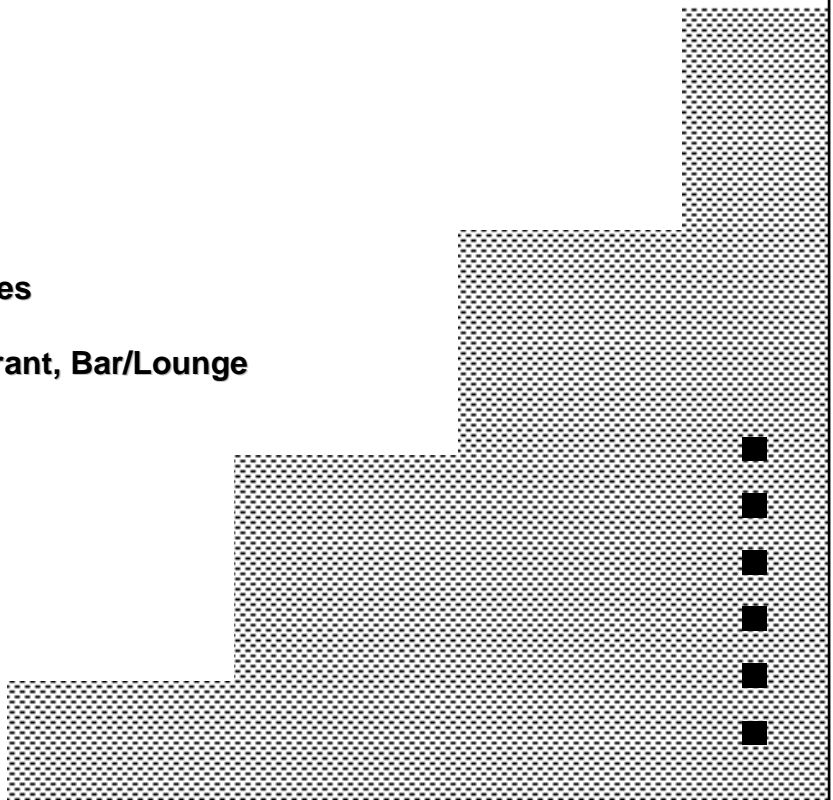


# **FREEMAN**GROUP

## **SAMPLE**

## **QUALITY INSPECTION**

**ROOMS – Check-In, Guest Services**  
**HOUSEKEEPING – Guest Room**  
**FOOD AND BEVERAGE – Restaurant, Bar/Lounge**  
**LEISURE – Sports Facilities**



# SAMPLE QUALITY INSPECTION

Listed below are services that can be evaluated by **FreemanGroup**. Additional services and amenities can be customized for your property.

## 1-Night Evaluation:

### Rooms Section

Telephone Reservations  
Bell/Door Staff  
Front Desk Check-In  
Guest Services  
Telephone Operators  
Front Desk Checkout

### Housekeeping Section:

Guest Room  
Turndown  
Public Areas  
Housekeeping Requests  
Safety/Security

### Food and Beverage Section:

1 Dinner Evaluation  
1 Bar/Lounge Evaluation  
1 Breakfast Evaluation  
Mini Bar

### Leisure Section:

Sports Facilities  
Pool/Beach Areas  
Gift Shop  
Fitness Facilities

## 2-Night Evaluation:

### Rooms Section

Telephone Reservations  
Valet Parking  
Bell/Door Staff  
Front Desk Check-In  
Guest Services  
Butler  
Telephone Operators  
Engineering Request  
Front Desk Checkout

### Housekeeping Section:

Guest Room  
Turndown  
Room Remake  
Public Areas  
Housekeeping Requests  
Housekeeping Procedures  
Safety/Security

### Food and Beverage Section:

2 Dinner Evaluations  
2 Bar/Lounge Evaluations  
2 Breakfast Evaluations  
1 Lunch Evaluation  
Mini Bar

### Leisure Section:

Sports Facilities  
Pool/Beach Areas  
Gift Shop  
Fitness Facilities  
Spa Facilities  
Golf Facilities



The following Quality Inspection checklist and narrative is only a **sample** of the sections and categories offered by **FreemanGroup**.

## Sample Quality Inspection

Overall Average								
		All Questions (including GC)			GC Questions Only			
Sec #	Section	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Percent
1	Rooms	734	533	73%	440	315	72%	73%
2	Housekeeping	829	574	69%	520	355	68%	70%
3	Food and Beverage	1852	1501	81%	1025	860	84%	80%
4	Leisure	558	467	84%	385	325	84%	84%
	<b>Total</b>	<b>3973</b>	<b>3075</b>	<b>77%</b>	<b>2370</b>	<b>1855</b>	<b>78%</b>	<b>77%</b>



# Sample Quality Inspection Narrative

January 27 – 29, 2004

## Overview

The overall score for the second evaluation was lower than the previous evaluation, due to three of the four sections experiencing decreases. Although most of the areas in the Rooms section showed an increase, the score dropped because of a poorly handled reservation call and numerous missed standards in the butler service area. Housekeeping had the largest decrease, which resulted mainly from cleanliness issues in the guest room and public areas, and some safety concerns. As in the last evaluation, poorly executed turndown and room remake service also affected the score. The Food and Beverage section was the only one that experienced an increase for this evaluation, although the bar evaluation scored below 80%. Final services and check presentation were still problem areas. The lower score in the Leisure section was attributed to cleanliness issues in the spa and fitness areas, and an even poorer experience during the gift shop evaluation.

While staff members in all outlets were still impeccably groomed and uniformed, the bell/door staff was the only ones who continued to constantly acknowledge guests in passing. Staff members who stood out for their customer service when interacting with guests for this evaluation were: Brenee in the spa area, Eric in Gardenia, Christine in Jasmine, Henry in room service and the entire bell/door staff.

There were some safety concerns noted during the evaluation. The exit door on the second floor leading from the elevator near The Pastry Shop to the outside was extremely difficult to open, initially giving the impression that it was locked. The Analyst's name was verified on only two of numerous test calls with just the room number given. However, the room number was not released when asked. Fire extinguishers were fully charged, currently tagged and conveniently located. Kevin required all personal information on an extra key request when identification was not available.

## Rooms

### Front Desk Check-In 83%

There were three staff members conversing as the Analyst drove up to the porte cochere. Cameron smiled and motioned the Analyst forward. He opened the car door and warmly extended a welcome. He inquired if the Analyst was checking in, advised he would take care of the luggage, provided a parking ticket for the car and instructed the Analyst on where to proceed to check-in. Gabrielle smiled and greeted the Analyst upon arrival to the front desk. Gabrielle asked for the Analyst's name and immediately found the reservation. Since butler service had been requested, she called the floor and asked how they wanted to proceed with the check-in. Gabrielle told the Analyst that Michael would greet the Analyst upon arrival to the floor. She advised that Craig would take of the luggage, yet failed to make an introduction. A wish for a pleasant stay along with an offer for future assistance was extended. Craig did a good job of rooming the Analyst, with only two standards missed: no inquiry regarding luggage placement or whether the accommodations were satisfactory.



### **Guest Services – 76%**

Encounters with the guest service staff, whether over the phone or in person, were for the most part a pleasant experience, although some technical standards were missed. Linda did an excellent job of persuading the Analyst into visiting/using the hotel outlets even when the Analyst kept trying to get her to recommend outside sources. On the first evening, a male staff member was outgoing and friendly and patiently answered inquiries. Calls were answered within three rings and greetings were consistent.

## **Housekeeping**

### **Guest Room – 68%**

The guest room was large and spacious and amply supplied with furniture, which, except for the desk, was placed for maximum guest comfort. While the room was richly appointed and numerous amenities available, lack of cleanliness was an issue. The carpet was stained in different areas of the room. Debris, popcorn, a large piece of toenail, and a piece of broken glass were found. As in the last evaluation, dusting was cursory at best, including the top of the mirror and large screen. Drawers had dust or light debris and one drawer contained coins. Window ledges were very dusty and the windows and balcony doors required cleaning. Picture frames were dusty and the large mirror was very streaked. The bed was not well made: sheets were bunched up and corners haphazardly folded. The duvet cover was stained as was the top sheet, and the bottom sheet had hair on it. The bathrooms, like the guest room, were richly appointed and, like the guest room, cleanliness issues were apparent. There was hair in two sinks, the bathtub, showers and on the floor. Some fixtures were spotted and one had what appeared to be toothpaste on it. Dusting was required and two glasses looked as if they had not been washed.

## **Food and Beverage**

### **Restaurant – 80%**

The Analyst was advised that reservations were not required for dinner Tuesday evening in Jasmine. Gary immediately greeted the Analyst upon arrival to the restaurant. He inquired about table preference and provided an escort along with chair assistance and napkin service. He placed the wine list on the table although upside down, and then extended a wish for an enjoyable dinner. The bus person silently removed the extra place setting shortly after seating. Gary then brought the dinner menu to the table. Eric did not arrive to the table until two minutes and seventeen seconds after seating. He inquired about a beverage or wine order and was able to answer questions and made a suggestion in regard to wine served by the glass. The wine was served less than two minutes later. Eric had excellent knowledge of the preparation of the items on the menu, however he did not ask how the Analyst wanted the lamb prepared. A starter course was generically offered.

All courses were served and cleared in a timely manner with flatware appropriately replaced, although the table was not crumbed. Although Eric was pleasant during the evaluation he was not visible for periods of time and he did not ascertain meal satisfaction until the Analyst was finished with the main course. Water refills were prompt and a beverage refill was offered yet declined.

Eric presented the dessert menu, made suggestions and generically offered coffee after a dessert choice was made. Both were served timely and a special request was honored, however the dessert plate was not cleared and a cappuccino refill not offered even though the cup was empty. A final inquiry was not made and the check, which was properly itemized, was brought with a pen while the Analyst was still eating dessert. Eric did not return to the table for the remaining of the evaluation. The female host extended thanks as the Analyst left the restaurant. The wine was served in the correct glassware and at the appropriate temperature. The cappuccino was served with two types of sugar cubes yet without cinnamon.



All food items from the chef's appetizer to the dessert were served at the correct temperatures, were appropriately portioned, and artfully and colorfully presented. However, the lamb was undercooked, as Eric did not ask how the lamb was to be prepared. Seasoning, sauces and aromas were a delight to the senses. There were a few cleaning issues noted during this evaluation. The windows were in need of attention with spots and streaks evident. While all tableware was in good condition, the tablecloth was visibly stained and the napkin was folded inside out. The dessert menu was slightly bent and the glass candleholder was dirty.

### **Bar/Lounge – 63%**

The Analyst was not greeted upon arrival to the Lobby Lounge on Wednesday evening. While there were numerous guests present, the bar was not really busy, yet after a two-minute wait the Analyst had to flag down a bartender for service. Chris greeted the Analyst with a smile and asked, "What can I get for you?" A beverage order was placed, however premium liquor was not marketed. Once asked, Chris provided a few of the premium liquors available. An order was placed and served within thirty seconds with a special garnish request honored. A second beverage was not offered until the first drink was empty. The second drink was served without the garnish. The Analyst had to ask for the check, which was brought within two minutes. A thanks was extended, although the Analyst's name was not used. Both bartenders and the barback were outgoing and friendly with all guests. Removal of glassware was prompt, however the bar was not wiped during the evaluation. Some of the bottles were disorganized, and bartenders had to look where certain ones were located. Drinks were made without a measuring device and both drinks served were too strong, more so on the second. All glassware was in good condition and napkins used with all drinks. Snacks were only randomly provided.

## **Leisure**

### **Sports Facilities – 92%**

The pools were well maintained and the water clear, warm and inviting. The decks were in good condition and ample seating was provided in all areas. Issues from the previous evaluation in regard to the availability of towels and lack of cushions had been rectified. Two towels were provided on each lounge, along with additional ones available at the booth. Each lounge had a cushion. Furniture was neatly arranged and in good condition except for some of the tables that were stained. Two male staff members, one an attendant and one server were present at the booth. They were outgoing, friendly and able to answer questions knowledgeably. Pool rules were posted near the entry and depth markings were clearly visible. Due to the cool weather beverage service was not evaluated. The heater in the restrooms by the pools had not been turned on, so they were slightly cold.



# Sample Quality Inspection

Rooms Section Performance Rating Analysis								
		All Questions (including GC)			GC Questions Only			
Cat #	Category	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Percent
1	Telephone Reservations	81	41	51%	40	10	25%	51%
2	Valet Parking	70	65	93%	40	35	88%	93%
3	Front Desk Check-In	129	107	83%	70	60	86%	83%
4	Butler Services	76	29	38%	55	25	45%	38%
5	General Door/Bell Staff	45	45	100%	30	30	100%	100%
6	Guest Services	78	59	76%	50	40	80%	76%
7	Telephone System	97	63	65%	55	30	55%	65%
8	Engineering Request for Services	42	25	60%	25	20	80%	60%
9	Front Desk Check-Out	116	99	85%	75	65	87%	85%
Overall Section Score								73%



Front Desk Check-In							
<b>Day/Date:</b> Tuesday, January 27, 2004				<b>Bell Staff:</b> Craig			
<b>Time:</b> 3:57 PM				<b>Front Desk Agent:</b> Gabrielle (sp)			
<b>Door Staff:</b> Cameron							
<b>Guest Check-In</b>							
	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
1	Guest greeted within 30 seconds at front desk, unless a line of guests present, then acknowledged	5	X			Y	Immediate greeting.
2	Waiting period less than 5 minutes	3	X				No wait.
3	Agent extended cordial welcome to hotel, with smile and eye contact	5		X		Y	No welcome; "Good afternoon." Smile and eye contact.
4	Agent(s) well groomed, uniformed	5	X			Y	
5	Agent requested guest's name	1	X				
6	Reservation immediately located	5	X			Y	
7	Guest name used during interaction	3	X				
8	Front desk area was neat, well organized and free of debris	3	X				
9	Front desk area not worn or damaged	3	X				
10	At least one staff member was available at all times	5	X			Y	During all times evaluated.
11	Room type, location, rates, and dates confirmed	3	X				



	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
12	Registration procedure accurately completed within 5 minutes and method of payment confirmed	3	X				Less than three minutes.
13	Agent maintained eye contact throughout interaction	3	X				
14	Relevant procedures explained (keys, express check-out, mini bar and safe deposit box)	5	X			Y	By Michael.
15	Credit established and cards returned automatically	3	X				Via Michael on the Rose floor.
16	Agent described property's facilities, services, and food and beverage information	5		X		Y	No information about the hotel was provided.
17	Advance messages and packages presented at check-in	3		X			Message light blinking on phone.
18	Agent offered guest rooming assistance or confirmed luggage handling procedures	3	X				
19	Agent gave directions to room, if no bell person escort	5			X	Y	
20	If bell person present, guest introduction made	3		X			She advised who would take luggage; no introduction was made.
21	Agent wished guest a pleasant stay	3	X				Along with an offer for future assistance.
22	If room was not available use of facilities offered (f&b, changing facilities)	5			X	Y	
23	Room available by posted check-in time	5	X			Y	



	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
24	Agent did not eat, drink, smoke or chew gum	5	X			Y	
25	Agent did not keep hands in pockets, arms folded or slouched	3	X				



Guest Services							
<b>Day(s)/Date(s):</b> Various				<b>Location:</b> Phone			
<b>Time:</b> Various				<b>Location:</b> Concierge			
<b>Staff Member(s):</b> Danille, Flora, Linda, Male (unknown)							
<b>Guest Services Overview</b>							
	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
1	Guest service staff visible and available at all times or during posted hours	5	X			Y	Available at all times.
2	Guest immediately assisted or courteously asked to wait	5	X			Y	Immediate assistance offered.
3	Guest received greeting with eye contact and smile	5	X			Y	
4	Guest service staff well groomed, uniformed	5	X			Y	
5	Guest service staff addressed guest by name, if known	3		X			Only used once over the phone.
6	Guest service staff knowledgeable, organized, and anticipated guest's needs	5		X		Y	Not in regard to ground transportation to hotel.
7	Guest service staff promoted hotel amenities, food and beverage outlets and other facilities	3	X				Linda did an excellent job in suggesting hotel outlets and amenities.
8	Guest service staff were pleasant, courteous and did not rush through interaction	5		X		Y	Flora was harried when giving directions to hotel.
9	Guest service staff thanked guest, extended pleasant parting comments and offered future assistance	5	X			Y	
10	Directional assistance offered was accurate, with clear details	3		X			Directions coming south on Highway One to hotel were incorrect.



	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
11	Any written information was legible, professional, on good quality paper	1			X		
12	Area and property maps available	1	X				Property map also posted in directory.
13	Guest messages, packages and property discreetly handled	3			X		
14	Extension answered within 5 rings	5	X			Y	Within three rings on average.
15	Extension answered with consistent greeting, department and employee identification	3	X				"Good (time of day). Concierge or Resort Services. This is (staff name). How may I assist you?"
16	Guest service staff spoke clearly	3	X				
17	Request handled by first staff contacted - not transferred	3	X				
18	Put on hold for 30 seconds or less	3		X			One minute and twenty-two seconds. Came back on line as if a new call.
19	Guest service staff expeditiously completed request as agreed	5	X			Y	Linda immediately took care of request.
20	Guest service staff stopped conversations with other employees while guests present	3	X				
21	Guest service staff did not eat, drink, smoke or chew gum	5	X			Y	
22	Guest service staff did not keep hands in pockets, arms folded or slouch	3	X				

## Sample Quality Inspection

Housekeeping Section Performance Rating Analysis								
		All Questions (including GC)			GC Questions Only			
Cat #	Category	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Percent
1	Guest Room	402	275	68%	270	180	67%	68%
2	Turndown	41	33	80%	20	15	75%	80%
3	Room Remake	84	49	58%	50	30	60%	58%
4	Public Areas	141	100	71%	75	50	67%	71%
5	General Procedures	24	16	67%	20	15	75%	67%
6	Request for Services	44	37	84%	25	25	100%	84%
7	Safety and Security	52	39	75%	40	30	75%	75%
Overall Section Score								70%



Guest Room							
Room Number: 323							
Bedroom Cleanliness/Condition							
	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
1	Carpets and floors were free of dirt or debris including edges	5		X		Y	Debris, broken glass, a piece of toenail, and multiple pieces of popcorn.
2	Carpets and floors free of stains or wear	3		X			Stained in different areas of the room.
3	Counter tops, chairs and tables free of spots and dust	5		X		Y	Dust on most bedroom furnishings. Large screen was dusty.
4	Furnishings (chairs, tables, etc.) in sturdy condition and free of wear or defects	5	X			Y	Light scratches on glass top of round table.
5	Ample furniture for guest activity (seating, dining, workspace)	5	X			Y	Placed for maximum comfort except desk. Difficult to sit on one side.
6	Upholstery free of stains and tears	5	X			Y	
7	Ledges and baseboards dust free	3		X			Window ledges were very dusty as was ledge in bathroom by tub.
8	Lamp fixtures, decorative objects unsoiled and dust free	5	X			Y	However, seam on one bedside lamp facing out.
9	Ceiling free of stains or cobwebs	3	X				
10	Walls free of scuffs or other marks	3		X			Multiple marks by entry.
11	Drawers inside free of dust and debris	5		X		Y	Most drawers dusty, light debris. Coin change left in one drawer.
12	Drawers opened and closed smoothly	3	X				
13	Wastebasket unstained, empty and lined	5	X			Y	
14	Ashtrays free of dirt and ashes, not damaged	1			X		
15	Window glass unsoiled on the inside, undamaged	5		X		Y	Light debris on bedroom windows. Fingerprints on bedroom balcony door.
16	Window glass free of smudges on the outside	1		X			Dirty and smudged.



	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
17	Picture glass unspotted, no dust on frames, undamaged	3		X			Debris on picture above sofa; dust on all frames.
18	Mirror glass free of streaks and dust; undamaged	5		X		Y	Large mirror streaked and frame very dusty.
19	TV screen free of streaks/spots, cabinet dust free; wires and cords orderly	5	X			Y	
20	Draw cord or handle to close drapes works easily	3	X				
21	Drapes close completely with no gaps	3	X				
22	Drapes free of wear and markings	3	X				Good condition yet could use steaming to get out wrinkles.
23	Bed tightly and neatly made	5		X		Y	Not tight. Sheet bunched up and top corners were haphazardly turned under.
24	Bedsread and skirting free of stains, undamaged and hung evenly	5		X		Y	Duvet cover stained.
25	Blankets free of stains and in good condition	5			X	Y	Comforter only.
26	Bed sheets free of stains and in good condition	5		X		Y	Top sheet stained. Bottom sheet had hair.
27	Pillows comfortable, ample quantity and in good condition	5	X			Y	Two king, two regular.
28	Pillow cases free of stains and in good condition	5	X			Y	
29	Mattress and box springs aligned	1	X				
30	Mattress firm and comfortable	1	X				
31	Bed frame and headboard free of markings and dust	3		X			Frame was dusty.
32	Underneath bed dust and debris free	1	X				
33	Extra bedding in closet (pillows, blankets) free of stains and neat	5	X			Y	One extra regular size pillow.
34	Closet had adequate light	5	X			Y	Individual sensors for lights in each closet.



	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
35	Closet neatly arranged, free of wear and dust	3		X			Shelves dusty. Back wall marked on entry closet.
36	Sufficient supplies provided (laundry bags, lists, etc.)	1	X				One list and bag. Two shoe bags, one shoehorn and lint brush. One umbrella.
37	Robe was colorfast, not worn, damaged or stained	5		X		Y	One robe had hair and multiple stains; some appeared to be blood. Both pair of slippers were new.
38	Ample hangers provided (pant and contour coat hangers)	5	X			Y	Four pant, skirt and satin provided in both closets.
39	Outside patio free of debris, furniture neatly arranged and free of wear	3		X			Both balcony floors had debris and stains. Furniture haphazardly placed.
40	Noise minimal from adjacent rooms and corridor	5	X			Y	
41	In-room safe not worn or damaged	1	X				
42	In-room safe works properly	5		X		Y	Repeatedly came up with error message. Then "ba lo."
43	In-room safe instructions easy to understand, accurate, not damaged or soiled	1	X				However, "d" missing on "CLOSED" when displayed on panel. "D" on display not capitalized on "OPENED."
44	All doors and jambs free of prints and stains; no holes or abnormal wear	3		X			Prints on entry closet door. Bathroom closet doors and jambs worn.
45	Guest room free of pests	5	X			Y	Two small gnats first evening.



## Sample Quality Inspection

Food and Beverage Section Performance Rating Analysis								
		All Questions (including GC)			GC Questions Only			
Cat #	Category	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Percent
1	Restaurant	312	250	80%	170	145	85%	80%
2	Casual Dining	221	190	86%	120	110	92%	86%
3	Buffet	206	170	83%	120	95	79%	83%
4	Snack Bar	140	107	76%	80	65	81%	76%
5	Bar/Lounge	177	111	63%	100	65	65%	63%
6	Mini Bar	29	25	86%	10	10	100%	86%
7	Room Service	211	181	86%	130	115	88%	86%
Overall Section Score								80%



Restaurant							
<b>Outlet:</b> Jasmine				<b>Reservations Staff:</b> N/A			
<b>Day/Date:</b> Tuesday, January 27, 2004				<b>Host:</b> Gary, Female (long dark hair)			
<b>Meal Period:</b> Dinner				<b>Server(s):</b> Eric			
<b>Time Entered:</b> 7:35 PM				<b>Captain:</b> N/A			
<b>Time Departed:</b> 9:17 PM				<b>Busperson:</b> Male (unknown)			
<b>Dinner Service</b>							
	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
1	Starter course(s) presented in a timely manner	5	X			Y	Just under three minutes after chef's appetizer.
2	Server skilled at presenting, opening, and serving wine	3			X		Wine by the glass. No bottles served during observation.
3	Plates, flatware, glassware removed or replaced as required	3	X				Removed and replaced.
4	Main course placed in front of guest correctly and sequentially, without prompting	3	X				At other tables.
5	Main course presented in a timely manner	5	X			Y	Less than four minutes after starter clear.
6	Server monitored dinner progression and was routinely attentive to guest needs	3		X			Eric did not check satisfaction till main course was bussed.
7	Server ascertained that expectations were met during meal	3		X			Not until finished with main course.
8	Additional beverages offered before first beverage was finished and served promptly	5	X			Y	Offered timely; declined.
9	Water refills promptly provided	3	X				
10	Plates, flatware removed after guests have finished	3	X				



	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
11	Ashtrays were replaced before and after each course	1			X		
12	Table cleared and straightened following main course	3	X				However, not crumbed.
13	Surrounding tables cleared quietly without disruptions	3	X				Professionally cleared in preparation for breakfast.
14	Staff discreet and non-disruptive	3	X				



Bar/Lounge							
<b>Outlet:</b> Lobby Lounge				<b>Bartender(s):</b> Chris			
<b>Day/Date:</b> Wednesday, January 28, 2004				<b>Server(s):</b> Three females (unknown)			
<b>Time:</b> 11:18 PM				<b>Barback(s):</b> Craig			
<b>Host(s):</b> N/A							
<b>Initial Contact/Service</b>							
	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
1	Guest welcomed with eye contact and smile	5	X			Y	"Good evening sir/ma'am. What can I get for you?"
2	Service offered within 1 minute after seating	5		X		Y	Bartender was flagged down after Analyst waited just over two minutes.
3	Staff well groomed, uniformed	5	X			Y	
4	Cards or menus displayed at tables and bar for special items	1		X			Neither displayed.
5	Items listed were available	3			X		
6	Server or bartender recommended specialty drinks, premium beverages	3		X			Had to be prompted.
7	Server or bartender had knowledge of beverage types	5	X			Y	
8	Complimentary snacks offered to all guests	3		X			Not served to all guests.
9	First beverage served within 4 minutes from table order; 2 minutes at bar counter	3	X				Less than thirty seconds.



	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
10	Beverages placed in front of guests correctly, without prompting	3	X				
11	Second beverage promoted before first drink was finished	5		X		Y	Drink was empty.
12	Bartender or server maintained service needs and attentive to guests	3	X				However, not at first.
13	Staff actively circulated and maintained presence in area	3	X				
14	Bartender or server prompt with maintenance of bar and tables	5	X			Y	Quick removal of used items.
15	Ashtrays changed/cleaned after two butts	3			X		Nonsmoking.
16	Used glassware promptly bussed from all areas	3	X				
17	Bar counter and tables wiped after guests departed	3		X			Bar counter not wiped even though numerous guests had left.
18	Staff behavior was not hectic or chaotic	3		X			Initially, all three staff appeared disoriented.



## Sample Quality Inspection

Leisure Section Performance Rating Analysis								
		All Questions (including GC)			GC Questions Only			
Cat #	Category	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Weightings	Positive Weightings Obtained	Overall %	Overall Percent
1	Sports Facilities	65	60	92%	50	45	90%	92%
2	Gift Shop	69	49	71%	40	20	50%	71%
3	Fitness Facilities	120	105	88%	90	85	94%	88%
4	Spa Facilities	164	146	89%	125	110	88%	89%
5	Golf Facilities	140	107	76%	80	65	81%	76%
Overall Section Score								84%



Sports Facilities							
Day(s)/Date(s): Various				Server(s): Male (unknown)			
Attendant(s): Male (unknown)				Lifeguard: N/A			
Pool Areas							
	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
1	Pool deck areas free of debris and well maintained	5	X			Y	
2	Pool deck, equipment not damaged, worn or cracked	3	X				
3	Pool interior and tiles free of algae, not worn or damaged	3	X				
4	Pool water free of floating debris, clear and comfortable temperature	3	X				All pools were heated.
5	Depth markings clearly posted	5	X			Y	On all pools.
6	Rules/warning signs clearly posted, signs not worn or damaged	5	X			Y	
7	Chairs, furnishings neatly arranged throughout pool areas	3	X				
8	Adequate seating available	3	X				
9	Chairs free of markings, not stained or soiled and not damaged	5	X			Y	Slight stains on only a few cushions.
10	Tables free of markings, not stained or soiled and not damaged	5		X		Y	Multiple tables had stains on the top.
11	Umbrellas free of markings, not stained or soiled and not damaged	5	X			Y	
12	Cabanas free of markings, not stained or soiled and not damaged	5	X			Y	
13	Attendants maintained consistent presence, straightened furnishings, kept areas tidy at pool	5	X			Y	



	Standard	PV	Yes	No	N/A	GC	Analyst Remarks
14	Attendants offered chair/towel set up assistance, where appropriate	3			X		Not evaluated due to weather.
15	If booth, attendants attentive, helpful, adhered to sign in procedures	3			X		Two towels provided on each lounge.
16	Towels available at convenient location	5	X			Y	At booth near entry, and on lounges.
17	Towels free of stains and tears	5	X			Y	
18	Lifeguard available during hours posted	5			X	Y	No lifeguard.
19	Lifeguard attentive to all pool areas activities	5			X	Y	
20	Recreational equipment fully functional, not worn or damaged	3			X		
21	Ample equipment available for guest volume	3			X		
22	If group activities, hosts were enthusiastic, encouraged guest participation	5			X	Y	
23	Activities timely, run according to schedule (weather permitting)	5			X	Y	

