

National Awards for Excellence



2009

BEST PUB-STYLE ACCOMMODATION

HOTEL/VENUE:

DATE VISITED:

Hotels in this category may offer shared facilities, and there must be a 24 hour on-site management representative. Guests must have 24 hour access to their accommodation and night privacy. This category will be judged solely on 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	_____
Access to photocopier, fax, high-speed internet etc	1	2	3	4	5	_____

Hotel facilities Score:

/44

Hotel facilities Comments:

FRONT OF HOUSE

Reservation process	1	2	3	4	5	_____
Well presented reception area (i.e. layout, signage, cleanliness)	1	2	3	4	5	_____
Check-in accuracy of details and reasonable requests met	1	2	3	4	5	_____

Accuracy of account on departure	1	2	3	4	5	
Agent wishes a pleasant stay	0	1	2			

Front of House Score: *122*

Front of House 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:

GUEST ROOM

Cleanliness of room	1	2	3	4	5	
Adequate privacy (incl. Windows)	0	1	2	-	-	
Comfort of bed / mattresses / bases	1	2	3	4	5	
Quality & cleanliness of bedspreads / Continental Quilt Covers	1	2	3	4	5	
Quality of blanket / linen / pillows	1	2	3	4	5	
Efficient bed lamps & lighting	1	2	3	4	5	
General maintenance	1	2	3	4	5	
Appropriate ambient noise level relative to time of the day	1	2	3	4	5	
Adequate security and safety	1	2	3	4	5	
Television in good working order	1	2	3	4	5	
Luggage rack and ample luggage storage	0	1	2	-	-	
Efficient black-out window coverings	0	1	2	-	-	
Efficient wardrobes: hangers and ironing facilities	0	1	2	-	-	
Radio / Clock / Alarm in working order (and alarm reset)	0	1	2	-	-	
Efficient drawer / shelf / desk / waste bin	0	1	2	-	-	
Doors open and shut correctly	0	1	2	-	-	
Bedside table or shelf	0	1	2	-	-	
Refrigerator in good working order	0	1	2	-	-	
Quality of tea / coffee making facilities	0	1	2	-	-	
Adequate seating for meals	0	1	2	-	-	

Guest room Score:

/67

Guest room Comments:

ENSUITE/BATHROOM FACILITIES

Bathroom conveniently located within room	1	2	3	4	5	
Condition of showerhead	1	2	3	4	5	
Quality of towelling	1	2	3	4	5	
Sufficient towel rails	0	1	2	-	-	
Effective ventilation / heating / cooling	0	1	2	-	-	
Adequate supply of hot water	0	1	2	-	-	
Adequate toilet paper provided	0	1	2	-	-	
Efficient plug provided	0	1	2	-	-	
Taps in good condition	0	1	2	-	-	
No unsightly plumbing fittings	0	1	2	-	-	
Provision made to keep water from main floor area	0	1	2	-	-	
Convenient power points provided	0	1	2	-	-	

Ensuite/Bathroom facilities Score:

/33

Ensuite/Bathroom facilities Comments:

FLOOR COVERINGS

Quality of carpeted area	0	1	2	-	-	
Quality of tiled or similar surfaces	0	1	2	-	-	
Non-slip surfaces where required	0	1	2	-	-	
Overall presentation	0	1	2	-	-	

Floor coverings Score:

/8

Floor coverings 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	
Timely delivery for a la carte dishes	0	1	2			
Pleasant parting salutation	0	1	2			

Breakfast Score: **/60**

Breakfast Comments:

LUNCH/DINNER (Food)

Name of Restaurant/bistro 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	1	2	3	4	5	
Timely delivery	1	2	3	4	5	
Product knowledge and technical skills	1	2	3	4	5	
Parting salutation	1	2	3	4	5	
Lunch/Dinner Score:						/101

Lunch/Dinner Comments:

STAFF

Friendly & efficient reception staff	1	2	3	4	5	
Well presented	1	2	3	4	5	
Willingness to engage	1	2	3	4	5	
Knowledge of local tourist attractions and current events	1	2	3	4	5	
Staff member offer a pleasant parting salutation	1	2	3	4	5	
Clear & visible name tags worn	0	1	2	-	-	
Staff Score:						/27

Staff Comments:

TELEPHONE TECHNIQUE 0 = NO 1 =YES

Was the telephone answered within 3 rings?	0	1	-	-	-	
Was the name of the hotel identified?	0	1	-	-	-	
Did the speaker identify themselves?	0	1	-	-	-	
Did the speaker encourage you to visit the hotel?	0	1	-	-	-	
Did the speaker offer a pleasant parting comment?	0	1	-	-	-	
Telephone technique Score:						/5

Telephone technique 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 **/394**

