



Date \_\_\_\_\_

Time \_\_\_\_\_

Location \_\_\_\_\_

Guestroom Initial		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	<b>Criteria</b>					
1	Door locks function easily and fully					
2	Do not disturb sign (or light) in good condition					
3	Safety bar or chain present and functional					
4	Peephole present and unobstructed					
5	Emergency exit diagram in easy view and plainly understood					
6	Guest room doors not worn or damaged					
7	Guest room doors clean, free of marks					
8	Room at comfortable temperature upon entry					
9	Temperature control unit effective in controlling temperature quickly					
10	Furniture wood/metal surfaces not worn or damaged					
11	Furniture wood/metal surfaces clean					
12	Furniture upholstery/fabrics not worn or damaged					
13	Furniture upholstery clean					
14	Wastebaskets not worn or damaged					
15	Wastebaskets clean and empty					
16	Clean ashtray and matches in two locations in bedroom\bathroom (N/A if non-smoking)					
17	Ashtrays not worn or damaged					
18	Floor and carpets not worn or damaged					
19	Floor and carpets free of debris					
20	Floor and carpets free of stain and soil					
21	Walls and ceilings not worn or damaged					
22	Walls and ceilings clean					
23	Wall fixtures, fittings and art not worn or damaged					
24	Wall fixtures, fittings and art dust free and clean					
25	Window frames and sills not worn or damaged					
26	Window frames and sills clean					
27	Windows clean, free of streaks and smudges					



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	<b>Criteria</b>					
28	Drapes and window treatments not worn, damaged or stained					
29	Drapes open and close easily					
30	Drapes and window treatments clean					
31	Sheer drapes closed					
32	Closet doors clean, free of marks					
33	Closet shelves and floor not worn or damaged					
34	Closet shelves and floor clean, free of marks, debris and dust					
35	Laundry, pressing, dry cleaning bag and order form neatly presented					
36	Minimum of ten hangers					
37	Hangers are in good condition, and non-captive					
38	Telephone set not worn or damaged					
39	Telephone operates as described and expected, including autodial buttons					
40	Telephone dialing instructions placed visibly near telephone					
41	Instructions for voice mail system are clear and convenient (audio or printed)					
42	Memo pad and pen or pencil beside each telephone (except bath)					
43	Local telephone directories are present, neat and currently dated					
44	Telephone set clean					
45	Television set operates as described and expected, not worn or damaged					
46	Television remote control present and operates effectively					
47	TV channel guide present in room (other than through television)					
48	TV program guide present in room (other than through television or newspaper)					
49	In-room safe not worn or damaged, works properly					
50	In-room safe clean inside and outside					
51	Light fixtures and lamps not worn or damaged					

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	<b>Criteria</b>					
52	Light fixtures and lamps clean, dust free					
53	Lamps fitted with correct bulbs, wall switched lamps are kept in "on" position at lamp					
54	Sufficient light for comfortable reading					
55	Guest services directory in good condition, neat appearance					
56	Room collateral (or TV channel) provides information about business services and facilities					
57	Room collateral (or TV channel) provides information about recreation and fitness facilities					
58	Room collateral (or TV channel) provides information, including accurate hours, of food & beverage facilities					
59	Room service menu in good condition, neat appearance					
60	Doorknob menus (if any) in good condition, neat appearance					
61	Information about facilities and reservations in guest room is accurate and informative					
62	Any other collateral or brochures good condition, neat appearance and current					
63	Guest stationery neat and crisp					
64	Guest stationery to include minimum three sheets, three envelopes					
65	Bedsread, blankets and duvets in very good condition					
66	Bedsread, blankets and duvets thoroughly clean					
67	Bed linens, including sheets and pillowcases in very good condition					
68	Bed linens, including sheets and pillowcases thoroughly clean					
69	Bed tightly, neatly made					
70	Pillows firm; pillows and linens fitted to bed properly					
71	Mattress firm and comfortable					
72	Balcony doors open, close and lock smoothly					
73	Patio or balcony not worn or damaged					



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	<b>Criteria</b>					
74	Patio or balcony clean					

<b>TOTAL Points reached in this Area:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>Minimum to be reached:</b> 80%
<b>Performance in % in this Area</b>	<b>100%</b>		<b>#DIV/0!</b>	<b>#DIV/0!</b>	