issues are core management processes where the responsibility lies with the management and the executive with the department heads.

Date of Audit: _____

Auditor's Name/Signature: _____

GM's Name/Signature: _____

Copies to:

Head Office

General Manager

Other: _____

RATING BENCHMARK - CHECKLIST - PART I
Minimum Operational Standards

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
1 Friendly welcome by Reception Employee	1	1	0	
2 Welcome Drink offered	1	1	0	
3 Registration Form prepared, filled out correctly	1	0	1	
4 Eye Contact with Employee	0	0	0	culture - no value
TOTAL Points reached in this Area:	3	2	1	Minimum to reach:
Performance in % in this Area	100%	66.7%	33.3%	80%

Explanation:

Status "Standard Available": 1 = Standard available / 0 = not available

Promotion info throughout hotel in a professional layout (CI)

Status "Standard Met - No" 1 = Standard not met / 0 = met

Standard 1 to 3 above are available to be checked, 1 and 2 are met, 3 **Explanation**
 Actual/current Hotel Directory available & displayed at
 Rating is 66.7% met, which is in this example not sufficient. Action has to be planned and scheduled.

General Overall Rating: 80% to be reached

Less than 80 % reached	unsatisfactory	*	Rating
80-85	good		
85-90% reached	very good		
90-100% reached	excellent		

* For audited hotels in which the 80% where not reached, a detailed action plan has to be submitted within 10 days to reach the standards. **Action when failed**
 Within 3 months Head Office will perform a follow up audit at the cost (CHF 3'000) and where then the 80% must be reached.

SOP - Operational Standards Manual

The base to all standards is mentioned or highlighted in detail within the SOP - Operational Standards Manual. The SOP should be familiar to all department heads. The SOP should also be the fundamental basis for departmental training purposes. **Info SOP**

RATING FINDINGS & RECOMMENDATION - PART II
Explanation:

Whatever the rating within the Part I section of the checklist will be - there are a few criterion within the "Findings & Recommendation" section that have to be fulfilled to achieve the overall rating from "Unsatisfactory" up to "Excellent".

Whatever the overall rating achievements are - when the following issues are not met accordingly - the overall result will have the following impact:

Minimum requirements / No Go Items:

No obvious follow-up from previous report:	25	unsatisfactory
Major Fire/Life/Health/Safety item issue:	25	no go item
Missing Hotel Institution:	25	no go item
Major Branding item (incl. Swissness):	25	no go item

Except the first on - 1 to 2 items will downgrade the rating by one class. 3 items or item no 1 will lead in any case to a grade of "unsatisfactory"

This will be summarised in the first page of the summary report of the audit. The No Go items may be reviewed from time to time and adjusted upon a management decision on a calendar year basis.



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AREA CHECKED: Cross Promotion / Corporate Design / Signage

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Signwork promoting hotel & catering facilities on vehicle(s)	2	0	0	hotel bus & carts, hotel catering; see as per CI/CD
Signwork promoting hotel facilities posted at parking lot	1	0	0	where and if applicable
Signwork promoting hotel facilities posted inside lobby	2	0	0	
Signwork promoting hotel facilities inside elevators	2	0	0	floor indication + promotion
Signwork in sufficient quantity indicating directions to facilities	1	0	0	
Signwork promoting business/internet corner	1	0	0	(incl. opening hours + whom to call for assistance if closed)
Promotion info inside guest room for restaurants	1	0	0	(e.g. Culinary Calendar)
Promotion info inside guest room for other hotel services	1	0	0	(printed guest information, hotel directory)
Promotion info inside guest room in clean and good condition	1	0	0	
Promotion info inside guest room up-dated	2	0	0	(incl. A to Z directory)
Promotion info throughout hotel in a professional layout (CI)	2	0	0	(no in-house printed non-professional items at all)
Promotional tent cards at POS tables are clean & in good cond.	1	0	0	
At check in restaurants are promoted/recommended by staff	1	0	0	
At check in other facilities are promoted/recommended by staff	1	0	0	
Actual/current Hotel Directory available & displayed at	1	0	0	Rooms & Display Rack at Front Office Area
Print material in rooms clean and decent	2	0	0	not worn
Promotion on TV Info channel up-dated, attractive	1	0	0	where and if applicable
TV Channel Selection Guide available (printed version)	1	0	0	(as per SOP - Room Amenity List)
TOTAL Points reached in this Area:	24	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

0

AREA CHECKED: Branding Implementation / Corporate Design CD

STANDARD / TOPIC CHECKED	STANDARD	STANDARD MET		ACTION / COMMENT
	AVAILABLE	YES	NO	
Correct use of logo (change of colour or single elements)	3	0	0	see CI manual
No alternation of logo (change of by-line, change of font)	3	0	0	see CI manual
Right use of colours in layouts	1	0	0	see CI manual
Appropriate use of colours for fonts (only black or grey)	1	0	0	see CI manual
Overall in-room collaterals layouts	2	0	0	only look for old logos / layout checked by brand mng.
Correct application of Brand icon	1	0	0	see sep. manual for icon (only mandatory items)
Correct application of the official logo	1	0	0	see CI manual
Correct application of the Catering logo	1	0	0	see CI manual
Correct application of branded cars (buses and carts)	1	0	0	see CI manual
Readability of names on tags, must be readable from 1m dist.	1	0	0	see CI manual
Promotion info throughout hotel in a professional layout (CI)	1	0	0	see separate list 'non-branded items'
Compliance of non-branded items in the guest room	1	0	0	see separate list 'non-branded items'
No more old logos in any guest area visible	2	0	0	
Pick-up at Airport with Hotel Logo only, no guest name	2	0	0	security & privacy (unless otherwise requested form the client)
Actual/current Hotel Directory available & displayed at	2	0	0	only where limos are in use
CI/CD of printed material in all hotel restaurants	2	0	0	see CI manual
Any old CI/CD material or Logos eliminated	2	0	0	
	0	0	0	
	0	0	0	
TOTAL Points reached in this Area:	27	0	0	Minimum to be reached: 100%
Performance in % in this Area	100%	0.0%	0.0%	

0

AREA CHECKED: Reservations

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Brand Standards General Requirements apply	1	0	0	(hotel internal calls)
Departmental Service Requirements apply	1	0	0	
Phones are answered promptly and within 5 rings	1	0	0	and offering assistance
Calls are not put on hold for longer than 30 seconds	1	0	0	
Reservation information is confirmed to caller and thanked	1	0	0	
Reservation transaction is ended by thank you + positive note	1	0	0	
Employee gives caller his full name	1	0	0	
Standardised confirmation fax/email is offered upon request	1	0	0	depending on callers request (as per approved sample)
Reservation/cancellation number is offered by default	1	0	0	
Promotion info throughout hotel in a professional layout (CI)				
RA offers alternative company Hotel when fully booked	1	0	0	if availble, if not alternative information
RA gives positive description of rooms, if asked	1	0	0	
RA explains cancellation policy	1	0	0	if guaranteed reservation
Actual/current Hotel Directory available & displayed at	1	0	0	if non-guaranteed reservation
RA explains check-in / check-out time policy	1	0	0	(also valid if confirmed by fax/email confirmation)
		0	0	
Preference for smoking/non-smoking room is asked/confirmed	1	0	0	confirmed, depending on booking situation of hotel
Callers name is at least mentioned twice during transaction	1	0	0	
A range of accomodation is offered where available	1	0	0	Yield Management / Upselling
TOTAL Points reached in this Area:	17	0	0	Minimum to be reached: 80%
Performance in % in this Area	100%	0.0%	0.0%	



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AREA CHECKED: Transportation

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Brand Standards General Requirements apply	1	0	0	
Departmental Service Requirements apply	1	0	0	
Upon departure estimated driving time is mentioned	1	0	0	
Car destination is confirmed to guest upon boarding	1	0	0	(incl. estimated driving time to desination)
Incoming guests are welcomed	1	0	0	
Departing guests are acknowledged	1	0	0	
Guests are assisted with luggage	1	0	0	In resort hotels and where appropriate
Hotel's facilities and services are explained	1	0	0	(upon request from guest, information available)
Promotion info throughout hotel in a professional layout (CI)	1	0	0	
Airport shuttle or relevant transportation information is available	1	0	0	
Transportation vehicle is clean on interior / exterior	1	0	0	
Actual/current Hotel Directory available & displayed at	1	0	0	
Driver arrives promptly and within schedule	1	0	0	
Driver informs guests how luggage is handled	1	0	0	
Outbound: Driver must request guest's airline	1	0	0	
Outbound: Driver must indicate direction to check-in counter	1	0	0	
Outbound: Driver wishes guest a pleasant trip	1	0	0	
TOTAL Points reached in this Area:	17	0	0	Minimum to be reached: 80%
Performance in % in this Area	100%	0.0%	0.0%	

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AREA CHECKED: Front Desk (check-in / check-out)

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Brand Standards General Requirements apply	1	0	0	if complaint available
Departmental Service Requirements apply	1	0	0	
Guests are acknowledged immediately with appropriate greeting	1	0	0	(and using eye contact)
Check in is completed within 5 minutes, including waiting time	1	0	0	(guest history, repeaters registration form completed)
Guest is asked if he has stayed at the hotel before	1	0	0	(returning guests are acknowledged)
Guest is offered smoking or non-smoking room, if available	1	0	0	(depending on reservation)
Room type, rate and departure date confirmed, check-out time	1	0	0	(rate to be confirmed only for individual guests)
Promotion info throughout hotel in a professional layout (CI)	1	0	0	(a choice of specific info, depending on hotel)
Information about what time and where breakfast is served	1	0	0	
Guest privacy is protected, room numbers not given to callers	1	0	0	(or stated out loud)
Luggage assistance offered, info about lockable storage given	1	0	0	(assistance of trolley and storage, if appropriate)
Actual/current Hotel Directory available & displayed at				
Check-out is completed within 10 minutes, incl. waiting time	1	0	0	
Charges are billed according to billing instructions	1	0	0	(if applicable, cashier is aware about them)
Statement + method of payment is presented discretely	1	0	0	(written or verbal)
Guest is asked if the stay was satisfactory	1	0	0	
Guest is thanked for staying with us and appropriate farewell	1	0	0	
Offer of reservation at another Hotel, if appropriate	1	0	0	(if guest is requesting so)
TOTAL Points reached in this Area:	17	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%



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AREA CHECKED: Operator

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Brand Standards General Requirements apply	1	0	0	
Departmental Service Requirements apply	1	0	0	
Greeting includes hotel & employee name & offer of assistance	1	0	0	(For in-house calls mention department instead hotel)
Phone is answered promptly and within 5 rings	1	0	0	
Calls are not put on hold for longer than 30 seconds	1	0	0	
Caller is addressed by name	1	0	0	where appropriate / system provides names
Operator listens carefully & finally confirms main points of call	1	0	0	(if appropriate, e.g. messages)
If call must be returned, it does not exceed 20 minutes	1	0	0	
If needed, messages are taken	1	0	0	
Promotion info throughout hotel in a professional layout (CI)	1	0	0	(transaction is ended with a positive note)
Operator must apologise for any delays or interruptions	1	0	0	
Operator must ask guest's permission before placing on hold	1	0	0	when searching for somebody
Operator must be able to provide information re hotel services	1	0	0	
Actual/current Hotel Directory available & displayed at	1	0	0	or connect to the right person/department in charge
Operator provides messages within 10 minutes of receiving	1	0	0	Business hotels, resort hotels 20 minutes
TOTAL Points reached in this Area:	15	0	0	Minimum to be reached: 80%
Performance in % in this Area	100%	0.0%	0.0%	



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AREA CHECKED: Laundry / Dry Cleaning

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Brand Standards General Requirements apply	1	0	0	
Departmental Service Requirements apply	1	0	0	
When inquiring about laundry service, pick-up time offered	1	0	0	estimated time
Laundry is picked up within quoted time (not exceeding 15')	1	0	0	or according to in-room instructions
Laundry is returned within 15 minutes of quoted time	1	0	0	or according to in-room instructions
Laundry must follow all of guests special instructions	1	0	0	(e.g. shirts folded or on hanger)
If unable to clean or repair, guest is called for alternatives	1	0	0	
Clothing must be returned damage-free	1	0	0	
Promotion info throughout hotel in a professional layout (CI)	1	0	0	
Laundry list is equipped with space for guest's signature	1	0	0	
Used laundry lists and bags are replaced/refilled upon pick-up	1	0	0	
Actual/current Hotel Directory available & displayed at				
Personal belongings left in items are returned a.s.a.p.	1	0	0	when appropriate timewise
Upon laundry return items have to be totalled on the list	1	0	0	(final amount to be charged)
TOTAL Points reached in this Area:	13	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%



0

AREA CHECKED: Housekeeping

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Brand Standards General Requirements apply	1	0	0	
Departmental Service Requirements apply	1	0	0	
Full room cleaning is provided within 20 minutes, if requested	1	0	0	
Guest requests are provided within 15 minutes (normal hours)	1	0	0	(towels, other housekeeping supplies)
Refills of supply is done daily and systematically	1	0	0	(laundry lists & bags, stationary, etc.)
Maids carts are not interfering with hallway traffic flow	1	0	0	
Guests are not disturbed in guest areas	1	0	0	(loud music, talk, televisions, shutting of doors, etc.)
Carts are not driven in corridors before 8 a.m. or after 10 p.m.	1	0	0	(no disturbance recognisable)
Before entering guest room "Housekeeping" is announced	1	0	0	(as per 6 Key Issues)
Promotion info throughout hotel in a professional layout (CI)	1	0	0	
Guest is greeted by his name and intentions are announced	1	0	0	(from supervisory levels only)
When leaving room, guest is asked if anything else needed	1	0	0	
Information & print materials are in good shape and actual	1	0	0	
Actual/current Hotel Directory available & displayed at	1	0	0	(mosquito net available)
Housekeepers must not allow guest into room with no roomkey	1	0	0	guest's identity must be checked first by supervisor
Rooms are free of bad smell and odours	1	0	0	
"Do not Disturb" signs are respected	1	0	0	
Lighting is sufficient and working all over	1	0	0	
HVAC is working properly and efficiently	1	0	0	(proper/adequate room temperatur)
Lost + found log is to be kept available 24 hours	1	0	0	Ability to hand out lost items also 24 hours! (lost and found items are to be kept as per SOP)
TOTAL Points reached in this Area:	20	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

0

AREA CHECKED: Maintenance

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Brand Standards General Requirements apply	1	0	0	
Departmental Service Requirements apply	1	0	0	
Maintenance request must be finalised within 45 minutes	1	0	0	Applies for public area and guest room.
If not settled within 45 minutes offer of room change	1	0	0	
Hotel's exterior landscaping must be well maintained	1	0	0	(if and where applicable)
Plants/décor at primary entrance must be attractive	1	0	0	
Doors at entrance are in good working order	1	0	0	
Promotion info throughout hotel in a professional layout (CI)	1	0	0	
Decor in lobby must be up-to-date and attractive	1	0	0	(one attractive flower arrangement at check in area)
Corridors: appropriate directional signs available	1	0	0	
Corridors: appropriate illumination provided	1	0	0	(all light bulb incl. emergency sign light)
Actual/current Hotel Directory available & displayed at	1	0	0	(floors if and where applicable, F&B main restaurant)
Toilets in public restrooms are in good working order	1	0	0	
Urinals in public restrooms are in good working order	1	0	0	
Public restrooms are clean and appropriately equipped	1	0	0	(hourly sign-off frame / sanitary dispenser)
Public restrooms are free of bad smell or odours	1	0	0	
Equipment & machinery at rest. buffet clean & good condition	1	0	0	
Carpets in Restaurants free of stains & in good physical cond.	1	0	0	(when tiles: not damaged, clean grouting)
Service doors are in good physical shape	1	0	0	(R&M regularly done, especially painting)
Guest room doors and frames are in good physical shape	1	0	0	
TOTAL Points reached in this Area:	20	0	0	Minimum to be reached: 80%
Performance in % in this Area	100%	0.0%	0.0%	



0

AREA CHECKED: Fire / Life / Health / Safety & Security

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Fire exits must be visible with signs lit	1	0	0	
Fire exits must be unencumbered and unlocked	5	0	0	(not to be opened from outside)
Guest room corridors must be free of hazards	1	0	0	
Areas of value must be secured during off hours	1	0	0	
Guest luggage must never be left unattended	1	0	0	
Housekeeper must keep room doors closed; or	1	0	0	
Housekeeper must keep room doors blocked by carts	1	0	0	(while cleaning guest room)
When cleaning floors, appropriate measures are taken	1	0	0	(preventing guests to slip on wet floors)
Emergency Manual as per sample SOP available and adapted	1	0	0	(as per SOP)
Promotion info throughout hotel in a professional layout (CI)	1	0	0	(as per SOP guidelines)
Evacuation procedures trained at least once a year	1	0	0	(physical proof / documentation)
Quick Emergency procedures available at operator	1	0	0	(as per SOP guidelines)
Actual/current Hotel Directory available & displayed at				
Electrical panels / fuse panels must be locked	1	0	0	not at guests availability
Security Staff is greeting guests with friendly smile	1	0	0	where and if applicable
TOTAL Points reached in this Area:	18	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

0

AREA CHECKED: Hotel Room

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Room must contain info about safe deposit boxes available	1	0	0	
Rooms are free of excessive noises	1	0	0	
Sufficient hangers are available in closet (6)	1	0	0	
Lamps provide sufficient lighting	1	0	0	
Lamps and light switches are easy to locate	1	0	0	
Room number must be written on phone plate	1	0	0	
Must be able to achieve comfortable temperature with HVAC	1	0	0	
Must be able to achieve comfortable water temperature	1	0	0	in the bathroom
Mattresses turned at least twice a year	1	0	0	Stickers or system available (date last time:)
Promotion info throughout hotel in a professional layout (CI)	1	0	0	(and according to channel selection guide)
Minibars are to be free of ice (defrosted regularly)	1	0	0	
Balcony sliding doors must operate easily	1	0	0	if balcony available
Bathroom sink drains must flow well	1	0	0	and must be free of hair, seal off tight, etc.
Actual/current Hotel Directory available & displayed at	1	0	0	brush holder/container no water
Fire safety plan must be posted	1	0	0	
Emergency extension stated on face plate of room phone	1	0	0	
Emergency procedure booklet available in room (corp. standard)	1	0	0	(=> not to be included within Hotel Information Directory)
Curtains must be unstained, fit well, close well	1	0	0	(black out curtains must really seal the room)
Waterkettles are dry and clean (free of lime)	1	0	0	(applicable for coffe/tee amenities)
TOTAL Points reached in this Area:	19	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%



0

AREA CHECKED: Room Service

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Brand Standards General Requirements apply	1	0	0	
Departmental Service Requirements apply	1	0	0	
Name of the guest is mentioned at least twice during call	1	0	0	if name available on the telephone display
Calls are answered within 5 rings	1	0	0	
Order is repeated back to guest to confirm accuracy	1	0	0	
Time of delivery is quoted (estimated)	1	0	0	(especially if delivery estimate exceeds 30 minutes)
Food service is delivered at proper temperature	1	0	0	
Order is delivered within 30 minutes	1	0	0	if not, hospitality guarantee applies, if no prior info
Promotion info throughout hotel in a professional layout (CI)				
Information regarding removal of service tray is provided	1	0	0	
Trays are picked up immediately, not exceeding one hour	1	0	0	
Guest shall not be disturbed for pick-up of any trays by phone	1	0	0	(respect privacy)
Server must ask guest where to place the meal	1	0	0	Plastic wrap/foil is not allowed for the entree
Server must offer to set up the meal for the guest	1	0	0	
Server must ensure all utensils appropriate are furnished	1	0	0	
Server must ensure all items ordered are delivered and posted	1	0	0	
Proper and printed check is presented to guest	1	0	0	(including a pen for signature)
Room Service menu:				
Opening hours, delivery time, extension mentioned	1	0	0	within menu on page one
TOTAL Points reached in this Area:	17	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%



0

AREA CHECKED: Restaurant Operation

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Brand Standards General Requirements apply	1	0	0	
Departmental Service Requirements apply	1	0	0	
Guests are acknowledged promptly & courteously upon arrival	1	0	0	using eye contact
Tables and chairs are cleaned and fully set before seating	1	0	0	
Guests seated promptly, asked smoking/non-smoking preference	1	0	0	(designated non-smoking areas clearly signed)
Upon seating the appropriate beverage is offered	1	0	0	
After being seated menu is handed out	1	0	0	
Meal service is prompt and starts 30 minutes after ordering	1	0	0	(except lunch at main restaurant: 15 minutes)
For serving beverage items always tray service is used	1	0	0	
Promotion info throughout hotel in a professional layout (CI)	1	0	0	
Guest's asked if all satisfactory or if anything else needed	1	0	0	
Checks promptly presented & ready for payment	1	0	0	
Tables are promptly cleaned, set and reset	1	0	0	
Actual/current Hotel Directory available & displayed at	1	0	0	
Mgr/Supervisor must routinely & consistently circulate	1	0	0	
Mgr/Supervisor must converse with guests	1	0	0	satisfaction with meal & service, welcome, farewell, etc.
Temperature in restaurant must be comfortable	1	0	0	
Source of entertainment must be provided in restaurant	1	0	0	
Bus station stands must be kept free of excessive dishware	1	0	0	
Buffet items must be fresh & presented attractively	1	0	0	(hard and software)
Major Buffet items must be labelled/named	1	0	0	(clean, neat and streamlined system)
TOTAL Points reached in this Area:	21	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%



0

AREA CHECKED: Service Guarantee

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Internal Audit: action plan available re last audit	1	0	0	physical proof (general or department)
Mystery Shopper: action plan available re last audit	1	0	0	physical proof (general or department)
No staff smoking in guest areas	1	0	0	(inclusive restaurants if staff is taking meals there)
Guests are only placed at clean and set tables	1	0	0	
At lunchtime meals are delivered within 15 minutes of order	1	0	0	
Hospitality Guarantee items are included in training	1	0	0	in addition to 6 Key Issues
Prove available training done in one particular dpt last 60 days	1	0	0	
Guests greeted & welcomed when entering outlet, corridor, etc.	1	0	0	
Guests bidden farewell when leaving outlet or checkout desk	1	0	0	
Guests given full attention when communicating	1	0	0	checked at:
Promotion info throughout hotel in a professional layout (CI)	1	0	0	checked at:
Actual/current Hotel Directory available & displayed at	1	0	0	
Verbal complaint: handled at satisfaction customer (ev. goodie)	1	0	0	
Written complaint: 1st answer/reply within 24 hours, prove	1	0	0	
Written complaint: answer by GM or at least member ExCom	1	0	0	
Written complaint: physical check one random file - complete	1	0	0	
Written complaint: philosophy followed as per SOP	1	0	0	
Internal Hotel policy available for "Handling Complaints"	1	0	0	
		0	0	
TOTAL Points reached in this Area:	18	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%



0

AREA CHECKED: Public Areas

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Public areas clean and tidy	1	0	0	
Public restrooms clean and checked hourly, signed off visibly	1	0	0	(at least during main operating hours F&B outlets)
Entertainment appropriate and audible	1	0	0	
Information showcases nicely arranged and clean	1	0	0	
Signage visible and appropriate	1	0	0	
Temperature comfortable and appropriate	1	0	0	
Public Areas and Toilets fresh smelling	1	0	0	scent should be pleasant, not overpowering
No rank and file staff is using public toilets	1	0	0	
Green plants at lobby and corridors in good shape and dusted	1	0	0	
Promotion info throughout hotel in a professional layout (CI)	1	0	0	(incl. emergency signs)
TOTAL Points reached in this Area:	10	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%

0

AREA CHECKED: Pool Facilities

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Are signs present indicating lifeguard availability	1	0	0	on top of mentioning within pool & beach rules (applies for all hotels unless waver is approved)
At operating hours lifeguard is visible and available	5	0	0	
Is pool lining and tiling not damaged or worn	1	0	0	
Is pool lining and tiling clean	1	0	0	
Is pool water clean and clear	1	0	0	
Is pool temperature at least 24 degrees celsius	1	0	0	
Is pool furniture neat and tidy	1	0	0	
Are enough pool/deck chairs available	1	0	0	
Are changing rooms in good repair and clean	1	0	0	
Pool attendants greet and help arriving guests	1	0	0	
Promotion info throughout hotel in a professional layout (CI)	1	0	0	
Towel receiving area must be clearly visible	1	0	0	customer friendly approach
Is a pool supervisor regularly present to take care of problems	1	0	0	
Actual/current Hotel Directory available & displayed at	1	0	0	(footbath if available)
Are there sufficient ashtrays available and regularly cleaned	1	0	0	
Are the pool rules visible	1	0	0	(visible for anyone entering the pool area)
Is pool rescue equipment readily available	1	0	0	(including hook and life ring)
TOTAL Points reached in this Area:	21	0	0	Minimum to be reached: 80%
Performance in % in this Area	100%	0.0%	0.0%	



0

AREA CHECKED: Beach Facilities

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Are signs present indicating lifeguard availability	1	0	0	on top of mentioning within pool & beach rules
Is beach rescue equipment readily available	1	0	0	
Is a lifeguard constantly present at the beach	5	0	0	(including a watch tower)
Are the sanitary facilities clean and in good physical condition	1	0	0	
Towels are clean and not worn	1	0	0	
Towel receiving area must be clearly visible	1	0	0	customer friendly approach
Is beach furniture neat and tidy	1	0	0	
Are enough pool/deck chairs available	1	0	0	
Are changing rooms in good repair and clean	1	0	0	
Beach attendants greet and help arriving guests	1	0	0	
Promotion info throughout hotel in a professional layout (CI)	1	0	0	
Beach rules are visible at entrance	1	0	0	
			0	
Is a beach supervisor regularly present to take care of problems	1	0	0	
Actual/current Hotel Directory available & displayed at	1	0	0	
Are there sufficient ashtrays available and regularly cleaned	1	0	0	
Is beach sand clean and free of cigarette butts	1	0	0	(except for natural debris)
Is swimming area protected and fenced	1	0	0	visible for anyone
TOTAL Points reached in this Area:	21	0	0	Minimum to be reached: 80%
Performance in % in this Area	100%	0.0%	0.0%	

0

AREA CHECKED: Human Resources - Personnel

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Performance Appraisal concept followed (as per forms SOP)	2	0	0	mandatory for department heads
Performance Appraisal physical check forms	1	0	0	2 DH, 2 staff files at random
MBO system in place and followed	2	0	0	with clear and measurable targets
MBO system physical check current year	2	0	0	1 GM, 2 DH files at random
Exit interviews performed	1	0	0	physical check last 3 checkouts
Reference checks done	1	0	0	
Induction programs done for all supervisory levels	1	0	0	check 4 entry files last 12 months at random
Work Supporter system implemented	1	0	0	check by interview with 2 designated "Godfathers"
Supervisory staff attended corporate trainings	1	0	0	within last 6 months
Promotion info throughout hotel in a professional layout (CI)	1	0	0	
Employee Handbook available according to SOP	2	0	0	check with 5 employees at random if they received
Internal House Rules available	1	0	0	check with 5 employees at random if they received
Organisation chart (actual) available and known	1	0	0	according to SOP; not older than 6 months, dated
Actual/current Hotel Directory available & displayed at	2	0	0	
Recruitment area according to SOP	1	0	0	
Employee records up-to-date and complete	1	0	0	
		0	0	
		0	0	
TOTAL Points reached in this Area:	21	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%



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AREA CHECKED: Human Resources - Training

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
General Training Schedule available and in place	1	0	0	HRM
General Training Schedule, physical check current Year	1	0	0	HRM
Dept. Training Schedules available and in place	1	0	0	DH / HRM
Dept. Training Schedules, physical check, last 2 months	1	0	0	2 dpts at random
Hotel internal Training Program/schedule available for staff	1	0	0	Publication to staff
Training room available	1	0	0	
Training room physical basic inventory available	1	0	0	Laptop, Projector, TV, Flip Chart, library, training videos
General hotel Fire Training with local Fire Brigade executed	1	0	0	Within last 18 months
All Duty Managers gone through specific Fire Training	1	0	0	Within last 12 months, check 2 at random
Dept. Fire Training executed within last 6 months	1	0	0	Check 3 dpts at random
Promotion info throughout hotel in a professional layout (CI)	1	0	0	or work supporter system
General Training carried out last 3 months	1	0	0	HRM
Technical/Skills Training carried out last months	1	0	0	Check 3 dpts at random, dates:
Actual/current Hotel Directory available & displayed at	1	0	0	physical prove
TOTAL Points reached in this Area:	14	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%



0

AREA CHECKED: SOP - Implementation Quality Assurance Standards

STANDARD / TOPIC CHECKED	STANDARD AVAILABLE	STANDARD MET		ACTION / COMMENT
		YES	NO	
Quality Assurance Committee in place	1	0	0	(perhaps under another name)
General Manager actively involved into QA process	1	0	0	
QAC meetings held at least once a month	1	0	0	
QAC meetings reported with proper minutes	1	0	0	
Physical check: QAC minutes of last two months available	1	0	0	
Concept covering the 5 defined operational areas	1	0	0	see example SOP - Quality Assurance Concept
Follow-up items from previous audit done accordingly	5	0	0	
Quality issue scheduled within internal Training Schedule	1	0	0	6 Keys, Dpt. Service Req., Hospitality Guarantee
Quality issue trained within relevant Departments, monthly	1	0	0	
Promotion info throughout hotel in a professional layout (CI)	1	0	0	
Quality Benchmark Results known by Department Head	1	0	0	
Quality Benchmark Results known by Supervisors	1	0	0	physical check at random
SOP Quality checklists available physically in all departments	1	0	0	(SOP on line)
Actual/current Hotel Directory available & displayed at	1	0	0	(SOP on line)
Customer Satisfaction Program in place	2	0	0	check pro-active approach during check out
TOTAL Points reached in this Area:	20	0	0	Minimum to be reached:
Performance in % in this Area	100%	0.0%	0.0%	80%