



# National

# Awards *for* Excellence 2009

## BEST RESORT STYLE ACCOMMODATION

**HOTEL/VENUE:**

**DATE VISITED:**

Hotels in this category are situated in spacious grounds, are self sufficient in service & facilities; providing all meals and a wide range of recreational facilities, tennis, gymnasium, pools. Spa, etc. Full time activities officers and a tour/activities desk. Business centre, conference rooms or boardrooms. **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	_____
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**

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**Hotel facilities Comments:**

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**FRONT DESK**

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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

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**FRONT DESK SERVICES**

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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
Offered to be escorted to room upon arrival	0	1	2		
Escort explained the features of the room	1	2	3	4	5

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**Front desk Score:****/58**

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**Front desk Comments:**

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**CONCIERGE SERVICES**

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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

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**Concierge Score:****/30**

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**Concierge Comments:**

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**INHOUSE OPERATOR SERVICES**

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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	1	2	3	4	5
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:** **/109**

**Guest room facilities comments:**

### **BATHROOM FACILITIES**

Quality of towelling	1	2	3	4	5
Availability and quality of bathrobes	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

Quality / quantity of personal amenities <sup>d</sup> & refreshed daily	1	2	3	4	5	
Condition of showerhead / taps	1	2	3	4	5	

**Bathroom facilities score:** /43

**Bathroom facilities comments:**

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### TURN DOWN SERVICE

Quality of bed turn down	0	1				
Waste bins emptied	0	1				
Towels refreshed	0	1				
Fragrance on pillow	0	1				
Complimentary bottled water offered	0	1				
Gift on pillow	0	1				
Weather update left	0	1				
Dimming of lights	0	1				
Slippers left next to bed	0	1				
Pillow menu offered	0	1				
Extra service, please explain	0	1				

**Turn down service Score:** /11

**Turn down service Comments:**

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### HOUSEKEEPING SERVICE

Knock before entry	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:** /12

**Housekeeping service Comments:**

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### LAUNDRY & DRY-CLEANING

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

**Laundry & dry-cleaning Score: /6**

**Laundry & dry-cleaning Comments:**

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**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
Timely delivery of a la carte dishes	0	1	2	-	-
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: /60**

**Breakfast Comments:**

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**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
Parting salutation	0	1	2		

**Lunch/Dinner Score:** **/98**

**Lunch/Dinner Comments:**

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### 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	
Quality of nibbles offered	1	2	3	4	5	

**HOTEL BAR SERVICE**

Greeting extended	1	2	3	4	5	
Order taken in a timely manner	1	2	3	4	5	
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:**

**/59**

**Hotel Bar Comments:**



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**TOUR DESK/ACTIVITIES**

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	
Booking efficiency	0	1	2	-	-	
Revert back with answers to queries in a timely manner	1	2	3	4	5	
Quality & range of In-house activities offered	1	2	3	4	5	
Skills of activities officer	1	2	3	4	5	
Safety briefing	0	1	2	-	-	
Pleasant parting salutation	0	1	2	-	-	

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**Tour Desk/Activities Score:** /36

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**Tour Desk/Activities Comments:**

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**GROUNDS/GARDENS**

Lawns manicured	0	1	2	-	-	
Quality of plantings	0	1	2	-	-	
Weed control	0	1	2	-	-	
Water features	0	1	2	-	-	
Outdoor lighting	0	1	2	-	-	
Overall cleanliness	1	2	3	4	5	

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**Grounds/Gardens Score:** /15

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**Grounds/Gardens Comments:**

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**SERVICE EXTRAS**

Quality of additional complimentary refreshments offering i.e. complimentary canapés and drinks at certain times of day	0	1	2			
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**Service Extras Score:** /2

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**Service Extras Comments:**

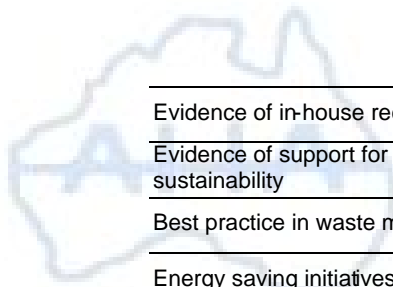
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**ENVIRONMENTAL SUSTAINABILITY**

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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** /695