

GUEST SERVICE CRITICAL FACTORS

GUEST ROOMS

YES	NO	Hallway exterior doors clean and in good repair.
YES	NO	Carpeting clean, freshly vacuumed.
YES	NO	Wall surfaces clean, free of marks and scratches.
YES	NO	Furnishings clean, dust- and scratch-free.
YES	NO	Furniture drawers clean and empty.
YES	NO	All printed materials in good condition, not cluttered.
YES	NO	Room Service menu prominent, and in good condition.
YES	NO	Windows and tracks clean.
YES	NO	Shoji paper in good condition.
YES	NO	Lamps and artwork neatly placed and dust-free.
YES	NO	Beds neatly made, covers in good condition.
YES	NO	Sheeting crisp, tightly made.
YES	NO	Bathroom floors and walls clean and dry.
YES	NO	Ceiling in good repair, stain-free.
YES	NO	Tub and tile grouting clean and stain-free.
YES	NO	Counters and mirrors smudge-free.
YES	NO	Lighting and fans adequate and operative.
YES	NO	Linen in good condition, colorfast.

GUEST SERVICE CRITICAL FACTORS

CHECK-IN AND ARRIVAL

YES	NO	Greeted at curb within 30 seconds of arrival.
YES	NO	Doorman provides welcome phrase and check baggage.
YES	NO	Directions given to registration desk.
YES	NO	Receptionist greets guest with surname and welcome phrase within two minutes.
YES	NO	Receptionist reconfirms rate, departure date, and number of guests.
YES	NO	Registration card is complete and accurate per reservation.
YES	NO	Receptionist ascertains payment method and imprints credit card.
YES	NO	Receptionist introduces key booklet and calls bellman.
YES	NO	Receptionist introduces guest to bellman, using surname, and hands key booklet to guest.
YES	NO	Receptionist closes with polite phrase and use of guest name.
YES	NO	During escort to room, bellman mentions restaurants and bars.
YES	NO	On arrival at guestroom, bellman opens door and allows guest to enter.
YES	NO	Hanging bags and overcoats hung up, others placed on luggage bench.
YES	NO	Bellman explains use of TV, mini-bar, air-con controls, and emergency exits.
YES	NO	Bellman closes with polite phrase and use of guest name.

GUEST SERVICE CRITICAL FACTORS

CHECK-OUT AND DEPARTURE

YES	NO	Guest greeted within two minutes of approach to desk.
YES	NO	Cashier greets guest with polite phrase and surname.
YES	NO	Cashier inquires if guest was happy.
YES	NO	Cashier mentions if there were any late charges, i.e. mini-bar.
YES	NO	A copy of hotel bill is provided to guest for perusal.
YES	NO	Hotel bill is correct and accurate.
YES	NO	Cashier ascertains payment method and executes payment efficiently.
YES	NO	Cashier closes with polite phrase and use of guest name.

GUEST SERVICE CRITICAL FACTORS

TELEPHONE DEPARTMENT

YES	NO	Outside line answered within three rings.
YES	NO	Inside line answered within three rings.
YES	NO	Greetings are consistent and clearly audible.
YES	NO	Name of guest verified prior to connecting to guestroom.
YES	NO	If guestroom does not answer, break-in and offer message.
YES	NO	Guest name and room number repeated before connection made.
YES	NO	Operator is able to give phone numbers for: <ul style="list-style-type: none">-airlines-travel agencies-major hotels-Tokyo Disneyland
YES	NO	Operator is able to quote world time and local weather.
YES	NO	Operator uses guest surname when possible.

GUEST SERVICE CRITICAL FACTORS

ASCOT BAR DRINK SERVICE

YES	NO	
_____	_____	Greeted within 30 seconds at door
_____	_____	Escorted to seats, chair assistance offered, menu presented
_____	_____	Drink order taken within two minutes, served in four minutes
_____	_____	Premium brands and 'double' portions offered
_____	_____	Complimentary snacks served with drinks
_____	_____	Ordering of appetizers suggested
_____	_____	Appetizers served within ten minutes of order
_____	_____	Appetizers presented with complete serviceware and condiments
_____	_____	Ashtrays cleared, tables cleaned during visit
_____	_____	Next round of beverages offered when glasses are one-third full
_____	_____	Satisfaction checked during visit
_____	_____	Bill presented when guest declines further orders
_____	_____	Payment collected within two minutes of payment tendered
_____	_____	Polite closing phrases by all staff nearby
_____	_____	All tables, chairs, floors, serviceware clean and good repair
_____	_____	Guest thanked on departure etc.

GUEST SERVICE SCORE: _____

FOOD

_____	_____	Complimentary snacks fresh, neatly presented
_____	_____	Food served at proper temperature
_____	_____	Plate presentations neat and appetizing
_____	_____	Flavor and texture appropriate and good
_____	_____	Portions adequate

FOOD QUALITY SCORE: _____

GUEST SERVICE CRITICAL FACTORS

BAY LOUNGE

YES	NO	
___	___	Greeted within 30 seconds at entrance, in case of line up, suggest alternative outlet whenever available, apologize for inconvenience
___	___	Escorted to seats, chair assistance offered, extra settings removed
___	___	Drink order taken upon seating, served in four minutes, coffee served in 2 minutes. Wines offered lunch/dinner
___	___	Buffet style and layout explained to guests
___	___	Ashtrays cleared, coffee/tea refilled, beverages replenished throughout meal
___	___	Soiled dishes removed between trips to buffet, silverware replaced
___	___	Satisfaction checked during meal
___	___	Bill presented during meal, politely asked to pay at cashier
___	___	Payment handled efficiently, without delay at cashier
___	___	Polite closing phrases by all staff nearby
___	___	All tables, chairs, floors, serviceware clean and good repair
___	___	Cashier thanks guest - wishes good by/night etc.

GUEST SERVICE SCORE: ___

FOOD

___	___	Food buffet adequately replenished
___	___	Food presentations appetizing and thoughtful
___	___	Food served at proper temperature
___	___	Flavor and texture appropriate and good

FOOD QUALITY SCORE: ___

GUEST SERVICE CRITICAL FACTORS
CHANDU'S

YES	NO	
___	___	Greeted within 30 seconds at door, in case of line up suggest a alternative outlet, apologize for inconvenience
___	___	Escorted to seats, chair assistance offered, menu presented and buffet presented
___	___	Mention presently featured promotions
___	___	Drink order taken upon seating, served in four minutes, coffee served in 2 minutes
___	___	Extra place settings removed
___	___	Hot towel provided (Oshibori)
___	___	If a la carte food order taken promptly, accompaniments suggested by staff (soup, naan, for buffet guests) Coffee/tea recommended
___	___	Ashtrays cleared, coffee/tea refilled, more naan recommended beverages replaced throughout meal
___	___	Satisfaction checked during meal
___	___	Soiled dishes cleared promptly, dessert/coffee offered
___	___	Bill presented during meal, politely asked to pay at cashier
___	___	Payment handled efficiently, without delay at cashier
___	___	Polite closing phrases by all staff nearby
___	___	At least one manager to guest contact per meal
___	___	All tables, chairs, floors, serviceware clean and good repair

GUEST SERVICE SCORE: ___

FOOD

___	___	Lunch & dinner buffet, adequately replenished, appetizing presentation
___	___	Food served at proper temperature
___	___	Plate presentations neat and appetizing
___	___	Flavor and texture appropriate and good
___	___	Portions adequate

FOOD QUALITY SCORE: ___

GUEST SERVICE CRITICAL FACTORS

CHOPSTICKS

YES	NO	
___	___	Greeted within 30 seconds at door
___	___	Escorted to seats, chair assistance offered
___	___	Drink order taken and served in four minutes
___	___	Menu presented, specials recommended
___	___	Food order taken promptly, accompaniments suggested by staff
___	___	Ashtrays cleared, tea refilled
___	___	Food served within 10 minutes
___	___	Satisfaction checked during meal, guest name utilized
___	___	Soiled dishes cleared promptly, dessert/coffee offered
___	___	Bill presented during meal, politely asked to pay at cashier
___	___	Polite closing phrases by all staff nearby
___	___	All tables, chairs, floors, serviceware clean and good repair

GUEST SERVICE SCORE: ___

FOOD

___	___	Food served at proper temperature
___	___	Food presentations neat and appetizing
___	___	Flavor and texture appropriate and good
___	___	Portions adequate

FOOD QUALITY SCORE: ___

GUEST SERVICE CRITICAL FACTORS
MATSUKAZE

YES	NO	
___	___	Greeted within 30 seconds at door, name and reservation
___	___	Offered selection of seating, Sushi, Teppan, Tempura table
___	___	Escorted to seats, chair assistance offered, polite phrase offered with guest name
___	___	Hot towels offered and drink order taken immediately
___	___	Drinks served within four minutes of order
___	___	Menus and wine list presented, specials described
___	___	Complimentary appetizer served with drinks
___	___	Order taken promptly, accompaniments offered
___	___	Foods served in prompt and even-flowing pace
___	___	Ashtrays cleared, beverages refilled throughout meal
___	___	Satisfaction checked during meal, guest name utilized
___	___	Japanese tea served
___	___	Soiled dishes cleared promptly, dessert/coffee offered
___	___	Second hot towel offered
___	___	Bill presented discreetly upon request, properly itemized
___	___	Polite closing phrases by all staff nearby Guest name utilized upon departure
___	___	At least one manager to guest contact per meal
___	___	All tables, chairs, floors, serveware clean and good repair

GUEST SERVICE SCORE: ___

FOOD

___	___	Food served at proper temperature
___	___	Plate presentations neat and appetizing
___	___	Flavor and texture appropriate and good
___	___	Portions adequate

FOOD QUALITY SCORE: ___

GUEST SERVICE CRITICAL FACTORS

PATISSERIE

YES NO

_____	_____	Guests verbally acknowledged within 15 seconds. If employee is serving another customer, says "I'm sorry, I'll be with you in a moment"
_____	_____	Staff can explain the items available
_____	_____	Order taken promptly and additional items suggested
_____	_____	Order reconfirmed and asked "Anything else?"
_____	_____	Asked if any special packaging requirements (gift?)
_____	_____	Neatly packaged
_____	_____	Transaction rung in register, total announced
_____	_____	Payment collected, receipt returned
_____	_____	Verbal thanks and farewell made by staff

GUEST SERVICE SCORE: _____

FOOD ITEMS

_____	_____	All display areas immaculately clean and tidy
_____	_____	All foods appetizingly presented, fresh in appearance
_____	_____	All foods fresh in flavor and texture

FOOD QUALITY SCORE: _____

GUEST SERVICE CRITICAL FACTORS

EXECUTIVE LOUNGE BREAKFAST

YES

NO

- | | | |
|-------|-------|---|
| _____ | _____ | Greeted as entering the Executive Lounge by name if known |
| _____ | _____ | Asked politely for coupon; from now on the GRO knows the name and everybody has to use it) |
| _____ | _____ | Escorted to seats, chair assistance offered, polite phrase offered with name |
| _____ | _____ | Drink order taken immediately, including juices, explanation of breakfast buffet |
| _____ | _____ | Choice of newspaper offered |
| _____ | _____ | Drinks served within two minutes of order and while customer is sitting at table. Coffee cup is warm. |
| _____ | _____ | Ashtrays cleared, coffee/tea replaced by fresh one's |
| _____ | _____ | Soiled dishes removed, table always clear and clean |
| _____ | _____ | Satisfaction checked during meal |
| _____ | _____ | Bill presented at GRO's desk, esll written, no adding faults, and with name and room number already written |
| _____ | _____ | Polite closing phrase by all staff nearby, wishing a nice day |
| _____ | _____ | All tables, chairs, floors and serviceware clean and in good condition |

GUEST SERVICE SCORE : _____

FOOD

- | | | |
|-------|-------|---|
| _____ | _____ | Food buffet adequately replenished |
| _____ | _____ | Food presentation appetizing and thoughtful |
| _____ | _____ | Food and beverages served at proper temperature |
| _____ | _____ | Flavor and texture appropriate and good |

FOOD QUALITY SCORE : _____

Chandu's Lunch and Dinner

- 1) Cooks on duty on the buffet to wear clean starched jackets, with long sleeves and logo, chefs hat, neck tie, black trousers, clean apron, name tag, clean shoes. (This uniform to be used only for buffet)
- 2) All staff working on the buffet to be briefed on food items which are on display.
- 3) Buffet must always look presentable, clean, refilled, spoons and silver trays changed whenever needed. (Carving station to be kept clean)
- 4) Salad bowls to be refilled when only half full.
- 5) Hot food to be changed when only half full or if food appearance is not up to standard because of low business (All refill to take place in the kitchen) by waiters.
Food to be kept covered if no guests on the buffet.
- 6) All Pastrrie dishes to be changed whenever only half full or if appearance is not up to standard because of low business. (by waiters)
- 7) Clean hot and cold plates, soup coupes, dessert plates to be available.
- 8) Sous Chef on duty to make inspection tour every 10 minutes.

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Tandoor Counter

- 1) Cooks on duty on the Tandoor to wear clean starched jackets, with long sleeves and logo, chefs hat, neck tie, black trousers, clean apron, name tag, clean shoes. (This uniform to be used only for Tandoor and buffet)
- 2) Kitchens to be kept always clean, windows to be cleaned once a day. Tandoor to be polished once a day.
- 3) Premises to be kept organized and food to be kept all items in refrigerator.

Spaghetti Counter + Antipasto Buffet

- 1) Cooks on duty on the counter to wear clean starched jackets, with long sleeves and logo, chefs hat, neck tie, black trousers, clean apron, name tag, clean shoes. (This uniform to be used only for counter and buffet)
- 2) Cooks to greet guest on eye contact.
- 3) Kitchen to be kept always clean. No dirty pans to stand around and food not to be touched by hands.
- 4) Antipasto buffet to be replenished whenever half full or if food appearance is not up to standard. (Refill to be done in the kitchen by waiters)
- 5) Buffet must always look clean, refilled and spoons changed whenever needed. (by waiters)
- 6) Enough clean cold plates to be available.
- 7) Sous Chefs on duty to make inspection every 15 minutes.

Ma Maison Grill Kitchen

- 1) Cooks on duty on the grill to wear clean starched jackets, with long sleeves and logo, chefs hat, neck tie, black trousers, clean apron, name tag, clean shoes. (This uniform to be used only for grill and buffet)
- 2) Kitchen to be kept clean and presentable.
No dirty utensil to be kept in the kithcen.
No papers hanging on the wall.
Windows to be cleaned daily.
Hood to be cleaned once a week.
- 3) Pots and pans are kept under the tables in shelves.
- 4) Cooks to use tongues and spoons to handle the food.
No hands to be used.

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Ma Maison Lunch Buffet

- 1) Cooks on duty on the buffet to wear clean starched jackets, with long sleeves and logo, chefs hat, neck tie, black trousers, clean apron, name tag, clean shoes. (This uniform to be used only for buffet)
- 2) All staff working on the buffet to be briefed on food items which are on display.
- 3) Cook to greet guest on eye contact and help guests serving from the food. (one cook always on duty)
- 4) Buffet must always look presentable, clean, refilled, spoons and silver trays changed whenever needed. (Carving station to be kept clean)
- 5) Cold food platters and salad bowls to be changed when only half full or if food appearance is not up to standard (All refill to take place in the kitchen) by waiters.
- 6) Hot food to be changed when only half full or if food appearance is not up to standard because of low business (All refill to take place in the kitchen) by waiters.
Food to be kept covered if no guests on the buffet.
- 7) All Pastry dishes to be changed whenever only half full or if appearance is not up to standard because of low business. (by waiters)
- 8) Clean hot and cold plates, soup coupes, dessert plates to be available.
- 9) Section chef to make inspection every 10 minutes.

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Windows and Bay Lounge Breakfast Buffet

- 1) Cooks on duty on the buffet to wear clean starched jackets with long sleeves, logo, chefs hat, neck tie, black trousers, clean apron, name tag, clean shoes (This uniform to be used only for buffet).
- 2) All staff working on the buffet to be briefed on food items on the buffet.
- 3) One cook to be always on duty behind the buffet, greet guest on eye contact and help guests serving from the food.
- 4) Buffet must always look presentable clean, refilled, spoons and silver trays changed whenever needed.
- 5) Cold cuts, fruits salad, cereals, compotes to be refilled when half full (All refill to take place in the kitchen) by waiters.
- 6) All hot foods to be changed when only half full or if food appearance is not any more up to standard. Food to be keep covered if no guest on the buffet.
- 7) All bakery items to be refilled whenever half full (All refill to take place in the service area).
- 8) Enough clean hot and cold plates to be available.
- 9) Sous Chef or Main Kitchen Chef to make inspection tour every 15 minutes.

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Bay Lounge Lunch Buffet

- 1) Cooks on duty on the buffet to wear clean starched jackets with long sleeves, logo, chefs hat, neck tie, black trousers, clean apron, name tag, clean shoes (This uniform to be used only for buffet).
- 2) All staff working on the buffet to be briefed on food items on the buffet.
- 3) One cook to be always on duty behind the buffet, greet guest on eye contact and help guests serving from the food.
- 4) On Saturdays and Sundays one cook to be permanent behind the carving trolley.
- 5) Buffet must always look presentable clean, refilled, spoons and silver trays changed whenever needed. *see service lead*
- 6) Salads and cold cuts ~~on weekends~~ to be refilled when half full.
(All refill to take place in the kitchen)
- 7) All hot foods to be changed when only half full or if food appearance is not any more up to standard. Food to be keep covered if no guest on the buffet.
- 8) Pastrie on dessert buffet to be refilled when half full.
(All refill to take place in the kithcen)
- 9) Enough clean hot and cold plates to be available.
- 10) Sous Chef or Main Kitchen Chef to make inspection tour every 15 minutes.

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Bay Lounge Cake Buffet

- 1) Cooks on duty on the buffet to wear clean starched jackets with long sleeves and logo, chefs hat, neck tie, ~~black tie~~, black trousers, clean apron, name tag, clean shoes (This uniform to be used only for buffet).
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- 2) All staff working on the buffet to be briefed on food items on the buffet.
- 3) One cook to be always on duty behind the buffet, greet guest on eye contact and help guests serving from the food.
- 4) One waiter to be always on duty behind the ice cream freezer and serve the guest.
- 5) One Pastrrie cook to be on duty on weekends for crêpes see point 1)
- 6) Cakes to be refilled whenever half full.
Cakes not bo be mixed but keep as per kind. *sometimes can be per preference mixed*
All refill to take place in the kitchen.
- 7) Enough clean plates to be available.
- 8) Sous Chef and Pastrrie Chef to make inspection tour every 30 minutes.

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