

# Guest Arrival Experience Audit

## Hospitality

### BATHROOMS

Bathroom is clean, dry and free of stains or mould

☐ Yes☐ No

Bath and hand towels are clean and neatly folded

☐ Yes☐ No

Mirror is clean and streak-free

☐ Yes☐ No

Washbasin, counter and taps are clean, stain-free

☐ Yes☐ No

Handwash and lotion bottles are clean and filled

☐ Yes☐ No

Dispenser pumps are functional

☐ Yes☐ No

Ledge is clean

☐ Yes☐ No

Hair dryer is working

☐ Yes☐ No

Toilet bowl and rim are clean

☐ Yes☐ No

Toilet seat is closed

☐ Yes☐ No

Toilet roll is available and folded

☐ Yes☐ No

Dustbin is clean and lined

☐ Yes☐ No

Shower area is clean, free of hair and water marks

☐ Yes☐ No

Toiletry shelf is clean

☐ Yes☐ No

Toiletry bottles are clean and filled

☐ Yes☐ No

All dispenser pumps are working

☐ Yes☐ No

Geyser is working and switched on

☐ Yes☐ No

Bathmat is clean and properly placed

☐ Yes☐ No

All bathroom lights are working

☐ Yes☐ No

Upload photo of bathrooms

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## BEDROOMS

Bedroom furniture is properly arranged

☐ Yes☐ No

Curtains are neatly drawn

☐ Yes☐ No

Bed is clean and properly made

☐ Yes☐ No

Bedsheet, duvet and pillows are clean, without wrinkles or stains

☐ Yes☐ No

Bed cushions and runner are clean and neatly arranged

☐ Yes☐ No

Water bottle and glasses placed on writing table

Yes

No

Dustbin is clean

Yes

No

Hangers are neatly arranged

Yes

No

Mosquito repellent machine and cream are available

Yes

No

Rug is clean and properly placed

Yes

No

All lights are working

Yes

No

All plug points are working

Yes

No

A/C and remote are clean and working

Yes

No

Fan and remote are clean and working

Yes

No

Skylight is clean and blind is functional

Yes

No

Sit-out furniture is properly placed

Yes

No

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## COURTYARD & POOL

Furniture is clean and properly placed

Yes

No

Cushions are clean and neatly arranged

Yes

No

Pool toys are clean and neatly arranged

Yes

No

Pool towels are clean and neatly folded

Yes

No

Pool and ledge are clean and free of debris

Yes

No

Courtyard floor is clean

Yes

No

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## DRIVEWAY & ENTRANCE

Driveway and parking area are clean

Yes

No

All entrance lights are working

Yes

No

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## GARDEN

Pathway is clean and tidy

Yes

No

Garden and lawn are clean and well maintained

Yes

No

Lawn grass is trimmed

Yes

No

Bonfire pit and seating area are clean

Yes

No

Garden lights are functional

☐ Yes☐ No

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## GENERAL

Driveway is clean and free of debris

☐ Yes☐ No

Garden tools and hose pipe are stored properly

☐ Yes☐ No

All villa lights are working

☐ Yes☐ No

Villa is clean, free of dust and odour

☐ Yes☐ No

All areas are free of cobwebs

☐ Yes☐ No

Dusting is completed in all rooms

☐ Yes☐ No

Sweeping is done in all rooms, including under furniture and corners

☐ Yes☐ No

Mopping is done in all rooms

Yes

No

Mirrors are clean and streak-free

Yes

No

Furniture is placed as per standard layout

Yes

No

Sofa and chair cushions are fluffed up and neatly arranged

Yes

No

Curtains and blinds are neatly drawn

Yes

No

Mats and carpets are clean and properly placed

Yes

No

Windows and door glass are clean

Yes

No

Floor is clean and dry

Yes

No

Lights are switched on and working

Yes

No



All plug points are working

Yes

No

Wi-Fi is working

Yes

No

Generator is functional

Yes

No

Diesel stock for generator is adequate

Yes

No

Firewood for bonfire is stocked

Yes

No

## LIVING & DINING ROOM

Furniture is clean and properly arranged

Yes

No

Sofas are clean and cushions neatly arranged

Yes

No

Carpet is clean and properly placed

Yes

No

TV and remote are clean and working

☐ Yes☐ No

Guest accounts are logged out and deleted

☐ Yes☐ No

Board games are neatly arranged

☐ Yes☐ No

Bluetooth speaker is charged and working

☐ Yes☐ No

A/C and remote are working and turned on

☐ Yes☐ No

Bar trolley and accessories are clean

☐ Yes☐ No

Refrigerator is clean and functional

☐ Yes☐ No

Ice trays are filled with fresh water

☐ Yes☐ No

Counter and washbasin are clean

☐ Yes☐ No

Handwash bottle is clean and filled, nozzle functional

☐

Yes

☐

No

Dispenser pump is working

☐

Yes

☐

No

Microwave and kettle are clean and working

☐

Yes

☐

No

Cutlery, crockery, glassware are clean and free of marks

☐

Yes

☐

No

Dining table and chairs are clean and properly arranged

☐

Yes

☐

No

First aid box is stocked

☐

Yes

☐

No

Lights and lampshades are clean and damage-free

☐

Yes

☐

No

Fan and remote are working

☐

Yes

☐

No

All lights are working

☐

Yes

☐

No

Wi-Fi is working

Yes

No

Upload photo of living and dining room

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