

Visit By:

Property:

Date:

This form will be used during the site visits to the property. The GM will be responsible for keeping items up to date for review and inspection.

Room Inspections - Inspect 10 rooms with pictures. Each visit, choose five re-inspections for follow-up.

Rooms inspected

Rooms re-inspected

Cleanliness –

Maintenance –

CO logs and five backups: Yes No

All Covid-19 policies and procedures in place and being done? Yes No

Tersano System working and being used? Yes No

Human Trafficking training complete: Yes No

Preventive Maintenance logs Mattress rotation logs

Deep Clean logs Emergency Procedures

Comments:

Review 30/60/90 Forecast during visit- Comments and Actions to be taken:

Property Management System

Verify rates

Check Folio's – Is hotel maintaining the seven-day credit rule? Yes No

Review night audit from the previous night and 5 other random nights check adjustments:
Comments:

Review all adjustments and refunds in the month and or previous month. Do they make sense? Comments:

Housekeeping Report- Is GM reviewing housekeeping report to ensure all rooms cleaned were sold in the system? Yes No

Public areas and Exterior of property-
Curb Appeal –First Impression – Comments:

Front desk area free of clutter Yes No

Additional notes:

All Employees in Uniform and wearing name tags? Yes No

Fitness room—all equipment in working order? Yes No N/A

Parking lot/Sidewalks Clean? Yes No

Breakfast- Review Presentation, Service, and Interaction with staff. Taste the egg and meat product. Ensure coffee is good. Comments:

GM should have most recent guest scores ready for review with WNW. Are there any service issues? Are corrective action plans in place? Has the GM reviewed scores at the staff meetings?

ROLLING 6 MOS. BRAND THRESHOLDS:

Net Promoter Score

Overall Experience

Overall Service

Overall Breakfast

Working Order of Room Amenities

Cleanliness of Guest Room

Internet

Caring, helpful staff at Front Desk

Check Trip Advisor/ Google Reviews- Are we responding to all reviews in a timely manner? Check Facebook and other social media. Comments:

Sales Manager - Review sales activity report. Review of action plans for future calls. Advertising suggestions and marketing ideas will also be discussed. Audit web site(s) and compare against competition.

Comments

Are we achieving revenue goals? Why or why not:

City Ledger Accounts-
Review City Ledger and any past due accounts

Are all accounts being invoiced weekly? Yes No

Any Over 60 days should be reported to Jonathan Reiss during Visit.

Effective Revenue Management in place? Yes No

Human resources: Any employees falling below standards or human resource issues. Are staffing Guidelines being enforced ie: 30mpor, 20% labor.

Review with GM any projects requested being worked on. Follow up required and agreed upon: actions for next visit. Any action plans required and deadlines needed?

Last QA report reviewed and any needed improvement needed updated.

GM Signature _____ WNW Leader _____