

# Hotel Reception Audit

Hotel

## ASSISTANCE AND DETAILS ON CHECK IN

Mention the name of the receptionist

Did the receptionist stand up and welcome warmly?

Yes

No

NA

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

Yes

No

NA

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

Yes

No

NA

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

Yes

No

NA

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

Yes

No

NA

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

Yes

No

NA

Did the receptionist offer assistance to the guest on wake up call?

Yes

No

NA

Did the receptionist explain about the complimentary newspaper

Yes

No

NA

If the room is reserved on the basis of pay at arrival, did the receptionist take full payment before guest's check in?

Yes

No

NA

Did the receptionist ask for a card to hold on to secure incidentals?

Yes

No

NA

Did the receptionist offered to book a time or if the guest is having any other plans?

Yes

No

NA

Did the receptionist explain about the charges of late check out to the guest?

Yes

No

NA

Did the receptionist share the wifi and password with the guest?

Yes

No

NA

Did the receptionist stand up while handing over the room key to the guest, also explaining directions to the room and offering luggage assistance?

Yes

No

NA

Did receptionist finish check in process addressing guest's name and sharing

reception call number?

Yes

No

NA

## ASSISTANCE AND DETAILS ON CHECKOUT

Mention the name of the receptionist

Did receptionist stand when the guest arrived at desk?

Yes

No

NA

Did receptionist address the guest by name to check the reservation?

Yes

No

NA

Did the receptionist mention the guest name while having the conversation?

Yes

No

NA

Did the receptionist engage in a conversation to enquire about the guest's stay at the hotel and their time at the location?

Yes

No

NA

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?

Yes

No

NA

Did the receptionist ask if the guest had anything from the mini bar?

Yes

No

NA

Did the receptionist offer a copy of the bill and was it handed over in an envelope?

Yes

No

NA

Did the staff bid farewell mentioning to 'see you soon' and explaining any offers (if present)?

Yes

No

NA

Did the receptionist offer to book a cab/luggage assistance or other assistance at the time of departure?

Yes

No

NA

Did the receptionist stand up after finishing check out formalities?

Yes

No

NA

Did the receptionist thank the guest addressing their name and mentioned to see them again?

Yes

No

NA

## ASSISTANCE FROM PORTER

Mention the name of porter

Did you observe the porters engaged in a guest related activity/eager to assist guests?

Yes

No

NA

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