



National Awards *for* Excellence 2009

OVERALL HOTEL OF THE YEAR (ACCOMMODATION DIVISION)

HOTEL/VENUE:

DATE VISITED:

HOTEL:

DATE VISITED:

The hotels nominated in this category provide an excellent overall range of facilities whilst maintaining an overall excellence in service. Key areas of the hotel will be taken into account for the overall result. 30 % of the category will be judged on a written submission of 1000 words and 70 % of the category will be judged by an anonymous site inspection

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

GENERAL

Tourism appeal	1	2	3	4	5	_____
Measure of popularity relative to day of week	1	2	3	4	5	_____
Evidence of support of local community groups	1	2	3	4	5	_____
Involvement in industry activities	1	2	3	4	5	_____
Clear directional signage	0	1	2	-	-	_____
Characteristics relevant to the local area	0	1	2	-	-	_____

General Score:

/24

General Comments:

HOTEL FACILITIES

Impressive & relative design, décor & characteristics	1	2	3	4	5	_____
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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

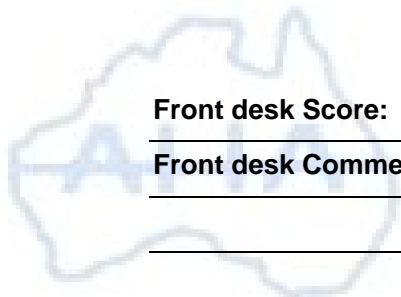
Hotel facilities Comments:

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



Front desk Score: /58

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 services Score: /30

Concierge services 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	

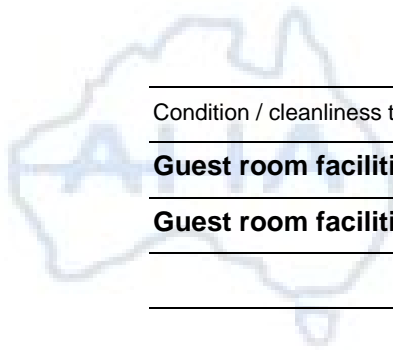
In-house operator services Score: /12

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	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		
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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 ¹ & refreshed daily	1	2	3	4	5	
Condition of showerhead / taps	1	2	3	4	5	

Bathroom facilities Score: **/43**

Bathroom facilities Comments:

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:

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:

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		
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 of a la carte dishes	0	1	2	-	-
Pleasant parting salutation	0	1	2		

Breakfast Score: **/60**

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	
Parting Salutation	0	1	2			

Lunch/Dinner Score:

/98

Lunch/Dinner Comments:

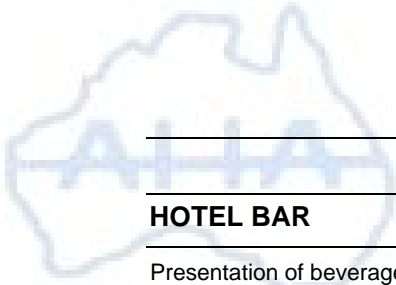
ROOM SERVICE

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	
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:

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**

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			

