



National

Awards *for* Excellence 2009

BEST MID-RANGE HOTEL ACCOMMODATION

HOTEL/VENUE:

DATE VISITED:

The hotels nominated in this category's reception area must be staffed for a minimum of 8 hours; all guest rooms must have en-suite facilities. Bistro/Restaurant facilities ought to be available 7 days/week; room service available. 24 hour on-site management. This category is judged solely by an anonymous site inspection

➔ **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	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	1	2	3	4	5	_____
Adequate security and safety	1	2	3	4	5	_____
Variety of relative food & beverage outlets	1	2	3	4	5	_____
Professional conference facilities	1	2	3	4	5	_____
Proximity and quality of gym and sauna,	1	2	3	4	5	_____
Proximity and quality of pool and spa	1	2	3	4	5	_____
Access to photocopier, fax and high speed internet	1	2	3	4	5	_____
Convenient/safe car parking facilities	0	1	2	-	-	_____
Hotel facilities Score:						/61

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 of reservation Process	1	2	3	4	5

FRONT DESK SERVICES

Agent uses guest s name during checkin	0	1	2	-	-
Pleasant parting salutation	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 knowledge of local tourist attractions and local events	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

Front desk Score:**/56**

Front desk 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	-	-
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	1	2	3	4	5
Adequate 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	4	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 and functional	0	1	2	-	-
Curtains / blinds dust-free, clean, in good condition and 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	
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FLOOR COVERINGS

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

Guest room facilities score: /104

Guest room facilities 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 supplied	0	1	2	-	-	
Convenient power points	0	1	2	-	-	
Dust free exhaust	0	1	2	-	-	
Presentation & cleanliness overall	1	2	3	4	5	
Condition of showerhead / taps	1	2	3	4	5	

Bathroom facilities score: /28

Bathroom 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 manner	1	2	3	4	5	

Housekeeping service Score: /14

Housekeeping service Comments:

LAUNDRY & DRY-CLEANING

Well equipped, clean guest laundry	1	2	3	4	5	
Laundry & dry cleaning service available	0	1	2			

Laundry & dry-cleaning Score: **17**

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	
Quality of food	1	2	3	4	5	
Buffet looked appetizing at all times and constantly replenished	1	2	3	4	5	
Food served at the correct temperature	1	2	3	4	5	
Quality of beverages	1	2	3	4	5	
Cleanliness / hygiene of room and facilities	1	2	3	4	5	

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 manner	1	2	3	4	5	
Technical skills and knowledge of staff	1	2	3	4	5	
Pleasant parting salutation	0	1	2			

Breakfast Score: **/58**

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	1	2	3	4	5
Accuracy of dish description	1	2	3	4	5
Cleanliness / hygiene of room and facilities	1	2	3	4	5

LUNCH/DINNER (Beverage)

Accuracy/presentation of wine list	1	2	3	4	5
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	1	2	3	4	5
Product knowledge and technical skills	1	2	3	4	5

Lunch/Dinner Score:

/96

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 and innovation	1	2	3	4	5
Menu selection, diversity and availability	1	2	3	4	5
Trolley/tray presentation	1	2	3	4	5
Food presentation	1	2	3	4	5
Food quality	1	2	3	4	5

Food served at the correct temperature	1	2	3	4	5
Accuracy of dish description	1	2	3	4	5
Timely delivery	1	2	3	4	5
Technical skills of staff	1	2	3	4	5
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
Pick-up of tray / trolley	0	1	2	-	-
Accuracy of account	0	1	2	-	-
Pleasant parting salutation	0	1	2	-	-

Room service Score: /65

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	1	2	3	4	5
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: /44

Hotel Bar 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	

Environmentally Sustainability Score: **/10**

Environmentally Sustainability Comments:

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

➔ TOTAL SCORE **/565**