



National

Awards *for* Excellence 2009

BEST SUPERIOR HOTEL ACCOMMODATION 4 STAR

HOTEL/VENUE:

DATE VISITED:

Hotels (4 – 4 1/2 star) 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 (minimum 30 pax), gymnasium, pool/spa. 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	_____
Professional business centre i.e high speed internet, and operational facsimile machines, photocopier etc	1	2	3	4	5	_____

Hotel facilities Score:

/59

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 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:**/51****Front desk Comments:**

CONCIERGE SERVICES

Speak to the guest in a friendly, enthusiastic and courteous 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	1	2	3	4	5
Efficiency & proximity of valet parking	1	2	3	4	5

Concierge Score:**/30****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
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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

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

Quality of towelling	1	2	3	4	5
Quality of amenities	1	2	3	4	5
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:

/38

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

Quality of laundering / dry cleaning	0	1	2		
Presentation of garments	0	1	2		
Pick-up / return efficiency	0	1	2		

Laundry & dry-cleaning Score: /6

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		
A la Caret 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
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
Beverages 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
Parting salutation	0	1	2		



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
Staff 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:

SERVICE EXTRAS

Ease and efficiency of valet parking	0	1	2	-	-	
Offered to be escorted to room upon arrival	0	1	2	-	-	
Escort explained the features of the room	0	1	2	-	-	
Turndown Service	0	1	2	-	-	
Presentation/quality of welcome amenity in guest room	0	1	2	-	-	
Wine matching descriptions listed on menus	0	1	2	-	-	
Additional complimentary refreshments offering i.e. complimentary canapés and drinks at certain times of day	0	1	2	-	-	
Service extras Score:						/14

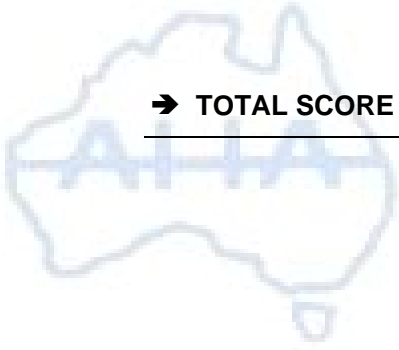
Service extras Comments:

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			
Environmentally Sustainability Score:						/10

Environmentally Sustainability Comments:

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



→ TOTAL SCORE

/611
