

## Hotel Checklist

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| <b>LOBBY/RECEPTION AREA</b>  | <b>YES</b> | <b>NO</b> |
|--|------------|-----------|
| Was the reception desk free of clutter?  |            |           |
| Was the floor in the lobby clean?  |            |           |
| Were complimentary newspapers available for guests?                                    |            |           |
| Were complimentary cookies/fruit available for guests?                                 |            |           |
| Was the tourist information desk clear of clutter and properly stocked with brochures? |            |           |
| Were employees wearing a proper uniform including a nametag?                           |            |           |
| Were guests having to wait?  |            |           |
|  |            |           |
| <b>HOTEL ROOM</b>  |            |           |
| Was the floor clean?   |            |           |
| Were the windows clean?  |            |           |
| Were all lights in the room working, including table lamps?                            |            |           |
| Was the bed prepared to our standards?   |            |           |
| Were extra blankets and pillows available?   |            |           |
| Was the mini bar properly stocked?   |            |           |
| Was the bathroom properly stocked with towels?   |            |           |
| Was the bathroom properly stocked with complementary toiletries?                       |            |           |
| Were the batteries in the remote control working?                                      |            |           |
| Was the internet available (either wi-fi or ethernet) working in the room?             |            |           |
| Was the emergency exit notice posted on the back of the door?                          |            |           |
|  |            |           |