

Hotel - Mystery Audit Checklist

Hotel

AUDIT VERIFICATION

Auditor's Name

Auditor's Signature

SIGNATURE

GUEST ARRIVAL AND ASSISTANCE 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 doorperson introduces guest to Foods and drugs policy at the hotel?

 Yes No NA

Does the doorperson 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