

Sample Report - SHL Hotel Checker

Star Rating
5 Star

Welcome to the SHL Hotel Checker Report. You will get an overview of how your Hotel has scored in different sequences and categories on the first pages. This report should give you ideas on where you can invest in improving your overall guest experience. You will find on the following pages an overview of all questions.

Time of Arrival
17:00

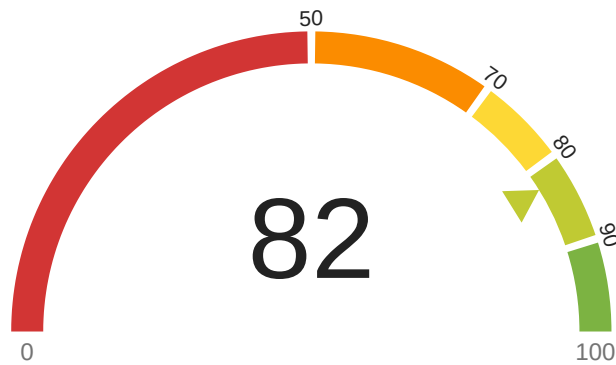
Date of Arrival
09.08.2021

Time of Departure
12:05

Date of Departure
10.08.2021

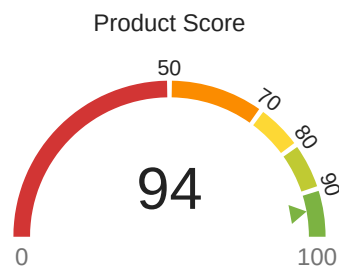
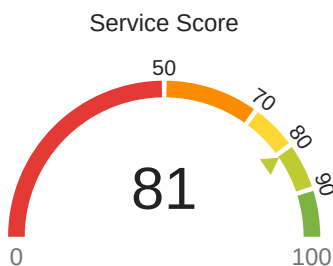
Overall Score

The "Overall Score" gives you the overview how your Hotel has scored in this SHL Hotel Checker report. It calculates how many points you have scored divided by total points possible (minus N/A).

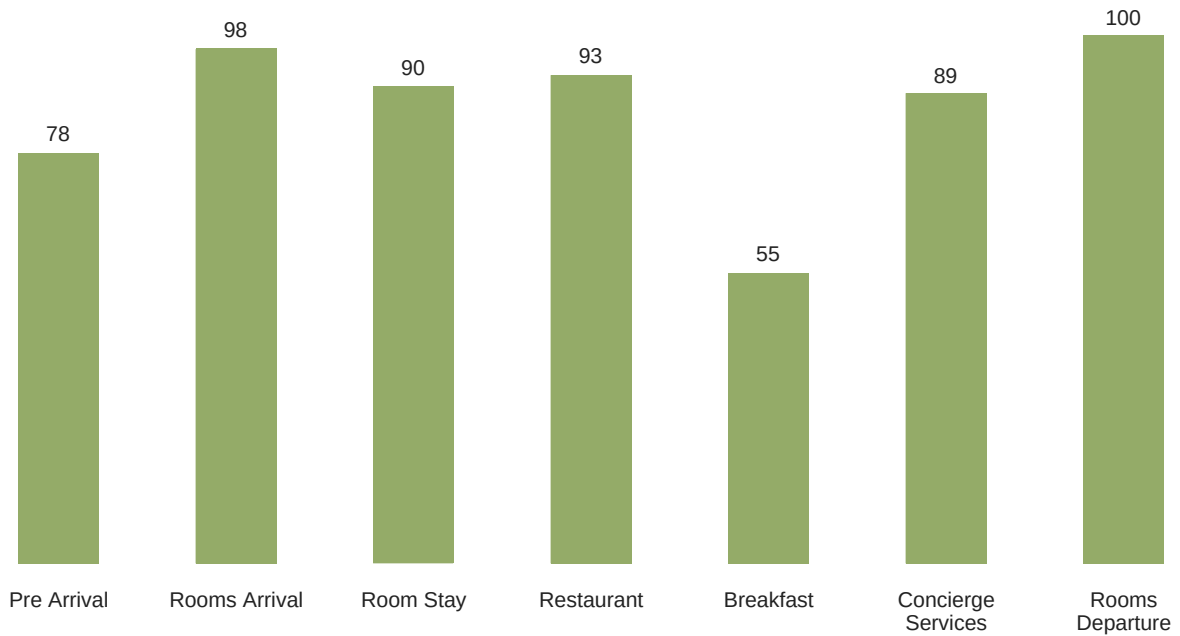


Service vs Product

All Questions in the SHL Hotel Checker are linked either to the section "Service" or "Product". With this graphic we want to give you a quick overview about your hotel in regards to your service score and product score. It calculates how many points you have scored divided by total points possible (minus N/A).

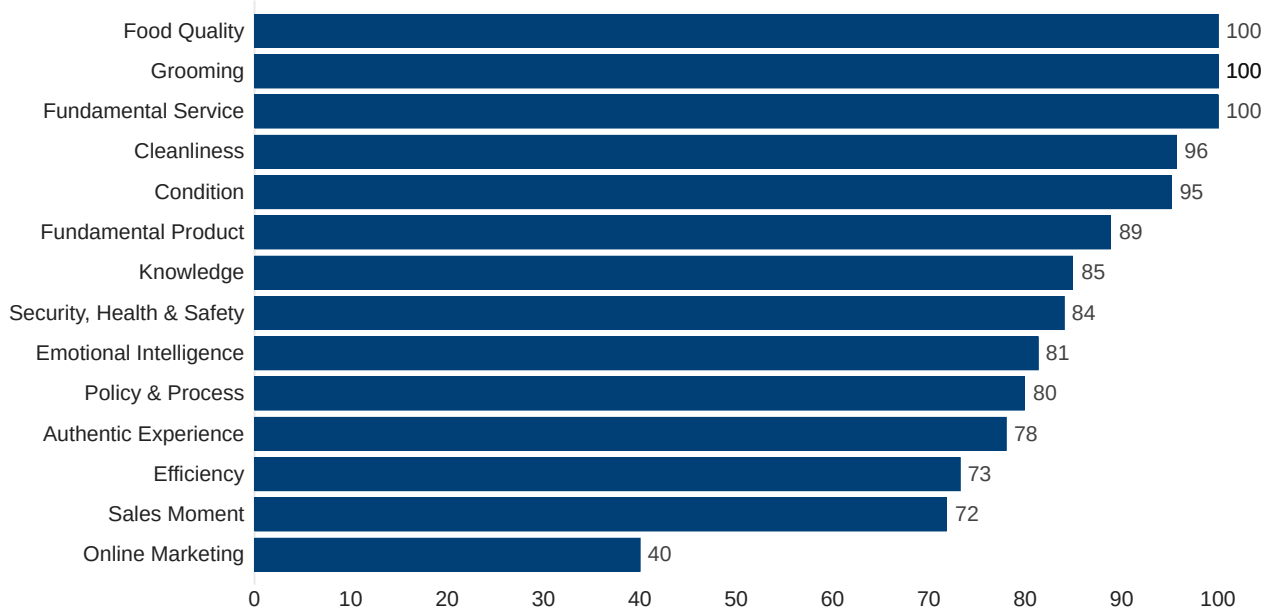


Sequences Score



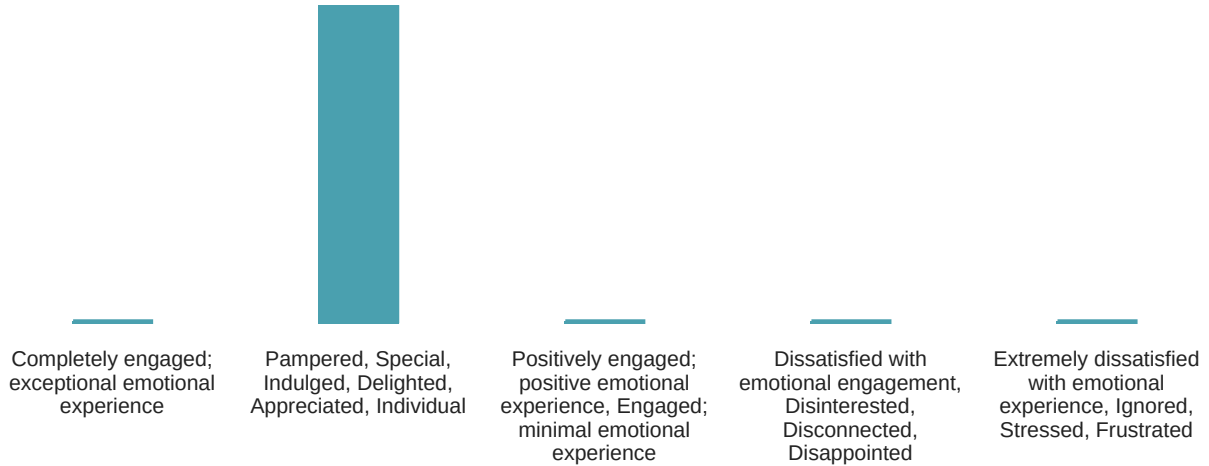
Success Factors Score

Additional to Service and Product, every question is linked to a second category of questions, the "Success Factors". These success factors should give you a quick overview of which areas our students have given you more or fewer points. This should help you to define action steps out of the SHL Hotel Checker Report.



Overall guest experience

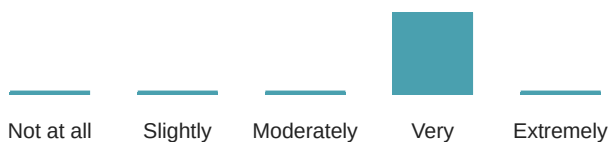
My primary emotion was:



Explain your primary emotion and give ideas how the hotel can become better.

We felt pampered during the check-in because the employee focused not only on the facts but also so on our personal and individual preferences. The employee asked if we were therefor a special occasion that brings us here, if we were interested in special treatment from the wellness team and if we would like to enjoy breakfast in our room. All this gave us a feeling of being unique and appreciated as guests. On the other hand, we experienced a breakfast where we had the feeling that the employees were disinterested and stressed. We waited 12 minutes until someone showed us our table and another 13 minutes until our cappuccino arrived. The food, however, was good. Overall our impression was still very positive, but the hotel needs to ensure that the guest's experience is satisfactory throughout the whole stay.

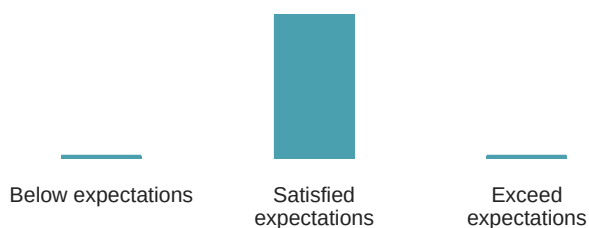
To what extent did the experience feel authentic (e.g. - non-scripted, service from the heart)?



Comment

Except for the breakfast experience, the service felt very authentic and not scripted. The quality of service was shown by the smile of the employees when talking to them and the personal recommendations of the concierge and sommelier.

Did the service provided by ALL of the team members encountered during the experience appear to be seamless and organized, making you feel valued as a guest and genuinely cared for as an individual?



Comment

We informed the hotel during check-in that one of us were vegan. When we arrived in the restaurant for dinner, the waiter was already informed. He gave us a vegan recommendation from the chef, which was a positive example of how organized and seamless the experience can be. In the morning, unfortunately, there was hardly any vegan options on the buffet.

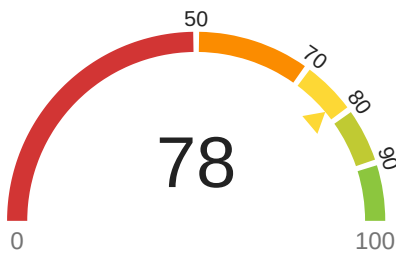
Hotel USP - What is the unique selling point of this hotel? What makes this hotel special and unique?

The hotel has a unique and spacious garden with flowers from all over the world. The park was beautiful, and we spent more than an hour enjoying its beauty, this was a clear USP for us even though the garden is not promoted in any marketing material.

Sequences Scores

In this section you get an overview of all different sequences that our students have evaluated in your Hotel. Linked to each sequence, you can find the primary emotion that the students had in that particular sequence and the positive and negative peaks linked to each sequence. All the questions related to the sequences are listed in the next section.

Pre Arrival



My primary emotion was:

Positively engaged; positive emotional experience, Engaged; minimal emotional experience

Positive Peak

Positive Peak Write freely about any elements that enhanced this part of the guest journey.

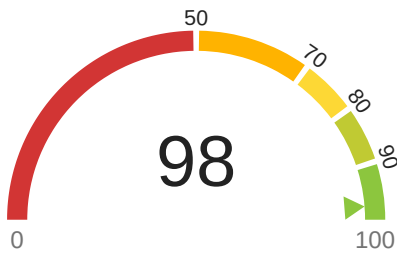
The whole reservation process was fast. The call was finished after 3:20 Minutes.

Negative Peak

Negative Peak Write freely about any elements that detracted this part of the guest journey and give ideas how the hotel can become better.

The employee did not ask us, if we have staid already in the Hotel and they did also not ask us about our purpose and also not if we have any special preference. If the employees would focus as well on this aspect, then the Hotel could make the stay more individual customized.

Rooms Arrival



My primary emotion was:

Completely engaged; exceptional emotional experience

Primary employee name

Max Muster

Secondary employee name

Sina Simmer

What was the situation at the time of the evaluation?

The reception was empty. There were 3 Front Office Agents and one employee at the door. There was no other guest in the lobby.

Date

09.08.2021

Time

17:00

Positive Peak

Positive Peak Write freely about any elements that enhanced this part of the guest journey.

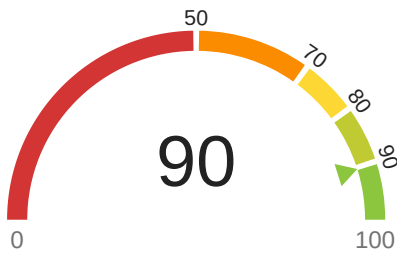
The Check-in was perfect. The employees were very friendly. They asked me about preferences, they offered me a welcome drink and the whole process was fast and very professional.

Negative Peak

Negative Peak Write freely about any elements that detracted this part of the guest journey and give ideas how the hotel can become better. .

N/A

Room Stay



My primary emotion was:

Pampered, Special, Indulged, Delighted, Appreciated, Individual

Positive Peak

Positive Peak Write freely about any elements that enhanced this part of the guest journey.

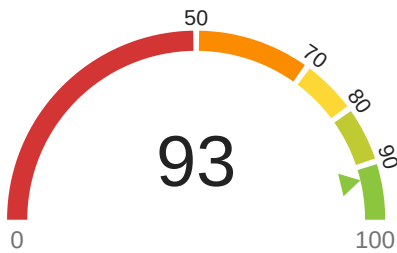
The room is spacious and expect the smears on the door and mirror, the room was clean.

Negative Peak

Negative Peak Write freely about any elements that detracted this part of the guest journey and give ideas how the hotel can become better. .

N/A

Restaurant



My primary emotion was:

Pampered, Special, Indulged, Delighted, Appreciated, Individual

Date of restaurant visit

09.08.201

Time of arrival at restaurant

19:30

Primary employee

Mia Muster

Secondary employee

Sina Sell

What was the situation at the time of the evaluation?

4 Tables with each 4 guests were present when we entered. 2 employees were present. The light was dimmed.

Positive Peak

Positive Peak Write freely about any elements that enhanced this part of the guest journey.

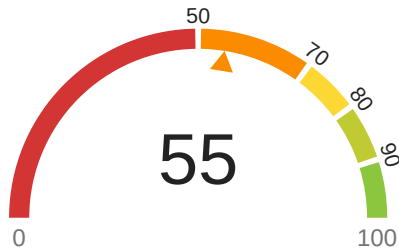
The main course was the high lite of the evening. The way the beef filet was served (in the pan) was nice and the taste of it was delicious.

Negative Peak

Negative Peak Write freely about any elements that detracted this part of the guest journey and give ideas how the hotel can become better.

Unfortunately, no one asked us if we would like to have another bottle of wine and we had to wait too long (22 minutes) for the bill.

Breakfast



My primary emotion was:

Dissatisfied with emotional engagement, Disinterested, Disconnected, Disappointed

Date of breakfast visit

10.08.2021

Time of arrival at breakfast

08:15

Primary employee

Mill Miler

Secondary employee

Mike Wise

What was the situation at the time of the evaluation?

The restaurant was approx. half full. (12 of 25 tables were occupied) There were 3 employees. It felt, that they were stressed.

Positive Peak

Positive Peak Write freely about any elements that enhanced this part of the guest journey.

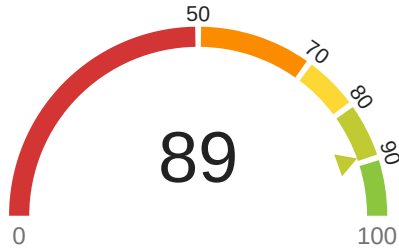
The food was delicious. There was a big bread selection.

Negative Peak

Negative Peak Write freely about any elements that detracted this part of the guest journey and give ideas how the hotel can become better. .

The service was a negative peak, as pointed out in several questions in this section. We did not feel welcome. We did not know how does it work with drinks and we waited for 20 minutes until we got our cappuccino.

Concierge Services



My primary emotion was:

Completely engaged; exceptional emotional experience

Date
10.08.2021

Time of interaction
10:05

Primary employee name
Mila Mala

Secondary employee
Mila Mala

What was the situation at the time of the evaluation?
There were 4 guests at the concierge desk and 2 employees.

Positive Peak

Positive Peak Write freely about any elements that enhanced this part of the guest journey.

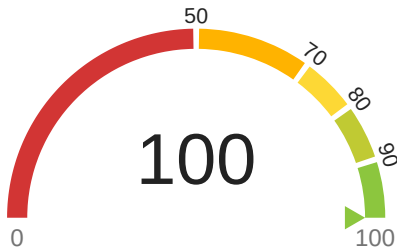
The whole experience with the concierge was professional, fast and competent.

Negative Peak

Negative Peak Write freely about any elements that detracted this part of the guest journey and give ideas how the hotel can become better. .

N/A

Rooms Departure



My primary emotion was:

Pampered, Special, Indulged, Delighted, Appreciated, Individual

Date
10.08.2021

Time of departure
12:05

Primary employee
Mudi Mali

Secondary employee
Bali Buli

What was the situation at the time of the evaluation?

We were the only guests at time at the reception. There were 3 employees.

Positive Peak

Positive Peak Write freely about any elements that enhanced this part of the guest journey.

N/A

Negative Peak 1

Negative Peak Write freely about any elements that detracted this part of the guest journey and give ideas how the hotel can become better. .

N/A

SHL Hotel Checker - All Questions and Comments

Pre - Arrival Website

Comment

1 - Was there sufficient accurate information available online via a quick internet search for you to find the hotel/location with ease?

N/A

2 - Was the hotel's website mobile optimised?
Yes

N/A

3 - Was the hotel website easy to navigate?
No

It was difficult to find the room description and we could not find the menu of the restaurant online.

Pre - Arrival Social Media Experience

Comment

1 - Social Media Experience What is the social media experience of the hotel?
Below expectations

The Hotel has a Facebook Account but the last post was made in January 2020. The information is outdated.

Pre - Arrival Reservation Facts

Comment

1 - Was the booking made via telephone, e-mail inquiry, or online?
Based on the Factsheet of the hotel.
Online

Pre - Arrival Reservation Call

Comment

1 - Was the telephone answered within 3 rings or 10 seconds with an appropriate greeting?

N/A

Yes

2 - Was the background free of any noise or disturbances (i.e. makes the conversation difficult to hear or causes a distraction)?

N/A

Yes

3 - Did the employee obtain all of the guests' and their children's names (if applicable) and clarify spelling where required?

N/A

Yes

4 - Did the employee clarify if the caller had stayed before?

N/A

No

5 - Did the employee clarify the purpose of the visit?

N/A

No

6 - Did the employee clarify if the guest had any personal preferences (e.g. bed preference, smoking preference)?

N/A

No

7 - Did the employee actively listen, avoid interrupting and give the caller their undivided attention (i.e. the guest should not have to repeat themselves)?

N/A

Yes

8 - Did the employee use the caller's name naturally and discreetly without overusing it?

N/A

Yes

9 - Was the employee's speech clear and use of English adequate to be fully understood?

N/A

Yes

<p>10 - Was the employee able to confidently answer questions about other hotel facilities or immediately find out the information required? Yes</p>	<p>We asked about the opening times of the restaurant.</p>
<p>11 - Did an employee personalize the interaction in any way and engage the caller as an individual? Or was it computerised? Yes</p>	<p>N/A</p>
<p>12 - Were you offered at least two different room categories for your stay including rates? No</p>	<p>We were only offered the standard room.</p>
<p>13 - Did the reservation agent explain the cancellation charges? No</p>	<p>N/A</p>
<p>14 - Did the reservation agent explain the deposit policy if applicable? No</p>	<p>N/A</p>
<p>15 - Did the reservations agent ask if you require any transport arrangements? No</p>	<p>N/A</p>
<p>16 - Did the employee repeat and confirm all details of the reservation during or at the end of the call (i.e. dates of the stay, room type, rate)? Yes</p>	<p>N/A</p>
<p>17 - Did the employee offer a sincere farewell at the end of the conversation and show appreciation? Yes</p>	<p>N/A</p>

Pre - Arrival Proposal / Confirmation

Comment

1 - Was the proposal/email been sent within 12 hours after email inquiry was made or the time of the telephone bookings?

N/A

Yes

2 - Does the email/proposal response appear professional?

N/A

Yes

3 - Did the signature in the email/proposal include information about: name of sender and hotel address?

N/A

Yes

21 - Was your name used in the email/proposal?

N/A

Yes

5 - Were the rates provided on the email transparent and easy to understand?

N/A

Yes

6 - In the email reply or in the proposal, did the agent reconfirm any expressed preferences from your initial inquiry?

As the employee did not ask about our preferences, they were also not listed in the email.

N/A

7 - In the email/proposal/confirmation were the descriptions of the hotel and rooms clear?

N/A

Yes

8 - Was there any additional service offered in the E-Mail/ proposal / confirmation? For example information about the spa, restaurant, special menus.

N/A

No

Pre - Arrival Proposal / Confirmation

Comment

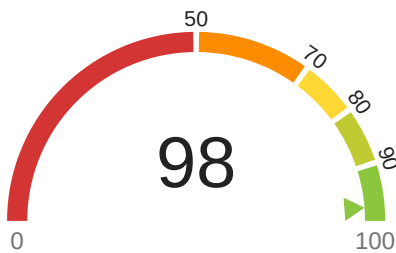
1 - Did you receive any pre-arrival communication?
 N/A

N/A

2 - Was there any additional service or upselling option offered in the pre-arrival communication?
 N/A

N/A

Rooms Arrival



My primary emotion was:

Completely engaged; exceptional emotional experience

Explain why and give ideas how the hotel can become better.

Primary employee name
 Max Muster

Secondary employee name
 Sina Simmer

What was the situation at the time of the evaluation?

The reception was empty. There were 3 Front Office Agents and one employee at the door. There was no other guest in the lobby.

Date
 09.08.2021

Time
 17:00

Rooms Arrival - General

Comment

- | | |
|--|------------|
| <p>1 - Did any team member proactively approach and greet you with positive energy upon arrival to the hotel within a reasonable timeframe?
Yes</p> | <p>N/A</p> |
| <p>2 - Did complete registration process take no more than 5 minutes from the time of joining the queue for a city hotel and 10 minutes for a resort property?
Yes</p> | <p>N/A</p> |
| <p>3 - Did the team member check the booking details, confirm personal preferences or reservation notes, and were they correct?
Yes</p> | <p>N/A</p> |
| <p>4 - During check-in was there an attempt to upsell to a higher room category and/or cross-sell to other hotel services?
Yes</p> | <p>N/A</p> |
| <p>5 - Was the room available by check-in time as indicated either in the confirmation e-mail or on the hotel's website?
Yes</p> | <p>N/A</p> |
| <p>6 - If the room was not ready on arrival, did the employee offer the guest access to the hotel's facilities (e.g. luggage storage, restaurants, fitness centre, spa, changing rooms, room charge facility, Wi-Fi, etc.) and was guest advised of estimated time that the room would be ready and kept informed accordingly (e.g. via mobile, in person) with the room provided by the estimated time?
N/A</p> | <p>N/A</p> |
| <p>7 - Did the team member explain where breakfast would be served and whether it was included in your rate?
Yes</p> | <p>N/A</p> |

8 - Did the team member proactively explain the surroundings of the hotel and provide suggestions about experiences in the neighbourhood/local area?

N/A

Yes

9 - Direction to the lifts and allocated room are clearly provided during the check-in process, unless an escort to the room was provided.

N/A

Yes

10 - Luggage assistance is offered during the check-in process unless the assistance was already provided by the doorman/porter prior to approaching the reception.

N/A

Yes

11 - When doorman/porter are present at the time of arrival, assistance is provided with luggage and/or vehicle doors as appropriate.

N/A

N/A

12 - Did employees use the guest's room number discreetly so as not to reveal this to other guests?

N/A

N/A

Rooms Arrival - The Employee Behavioural Standards

Comment

1 - Did the employees engage in a well-paced, natural (non-scripted, jargon/slang free), friendly and interested manner?

N/A

Yes

2 - Did the employee use the guest's name naturally and discreetly without overusing it?

N/A

Yes

3 - Did the employee actively listen, avoid interrupting and give the guest their undivided attention (i.e. the guest should not have to repeat themselves)?

N/A

Yes

4 - Did employees maintain alert postures and respect the guest's presence when interacting with each other?

N/A

Yes

5 - Were employees well groomed and neatly presented in clean, well fitted uniforms and, if applicable, wearing name badges, resulting in a positive first impression?

N/A

Yes

Rooms Arrival - Appearance

Comment

1 - Were all reception/concierge/guest services desks tidy in appearance?

N/A

Yes

2 - Were the lobby and public areas kept clear of unattended luggage?

N/A

Yes

Room Stay - Bedroom Quality

Comment

1 - Were the carpet/tiles/wood flooring clean and free of stains/dust?

N/A

Yes

2 - Were all walls, doors, baseboards clean and free of marks/dirt/smudges/dust?

There were 5 marks on the door. Please see the pictures for your reference.

No

3 - Were ceilings and vents clean and free of any dust?

N/A

Yes

4 - Was the room at a comfortable temperature on arrival and free of odour?

N/A

Yes

5 - Were all the furniture surfaces clean and dust/smear free?

N/A

Yes

6 - Were all the picture/door/mirror frames clean and dust free?

N/A

Yes

7 - Were all the windows/mirrors/chrome/metal surfaces clean and free of smears?

The mirror in next to the bed had 3 smears. Please see the pictures for your reference.

No

8 - Was the wastepaper bin clean and in excellent condition?

N/A

Yes

9 - Was a notepad, pen/pencil available next to each telephone in the room?

N/A

Yes

<p>10 - Was all in room collateral clean and in excellent condition? Yes</p>	<p>N/A</p>
<p>11 - Were the wardrobes/drawers clean and free of any scuffs, dust or debris? Yes</p>	<p>N/A</p>
<p>12 - Was the television clean and correctly tuned in? Yes</p>	<p>N/A</p>
<p>13 - If there were clocks in the room did they all display the correct time and were they synchronized within 2 minutes of each other and were all alarm clocks reset to no alarm? Yes</p>	<p>N/A</p>
<p>14 - Were all light fixtures in the bathroom and bedroom working properly and were they clean and dust free? Yes</p>	<p>N/A</p>
<p>15 - Was the balcony clean, swept and all balcony furniture clean and set up (weather permitting)? N/A</p>	<p>There was no balcony.</p>
<p>16 - Were any pre-arrival requests/personal preferences in place on arrival (e.g. non allergic pillows, baby cot, etc.)? N/A</p>	<p>N/A</p>
<p>17 - Was a suitable and appropriately sized workspace available with convenient power sockets? Yes</p>	<p>N/A</p>
<p>18 - Was the emergency exit route displayed in the room and easily located (i.e. back of door, in wardrobe)? Yes</p>	<p>N/A</p>
<p>19 - Was the room door fitted with a viewing port and security latch? Yes</p>	<p>N/A</p>

20 - Did the room door automatically close shut and latch securely?
Yes

N/A

21 - Did all of the electronics and equipment in the guestroom function as expected and were there clear instructions as needed (e.g. - key card power switch, light bulbs, telephone(s), television, temperature controls, coffee maker, kettle, clock, mini-bar, refrigerator, tablet, etc.)?
Yes

N/A

Bathroom Cleanliness **Comment**

1 - Was the bathroom completely mould free?
Yes

N/A

2 - Were the floor, walls, doors and ceiling clean?
Yes

N/A

3 - Were the shower, bath, sink and toilet clean?
Yes

N/A

4 - Were the showerhead and bath/sink taps polished and free of lime scale?
Yes

N/A

5 - Was the shower screen/door clean?
Yes

N/A

6 - Were all counters, shelves and soap dishes clean and dry?
Yes

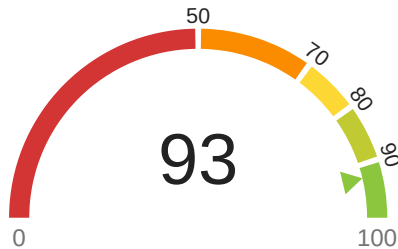
N/A

7 - Was the wastepaper bin clean and in excellent condition?
Yes

N/A

- 8 - Was a complete set of unused amenities present on arrival?
Yes N/A
- 9 - Was there a full box of tissues, a well presented toilet roll and a spare toilet roll available?
No There was no spare toilet roll available.
- 10 - Were there 2 x clean drinking water glasses or similar present?
Yes N/A
- 11 - Were all towels clean, unstained and in excellent condition?
Yes N/A
- 12 - Were bathrobes and slippers present on arrival and were they clean and in excellent condition?
Yes N/A
-

Restaurant



My primary emotion was:

Pampered, Special, Indulged, Delighted, Appreciated, Individual

Explain why and give ideas how the hotel can become better:

Date of restaurant visit

09.08.201

Time of arrival at restaurant

19:30

Primary employee

Mia Muster

Secondary employee

Sina Sell

What was the situation at the time of the evaluation?

4 Tables with each 4 guests were present when we entered. 2 employees were present. The light was dimmed.

Restaurant - General

Comment

1 - To what extent did the experience feel authentic (e.g. - non-scripted, service from the heart)?

2 - Did the service provided by ALL of the team members encountered during the experience appear to be seamless and organized, making you feel valued as a guest and genuinely cared for as an individual?

3 - Restaurant USP What is the unique selling point of this restaurant? What does this restaurant do uniquely different from other restaurants?

The restaurant has an amazing view into the mountains which is a USP. In addition the restaurant is only serving swiss food which is from not more then 50 kilometres around the Hotel.

Restaurant - NPS

Based on your experience, how likely would you recommend this restaurant to your friends and family. 1 to 10

8

Restaurant - Online-Experience

Comment

1 - Was there sufficient accurate information available online via a quick internet search for you to find the restaurant with ease?

No

We could not find any information about the restaurant online.

Restaurant - Reservation

Comment

1 - Was the telephone answered within 3 rings or 10 seconds with an appropriate greeting?

Yes

N/A

2 - Did the employee obtain the guest's name and use the caller's name at least once during the conversation?

Yes

N/A

3 - Did the employee obtain the number of people dining, the dining time and the telephone/room number?

Yes

N/A

4 - Did the employee repeat and confirm the details?

Yes

N/A

5 - Did the call end with the employee offering a warm and sincere closing?

Yes

N/A

6 - Did the employee enquire if the reservation was for a special occasion and if the caller had any special requirements?

Yes

N/A

Restaurant - Arrival / Seating

Comment

1 - Was the guest greeted and seated at a fully laid table within 1 minute of their arrival and if the restaurant was full, was the guest advised how long it would be and was this timeframe adhered to?

N/A

Yes

2 - If the guest was kept waiting did the employee acknowledge this and apologize for the delay?

N/A

N/A

3 - Did the employee offer seating assistance and remove covers if necessary?

4 - Did the employee present the menu/wine list within 5 minutes of being seated?

N/A

Yes

Restaurant - Service

Comment

1 - Did an employee greet the guest within 1 minute of seating and offer a pre-meal drink?

N/A

Yes

2 - Did the employee explain any specials of the day where applicable (i.e. soup, fish, etc.), set priced menus and/or any items that were not available?

N/A

Yes

3 - Did the waiter automatically suggest water and ascertain the guest's preference (i.e. still/sparkling/filtered)?

N/A

Yes

4 - Was the food and beverage order taken within 10 minutes of menu being offered?

It took 22 minutes until the food and beverage order was taken.

No

5 - Was the employee able to answer any questions with regard to the menu, its ingredients and allergies, where applicable?

Yes

I have asked about the ingredients of the starter and the employee could name them directly at the table.

6 - Did the employee accommodate any reasonable off menu requests?

Yes

I have asked for rice instead of noodles.

7 - Did the employee obtain a full and complete order (i.e. cooking instructions, accompaniments etc.)?

Yes

N/A

8 - Did the waiter automatically suggest a starter and side orders (if applicable) for each guest?

N/A

The menu we have chosen was already including starter and side orders.

9 - Were bread/rolls or specialty cuisine equivalent (i.e. prawn crackers) served, where applicable and were they of excellent quality?

Yes

N/A

10 - Did the employee/sommelier have good product knowledge with regard to the wines/beverages and did he/she recommend a suitable wine to accompany the meal?

Yes

N/A

11 - Was the correct drinks order served within 4 minutes of order (7 minutes for cocktails) unless advised of a delay?

Yes

The drinks were served within 3:20 minutes.

12 - Were drinks served and cleared using a tray?

Yes

N/A

13 - Was the starter served within 15 minutes of order or previous course (e.g. amuse bouche), unless the employee advised of an expected delay due to preparation times?

No

The starter was served 22 minutes after ordering.

<p>Q271 - Was the main course served within 20 minutes of starter/previous course (e.g. amuse bouche) being removed or within 30 minutes if no starter was ordered, unless the employee informed the agent of an expected delay?</p>	N/A
<p>Yes</p>	
<p>15 - Were all plated items served with as little disruption to the guest as possible?</p>	N/A
<p>Yes</p>	
<p>16 - Was the correct order served to each guest without any prompting required?</p>	N/A
<p>Yes</p>	
<p>17 - Were all appropriate condiments/sauces offered and were they served in the appropriate containers (i.e. decanted from the bottle or miniatures)?</p>	N/A
<p>Yes</p>	
<p>18 - Did the waiter automatically offer an additional bottle of wine/water upon completion of the first?</p>	<p>Even when we have finished the wine, the employee did not ask if we want to have another bottle of wine.</p>
<p>No</p>	
<p>19 - Were dishes cleared within 5 minutes of guests finishing their meals or as required during the meal?</p>	N/A
<p>Yes</p>	
<p>20 - Did the waiter remove side plate, side knife, butter and cruets and then crumb down the table on completion of the main course in the case of a formal restaurant?</p>	N/A
<p>Yes</p>	
<p>21 - Did the waiter automatically offer desserts, either verbally or by presenting the menu?</p>	<p>The desert was included in the menu.</p>
<p>N/A</p>	

<p>22 - Was the dessert served within 10 minutes of the order being taken unless the employee informed the guest of an expected delay?</p>	<p>N/A</p>
<p>Yes</p>	
<p>23 - Did the waiter automatically offer coffee/tea and clarify the guest's coffee/tea preference (i.e. cappuccino, espresso etc.) or equivalent if specialty cuisine (i.e. green tea)?</p>	<p>N/A</p>
<p>Yes</p>	
<p>24 - Was the coffee/tea served within 5 minutes of order and was it accompanied by a sweet (e.g. cookie, petit four, etc.)?</p>	<p>N/A</p>
<p>Yes</p>	
<p>25 - Were milk/cream and a full sugar selection (i.e. white, brown, sweetener/stevia) offered with the coffee/tea (n/a for green tea/herbal teas)?</p>	<p>N/A</p>
<p>Yes</p>	
<p>26 - In the case of a formal restaurant, did the waiter suggest dessert wine and/or post-meal drinks?</p>	<p>N/A</p>
<p>Yes</p>	
<p>27 - Did an employee visit the table to ascertain at any point if service was satisfactory?</p>	<p>N/A</p>
<p>Yes</p>	
<p>28 - Was the bill clearly itemized and correct and was it promptly presented during the meal or within 3 minutes of request?</p>	<p>It took 14 minutes from asking for the bill until it was at our table.</p>
<p>No</p>	
<p>29 - Did the employee offer a sincere farewell at the end of the conversation and show appreciation?</p>	<p>N/A</p>
<p>Yes</p>	

Restaurant - Service - Wine/Beverage Service

Comment

1 - Did the waiter present the wine to the guest and open the bottle at the table (n/a for Enomatic wine system by the glass)?
Yes

N/A

2 - Did the waiter pour a small amount of wine for the guest to sample and upon confirmation that it was satisfactory, fill the glass accordingly (n/a for Enomatic wine system by the glass)?
Yes

N/A

3 - Was red wine served at room/appropriate temperature and white/rosé wine chilled?
Yes

N/A

4 - Did the waiter top up the glass as required?
Yes

N/A

5 - Was the beverage poured in front of the guest (i.e. not pre-poured) in the case of canned, bottled or mixed drinks (not applicable to cocktails)?
Yes

N/A

6 - Did the waiter offer an additional beverage within 2 minutes of drink being empty?
No

They did not ask us if we wanted to have another bottle of wine.

Restaurant - The Employee Behavioural Standards

Comment

1 - Were employees well groomed and neatly presented in clean, well fitted uniforms and, if applicable, wearing name badges, resulting in a positive first impression?
Yes

N/A

2 - Was the employee's speech clear and use of English satisfactory, enabling engagement in two-way conversation with the guest?
Yes

N/A

3 - Did the employees engage in a well-paced, natural (non-scripted, jargon/slang free), friendly and interested manner?

N/A

Yes

4 - Did the employee use the guest's name naturally and discreetly without overusing it?

Our Names were never used during the dinner.

No

5- Did the employee display a high level of confidence when carrying out his/her duties and/or was he/she knowledgeable when answering questions about other the hotel facilities or immediately offer to find out the information required?

N/A

Yes

6 - Did the employee make every effort to meet the guest's requests or offer a suitable alternative?

N/A

Yes

7 - Did an employee personalize the interaction in any way and engage the guest as an individual?

N/A

Yes

8 - Did employees collaborate seamlessly to ensure service was organized and professional without being intrusive or repetitive?

9 - Did the employee actively listen, avoid interrupting and give the guest their undivided attention (i.e. the guest should not have to repeat themselves)?

N/A

Yes

10 - Did employees maintain alert postures and respect the guest's presence when interacting with each other?

N/A

Yes

11 - Where applicable, did the employee display self-control and empathy in challenging interactions and offer a suitable alternative/resolution?

Restaurant - Menu and Food

Comment

1 - Was the menu/wine list clean, in good repair, grammatically correct and easy to read?

N/A

Yes

2 - Was there a minimum of one starter and one main course vegan option listed on the menu?

N/A

Yes

3 - Did the menu contain information for guests with allergies/food preferences (e.g. - gluten, dairy, eggs, fish, shellfish, nuts, soy, vegetarian/vegan, etc.)?

N/A

Yes

4 - If special dietary requirements were provided at any point during stay, were they automatically acknowledged?

N/A

N/A

5 - Was the food presented in an appealing manner and did it directly resemble its description from the menu?

N/A

Yes

6 - Was the food fresh and of good flavour?

The main course: beef filet was the high-lite of the evening. The cucumber soup was a little too salty.

Yes

7 - Was the texture of the food appropriate?

N/A

Yes

8 - Was the food cooked as requested and served at the correct temperature?

Yes

N/A

9 - Was a selection of specialty teas/coffees available and was the coffee/tea hot and freshly brewed?

Yes

N/A

Restaurant - Table Layout / Restaurant

Comment

1 - Did the outlet provide a comfortable dining/beverage experience (i.e. tables appropriately spaced, temperature is comfortable, music is played at an appropriate level)?

Yes

N/A

2 - Were all tables in the restaurant consistently laid up and promptly cleared and re-laid when guests depart (i.e. cleared within 5 minutes and re-laid within 5 minutes of clearing)?

Yes

N/A

3 - Were the tablecloth/placemat/napkin clean, pressed and free of any stains/tears (paper not acceptable)?

Yes

N/A

4 - Were the correct cutlery, crockery and glassware provided and were they clean and in good repair?

Yes

N/A

5 - Was the butter fresh and well presented (i.e. no blister packs but premium wrapped butters acceptable)?

Yes

N/A

6 - Were salt and pepper cruets available and if so were they clean and full?

Yes

N/A

7 - Was the restaurant clean?

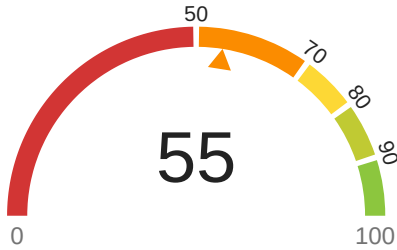
No defect

N/A

8 - Was the restaurant in good condition?
No defect

N/A

Breakfast



My primary emotion was:

Dissatisfied with emotional engagement, Disinterested, Disconnected, Disappointed

Explain why and give ideas how the hotel can become better:

Date of breakfast visit

10.08.2021

Time of arrival at breakfast

08:15

Primary employee

Mill Miler

Secondary employee

Mike Wise

What was the situation at the time of the evaluation?

The restaurant was approx. half full. (12 of 25 tables were occupied) There were 3 employees. It felt, that they were stressed.

Breakfast - NPS

Based on your experience, how likely would you recommend this breakfast to your friends and family.

4

Breakfast - Arrival / Seating

1 - Was the guest greeted and seated at a fully laid table within one minute of their arrival and if the restaurant was full, was the guest advised how long it would be and was this timeframe adhered to?

No

Comment

We waited for 4 minutes at the entrance of the restaurant until an employee greeted us.

2 - If the guest was kept waiting did the employee acknowledge this and apologize for the delay?

No

N/A

3 - Did employees offer seating assistance, remove covers if necessary and present the menu (if applicable)?

N/A

At the table were only two covers.

4 - In the case of a buffet, did the employee offer an orientation to the breakfast procedure on the guest's first visit to the restaurant (i.e. guests should help themselves to the buffet)?

No

After the employee showed us our table, he walked away. We did not really know what to do.

Breakfast - Service

Comment

1 - Did the waiter offer coffee/tea and a choice of juice (if juice was served as opposed to being on the buffet) within 1 minute of seating?

No

N/A

2 - Was the guest's coffee/tea preference ascertained (i.e. English breakfast, Americano, etc.), if not known?

No

N/A

3 - Was coffee/tea/juice served within 5 minutes of order (8 minutes for freshly blended juices)?

Yes

N/A

<p>4 - Was the employee able to answer any questions with regard to the menu, its ingredients and allergies, where applicable? Yes</p>	<p>N/A</p>
<p>5 - Did the waiter accommodate any reasonable off menu requests? N/A</p>	<p>N/A</p>
<p>6 - Did the employee obtain a full and complete order (i.e. cooking instructions, toast preference, accompaniments etc.)? N/A</p>	<p>N/A</p>
<p>7 - Were all plated items served with as little disruption to the guest as possible? N/A</p>	<p>N/A</p>
<p>8 - Was the correct order served to each guest without any prompting required? N/A</p>	<p>N/A</p>
<p>9 - Did the waiter ascertain if the guest required any condiments/sauces and were they served in the appropriate containers (i.e. decanted from the bottle or miniatures)? N/A</p>	<p>N/A</p>
<p>10 - Did the employee replace cutlery as required? N/A</p>	<p>N/A</p>
<p>11 - Were dishes cleared within 5 minutes of guests finishing their meals or as required during the meal? No</p>	<p>The dishes were not cleared as long we were at the table. 15 minutes after finishing with breakfast.</p>
<p>12 - Were coffee/tea/juice refills offered within 2 minutes and served within 5 minutes? N/A</p>	<p>N/A</p>

13 - Did the employee offer a clean cup when a fresh pot of coffee/tea was offered?
N/A

No defect

14 - Did an employee visit the table to ascertain at any point if service was satisfactory?
No

N/A

15 - Was the bill clearly itemized and correct and was it promptly presented during the meal or within 3 minutes of request?
N/A

N/A

16 - Did the employee offer a sincere farewell at the end of the conversation and show appreciation?
No

N/A

Breakfast - The Employee Behavioural Standards **Comment**

1 - Were employees well groomed and neatly presented in clean, well fitted uniforms and, if applicable, wearing name badges, resulting in a positive first impression?
Yes

N/A

2 - Was the employee's speech clear and use of English satisfactory, enabling engagement in two-way conversation with the guest?
Yes

N/A

3 - Did the employees engage in a well-paced, natural (non-scripted, jargon/slang free), friendly and interested manner?
No

The employees were only for some seconds at our table and during that time they were not focusing on us.

4 - Did the employee use the guest's name naturally and discreetly without overusing it?
No

N/A

5 - Did the employee display a high level of confidence when carrying out his/her duties and/or was he/she knowledgeable when answering questions about other the hotel facilities or immediately offer to find out the information required?

N/A

No

6 - Did the employee make every effort to meet the guest's requests or offer a suitable alternative?

N/A

N/A

7 - Did an employee personalize the interaction in any way and engage the guest as an individual?

N/A

No

8 - Did employees collaborate seamlessly to ensure service was organized and professional without being intrusive or repetitive?

9 - Did the employee actively listen, avoid interrupting and give the guest their undivided attention (i.e. the guest should not have to repeat themselves)?

N/A

No

9 - Did employees maintain alert postures and respect the guest's presence when interacting with each other?

N/A

No

10 - Where applicable, did the employee display self-control and empathy in challenging interactions and offer a suitable alternative/resolution?

Breakfast - Hotel Breakfast Buffet (if applicable)

Comment

1 - Did the buffet include a local or seasonal specialty?

N/A

Yes

<p>2 - Was an 'a la minute' option available on the buffet for egg dishes or advertised on the menu?</p> <p>Yes</p>	<p>N/A</p>
<p>3 - Were any unidentifiable food or beverage items clearly labelled and were the labels clean and consistent in appearance?</p> <p>Yes</p>	<p>N/A</p>
<p>4 - Were all dishes replenished as required?</p> <p>No</p>	<p>There was no bacon when we were at the buffet, but no one replenished the bacon for the next 20 minutes.</p>
<p>5 - Were the appropriate crockery, service utensils and glassware available?</p> <p>Yes</p>	<p>N/A</p>
<p>6 - Was a chef present behind the buffet at all times (where a working station was present)?</p> <p>N/A</p>	<p>N/A</p>
<p>7 - In the case of hot foods did the chef present a clean warm plate?</p> <p>Yes</p>	<p>N/A</p>
<p>8 - Was the buffet clean?</p> <p>No defect</p>	<p>N/A</p>
<p>9 - Was the buffet in good condition?</p> <p>No defect</p>	<p>N/A</p>

Breakfast - Menu and Food

Comment

Q339 - Was the menu clean, in good repair, grammatically correct and easy to read?

N/A

N/A

2 - If special dietary requirements were provided at any point during stay, were they automatically acknowledged?

N/A

N/A

3 - Was the food presented in an appealing manner and did it directly resemble its description from the menu?

N/A

Yes

4 - Was the food fresh and of good flavour?

N/A

Yes

5 - Was the texture of the food appropriate?

N/A

Yes

6 - Was the food cooked as requested and served at the correct temperature?

N/A

Yes

7 - Were at least two fresh juices available?

N/A

Yes

8 - Were breads/bakery items of excellent quality?

N/A

Yes

9 - Was a selection of specialty teas/coffees available and was the coffee/tea hot and freshly brewed?

N/A

Yes

Breakfast - Table Layout / Restaurant

Comment

- | | |
|--|------------|
| <p>1 - Did the outlet provide a comfortable dining/beverage experience (i.e. tables appropriately spaced, temperature is comfortable, music is played at an appropriate level)?
Yes</p> | <p>N/A</p> |
| <p>2 - Were all tables in the restaurant consistently laid up and promptly cleared and re-laid when guests depart (i.e. cleared within 5 minutes and re-laid within 5 minutes of clearing)?
No</p> | <p>N/A</p> |
| <p>3 - Were the tablecloth/place mat/napkin clean, pressed and free of any stains/tears (paper not acceptable)?
Yes</p> | <p>N/A</p> |
| <p>4 - Were the correct cutlery, crockery and glassware provided and were they clean and in good repair?
Yes</p> | <p>N/A</p> |
| <p>5 - Was the butter fresh and well presented (i.e. no blister packs but premium wrapped butters acceptable)?
Yes</p> | <p>N/A</p> |
| <p>6 - Were salt and pepper cruets available and if so were they clean and full?
Yes</p> | <p>N/A</p> |
| <p>7 - Were milk/cream and a full sugar selection (i.e. white, brown, sweetener/stevia) offered with the coffee/tea (n/a for green tea/herbal teas)?
Yes</p> | <p>N/A</p> |
| <p>8 - Was there a minimum of three different preserves available on the table or at the buffet (honey is acceptable)?
Yes</p> | <p>N/A</p> |

9 - Was a selection of international newspapers, news sheets or a digital news option displayed in the restaurant or at the entrance?

N/A

Yes

10 - Was the restaurant or breakfast room clean?

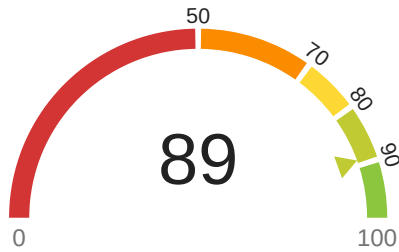
N/A

11 - Was the restaurant or breakfast room in good condition?

N/A

No defect

Concierge Services



Explain why and give ideas how the hotel can become better:

My primary emotion was:

Completely engaged; exceptional emotional experience

Concierge Service - By Phone

Comment

1 - Was the telephone answered within 3 rings or 10 seconds with an appropriate greeting?

N/A

Yes

2 - Was the background free of any noise or disturbances (i.e. makes the conversation difficult to hear or causes a distraction)?

N/A

Yes

3 - Did the employee ask questions to fully understand the guest's needs?

N/A

Yes

4 - With room deliveries, did the employee knock on the door/ring the doorbell and if required wait 10 seconds, and then knock on the door/ring the doorbell again and announce their department?

N/A

Yes

5 - Were all requested in-house items delivered within 10 minutes for an urban hotel and 15 minutes for a resort hotel, and were items presented in a luxurious manner (i.e. on a tray, wrapped in a linen cloth, etc.)?

N/A

Yes

6 - Were all confirmations and information provided electronically or professionally presented on hotel paper?
Yes

N/A

7 - Did the employee offer a sincere farewell at the end of the conversation and show appreciation?
Yes

N/A

Concierge Service - By Phone - The Employee Behavioural Standards **Comment**

1 - Was the employee's speech clear and use of English satisfactory, enabling engagement in two-way conversation with the guest?
Yes

N/A

2 - Did the employees engage in a well-paced, natural (non-scripted, jargon/slang free), friendly and interested manner?
Yes

N/A

3 - Did the employee use the guest's name naturally and discreetly without overusing it?
Yes

N/A

4 - Did the employee display a high level of confidence when carrying out his/her duties and/or was he/she knowledgeable when answering questions about other the hotel facilities or immediately offer to find out the information required?
Yes

N/A

5 - Did an employee personalize the interaction in any way and engage the guest as an individual?
Yes

N/A

Concierge Services - Face to Face

Date
10.08.2021

Time of interaction
10:05

Primary employee name
Mila Mala

Secondary employee
Mila Mala

What was the situation at the time of the evaluation?
There were 4 guests at the concierge desk and 2 employees.

Concierge Service - Face to Face

Comment

1 - Was the guest offered assistance immediately or if a queue was present was he/she positively acknowledged with hand or facial gestures within 30 seconds of approaching the desk and offered assistance within one minute?
Yes

N/A

2 - Did the employee ask questions to fully understand the guest's needs?
Yes

N/A

3 - Did the employee display first-hand knowledge and local expertise by offering suitable and thorough recommendations based on the information provided?
Yes

N/A

4 - If a restaurant recommendation was requested, did the employee ascertain the type of cuisine preferred and then offer an appropriate choice of options along with an overview of the style of restaurant (e.g. casual, formal etc.)?
Yes

N/A

5 - When asked for recommendations on services/dining options and the services/dining options were available on property, did the employee promote the hotel's services/outlets first before suggesting outside alternatives?

N/A

Yes

6 - If there was an opportunity to do so, did the employee follow up on the suggestions/recommendations provided to ensure the guest's complete satisfaction?

N/A

Yes

7 - Did the employee offer accurate directions and/or transport options via a digital solution or complimentary map of surrounding area along with information pertaining to expected travel time?

N/A

Yes

Q373 - Did the employee offer a sincere farewell at the end of the conversation and show appreciation?
Yes

N/A

9 - If the guest asked for a replacement key did the employee verify their identity (e.g. via identification document or verification of unique personal information)?
Yes

N/A

Concierge Service - Face to Face - The Employee Behavioural Standards **Comment**

1 - Were employees well groomed and neatly presented in clean, well fitted uniforms and, if applicable, wearing name badges, resulting in a positive first impression?
Yes

N/A

2 - Was the employee's speech clear and use of English satisfactory, enabling engagement in two-way conversation with the guest?
Yes

N/A

3 - Did the employees engage in a well-paced, natural (non-scripted, jargon/slang free), friendly and interested manner?
Yes

N/A

4 - Did the employee use the guest's name naturally and discreetly without overusing it?
Yes

N/A

5 - Did the employee display a high level of confidence when carrying out his/her duties and/or was he/she knowledgeable when answering questions about other the hotel facilities or immediately offer to find out the information required?
Yes

N/A

6 - Did an employee personalize the interaction in any way and engage the guest as an individual?
Yes

N/A

7 - Did employees collaborate seamlessly to ensure service was organized and professional without being intrusive or repetitive?

8 - Did the employee actively listen, avoid interrupting and give the guest their undivided attention (i.e. the guest should not have to repeat themselves)?

N/A

Yes

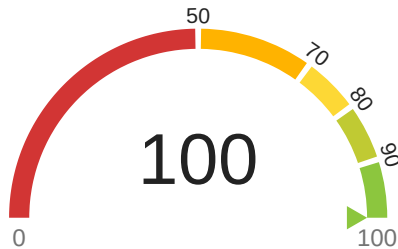
9 - Did employees maintain alert postures and respect the guest's presence when interacting with each other?

N/A

Yes

10 - Where applicable, did the employee display self-control and empathy in challenging interactions and offer a suitable alternative/resolution?

Rooms Departure



My primary emotion was:

Pampered, Special, Indulged, Delighted, Appreciated, Individual

Explain why and give ideas how the hotel can become better:

Date
10.08.2021

Time of departure
12:05

Primary employee
Mudi Mali

Secondary employee
Bali Buli

What was the situation at the time of the evaluation?

We were the only guests at time at the reception. There were 3 employees.

Rooms Departure - General

Comment

1 - Was the guest offered assistance immediately or if a queue was present was he/she positively acknowledged with hand or facial gestures within 30 seconds of approaching the desk and offered assistance within one minute?

N/A

Yes

2 - Did complete check out take no more than 5 minutes from the time of joining the queue?

N/A

Yes

3 - Did the employee provide an opportunity for the guest to verify charges (e.g. print folio, display on screen)?

N/A

Yes

N/A

4 - Was the bill clearly itemized, grammatically correct, accurate, complete and free of any unexpected charges (e.g. charges that the guest was not made aware of)?

Yes

5 - If there were any incorrect charges on the folio, was the back-up documentation readily available and were any incorrect charges quickly and discreetly removed?

N/A

Yes

6 - Did the employee clarify the method of payment and then complete the transaction in a quick and efficient manner?

N/A

Yes

7 - If the folio was offered via email was it delivered within two hours of check out unless advised of an expected delay, and/or if the folio was printed was it neatly presented in a billfold/envelope?

N/A

Yes

8 - Did the employee offer assistance with luggage and onward transport or reconfirm any pre-arranged transport?

N/A

Yes

9 - Did the employee ask at any point if the guest had enjoyed their stay?

N/A

Yes

10 - Did the employee show appreciation (e.g. thank guest) for the guest's business and extend an invitation to return?

N/A

Yes

11 - Did the employee offer a sincere farewell at the end of the conversation?

N/A

Yes

Rooms Departure - The Employee Behavioural Standards **Comment**

1 - Did the employees engage in a well-paced, natural (non-scripted, jargon/slang free), friendly and interested manner?

N/A

Yes

2 - Did the employee use the guest's name naturally and discreetly without overusing it? N/A

Yes

3 - Did the employee actively listen, avoid interrupting and give the guest their undivided attention (i.e. the guest should not have to repeat themselves)? N/A

Yes

4 - Did employees maintain alert postures and respect the guest's presence when interacting with each other? N/A

Yes

5 - Were employees well groomed and neatly presented in clean, well fitted uniforms and, if applicable, wearing name badges, resulting in a positive first impression? N/A

Yes