



National Awards *for* Excellence 2009

BEST APARTMENT/SUITE HOTEL

HOTEL/VENUE:

DATE VISITED:

The Suite / Apartment hotel nominated in this category must have 24 hour reception, a restaurant, bar and room service -7 days/week. Concierge services, dedicated business centre, conference rooms, gymnasium, pool/spa. Quality fit out and appliances. **A site inspection will be conducted**

➔ **Circle corresponding score and write given number at end of line**

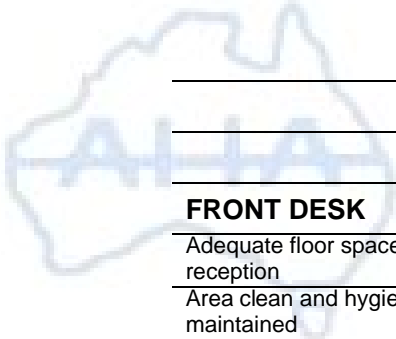
HOTEL FACILITIES

Impressive & relative design, décor & characteristics	1	2	3	4	5	_____
Appropriate ambiance & lighting	1	2	3	4	5	_____
Attention to cleanliness and hygiene	1	2	3	4	5	_____
Attractive & well maintained hotel exterior of all buildings	1	2	3	4	5	_____
Quality of In-house plants and flower arrangements	0	1	2			_____
Appropriate background music at the right volume	0	1	2			_____
Relative & innovative in-house marketing	0	1	2			_____
Adequate security and safety	1	2	3	4	5	_____
Variety of relative food & beverage outlets	0	1	2			_____
Professional conference facilities	1	2	3	4	5	_____
Proximity and quality of gym & sauna	1	2	3	4	5	_____
Proximity and quality of pool & spa	1	2	3	4	5	_____
Professional business centre i.e high speed internet, and operational facsimile machines, photocopier etc	1	2	3	4	5	_____

Hotel Facilities score:

/53

Hotel Facilities comments:



FRONT DESK

Adequate floor space and layout of reception	0	1	2	-	-
Area clean and hygienically maintained	1	2	3	4	5
Accuracy of account	1	2	3	4	5
Ease and efficiency reservation Process	1	2	3	4	5

FRONT DESK SERVICES

Agent uses guest s name during check-in	0	1	2	-	-
At check-in, agent wishes guests a pleasant stay and offers assistance	0	1	2	-	-
Agent makes eye contact and recognise guest immediately upon welcome	1	2	3	4	5
Check-in accuracy of details and requests	1	2	3	4	5
Agent promotes the various hotel facilities	1	2	3	4	5
Staff grooming and uniform	1	2	3	4	5
Revert back with answers to queries in a timely manner	1	2	3	4	5
Speak to the guest in a friendly, enthusiastic and courteous tone and manner	1	2	3	4	5
Offered to be escorted to room upon arrival	0	1	2	-	-
Escort explained the features of the room	0	1	2	-	-
Escort explained the features of the room	0	1	2	-	-
At check-out, agent offers a pleasant parting salutation	0	1	2	-	-

Front desk score:

/59

Front desk comments:

CONCIERGE SERVICES

Speak to the guest in a friendly, enthusiastic and courteous tone and manner	1	2	3	4	5
Staff grooming and uniform	1	2	3	4	5
Staff knowledge of local tourist attractions and current events	1	2	3	4	5
Revert back with answers to queries in a timely manner	1	2	3	4	5
Luggage delivered in a timely manner	0	1	2	-	-
Ease & proximity of valet parking	0	1	2	-	-

Concierge score:

/24



Concierge comments:

INHOUSE OPERATOR SERVICES					
Did agent use guest s name	0	1	2	-	-
Speak to the guest in a friendly, enthusiastic and courteous manner	1	2	3	4	5
Revert back with answers to queries in a timely manner	1	2	3	4	5

In-house operator services score: **/12**

In-house operator services comments:

GUEST ROOM FACILITIES					
Condition of entrance door	0	1	2	-	-
Quality of one-way peephole	0	1	2	-	-
Safety and security instruction and emergency evacuation procedures displayed	0	1	2	-	-
Legal notices (Innkeepers Act) clearly displayed	0	1	2	-	-
Effective bed lamps	0	1	2	-	-
Radio / Clock / Alarm set on correct time	0	1	2	-	-
Double lock system or safety chain provided	0	1	2	-	-
Self-closing door mechanism in working order	0	1	2	-	-
Condition of bedside table or shelf	0	1	2	-	-
Condition of wardrobes: hangers and ironing facilities	0	1	2	-	-
Condition of drawer / shelf / desk / waste bin / luggage rack	0	1	2	-	-
Soundproofing	0	1	2	-	-
Presentation/quality of welcome amenity in guest room	0	1	2	-	-
Stationery / in-house marketing provided and in wrinkle free condition	0	1	2	-	-
Functional safe	0	1	2	-	-
Condition of desk / office chair	0	1	2	-	-
Condition of paint & woodwork	0	1	2	-	-
Condition of refrigerator	0	1	2	-	-
Quality of tea / coffee making facilities	0	1	2	-	-
Seperate seating for meals	0	1	2	-	-

Condition of armchair / lounge seating	0	1	2	-	-
Working order of lighting / power points / switches	0	1	2	-	-
Presentation/layout of room	1	2	3	4	5
Condition / standard of bed / mattress / base	1	2	3	5	5
Condition of linen/pillows/blanket etc	1	2	3	4	5
Television / radio / CD / DVD / telephone all functioning	1	2	3	4	5
DVD / Entertainment channels	1	2	3	4	5
Access to high speed internet access	1	2	3	4	5
Quality of mini bar set-up and selection	1	2	3	4	5
Overall cleanliness including dusting, vacuuming etc	1	2	3	4	5

WINDOWS & DRAPES

Windows clean & functional	0	1	2	-	-
Curtains / blinds are dust-free, clean in good condition & functional	0	1	2	-	-
Curtains / blinds sufficiently block out light	0	1	2	-	-

HEATING & AIR CONDITIONING

Comfortable room temperature	0	1	2	-	-
Controls easily located and easy to operate	0	1	2	-	-
In good working order, noise level, grills clean and dust free	1	2	3	4	5

FLOOR COVERINGS

Condition / cleanliness carpeted area	0	1	2	-	-
Condition / cleanliness tiled or similar surfaces	0	1	2	-	-

Guestroom score:

/103

Guestroom comments:

BATHROOM FACILITIES

Conveniently located clothes hooks and towel rails	0	1	2	-	-
Effective light distribution	0	1	2	-	-
Effective ventilation / heating / cooling	0	1	2	-	-
Condition of cistern / plumbing / seat / lid	0	1	2	-	-
Adequate toilet paper provided soft texture	0	1	2	-	-
Condition of vanity, plug and bench size	0	1	2	-	-
Clean drinking glasses provided	0	1	2	-	-
Convenient power points	0	1	2	-	-

Dust free exhaust	0	1	2	-	-	
Overall presentation & cleanliness	1	2	3	4	5	
Quality / quantity of personal amenities & refreshed daily	1	2	3	4	5	
Condition of showerhead / taps	1	2	3	4	5	
Bathroom facilities score:						/33

Bathroom facilities comments:

KITCHEN FACILITIES

Instructions for appliances	0	1	2	-	-	
Presentation & cleanliness overall	1	2	3	4	5	
Quality of appliances	1	2	3	4	5	
Appliances in good working order	1	2	3	4	5	
Quality/quantity of cutlery, glasses, crockery etc	1	2	3	4	5	
Quality/quantity of amenities i.e. dish washing detergent, tea towels, brush & pan etc	1	2	3	4	5	
Kitchen facilities score:						/27

Kitchen facilities comments:

HOUSEKEEPING SERVICE

Knock before entry	0	1	2	-	-	
Quality of bed making	0	1	2			
Staff grooming and uniform	1	2	3	4	5	
Speak to the guest in a friendly, enthusiastic and courteous tone and manner	1	2	3	4	5	
Housekeeping service score:						/14

Housekeeping service comments:

LAUNDRY & DRY CLEANING

Quality of in-room washing machine & dryer if applicable	0	1	2	-	-	
Quality of laundering / dry cleaning	0	1	2	-	-	
Presentation of garments	0	1	2	-	-	



Pick-up / return efficiency	0	1	2	-	-	
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Laundry & dry cleaning score:

/8

Laundry & dry cleaning comments:

BREAKFAST

Pleasant ambience, background music / lighting	0	1	2	-	-	
Plates warm for warm food and cool for cold food	0	1	2	-	-	
Accuracy of account	0	1	2	-	-	
Menu presentation, innovation, selection and diversity	1	2	3	4	5	
Food presentation	1	2	3	4	5	
Buffet looked appetizing at all times and constantly replenished	1	2	3	4	5	
Quality of food	1	2	3	4	5	
Food served at the correct temperature	0	1	2	-	-	
Accuracy of dish description a la carte	0	1	2	-	-	
Quality of beverages	1	2	3	4	5	
Cleanliness / hygiene of room and facilities	0	1	2	-	-	

BREAKFAST SERVICE

Greeting extended and seated promptly	1	2	3	4	5	
Grooming and uniform	1	2	3	4	5	
Speak to the guest in a friendly, enthusiastic and courteous tone and manner	1	2	3	4	5	
Technical skills and knowledge of staff	1	2	3	4	5	
Timely delivery	0	1	2			
Pleasant parting salutation	0	1	2	-	-	

Breakfast score:

/61

Breakfast comments:

LUNCH / DINNER (Food)

Name of Restaurant chosen to dine in:

Which meal judged lunch or dinner:

Pleasant ambience, background music / lighting	0	1	2	-	-	
Menu presentation & innovation	1	2	3	4	5	

Menu selection, diversity & availability	1	2	3	4	5
Food presentation	1	2	3	4	5
Quality of food	1	2	3	4	5
Food served at the correct temperature	0	1	2	-	-
Accuracy of dish description	0	1	2	-	-
Cleanliness / hygiene of room and facilities	0	1	2	-	-

LUNCH/DINNER (Beverage)

Accuracy/presentation of wine list	0	1	2	-	-
Wine matching descriptions listed on menus	0	1	2	-	-
Variety of wines offered by the glass	1	2	3	4	5
Variety of local/imported beers, wines, spirits, cocktails, soft drinks, etc	1	2	3	4	5
Beverage served at the correct temperature	1	2	3	4	5
Accuracy of account	0	1	2	-	-

LUNCH/DINNER SERVICES

Greeting extended and seated promptly	1	2	3	4	5
Order taken in a timely manner	1	2	3	4	5
Staff grooming and uniform	1	2	3	4	5
Speak to the guest in a friendly, enthusiastic and courteous manner	1	2	3	4	5
Suggestive selling of beverages	1	2	3	4	5
Timely delivery	0	1	2		
Product knowledge and technical skills	1	2	3	4	5
Pleasant parting salutation	0	1	2	-	-

Lunch/dinner score:

/83

Lunch/dinner comments:

ROOM SERVICE

Agent using guest name when ordering	0	1	2	-	-
Agent confirming order and indicating time of delivery	0	1	2	-	-
Menu presentation & innovation	0	1	2	-	-
Menu selection, diversity and availability	0	1	2	-	-
Trolley/tray presentation	0	1	2	-	-
Food presentation	0	1	2	-	-
Food quality	0	1	2	-	-

Food served at the correct temperature	0	1	2	-	-
Accuracy of dish description	0	1	2	-	-
Timely delivery	0	1	2	-	-
Technical skills of staff	0	1	2	-	-
Staff grooming and uniform	0	1	2	-	-
Speak to the guest in a friendly, enthusiastic and courteous tone and manner	0	1	2	-	-
Pick-up of tray / trolley	0	1	2	-	-
Accuracy of account	0	1	2	-	-
Pleasant parting salutation	0	1	2	-	-

Room service score:

/32

Room service comments:

HOTEL BAR

Presentation of beverage list	1	2	3	4	5
Product variety, cocktails, beers, spirits, wines, etc.	1	2	3	4	5

HOTEL BAR SERVICE

Suggestive selling of beverages	0	1	2	-	-
Speak to the guest in a friendly, enthusiastic and courteous tone and manner	1	2	3	4	5
Grooming and uniform	1	2	3	4	5
Efficiency of service	1	2	3	4	5
Staff technical skill & knowledge	1	2	3	4	5
Accuracy of account	0	1	2	-	-
Knowledge of responsible service of alcohol	1	2	3	4	5
Pleasant parting salutation	0	1	2	-	-

Hotel bar score:

/41

Hotel bar comments:

SERVICE EXTRAS

Additional complimentary refreshments offering i.e. complimentary canapés and drinks at certain times of day	0	1	2	-	-
Turndown Service	0	1	2	-	-



Service extras score: **/4**

Service extras comments:

ENVIRONMENTAL SUSTAINABILITY

Evidence of in-house recycling programs	0	1	2	
Evidence of support for environmental sustainability	0	1	2	
Best practice in waste management	0	1	2	
Energy saving initiatives	0	1	2	
Water saving initiatives	0	1	2	

Environmental sustainability score: **/10**

Environmental sustainability comments:

JUDGES OVERALL EXPERIENCE: 1 2 3 4 5 6 7 8 9 10 **/10**

➔ TOTAL SCORE **/574**
