

INN ON (SAMPLE) ESTATE

ARRIVAL LUGGAGE ASSISTANCE

Date: May 15, 2005

Time: 2:30 PM

Attendant: Dale

Criteria: (1 point for each compliant response)

Yes No N/A

Comments:

<u>FRONT OFFICE INSPECTION</u>	0	0		
<u>Arrival Bellman Assistance</u>	0	0		
<u>Arrival Luggage Assistance (Delivery With Escort)</u>	0	0		
Luggage assistance was offered upon arrival.	Yes			Luggage assistance was offered upon arrival.
Claim checks are always issued to guests when storing luggage.			N/A	
The Luggage Attendant along with luggage and information assistance provided a warm "welcome".	Yes			"Welcome to the Inn on (Sample) Estate."
The Attendant was professionally groomed and wearing the appropriate uniform including a nametag.	Yes			Dale was neatly groomed and dressed in the appropriate uniform including a nametag.
The Attendant was courteous and efficient, displaying professional body language, appropriate eye contact, and friendly facial expressions.	Yes			He was friendly, courteous, and established eye contact with the inspectors.
The Luggage Attendant offered information regarding hotel restaurants, lounges, recreation facilities, and available services (upselling of hotel facilities).	Yes			He provided information regarding the elevators, lobby lounge, dining room, library lunch, shuttle times, morning coffee, and afternoon tea.
The Luggage Attendant demonstrated knowledge about hotel services and facilities.	Yes			Dale demonstrated excellent knowledge of the hotel facilities and services.
The Luggage Attendant addressed the guest by name (available from luggage tags).	Yes			He used the inspector's name several times during the encounter.
The Luggage Attendant was politely conversant with the guest while in transit to the room.	Yes			He was politely conversant, and welcoming in his demeanor.
The Luggage Attendant opened the guestroom door, and turned on the lights for the guest.	Yes			Dale opened the guestroom door, turned on the light, and invited the inspectors to enter first.
The Luggage Attendant explained the key operation while unlocking the guestroom door.	Yes			He explained the operation of the guestroom key as he was opening the door.

The Luggage Attendant used a proper doorstep (other than the guest's luggage) to prop the door open during delivery.		Yes			Dale used the proper doorstep while carrying in the luggage.
The bell cart remained in the corridor, and the Luggage Attendant during the delivery carried luggage in.		Yes			The bell cart remained in the corridor at all times.
The Luggage Attendant placed the luggage on the luggage racks, and hung garment bags and loose garments in the closet.		Yes			He placed the luggage on the only luggage rack provided, and inquired into whether the inspector's would like another. He then said that he would have one sent up.
The Luggage Attendant inquired if the guest was familiar with the hotel, and asked whether the room features should be explained.		Yes			Dale automatically explained the features of the guestroom.
The Luggage Attendant adjusted the guestroom temperature, explained the thermostat, and explained the unusual features of the room.		Yes			He explained the use of the thermostat as he adjusted the temperature.
The Luggage Attendant explained the telephone voice messaging system, and operation of the message light.			No		He did not explain the voice messaging system.
The Luggage Attendant made mention of the in-room safe.		Yes			Dale pointed out the in-room safe.
The Luggage Attendant offered to adjust the drapes.		Yes			He opened the drapes to show the inspector's the view.
The Luggage Attendant offered to obtain ice.		Yes			He offered to obtain ice.
The Luggage Attendant checked the bathroom supplies, and if necessary, reported missing items.		Yes			He checked the bathroom for any missing supplies.
The Luggage Attendant offered wake up service.			No		Dale did not offer wake up service.
The Luggage Attendant offered to provide further assistance, such as making restaurant reservations or taking items to Laundry & Valet, etc.		Yes			Dale asked the inspector's if they would like to stop at the Concierge desk to make dinner reservations as they walked by.
The Luggage Attendant pointed out emergency exits.		Yes			While in the corridor Dale pointed out the emergency exits.
The Luggage Attendant pointed out the safety features of the room.		Yes			He pointed out the safety features of the guestroom.
The Luggage Attendant bid the guest farewell, and wished them a pleasant stay.		Yes			"Thank you Mr. and Mrs. ----, have a good time, and call if you need anything."

TOTAL POINTS ACHIEVED:	23
TOTAL POINTS POSSIBLE:	25
TOTAL SCORE:	092%

Additional Comments: Please See Next Page

Additional Comments:

Dale was the Bellman whom assisted the inspectors during this audit, and he offered a friendly, "Welcome to the Inn on (Sample) Estate" at the point of initial contact. In general, he was effective in making the inspectors to feel welcome, appreciated, and important to the Estate, as Dale was politely conversant during the trip to the guestroom, he maintained excellent eye contact during conversation, and he spoke in enthusiastic voice tones.

During the escort to the guestroom, Dale provided pertinent information regarding the location of the elevators, lobby lounge, restaurant, library lunch, shuttle times, morning coffee, and afternoon tea. In addition, he asked if the inspectors would like to stop at the Concierge desk to make dinner reservations before proceeding to the guestroom. In addition, while walking down the corridor, Dale pointed out the location of the emergency exits nearest to the guestroom.

Upon arrival at the room, Dale politely asked for the inspector's room key, and then he explained the use of the key as he was opening the door. He turned on the light and then invited the inspectors to enter first. He then positioned a proper doorstop under the door, and he proceeded to carrying in the inspector's luggage (leaving the luggage cart in the corridor).

Dale placed the suitcase on the only luggage rack and he hung the garment bag in the closet. He also asked if the inspector's would like another luggage rack delivered for the second suitcase, and then he said that he would have one sent up to the room.

Dale automatically explained the unique features of the guestroom, he adjusted the temperature on the thermostat, pointed out the location of the in-room safe, he opened the drapes to show the inspectors the view, and he offered to obtain ice.

Upon Dale's return with the ice, he proceeded to point out the safety features of the guestroom (fire sprinkler, smoke alarm, and deadbolt lock); however, he did not explain the voice messaging system on the telephone or offer wake up call service.

Dale checked the bathroom for any missing supplies prior to exiting the guestroom, and he offered a friendly, "Thank you Mr. and Mrs. ----, have a good time, and call if you need anything."

Overall, Dale performed services in a pleasant and courteous fashion. He personalized the encounter by addressing the inspectors by name several times, and it was evident that Dale was attempting to perform above and beyond service throughout the encounter. The absence of the performance of a few other duties (noted above) prevented Dale from attaining a maximum rating during this audit.

PERFORMANCE ANALYSIS

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INN ON (SAMPLE) ESTATE

AREA OF EVALUATION	POSSIBLE	ACHIEVED	% THIS VISIT MAY 2005	% LAST VISIT FEB. 2005	% CHANGE
<i>FRONT OFFICE:</i>					
Style of Service	21	18	086%	081%	6%
Telephone Courtesy (average of 5 calls)	50	46	092%	091%	1%
General Style of Service	20	19	095%	091%	4%
Reservations	18	15	083%	058%	43%
Door Attendant Service	8	8	100%	075%	33%
Guest Arrival Service	17	14	082%	058%	41%
Guest Departure Service	16	16	100%	088%	14%
Arrival Luggage Assistance	25	23	092%	054%	70%
Departure Luggage Assistance	14	14	100%	086%	16%
PBX Services	17	15	088%	083%	6%
Concierge	14	14	100%	100%	0%
Guest Related Services	4	4	100%	100%	0%
<i>TOTAL FRONT OFFICE:</i>	224	206	092%	081%	14%

INN ON (SAMPLE) ESTATE

AREA OF EVALUATION	POSSIBLE	ACHIEVED	% THIS VISIT MAY 2005	% LAST VISIT FEB. 2005	% CHANGE
<i>GUEST ROOM:</i>					
Soft Goods	48	46	096%	100%	-4%
Guestroom Appliances	14	14	100%	100%	0%
Guestrooms Telephones	10	10	100%	100%	0%
Closet Inspection	18	15	083%	089%	-7%
Collateral Inspection	15	13	087%	094%	-7%
Lighting Inspection	8	7	088%	088%	0%
Bathroom Facility Inspection	29	26	090%	092%	-2%
Guestroom Toiletries	26	21	081%	085%	-5%
Floors, Walls, Ceilings, Trim	32	30	094%	097%	-3%
<i>TOTAL GUEST ROOM:</i>	200	182	091%	094%	-3%

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AREA OF EVALUATION	POSSIBLE	ACHIEVED	% THIS VISIT MAY 2005	% LAST VISIT FEB. 2005	% CHANGE
<i>F&B OUTLETS:</i>					
General Style of Service	20	17	085%	081%	5%
Telephone Courtesy (Average of 3 calls)	27	26	096%	097%	-1%
Restaurant Facility (Dining Room)	66	64	097%	094%	3%
Restaurant Facility (Bistro)	57	52	091%	098%	-7%
Restaurant Service Dining Room – Dinner	48	46	096%	091%	5%
Restaurant Service Dining Room – Breakfast	40	37	093%	083%	12%
Restaurant Service Bistro – Lunch	44	38	086%	095%	-9%
Restaurant Service Bistro – Dinner	45	35	078%	089%	-12%
Lounge Service (Average of 3 Visits)	68	57	084%	086%	-2%
Room Service	45	41	091%	098%	-7%
TOTAL F&B OUTLETS:	460	413	090%	091%	-1%

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AREA OF EVALUATION	POSSIBLE	ACHIEVED	% THIS VISIT MAY 2005	% LAST VISIT FEB. 2005	% CHANGE
<u>HOUSEKEEPING:</u>					
Style of Service	12	10	083%	091%	-9%
Telephone Courtesy (1 call)	10	8	080%	100%	-20%
Guestroom remake	24	23	096%	096%	0%
Turndown Service (Average of 2 services)	30	29	097%	096%	1%
Restroom Inspection (Dining Room)	15	13	087%	080%	9%
Restroom Inspection (Fitness Center)	15	11	073%	092%	-21%
Restroom Inspection (Amherst)	15	13	087%	087%	0%
Restroom Inspection (Carriage House)	15	11	073%	060%	22%
Restroom Inspection (Bistro Dining Room)	15	11	073%	064%	14%
Guestroom Corridors	8	8	100%	100%	0%
Public Areas Inspection	31	31	100%	100%	0%
Exterior Areas Inspection	22	22	100%	095%	5%
Guest Request Item	8	8	100%	086%	16%
Guestroom Repair Service	7	7	100%	-	-
TOTAL HOUSEKEEPING:	227	205	090%	090%	0%

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AREA OF EVALUATION	POSSIBLE	ACHIEVED	% THIS VISIT MAY 2005	% LAST VISIT FEB. 2005	% CHANGE
<u>OTHER:</u>					
Fitness Center	14	13	093%	092%	1%
Pool	9	9	100%	CLOSED	-
Gift Shop Winery Shop	20	18	090%	100%	-10%
Gift Shop Carriage House	20	19	095%	095%	0%
Gift Shop Marble Lion	17	12	071%	100%	-29%
Gift Shop Cottage Door	20	18	090%	100%	-10%
TOTAL OTHER:	100	89	089%	097%	-8%
TOTAL HOTEL:	1211	1095	090%	090%	0%