## **Hotel Reception Audit**

## Hotel

## **ASSISTANCE AND DETAILS ON CHECK IN**



Did the receptionist stand up and welcome warmly?



Did the receptionist address the guest with his/her name throughout the check in procedure?



If the room was not ready, did the receptionist offer assistance for luggage?



Did the receptionist talk about the plans for the stay/journey?

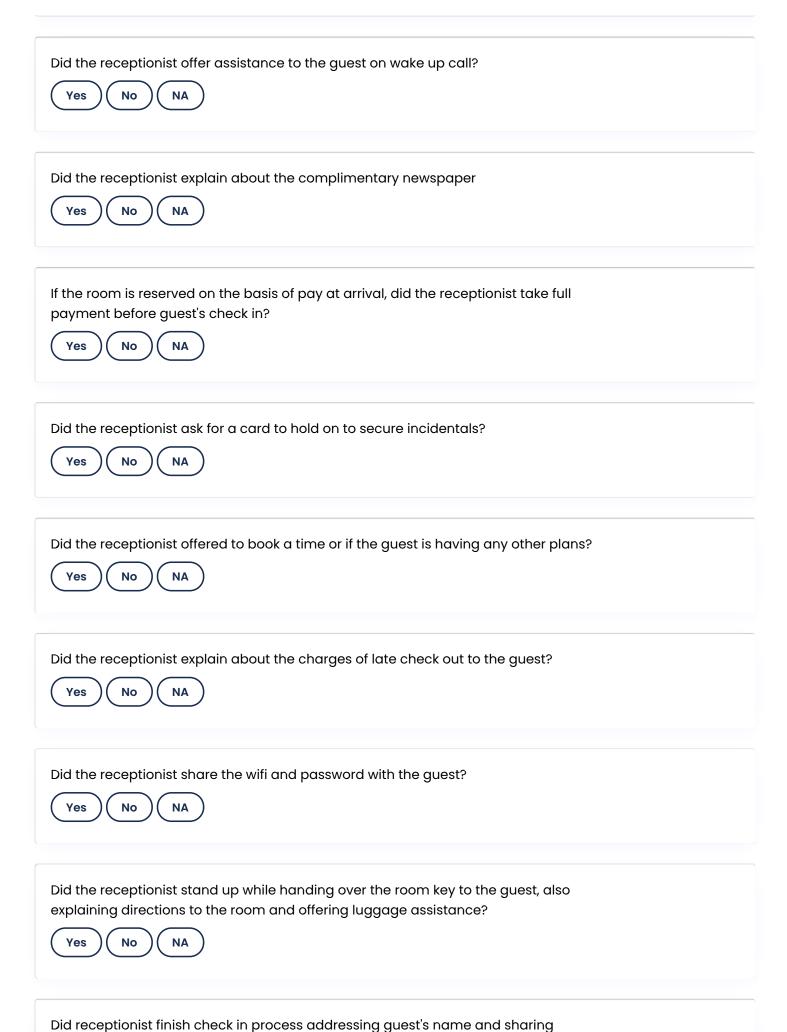


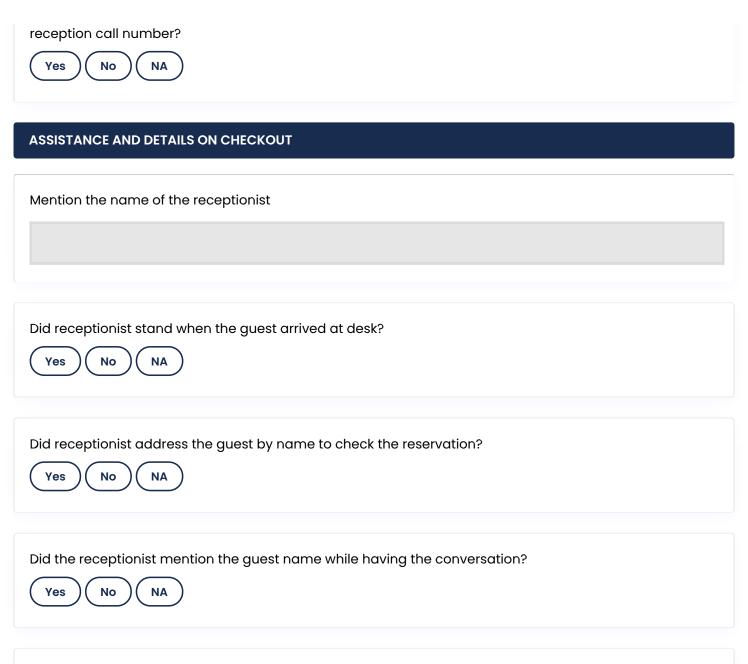
Did the receptionist confirm with the guest about the room type, duration, and breakfast to be included?

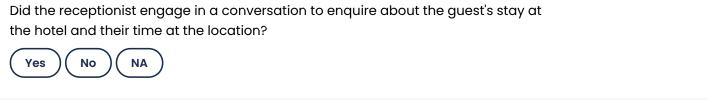


If breakfast was not included in the rate, did the receptionist recommended the guest to include it?







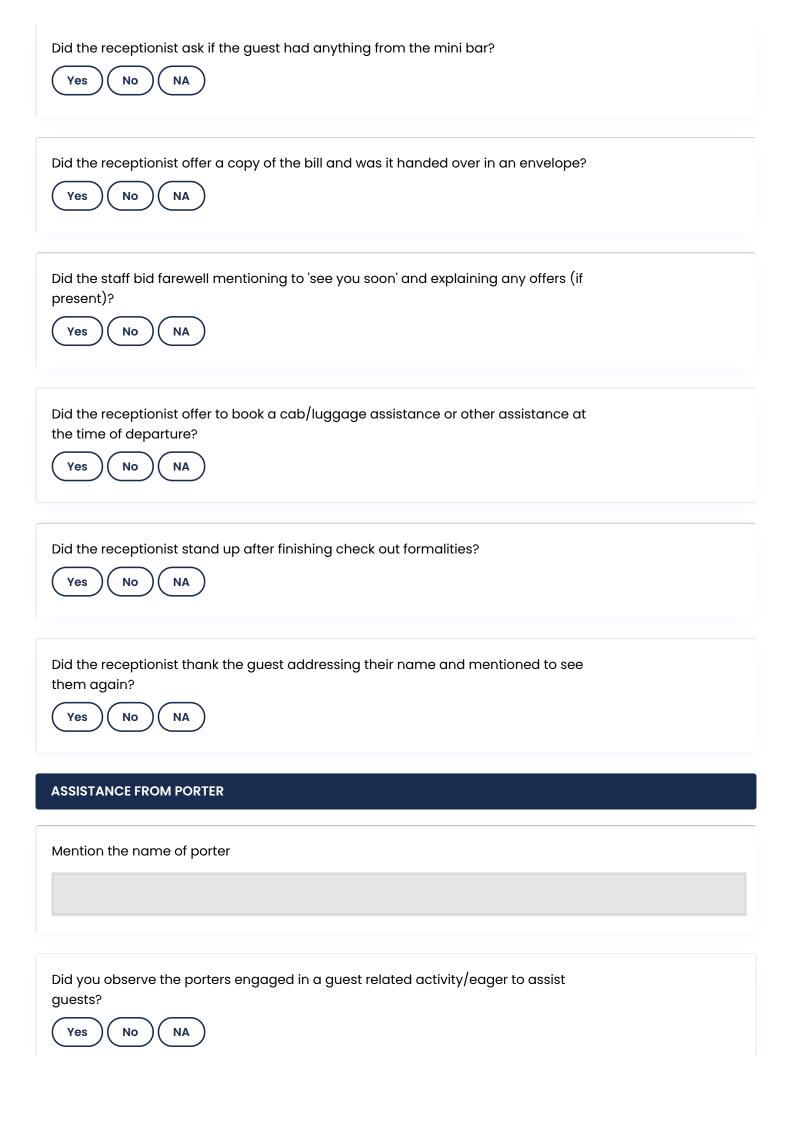


Did the receptionist engage in conversation with the guest relating to the plan after leaving the hotel?

Yes No NA

Did the receptionist confirm about the payment settlement and if there were any incidentals to be settled from room charge or mini bar?





Did the porter walk the guest to reception or offered any drink in case of queue?  Yes No NA	
AUDIT VERIFICATION	
Inspector's Name	
Date	DATE
2017-01-01	
Inspector's Signature	SIGNATURE
	SIGNATURE