

# HUMANEXPERIENCE

## MYSTERY SHOPPING REPORT

# 2024 Victoria Accommodation Awards



Accommodation Australia  
A DIVISION OF THE AHA | VIC

---

*Sample Venue*  
*Hotel Club Lounge of the Year*

---

*Conducted On: Sample Date*

---

*Report Presented: Sample Date*

---

**H<sup>x</sup>**

# YOUR RESULTS

## SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*The next few pages provide a detailed breakdown of each of the sub-scores  
in your mystery shopping report.*

### OVERALL SCORE FOR THIS REPORT

**0 - 66% High risk area**

**67 - 80% Requires management**

**81 - 100% Area of strength**

*your results*

15% STAFF WELCOMING, PROMPTNESS & GROOMING	7.5% CLEANLINESS & HYGIENE	20% CLUB LOUNGE FACILITIES	7.5% BATHROOM	12% MENU
8% QUALITY OF FOOD	15% TECHNICAL SKILLS & KNOWLEDGE OF STAFF	7.5% EFFICIENCY OF SERVICE	5% ENVIRONMENTAL SUSTAINABILITY	2.5% ACCURACY OF ACCOUNT
10% WOW FACTOR				

# STAFF WELCOMING, PROMPTNESS & GROOMING

SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR  
MYSTERY SHOPPING REPORT

Date & time arrived at the venue: Sample Date

*results*

<b>1.01</b>	Were you greeted or acknowledged within 60 seconds of entering the club lounge?	
<b>1.02</b>	Did the club lounge service staff member smile and make eye contact while serving you?	
<b>1.03</b>	Did the club lounge service staff member use your name while serving you?	
<b>1.04</b>	Did the club lounge service staff member use courteous language?	
<b>1.05</b>	Did the club lounge staff member who served introduce themselves by name or were they wearing a name badge?	
<b>1.06</b>	<b>If yes, what was their name?</b>	
<b>1.07</b>	<b>If no, please describe the club lounge service staff member who served you.</b>	
<b>1.08</b>	Were all the club lounge service staff members attentive?	
<b>1.09</b>	Did the club lounge service staff member ask if you have been to the club lounge before?	
<b>1.10</b>	Did the club lounge service staff member offer a clear explanation of how the club lounge works?	
<b>1.11</b>	Were all the club lounge service staff members well groomed?	
<b>1.12</b>	Were all the club lounge service staff members in full uniform?	
<b>1.13</b>	Was the uniform of all the club lounge service staff members consistent with the theme of the club lounge itself?	

notes...

---

TOTALS FOR THIS SECTION			
POSITIVE	NEGATIVE	N/A	TOTAL

# CLEANLINESS/HYGIENE AND FACILITIES

SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR  
MYSTERY SHOPPING REPORT

*results*

<b>2.01</b>	Was the club lounge bar area clean?	
<b>2.02</b>	Was the club lounge bar area tidy?	
<b>2.03</b>	Were carpets and floors within the club lounge clean?	
<b>2.04</b>	Were unoccupied tables inside the club lounge, tidy and ready for the next guest/s?	
<b>2.05</b>	Was the cutlery clean?	
<b>2.06</b>	Was the crockery clean?	
<b>2.07</b>	Was the glassware clean?	

*notes...*

TOTALS FOR THIS SECTION			
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

# CLUB LOUNGE FACILITIES

## SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>3.01</b>	Was the hotel club lounge well maintained?	
<b>3.02</b>	Was the design inside the club lounge in line with the hotel's brand?	
<b>3.03</b>	Was the décor in line with the style of the club lounge?	
<b>3.04</b>	Was there audible music playing in the hotel club lounge?	
<b>3.05</b>	Was the lighting inside the club lounge appropriate?	
<b>3.06</b>	Was the temperature inside the club lounge comfortable?	
<b>3.07</b>	Was the club lounge environment conducive to a long and comfortable stay?	
<b>3.08</b>	Was there a range of appropriate furnishings to suit different customers?	
<b>3.09</b>	Was the quality of the linen of a deluxe quality?	
<b>3.10</b>	Were the furnishings in good condition?	
<b>3.11</b>	Were there fresh flower arrangements in the hotel club lounge?	
<b>3.12</b>	Were there indoor plants in the hotel club lounge?	
<b>3.13</b>	Were there clear, easy-to-find directional signs within the club lounge?	

*notes...*

---

TOTALS FOR THIS SECTION			
POSITIVE	NEGATIVE	N/A	TOTAL

# BATHROOM

## SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>4.01</b>	Were the bathrooms easy to find?	
<b>4.02</b>	Were the bathrooms clean?	
<b>4.03</b>	Were the bathrooms well maintained?	
<b>4.04</b>	Was there background music playing inside the bathrooms?	
<b>4.05</b>	If yes, was the music playing aligned with the hotel's branding?	
<b>4.06</b>	Were there fresh flower arrangements or indoor plants in the bathrooms?	
<b>4.07</b>	Were there elements of luxury included in the bathrooms?	

*notes...*

TOTALS FOR THIS SECTION			
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

# MENU

## SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

results

5.01	Were menus made available?	
5.02	Were the menus at the club lounge written in an appropriate font and easy to read?	
5.03	Were the menus undamaged?	
5.04	Were the menus clean?	
5.05	Were the menus in line with the style of the club lounge?	
5.06	Were there items on the menu that you hadn't seen before or that are not mainstream?	
5.07	<b>If yes, what were they?</b>	
5.08	Were there at least three options of white wine by the glass?	
5.09	Were there at least three options of red wine by the glass?	
5.10	Were there at least three options of bottled beer?	
5.11	Were there locally sourced options available on the menu?	
5.12	<b>If yes, please give three examples.</b>	
5.13	Were there imported options available on the menu?	
5.14	<b>If yes, please give three examples.</b>	
5.15	Were there at least three non-alcoholic beverage options available on the menu?	
5.16	Was there espresso coffee available on the menu?	
5.17	Was there an appropriate variety of food items available on the menu or buffet?	
5.18	Did the menu / buffet feature any locally sourced produce?	



5.19 Did the menu / buffet feature any specials?

5.20 Was there evidence of seasonal variation with dishes on the menu / buffet?

*notes...*

TOTALS FOR THIS SECTION			
POSITIVE	NEGATIVE	N/A	TOTAL

*photo of the menu*

# QUALITY OF FOOD

## SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>6.01</b>	Was the buffet food / produce options on display, of a high standard?	
<b>6.02</b>	Did the buffet food / produce look fresh and appetising?	
<b>6.03</b>	Was the buffet food easy to access?	

*notes...*

TOTALS FOR THIS SECTION			
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

# TECHNICAL SKILLS & KNOWLEDGE OF STAFF

SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR  
MYSTERY SHOPPING REPORT

*results*

<b>ASK</b>	<i>"Which is your most popular (wine/cocktail/beer)?"</i>	
<b>7.01</b>	<b>What did the club lounge service staff member recommend?</b>	
<b>7.02</b>	Was your query answered confidently?	
<b>7.03</b>	Was your query answered in an informative manner?	
<b>7.04</b>	Was your query answered efficiently?	
<b>7.05</b>	Did the club lounge service staff member up sell or suggestive sell to you, when taking your order?	
<b>ASK</b>	<i>"What food options do you have that are dairy-free?"</i>	
<b>7.06</b>	<b>What did they recommend?</b>	
<b>7.07</b>	Was your query answered confidently?	
<b>7.08</b>	Was your query answered in an informative manner?	

*notes...*

TOTALS FOR THIS SECTION			
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

# EFFICIENCY OF SERVICE

## SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>8.01</b>	Was your drink order taken in under five minutes of waiting?	
<b>8.02</b>	Was your drink delivered within five minutes of ordering?	
<b>8.03</b>	Did the club lounge service staff member get your order correct?	
<b>8.04</b>	Was your drink served in clean glassware?	
<b>8.05</b>	Was your drink served at a good temperature?	
<b>8.06</b>	If more than one drink was ordered, were all drinks delivered at the same time?	
<b>8.07</b>	If more than one drink was ordered, were all drinks placed in front of the correct guest?	
<b>8.08</b>	Were you asked if you wanted another drink at the appropriate time, unprompted?	
<b>8.09</b>	Did the club lounge service staff member ask you how your drink was at any point?	
<b>8.10</b>	Were the glasses cleared within five minutes of all guests finishing their drinks?	

*notes...*

---

TOTALS FOR THIS SECTION			
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

*photo of the drink*

---

# ENVIRONMENTAL SUSTAINABILITY

## SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<p><b>9.01</b></p>	<p>"Was there visual evidence that the hotel is supportive of and/or engaging in environmentally sustainable practices?" e.g. reimbursements or incentives to minimise environmental footprint (credit for not changing towels each day), messaging/collateral around choices the hotel has made (no single-use water bottles), additional information at check-in about initiatives.</p>	
<p><b>If yes, what were they?</b></p>		

<p><b>TOTALS FOR THIS SECTION</b></p>			
<p><b>POSITIVE</b></p>	<p><b>NEGATIVE</b></p>	<p><b>N/A</b></p>	<p><b>TOTAL</b></p>

# LEAVING THE VENUE

## SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>10.01</b>	Were you farewelled as you left the restaurant?	
<b>10.02</b>	Was the bill accurate for what was ordered?	

*notes...*

--

TOTALS FOR THIS SECTION			
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

# WOW FACTOR' SERVICE

SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR  
MYSTERY SHOPPING REPORT

*results*

<b>11.01</b>	Was there an additional 'wow factor' in experiencing the Club Lounge Facilities?	
<b>11.02</b>	If so, what was it?	

TOTALS FOR THIS SECTION			
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

## KEY COMMENTS

SAMPLE VENUE - HOTEL CLUB LOUNGE OF THE YEAR  
MYSTERY SHOPPING REPORT

*overall feedback...*

<b>THE BEST THING</b>
<b>KEY AREA(S) OF IMPROVEMENT</b>