

# Hotel – Mystery Audit Checklist

Hotel

## AUDIT VERIFICATION

Auditor's Name

Auditor's Signature

SIGNATURE

## GUEST ARRIVAL AND ASSITANCE CHECKS

Is there a proper parking guidance and queuing?

Yes

No

NA

Is there a person to open the car door within 60 seconds of vehicle stopping on drive prioritizing ladies first?

Yes

No

NA

Are the guests welcomed with a warm smile and greeting?

Yes

No

NA

Does the staff address your name properly?

Yes

No

NA

Does the staff introduces himself/herself?

Yes

No

NA

Is the valet ticket given to the guest, describing how to use it?

Yes

No

NA

Are the guests explained about the charges of overnight parking?

Yes

No

NA

Does the doorman offer luggage assistance in a polite manner?

Yes

No

NA

Are the guest details noted discreetly?

Yes

No

NA

Does the staff ensure that the complete baggage items are unloaded from the vehicle while addressing guest's name?

Yes

No

NA

Does the staff explain about check in assistance?

Yes

No

NA

Is the attendant well-dressed/groomed and professional in behaviour?

Yes

No

NA

Are any welcome drinks offered to the guests when in queue?

Yes

No

NA

Does the staff engage in friendly conversation like purpose of visit, guest's location etc?

☐ Yes☐ No☐ NA

Does the doorman introduces guest to Foods and drugs policy at the hotel?

☐ Yes☐ No☐ NA

Does the doorman bids fond farewell by addressing guest's name and their own name?

☐ Yes☐ No☐ NA

Does the doorman asks if he could assist for anything else?

☐ Yes☐ No☐ NA

Does the doorman looks up the guest name at bell stand?

☐ Yes☐ No☐ NA

Does the doorman records guests name on the bell log?

☐ Yes☐ No☐ NA

Does the doorman asks for the luggage claim ticket?

☐ Yes☐ No☐ NA

Is the luggage tag hung on the bell cart?

☐ Yes☐ No☐ NA

Is the lower portion of the ticket taken back to FD and discreetly slide across desk to FDA?

☐ Yes☐ No☐ NA

Does the doorman return to the drive?

Yes

No

NA