

22. BEST PUB-STYLE ACCOMMODATION – 2-3 STAR

HOTEL:

ADDRESS:

TELEPHONE:

DATE VISITED:

TOTAL SCORE:

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COMMENTS:

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22. BEST PUB STYLE ACCOMMODATION – 2-3 STAR

HOTEL:

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.

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

FRONT OF HOUSE

Well presented reception area (i.e. layout, signage, cleanliness)	1	2	3	4	5	
Well presented hotel exterior	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	

Front of House Score:

/20

Front of House 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	-	-	
Guestroom Score:						/67
Guestroom Comments:						

ENSUITE / BATHROOM FACILITIES

Bathroom conveniently located within room	1	2	3	4	5	
Condition of showerhead	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 Score:						/28
Ensuite/Bathroom 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:						

FOOD

Quality of breakfast facilities provided	1	2	3	4	5	
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Quality & range of food	1	2	3	4	5	
Quality & range of beverages	1	2	3	4	5	

Food Score: /15

Food 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	
Clear & visible name tags worn	0	1	2	-	-	

Staff Score: /22

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 Score: /5

Telephone Comments:

ENVIRONMENTAL SUSTAINABILITY

Evidence of in-house recycling programs	0	1	-	-	-	
Evidence of support for environmental sustainability	0	1	-	-	-	
Best practice in waste management	0	1	-	-	-	
Energy saving initiatives	0	1	-	-	-	
Water saving initiatives	0	1	-	-	-	

Environmental Score: /5

