

Pub Style Accommodation

Online Presence

- Was the information on the website regarding the hotel's accommodation enticing?*
Did you feel motivated to attend?
- Was the information on the hotel's website informative about the accommodation?*
Was it clear what was being offered for accommodation?
- Was the information on the hotel's website regarding the accommodation up to date?*
- Did the hotel have a presence on either Facebook or Instagram, that included posts regarding the accommodation being offered?`*`
- If so, were the posts encouraging/positive?*
Did you feel motivated to make a reservation for the accommodation looking at the posts from the last month?
- Were the social media posts up to date?*
Was there a post made in the last week?

Booking

Please try to book over the phone. When calling to make a booking, please call during non-service hours i.e. not between noon and 2 p.m. and before 5 p.m. If you cannot book over the phone, please book online.

- Were you able to make a booking over the phone or online?*
- When you called to make a reservation did the person answering the phone mention the name of the hotel and introduce themselves?*
- Was the staff member friendly and polite?*
- Did the staff member repeat the booking back to you?*
- Did you receive a confirmation of your booking in writing (text or email)?*
- What was the name of the staff you spoke to?*
Please describe the voice if you were not able to catch the staff's name
- When making your booking online, was the booking process user-friendly?*
Could you easily locate the book now button (or something similar)?
- Could you locate information about the hotel easily?*
- When making your booking online, was there a section where you could add comments e.g. special needs, unusual check in or check out times*
- Did you receive confirmation of your reservation in writing (text or email)?*

General Facilities

- Were the carpets and floors in the common areas of the hotel clean? *
E.g. free of rubbish and spillages.
- Were unoccupied tables in the common areas of the hotel clean, tidy and ready for the next guest/s? *
- Was the décor in line with the style of the hotel? *
E.g. ornaments, paintings.
- Was the lighting throughout the hotel adequate? *
E.g. not too bright but able to read documents and see clearly.
- Were there clear, easy-to-find directional signs inside the hotel? *
E.g. clear indicators to the reception, concierge, common area bathrooms.
- Were the common area bathrooms easy to find? *
E.g. easy to understand signage, convenient location to main venue areas.
- Were the common area bathrooms clean? *
E.g. no toilet paper on the floor, free of spillages.
- Were the common area bathrooms tidy and well maintained? *
"E.g. sinks and toilets operational/ in good condition. Note to shopper: applicable to the bathroom you went to (only male bathroom, or only female bathroom)."
- Were the common area bathrooms well-stocked? *
Eg. toilet paper, soap, hand towels, hand dryer (if available).
- Did the hotel provide free Wi-Fi? *
- Did the hotel provide high speed internet? *

Check In

- Were you acknowledged within 60 seconds of arriving to check in? *
E.g. if the staff member was busy with another guest, did they make eye contact and smile at you?
- Did the staff member who checked you in welcome you to the hotel? *
E.g. say something like "Welcome to (hotel name)".
- Did the staff member smile and make eye contact while serving you? *
E.g. did the staff member look you in they eye and smile while serving you?
- Did the staff member use your name while checking you in? *
- Did the staff member use courteous language? *
E.g. polite language, 'please', 'thank you'.
- Was the area where you checked in clean? *
E.g. free of garbage, dust, cobwebs.
- Was the area where you checked in tidy and well maintained? *
E.g. well organised, free of knicks, scratches, dust, and dirt. Areas to look out for are skirting boards, ornaments and decorations, paintings etc.
- Were the carpets and floors within the check-in area clean? *
E.g. free of rubbish and spillages.
- Were the staff members well groomed? *
E.g. clean hands, presentable and tidy appearance, general hygiene.
- Please describe the reception staff member who served you. *
- Did a reception staff member encourage you to dine at the pub, unprompted? *
- If a staff member engaged with you, what did they say? *

*** The judge will ask the staff member at the reception a question

- Was your query answered confidently?*
- Was your query answered in an informative manner?*
- Was your query answered efficiently?*
E.g. query was answered in a timely manner (less than a two minute discussion).
- Were the details of your check-in accurate?*
- Were you given instructions on how to find your room?*

Guest Room

- Was your room clean?*
"E.g. no dust/dirt on surfaces, tables, lights, closet, inside and under the shelves. Note to shopper: please look under the bed and behind the curtains to check if there are stains, is dusty/dirty."
- Was your room well maintained?*
E.g. every item in good working order. Furniture free of knicks, scratches etc.
- Were the windows clean?*
E.g free of dust, no hand/finger prints on the glass.
- Were the carpets and floors clean?*
E.g. free of rubbish and spillages.
- Was the décor in line with the style of the hotel? *
E.g. ornaments, paintings.
- Was the lighting inside the room adequate?*
E.g. was there good lighting in the hotel room?
- Did the hotel room offer ample storage space?*
- Was your room well soundproofed?*
E.g. you could not hear sounds from other rooms or from outside your room.
- Was there marketing material in the room about the pub?*
E.g. integrated on the TV screen, print collaterals.
- Was the cutlery, crockery and glassware clean?*
- Was the mattress comfortable? *
E.g. mattress not too firm and not too soft.
- Was the linen of high quality?*
E.g. linen of high quality with no stains.
- Were the pillows comfortable?*
Note to shopper: were there options available for pillow preferences?
- Was the lighting inside the bathroom appropriate?*
- Upon arrival to the room, was the bathroom clean?*
Note to shopper: please pay particular attention to marks and/or stains from previous guests. Also check under the vanity area for make-up marks, hand prints etc.
- Was the bathroom well maintained?*
E.g. no knicks and/or scratches on tiles, benches, drawers.
- Upon arrival to the room, was the mirror and/or glass shower clean?*
E.g no hand/finger prints on the glass. Free of dust and dirt.
- Was the décor inside the bathroom in line with the style of the hotel? *
E.g. ornaments, paintings.
- Did the hotel offer high quality bath towels?*
E.g. towels and bathrobe of high quality.
- Did the hotel room offer shampoo, conditioner, moisturiser and soap?*

- Did the shower have good water pressure?*
- Was there a security latch/dead bolt at the back of the hotel room door?*
- Was there a safe located in the room, in which to place your valuable items?*

Food and Beverage

- Were there breakfast facilities available at the hotel?*
- *** If breakfast is available at the hotel, take a photo of your meal
- If not, were there recommendations of local breakfast spots?*
- Did the venue have on-site facilities to offer lunch?*
- Did the venue have on-site facilities to offer dinner?*

Reception

- When you checked out, did you find the process easy?*
- Was your hotel bill accurate?*
- Was the staff member friendly?*