

Your Ref: EHC/SM/BSA.2020

Our Ref: Swan/M.BSA/20

Date: 5<sup>th</sup> April 2020

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FAO: Samantha Birdsell  
General Manager  
Marriott Hotel – Swansea  
Maritime Quarter  
Swansea  
SA1 3SS

Dear Samantha,

**RE: 2020 BRAND STANDARD AUDIT/CONSULTANCY REPORT**

We would like to thank you for the opportunity to audit Marriott Swansea - it was a privilege.

Please find enclosed Project Initiation Document (PID) together with the Audit Report and appendix.

We are pleased to confirm the total points awarded to Marriott Swansea is: **1138 out of 1324 (85.9%)**. We are also pleased to confirm **9 out of 10 Food Hygiene Areas Passed with 1 action plan recommended.**

If you require any further assistance, please contact us and we will be more than happy to help. My personal contact number is: 07492940697

With Kindest Regards,  
Yours Sincerely,



Sheikh S Ahmed  
PhD (Hosp & Tour)

*CC: Marriott Head Quarters – U.S*





# Welcome

TO YOUR 2020 BRAND STANDARD AUDIT REPORT

*(Including Project Initiation Document)*

## Contents

### Project Initiation Document

|                                              |    |
|----------------------------------------------|----|
| <i>Project Definition</i> .....              | 5  |
| <i>Audit Benefits &amp; Fees</i> .....       | 11 |
| <i>The Audit Team and Project Plan</i> ..... | 12 |

### BRAND STANDARD AUDIT REPORT

|                                               |    |
|-----------------------------------------------|----|
| FRONT OFFICE / LOBBY ARRIVAL.....             | 16 |
| ARRIVAL EXPERIENCE.....                       | 17 |
| GUEST CHECK-IN.....                           | 18 |
| LOBBY BAR.....                                | 19 |
| ROOM SERVICE.....                             | 20 |
| RESTAURANT.....                               | 21 |
| GENERAL BEDROOM.....                          | 22 |
| BEDROOMS/EN-SUITES.....                       | 23 |
| LOBBY.....                                    | 24 |
| PUBLIC RESTROOMS.....                         | 24 |
| ELEVATOR.....                                 | 25 |
| CORRIDORS.....                                | 25 |
| FITNESS CENTRE & POOL.....                    | 26 |
| MEETING.....                                  | 27 |
| BACK OF HOUSE.....                            | 27 |
| FOOD SAFETY.....                              | 28 |
| GENERAL SUMMARY OF PROPERTY OBSERVATIONS..... | 31 |
| AUDIT REPORT RESULTS.....                     | 33 |
| APPENDIX.....                                 | 34 |

# Project Initiation Document

## *Marriott Swansea – Annual Internal Audit*

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### *1- Project Definition*

#### **Introduction**

Thank you for this opportunity. Eco Hotel Consultancy initially started off in Swansea-Wales with a two person serviced office, we are now operating 25 offices throughout the UK including, London, Birmingham, Manchester, Bristol, Scotland and of course Wales. We have a team of 300 professionals, 200 of which hold International Hotel Management backgrounds and our board consists of qualified and experienced auditors as well as former hotel Chief Executives and Regional Managers who utilize the latest industry research and experience. We are all about enhancing hotel guest experiences to a world-class level. We work with many four and five star properties and we appreciate the diverse nature, requirements, and standards of hotels.

It is to our understanding that Marriott requires mandatory audits on an annual basis to ensure that it is meeting Brand Standards. We are perfectly positioned for this opportunity as we are Hotel Branding Experts – it is our specialty; we create hotel brands from name ideas through to artwork, social media, marketing, internal policies, compliance, training, and continuous professional audits with curated recommendations/solutions. We have conducted thorough research for this project. Please see the sections below.

## **The Hotel**

Swansea Marriott consists of 121 rooms across four floors and is situated in the Maritime Quarter in close proximity to the Gower Peninsula. It is also a two minute walk from the city centre, which has a reputable indoor market. The hotel was previously occupied by holiday Inn. Transport links include lines to the Liberty Stadium and the National Railway is in the town centre – connected to Cardiff and regional destinations.

The types of rooms available include single queen, double queen, and king size rooms with disability access and Wi-fi at 7.50 excluding Bonvoy Members. However, there is free Wi-fi in public areas. Rooms have sea and marina views. The rooms were renovated in 2007 as well as the exterior of the property in 2018/2019. There are five meeting rooms and two large banqueting rooms comprising of 367 square meters of space according to Meetings Made Simple and Memories Made at Swansea Marriott Hotel. Leisure and other facilities include: swimming pool, free parking, free Wi-Fi, fitness centre, family rooms/disabled access rooms, bar, business facilities (fax/photocopying), picnic area/outside terraces, in-house restaurant, dry cleaning services, baggage holding, breakfast buffet, room service and taxi services and cash machine.

Client base is varied, mainly corporate guests from Monday-Friday with an influx of couples and families on weekends and term breaks; couples ranked the location 9.1 out of 10 for a two person trip; ranked #13 out of 23 for hotels in Swansea by TripAdvisor.

The Cast Iron Grill serves classic British food for breakfast, lunch and dinner. There is breakfast buffet currently available at 15.95 - possibly complimentary for Bonvoy members.

Room rates vary depending on the time of year (seasonal) and what's going on in the city. However, it generally remains competitive unless compared to Airbnb.

## Location

Rhossili Bay Beach is approximately forty-five minutes by car or 1.5 hours by public transport - it is voted Wales' Best Beach in 2017 and 10<sup>th</sup> in UK's Top 10 Beaches (Trip Advisor Traveller's Choice Awards).

Popular surfing destinations include Langland, Caswell, Rotherslade, Llangennith, with rentable chalet's, family and they are dog-friendly.

For countryside hiking there is Pen-Y-Fan, Snowdonia, which is a short drive from the Brecon Beacons. There are also various camping and caravan sites across the Gower peninsula. There are dog-friendly coffee shops and restaurants across Mumbles, Gower and Killay.

The area is considered family Friendly as there are low crime rates – Swansea is 6<sup>th</sup> Safest city in the UK. There are family activity venues for example, the leisure centre, trampoline centre, archery, horse-riding, water sports, coastal walks, bike hire and cycle tracks. The amenities are also inexpensive in comparison to rest of the UK.

There are many Food & Drink venues including microbreweries across the Gower producing local ales and craft beers. For example, Mumbles Brewery have a stout made from oysters. There are contemporary bars and restaurants to country pubs and cosy restaurants serving traditional food. For example, laver bread is advertised as “Welsh caviar”. Popular nightlife is spent on Wind Street in the city centre, SA1, Uplands and Mumbles have bars and restaurants. Swansea Market is Wales' largest indoor market with a wide selection of fresh seafood, meat and other local produce and small businesses. Joe's Ice-cream is a local Welsh Ice-Cream Parlour serving

desert lovers around Swansea. Swansea also has restaurants and takeaways that serve international cuisine: Indian, Chinese, Thai, Greek, Spanish and Sushi.

There are many events that take place in Swansea including the International Jazz festival hosted annually and there is the Swansea Air show. The High street is continuously seeing new events pop up such as new venues, works of art from local artists showcased on the street and also within galleries such as Gallerie Simpson, pop-up shops from local small businesses, tech-hub and the Volcano theatre. Swansea is also a popular wedding destination due to picturesque landscapes/sites. For example, Fairyhill, Oxwhich Bay and Margam Park.

## **Political, Economic, Social, Technological, Legal and Environmental (PESTLE) (Analysis)**

We will ensure latest compliance is being adhered to and we are fully aware of various factors which may impact facilities and services. Our specialists have gathered the following information which is considered alongside Marriott Brand Standards:

Political – Official Brexit date (01/01/2021), Staff shortages, Dominating political party manifestos, and Welsh Government Marketing.

Economic – Private and government investments, business insights and demographic employment statistics.

Social – Swansea's population of approximately 250k and attitudes to employment and career types as well as trends.

Technological – the possible impacts on Marriott tech; meetings services app, Marriott language translation programmes and Marriott wireless services and

booking systems. Wi-fi connectivity, impact on Bonvoy redemptions and check-in delays (digital key card errors).

Legal – Data protection (storage and reporting), HR (working hours, and pay related matters), license issues (alcohol and food operating), Health & Safety as well as food hygiene/storage and food standard agency regulations.

Environmental – Eco Hotel Consultancy has a dedicated department for sustainability; we regularly keep fully up-to-date with the latest research and industry trends in this regard and Marriott Serve 360 is on our list. We also look into the 2030 sustainability agenda regularly for updates. Water consumption, food waste and renewable electricity use will be assessed against serve 360 with 15%, 50% and 30% reduction and reusability, respectively, where applicable. UK property energy certificate will be compared against previous years and solutions/recommendations provided where possible. Locally sourced produce, recycling, circular economy and general practical use of energy will be considered. We will fully exhaust our knowledge and experience (capabilities) in this regard and all other areas to ensure Marriott receives the best advice/recommendations where possible.

Together with the external factors which may impact the hotel (PESTLE Analysis), the objectives of the audit will also largely comprise of the brand standard measures, which include cleanliness, operations, conditions, service, financial performance: employee engagement, facilities and leadership, which are mainly internal. This will be met through the twelve week period as well as the advanced two night incognito inspection as agreed.

## **Strengths, Weaknesses, Opportunities and Threats (SWOT)**

Marriott has clear *strengths*. For example, it is an International Hotel Brand with colossal marketing power and part of a group of brands within Marriott International, which is officially the world's largest hotelier. *Weaknesses* may include over emphasis on standardization rather than being personable as well as negative media coverage and negative reviews (TripAdvisor early 2020). *Opportunities* may include the fact that travellers are more than ever willing to stay in luxury hotels, especially international tourists as they recognise the Marriott brand and Swansea could take full advantage of this by adding personalised hosting. *Threats* include other branded hotel chains within Swansea which are Premier Inn, Holiday Inn and the Village Hotel. There are small guest houses within the vicinity. However, we understand that the branded chains are the main competitors.

## **Boundaries**

We appreciate the limitations which may include the size of the property, location, accessibility, PESTLE Analysis as eluded to earlier, any refurbishment or works which may be taking place, and that these items may not be exhaustive.

## **Deliverables** (including dates of completion)

We will conduct a twelve week assessment and provide a fully comprehensive and detailed analysis covering all objectives which will be delivered to the Hotel General Manager and Senior Leadership at Marriott International. The report will include: the audited departments – Food & Beverage; Kitchen, Front Office; Housekeeping; Leisure; Sales & Marketing; Finance; Human Resources and Maintenance.

## Recommendations

Points: Total number of points available and awarded will be calculated and documented within the report with recommendations for action/resolution.

Pass/Fail: Food Safety Items will carry a Pass or fail. For the failed items we will propose action plans to resolve all deficiencies within 30 days of Audit Completion.

### *2- Audit Benefits & Fees*

There are many advantages to having an audit, especially for hotels which are looking to increase their revenues, grow and expand. An expert audit will take a deep look into the internal affairs of a hotel, products, services and facilities, benchmark against other hotels in the same category, examine external factors that may have an impact, and it will consider latest practical methods, solutions/recommendations and world-class industry research – all of which we are able to accomplish through our reputable hotel consultancy.

Audit cost - Payment is due on completion via invoice through any method. Our usual basic fee is £5000. However, as discussed, for Swansea Marriott we will invoice the discounted rate at £3000. Re-audits of those contested cost £1500. Expenses for food and meeting space will be met by us (Eco Hotel Consultancy) – Our objective is to make your life easier. In fact, we also recommend Marriott to appoint a team member to shadow/assist auditors during inspections, which in turn reaffirms quality. Two night Incognito inspection is complementary on request.

### *3 - The Audit Team and the Project Plan*

**Project Team:** Sheikh Ahmed, Kathryn Marshall and Jaliya De-Silva.

**Project Manager:**

***Sheikh S Ahmed***

*PhD (Hosp & Tour)*

*Founder & Director*

Ahmed has over 22 years of experience working within the International Hotel industry, which included CEO positions at many hotels and senior auditor position for the AA. Ahmed takes a keen interest in latest hotel developments through in-depth practical experiences using industry links and frequent primary investigative research. Ahmed has an immense passion for International Hotel & Global Tourism Management.

*Responsibilities:*

To supervise senior members of the audit team for Project Marriott. This will include managing deadlines, minute taking, assessment of audit schedules and all draft and final reports as well as partaking in the audit itself. Area of expertise: Products, facilities and services; Restaurants, Leisure, technology and guest services.

***Katie Marshall***

*(DBA) Senior Partner*

Katie Marshall has over 17 years of experience working within the International Hotel industry which includes working for Marriott and Hilton Hotels. Katie also worked as Senior auditor at Marriott International for over 11 years. She is very passionate about anything surrounding hotels and ways in which to drive revenues and improve services.

*Responsibilities:*

To partake in the Project Marriott Audit. This will include assisting with minute taking, assessment of audit schedules and all draft and final reports/logs. Area of expertise: Cleanliness; Housekeeping, Public Restrooms, Lobby and Corridors - reporting to the Project Manager: Sheikh Ahmed.

***Jaliya DeSilva****(DProf) Senior Partner*

Jaliya has over 30 years of experience at the NHS as a district director of policies, strategies and initiatives. Jaliya likes to contribute to charity – a recent travel to Cambodia seen him provide strategic management to help disadvantaged children which significantly improved their lives. Jaliya is a former GM of 22 years from an Art Deco Hotel in Pembrokeshire (Wales) and thoroughly understands the aspects and underpinning of audits.

*Responsibilities:*

To partake in the Project Marriott Audit. This will include assisting with minute taking, assessment of audit schedules and all draft and final reports/logs. Area of expertise: Kitchen; Room Service, Kitchen, Front Office; reporting to Project Manager – Sheikh Ahmed.

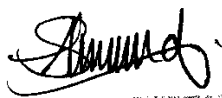
**Project Control** – communication, reporting and progress tracking: We will use a variety of resources for monitoring, research and internal communication within Eco Hotel Consultancy; Microsoft Teams, Microsoft Office, the internet, journals and a project planner/Gantt Chart. In terms of interim communication between ourselves and Marriott we will of course ask for Marriott's preferred method(s).

**Quality Control** - we will evaluate the quality of deliverables and continuously monitor work. For example, during the twelve week period the audit team will hold fortnightly presentations in front of twelve other senior members from Eco Hotel Consultancy. They will present their findings to the senior members using weekly logs and journey plans which will include detailed accounts of their experience linked to all aspects of the BSA, to truly capture the essence of the audit. Senior members of Eco Hotel Consultancy will provide extensive feedback to the audit team to improve the audit further. Marriott Swansea will therefore be able to take full advantage of the capabilities that Eco Hotel Consultancy are able to offer – a large firm of established, contemporary hotel consultants. Schedules will involve three to four days per week rotating through various departments.

The final outcome will be in the form of a fully comprehensive report derived from the presentations, logs/journey plans and expert feedback from numerous senior hotel consultants. In essence, Marriott Swansea can rest assured that the entire process will involve hotel professionals who are experts in their field – making sure that the hotel receives a structured audit process with the desired outcomes.

Start date for audit commencement: 9<sup>th</sup> January 2020

Completion date for audit: 2<sup>nd</sup> April 2020 | Submission date: 5<sup>th</sup> April 2020



Sheikh Ahmed

**Project Manager**

*PhD (Hosp & Tour)*

4<sup>th</sup> January 2020



## Brand Standard Audit Report

APRIL 2020

Date: 4<sup>th</sup> April 2020

## Brand Standard Audit Report

### FRONT OFFICE / LOBBY ARRIVAL

### POINTS AWARDED

30 out of 34 (88.2%)

There were many instances where warm meeting and greetings were observed. Good posture, smile, eye contact, and attentive listening was maintained throughout interactions with guests. Team members were presented well - wearing clean uniforms and general appearance/grooming was at an acceptable level.

There were hosts present during peak arrival times at the front entrance during events however, it was inconsistent. Hosts were also available inside the lobby when appropriate or required, consequently providing good productivity as well as performance. Further assistance was always offered to the guests as witnessed. Warm and sincere check-outs/closings were offered, and appreciation was demonstrated through appropriate language.

### **Comments/Recommendations:**

It is understood from Sophie at the front desk that Swansea Marriott no longer employ hosts at the front entrance – we recommend a host is available during busy periods/events and this unfortunately impacted the score as there was a need for hosts – team members were struggling at times and it affected guest service. However, we assume a host is arranged for very special occasions. We recommend standards are maintained through continuous training, monitoring and assessments.

**ARRIVAL EXPERIENCE****POINTS AWARDED**

8 out of 12 (66.6%)

Arrival Experience - General Exterior Condition was very good; clean and tidy. Unfortunately, there was no Marriott flag. However, the Marriott signage/logo on the exterior entrance of the building meets a very good standard; clean, illuminates well with automated timing. The car park was clean, and parking bays were clearly visible (road markings/paint) together with pay and display information and measures.

Walk-off mats met standards, clean and acceptable condition. All guest-facing walk-off mats were in current brand voice with current logo and resembled charcoal-grey or black in colour.

**Comments/Recommendations:**

A Marriott flag together with a flag of Great Britain would enhance the aesthetic appeal of the hotel.

102 out of 106 (96.2%)

Whilst guests were in a queue attempts were made in a timely manner to acknowledge them. Warm welcoming and greetings were provided. Team members were well-groomed and professional, wearing a clean and pressed uniforms. Name tags were clearly visible and met standard required – names were clear and legible. Room numbers were provided discreetly with smiles.

Hosts welcomed mobile check-in guests appropriately: they were welcoming towards them with sincere and warm greetings and demonstrated that they were awaiting guest arrivals; hosts conveyed a sense gratitude and preparedness; keys were prepared in advance and thanked guests for mobile check-ins and online reservations. Hosts reviewed and executed payments and key delivery well. They also directed guests to elevators and to their rooms politely and accordingly.

Bonvoy members were offered room upgrades accordingly (subject to status – Gold, Platinum Elite, Titanium Elite and Ambassador Elite), and informed of all other benefits as appropriate – complimentary breakfast and so forth. Bonvoy members were also shown appreciation by thanking them for loyalty. Guests were seen within ten minutes of waiting and when seen they were informed of places to visit when prompted or through general conversation – In-House restaurant and bar were promoted as well as the local area; Mumbles, Gower and the Cinemas were referred to. Fair attempts at being personable were made – guests were asked the purpose of their visit, travel experience, travel origin, special needs or requests and if it is their first time at the hotel and area. Responding to cues went well – extra towels were provided when children were entering the leisure facility as a family and extra keys were offered when more than guest was occupying a room.

**Comments/Recommendations:**

There was no Marriott scent or awareness. Maintain standards through continuous training, monitoring and assessments.

**LOBBY BAR****POINTS AWARDED**

110 out of 164 (67%)

Whilst guests were in a queue attempts were made in a timely manner to acknowledge them. Name tags were clearly visible and met standard required – names were clear and legible. However, warm welcoming and greetings were not provided – it was more of a ‘what can I get you?’ attitude. Team members were groomed and professional, wearing a clean and pressed uniforms. The Host acknowledged guests within one minute of their arrival and offered to take food and beverage orders. However, upselling and suggestions were obsolete. Beverages were served within three minutes of orders being placed.

Checkbacks were made and further drinks were offered at 1/3 point remainder of beverages. Personal connection attempts were not made. Food and beverage contents and plate presentations met standards. Suitable and clean glassware was used. Service areas were clean, and the condition of the areas were satisfactory. Music was appropriate and set at suitable volumes. Floors, walls,, doors, ceiling, equipment and décor items were clean, and the condition of the same were satisfactory.

**Comments/Recommendations:**

Warm welcoming did not take place – simple, sincere and original greeting styles suggested, with a smile would be sufficient – along with asking how their day is going etc. To provide a variety of music as well as sports channels. Tables were left dirty very often. Also, to make recommendations to guests on places to visit within the local area and upselling required. Improve standards through training, monitoring and assessments.

**ROOM SERVICE****POINTS AWARDED**

58 out of 82 (70%)

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Telephone: | Warm welcome/greetings were provided. Guest names were used for enhanced experience, when known. Guest names, number of guests being served, and room numbers were verified. Room service orders were taken properly – confirmed with guests prior to processing. Hosts were knowledgeable about menu offerings and attempted to upsell whenever the opportunity arose. Warm and sincere closings were offered with final upselling attempts, and appreciation demonstrated. For example, asking guests if they would like to try desserts and thank you acknowledgements. Checks were presented well. For example, check cover and Marriott branded pens were used. |
| Delivery : | Room Service order was accurate and delivered within 45 minutes. Servers asked permission before entering rooms. Eye contact and listening was maintained throughout interactions. Well-groomed and professional, wearing a uniform. Name tags met standard. Hosts followed all proper delivery procedures.                                                                                                                                                                                                                                                                                                                                                          |

**Comments/Recommendations:**

When delivering to rooms there was no sense of appreciation or personality/human touch. There was no warm welcome/greeting, or queries as to whether or not guests would like anything else/further help. There is a need to improve on guest service in this area – less robotic and more personable in order to maintain brand standards. Marriott team members would benefit from guest service training, monitoring and continuous assessments.

**RESTAURANT****POINTS AWARDED**

262 out of 262 (100%)

The restaurant met all brand standard requirements from A-Z. Team members were pleasant in terms of meeting and greeting. Guest names were always cross-checked/referenced against reservation sheets, and the team ensured that all guests received entitlements where applicable. For example, Bonvoy members who were entitled complimentary breakfasts or breakfasts paid in advance.

The menu was always described very well, and upselling was witnessed on many occasions as well as frequent checkbacks with the inclusion of personal connection attempts. Cues were acknowledged from a distance and team members demonstrated vast experience, industry knowledge and friendliness. For example, appropriate use of body language, speech, food and beverage menus/ingredients, local area and there was continuous sincere smiling. Team members were immaculately presented; uniforms were clean and pressed, and grooming was inspiring; trendy, smart and casual hairstyles, robust service and name badges that met Marriott brand standards.

The ambiance was good with suitable lighting and addition of candles. Cutlery was inspected prior to relaying tables. Guests were asked if they had any allergies or special requirements such as gluten-free, vegetarian, pescatarian, halal, Kosher or vegan preferences, and orders were repeated to guests to confirm prior to processing. Food presentation was thoroughly assessed prior to leaving the kitchen and served professionally preventing/avoiding fingerprints on the inside of dinner plates. Personal connection attempts were made during suitable times – considering table turnover times. Team members were impressive in terms of managing to cope under pressure as they remained calm, resilient and positively effective.

**Comments/Recommendations:**

We witnessed impeccable service. Team members were intuitive and demonstrated outstanding guest service and overall operational and brand standard experience. Team members are very quality driven, efficient and effective - exceptional.

We advise continuous training, monitoring and assessments to ensure brand standards are maintained.

## **GENERAL BEDROOM**

## **POINTS AWARDED**

136 out of 178 (76.4%)

The general cleanliness and presentation was really well maintained – bedding, hoovering, dressing tables, mirrors, windows, doors, and closets were always clean, and items were presented in a neat and orderly way, in accordance with brand standards.

Towels were always clean, and quantities were available according to rooms. All expected equipment and furniture was available, clean and in good working order/condition; kettles, hair dryer, tv, lamps, ventilation, dressing table and chair(s). A variety of tea and coffee sachets/envelopes including decaffeinated choices were available together with quality milk tubs, clean matching colour mugs, spoons, disposable cups, coasters, napkins and biscuits to compliment – presented well on clean trays that were good quality.

Sustainability card/guest services directory insert with current branding was provided. Terry reuse hanger card was in brand voice specification. Reusable bin/proportion met standards; they were labelled as appropriate and included information on which type of items should be recycled. For example, paper and glass. The guest services directory was present, in brand voice and correct style. Closet amenities met standards; all items were available in accordance with rooms/suites. For example, valet/laundry/dry cleaning bags, and robes and slippers in the executive suites.

Mattresses and pillows were clean, comfortable and records were up-to-date (rotation and replacement cycles and inspections). Pillow testing was robust and professionally executed.

### **Comments/Recommendations:**

Damp carpet was spotted and ceilings with stains, which need to be addressed (room 401 – damp carpet at the right corner facing the window, 403 and 406 ceiling stains above where the bed/bedframes are positioned). We recommend this be resolved at the earliest opportunity. There was also no ice bucket and instructions, we are unsure as to whether or not this is a requirement any longer. We recommend continuous training, monitoring and assessments to ensure brand standards are maintained.

**BATHROOMS/EN-SUITES****POINTS AWARDED**

68 out of 100 (68%)

Hygiene items such as toiletries and towels were always clean and appropriate quantities were available. There are cracked tiles in room 201 referred to recommendations below. The sinks, counters, shelves, vents, mirrors, lighting, fixtures and fittings are good condition and working order.

**Comments/Recommendations:**

We were very satisfied with the cleanliness of the bathroom. The shower curtain could do with replacing - been taken full advantage of and at a point where excessive wear and tear is imminent. Despite being clean it may portray poor brand standards/image - willingness to reinvest, update and so forth. There are some cracked tiles on the bathroom floor (room 201) that may require health and safety assessment – we recommend repairs/replacements. However, the general condition of the bathroom is satisfactory. We recommend continuous training, monitoring and assessments to ensure brand standards are maintained.

**LOBBY****POINTS AWARDED**

32 out of 32 (100%)

The business services were accessible, and resources were functional (computer access and printing). The lobby was consistently clean. For example, the floor, doors, luggage carts, decorative items such as doors as well as lighting being functional. We understand there was a recent upgrade, and this is reflected in the new and warm feel.

**Comments/Recommendations:**

We recommend continuous monitoring and assessments to ensure brand standards are maintained.

**PUBLIC RESTROOMS****POINTS AWARDED**

32 out of 46 (69.5%)

There were adequate supplies such as handwash and tissues in the cubicles. The hand towel dispensers were regularly filled. Hand dryers were fully functional and in good condition. The actual condition of the floors were good. Vents were working as they were effective, and the toilets and lights were in good working order.

**Comments/Recommendations:**

The floor was not monitored and cleaned frequently as there were many occasions where there was spillage left for long periods. Urinals need odour eliminator and extra strength disinfectants. Vents need cleaning in all of the toilets. We advise continuous training, monitoring and assessments to ensure brand standards are maintained.

**ELEVATOR****POINTS AWARDED**

8 out of 8 (100%)

The elevators are generally clean – the floor, walls and buttons. The condition is more than adequate.

**Comments/Recommendations:**

We recommend continuous monitoring and regular cleaning to ensure brand standards are maintained.

**CORRIDORS****POINTS AWARDED**

18 out of 22 (81.8%)

Corridors and guest hallways/stairwell were consistently maintained well – clean and in good condition. For example, lighting throughout was working, property signage was clean and presentable, floors were clean, and the ceilings were clean.

**Comments/Recommendations:**

Despite the stairwell being clean it could do with updating as it seemed very dark and dreary – perhaps some paint, lighting and Marriott branding of some sort (picture frames/promotional material).

We also recommend continuous monitoring and assessments to ensure brand standards are maintained.

**FITNESS CENTRE & POOL****POINTS AWARDED**

80 out of 84 (95.2%)

The Fitness & Pool Centre was in operation during the times stipulated/recorded. The facility had all resources and equipment. For example, anti-bacterial wipes, water dispenser with disposable cups (always refilled), paper towels, fitness/resistance machines and sanitizers to wipe equipment, loungers and a compact sauna. The sauna was always clean, and the floor throughout the leisure area was consistently monitored and maintained well – water was brushed to drains.

There was always a sense of human help available – a team member was always on active duty, and friendly, professional interactions took place between leisure club members and resident guests. The ambiance was good with suitable lighting and music. Team members were impressive in terms of managing to cope under pressure during peak time as they remained calm, resilient and effective – professional. It was possible to purchase swimwear, which is a nice addition and has advantages – helps guests who are stuck (forgotten to bring their swimwear) as well as an extra revenue stream for Marriott. Team members were intuitive and demonstrated outstanding guest service and overall operational and brand standard experience.

**Comments/Recommendations:**

Despite having witnessed impeccable service and many other positive aspects, there are a few works that need to be considered: the vents need cleaning as they have gathered excessive dirt and dust, poolside showerheads need servicing; dissolve calcium deposits recommended, the floor edges need cleaning and washbasins plug hole in the gents needs to monitored due to guests/club members leaving hair after shaving.

We also recommend continuous training, monitoring and assessments in all areas of leisure department to ensure brand standards are maintained.

**MEETING****POINTS AWARDED**

48 out of 48 (100%)

The condition of all furniture and equipment was good and fully functionable. Cleanliness was impeccable – floors, furniture, doors, equipment, vents, tablecloths, windows and the ceiling was always clean. It is evident that consistent care, training and monitoring takes place within this area.

**Comments/Recommendations:**

Although cleanliness is excellent and resources are in good condition and functionable, the design is outdated. Given that Marriott hosts corporate clients it is therefore recommended that an upgrade be considered as consumer expectations in meetings is growing.

We recommend continuous training, monitoring and assessments to ensure brand standards are maintained.

**BACK OF HOUSE****POINTS AWARDED**

146 out of 146 (100%)

Marketing materials throughout the hotel met brand standard requirements. For example, Bonvoy leaflets/booklets, stationary (note pads and pens) and posters at the restaurant, corridors and lifts were all correct in overall design; Marriott logos and images were not mixed with non-Marriott identities. Internet speed and bandwidth was strong (mega-bites-per-second); from the kitchen to fourth floor. GuestVoice Alerts were responded to and processed appropriately within time-constraints. For example, TripAdvisor posts. Bonvey knowledge was excellent throughout. Guests were asked if they wanted a straw with their drink – brilliant.

**Comments/Recommendations:**

Team members were intuitive and demonstrated outstanding guest service met brand standard requirements. The tv in the lobby is damaged/broken – we suggest this be resolved. We advise continuous training, monitoring and assessments to ensure brand standards are maintained.

10 areas: 9 out of 10 Passed

Quarterly Global Food Safety Audit (GFSA): Passed

| <i>Area</i> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <i>Pass/Fail</i>                                                                      |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1           | Refrigerators and freezer temperature logs (HACCP Log A-3) were completed and on file for 90 days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |    |
| 2           | Temperature Logs (HACCP Log A-1) for cooking, holding and reheating food items were completed and on file for the past 90 days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |
| 3           | Food Cooling Logs (HACCP Log A-2) are completed and on file for the past 90 days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    |
| 4           | <p style="text-align: center;"><b>Personal Hygiene</b></p> <ul style="list-style-type: none"> <li>• There was no eating, drinking, smoking, or tobacco use in areas with exposed food, food contact surfaces or food contact packaging</li> <li>• Closed beverage containers (e.g., sports bottles, cups with lids, cups with lids and straws) were present and stored below or adjacent to workstations preventing food contamination and food contact with surfaces</li> <li>• All dedicated hand washing sinks were stocked - disposable towels and soap was always available/refilled. Relevant recycling bins were available and appropriately situated. Hot water was functionable and accessible (not blocked)</li> <li>• All associates washed hands following:<br/>Touching face, hair; Using restrooms; Touching raw food product;<br/>Changing gloves</li> <li>• There was no bare hand contact with ready-to-eat-foods</li> <li>• None of the associates on duty displayed symptoms of illness:<br/>Diarrhoea; Vomiting; Fever; Sore throat with fever Jaundice (yellowing of the eyes)</li> </ul> |  |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 5 | <p>Ice Machines were clean and in good condition:</p> <ul style="list-style-type: none"> <li>• Interior of ice machine was cleaned regularly and not dirty</li> <li>• There was never any mould, mildew or fungus on ice contact areas</li> <li>• There was no rust on the inside of ice machines or ice contact areas</li> <li>• Access to inside of ice machine was consistently available</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |    |
| 6 | <p>Cold potentially hazardous foods maintained at 41F (5C) or below in all cold holding devices</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |
| 7 | <ul style="list-style-type: none"> <li>• The condition and cleanliness of the facility was evaluated during the BSA process, including evening service experiences</li> <li>• Sanitary practices were fully observed throughout operational hours and were evaluated and scored as part of the food safety evaluation</li> <li>• Food contact surfaces, equipment and non-food contact surfaces were examined:</li> </ul> <p>Checked: baseboards, cabinets, ceilings, counters, doors, drains, drain covers, floors (grout lines), equipment, grease traps, hardware, mats, outlet covers, switch plate covers, tables, vents, walls, and windows in all food production, food service, food storage and food transportation areas of operation</p> <ul style="list-style-type: none"> <li>• There was no evidence of pests:</li> </ul> <p>Active cockroaches or rodents • (5) or more pests in a small area (e.g. (6) fruit flies in drain) • Evidence of pests breeding • Birds nesting inside building • Trailing ants in food preparation area • Dead pests</p> |  |
| 8 | <p>Dishwashing machine was not in operation</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                       |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 9  | <ul style="list-style-type: none"> <li>Cutting board policy complied with standards:</li> </ul> <p>(Cutting board system was in place)</p> <p>White plastic, polypropylene or acrylic, used for preparing only ready-to-eat food items (including Sushi and Sashimi)</p> <p>Second/other colour was used for food items that are not ready-to-eat</p> <p>Wood cutting boards was only used for:</p> <ul style="list-style-type: none"> <li>Butcher blocks • Bakery worktables • Food displays</li> </ul> |    |
| 10 | <p>Cross-contamination prevention procedures were followed:</p> <p>Hotel stored items with the highest cooking temperature requirements on the bottom shelf, and placed food items with lower cooking temperature requirements above</p> <p>Hazards such as (and not limited to):</p> <p>Raw animal products above ready-to-eat foods, commingling raw animal species, and thumb tacks/staples were prevented through professional hygiene practices</p>                                                 |  |
|    | <p>Quarterly Global Food Safety Audit (GFSA) is completed and documented:</p> <p>Hotel completed a Global Food Safety Audit (GFSA) self-inspection each calendar quarter</p> <ul style="list-style-type: none"> <li>Quarters are as follows:</li> </ul> <p>1st Quarter: January-March</p> <p>2nd Quarter: April-June</p> <p>3rd Quarter: July-September</p> <p>4th Quarter: October-December</p> <p>GFSA was completed and uploaded to the QA website</p>                                                |  |

### Comments/Recommendations:

We recommend an action plan for the failed element – dishwasher. In relation to all other areas: continuous training, monitoring and assessments to ensure brand standards are maintained.

## GENERAL SUMMARY OF PROPERTY OBSERVATIONS

### Sales and Marketing

Marriott Swansea is promoting its products and services well. For example, there are special offers displayed within the restaurant – 3 course meal promotions and breakfast buffet available for non-resident guests. The leisure club also has leaflets on special offers for new sign-ups with discounts on breakfast buffet, evening dining, complimentary parking and memberships can be use throughout the UK.

Rhian (Head of Sales) and her department are pro-actively and reactively engaged with promoting and securing sales in connection with conference and events, which is an integral part sales and marketing, and targets are usually exceeded.

The majority of team members seem to be locals and those who are not appeared to have good knowledge of the area from possibly having studied it – local knowledge includes huge selling points in terms of overall guest experience. The hotel team in general are knowledgeable with most aspects of the hotel and they continuously make attempts to upsell products and services whenever the opportunity presents itself.

### Hospitality and Guest Services

Although there is a hint of smile now and again, guest service was very regimental at times, which may be due to occupational stress or other reasons. However, team members could make use of the wellbeing services for staff, which is proven to have beneficial outcomes – we are certain that team members have the potential to improve their state of mind and find relaxation techniques and consequently reflect their positivity in guest services. Guest services in general is acceptable: team members are intuitive - they follow cues and are responsive. Head of departments (Managers/Supervisors) fulfil their roles well, especially as disturbance handlers in relation to guest service issues. The guest service apps are also responded to within timeframes. TripAdvisor reviews suggest that guest service is average, which means the team needs to consider going the extra mile through for example, being more **personable** and

less robotic; providing added value - hotel experiences involve a combination of quality products, and services. Team members uniforms and grooming is to a good standard, which meets brand standards and provides a good impression to guests. Despite the fact that Brand Standards are met satisfactorily, we recommend continuous training, monitoring and assessments in all elements for further improvement. As Marriott is a member of the AA grading system, we suggest previous reports by them are analysed together with this report.

### Financial Management

Having spent time with the finance manager Paul Bennet it was noted that the hotel uses its own centralised practices. However, whilst we understand the underpinning of this concept, we suggest that zero based budgeting be considered as it will assess and justify budgets in all of the departments individually, which may see further increase in revenue. In addition, upselling has increased and is reflected in hotel revenue increase.

### Employee Engagement; Training & Creative Development (Personnel Resourcing & Development; Employee Engagement; Cultural Awareness and Entrepreneurship)

The fact that the actual Marriott brand (as opposed to the collection) is global, stakeholders expect HR to train team members to an international level. That would result in exceptional guest service, staff development and increased revenue. During the twelve week audit, it was noted that the HR Department have quite a challenge. For example, cultural awareness and equality is an area which needs to be developed – improved integration between team members from different backgrounds, cultural diversity in terms of recruitment practices; more BME recruits, which is possible as Swansea's population is culturally diverse, and promotion opportunities for younger people.

Team members including Managers/Supervisors would also benefit from guest service training for the reasons eluded to earlier, which HR should be able to arrange.

### Sustainability Objectives & Initiatives

Marriott Swansea is doing well in terms of going green. For example, within the kitchen there are separate recycling bins for paper, food and glass. At the front desk guest paper receipts are minimized by asking guests to consider their digital receipts as opposed to printed receipts.

Recyclable paper cups are used for takeaway drinks, and fair trade tea and coffee is used at the lobby bar and restaurant as well as in bedrooms. Solar panels and local produce is recommended to generate natural energy and support the local community, respectively.

### Property/Facilities Management and Maintenance

There are areas where maintenance issues need resolving; bathroom tiles (please see bathrooms/en-suites section), and ceiling tiles behind the events rooms, taps in public restrooms and there are rooms on the fourth floor which have been under refurbishment for some time. However, maintenance issues will always be ongoing and maintenance matters are usually resolved in a timely manner.

## **AUDIT REPORT RESULTS**

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**TOTAL POINTS AWARDED: 1138 OUT OF 1324 (85.9%)**

**OPERATIONS STANDARDS: 9 OUT OF 10 PASSED = 1 FAILED = ACTION PLAN REQUIRED**

# APPENDIX

## **Brand Standard Audit – Checklist**

|                                     |                              |
|-------------------------------------|------------------------------|
| <b>Date: 01/01/2020</b>             | <b>Eco Hotel Consultancy</b> |
| <b>Front Office / Lobby Arrival</b> |                              |

| Front Office / Lobby Arrival                                                                                                                                     | Points | Category / Area to Address | Points Awarded |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------|----------------|
| Warm welcome/greeting provided                                                                                                                                   | 16     | Operations / Service       | 16             |
| Good posture, smile, eye contact, and attentive listening maintained throughout the interaction                                                                  | 4      | Operations / Service       | 4              |
| Well-groomed and professional, wearing a uniform                                                                                                                 | 4      | Operations / Service       | 4              |
| Host present during peak arrival times<br><br>Mark N/A if the Host/Leader is engaged with another guest<br>The Host (e.g. Door, Bell Valet, Lobby Greeter) must: | 4      | Brand / Branded Service    | NO             |

|                                                                                                                                                                                                                                                                                                                                                                          |               |                                   |                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------|-----------------------|
| <ul style="list-style-type: none"> <li>• Be present during peak arrival hours</li> </ul> <p>It is acceptable for the Host to be in the lobby or front entrance (inside or outside)</p>                                                                                                                                                                                   |               |                                   |                       |
| Further assistance offered to the guest                                                                                                                                                                                                                                                                                                                                  | 2             | Operations / Service              | 2                     |
| Warm and sincere closing offered, and appreciation demonstrated                                                                                                                                                                                                                                                                                                          | 4             | Operations / Service              | 4                     |
| <p style="text-align: center;"><b>Comments:</b></p> <ul style="list-style-type: none"> <li>• Hotel no longer has lobby hosting role available as there were budget cuts and it was merged with leisure however it is still a brand standard             <ul style="list-style-type: none"> <li>• Sophie said it was a position they no longer had</li> </ul> </li> </ul> |               |                                   |                       |
| <p><b>Total Points: 30/34</b></p>                                                                                                                                                                                                                                                                                                                                        |               |                                   |                       |
| <b>Arrival Experience - General Exterior Cleanliness</b>                                                                                                                                                                                                                                                                                                                 | <b>Points</b> | <b>Category / Area to Address</b> | <b>Points Awarded</b> |
| Arrival Experience - General Exterior Condition                                                                                                                                                                                                                                                                                                                          | 4             | Operations / Condition            | 4                     |
| Marriott logo flag meets standard<br>-Wear and Tear<br>-Marriott Logo                                                                                                                                                                                                                                                                                                    | 4             | Brand / Branded Feature           | NO                    |
|                                                                                                                                                                                                                                                                                                                                                                          |               |                                   |                       |

|                                                                                                                                                                                                                              |               |                                 |                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------|-----------------------|
| Walk-off mat meets standard<br>All guest-facing walk-off mats must minimally be:<br><ul style="list-style-type: none"> <li>• In current brand voice with current logo</li> <li>• Charcoal-grey or black in colour</li> </ul> | 4             | Brand / Branded Feature         | 4                     |
| <b>Total Points: 8/12</b>                                                                                                                                                                                                    |               |                                 |                       |
| <b>Guest Check-in</b>                                                                                                                                                                                                        | <b>Points</b> | <b>Category/Area to Address</b> | <b>Points Awarded</b> |
| If standing in a queue, an attempt to acknowledge the guest was made in a timely manner                                                                                                                                      | 2             | Operations / Service            | 2                     |
| Warm welcome/greeting provided                                                                                                                                                                                               | 16            | Operations / Service            | 16                    |
| Well-groomed and professional, wearing a uniform                                                                                                                                                                             | 4             | Operations / Service            | 4                     |
| Uniform and name tag meet standard<br>Name tag must minimally contain first name, if worn                                                                                                                                    | 4             | Brand / Branded Service         | 4                     |
| Room number provided discreetly, non-verbally                                                                                                                                                                                | 2             | Operations / Service            | 2                     |
|                                                                                                                                                                                                                              |               |                                 |                       |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                      |   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|----------------------|---|
| <p>The Host welcomed the mobile check-in guest with the appropriate language</p> <p>The Host must welcome the mobile check-in guest minimally with:</p> <ul style="list-style-type: none"> <li>• Acknowledgement that they are a mobile guest (e.g. Thank you for using mobile check-in, what did you think of mobile check-in?)</li> <li>• Convey a sense of "We've been expecting you" (e.g. Because you used mobile check-in, we have your keys prepared for you; We've been expecting you; Thank you for using mobile check-in , we have your room ready; We have been preparing for you)</li> </ul> <p>It is NOT acceptable to ask the question "Are you checking in?"</p> | 4 | Operations / Service | 4 |
| The Host reviewed the method of payment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2 | Operations / Service | 2 |
| The Host handed the guest his/her key card packet and provided directions to the elevator or guestroom                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4 | Operations / Service | 4 |
| <p>The Host executed payment and key delivery components for mobile check-in</p> <p>The Host must:</p> <ul style="list-style-type: none"> <li>• Prepare keys and keys packets in advance</li> </ul> <p>It is acceptable if keys/key packets are not pre-prepared if room is not ready (e.g. guest cannot be assigned a room and must wait)</p> <p>If room ready notification was received, key packets must be prepared in advanced</p> <ul style="list-style-type: none"> <li>• Hand the guest his/her key packet</li> </ul>                                                                                                                                                   | 4 | Operations / Service | 4 |

|                                                                                                                                                                                                                                                                                                                                    |    |                         |    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------|----|
| <ul style="list-style-type: none"> <li>• Provide directions to the elevator/guestroom</li> <li>• Step from behind the kiosk, if front desk design allows</li> <li>• Verbally confirm the method of payment (e.g. using last 4 digits of credit card)</li> </ul>                                                                    |    |                         |    |
| Gold Elite, Platinum Elite, Titanium Elite, and Ambassador Elite members offered room upgrade                                                                                                                                                                                                                                      | 2  | Operations / Service    | 2  |
| <p>The check-in procedure met standard for time and was error free</p> <p>The Host must:</p> <ul style="list-style-type: none"> <li>• Provide a working key to the guest</li> <li>• Assign the guest a clean and vacant room</li> <li>• Perform check-in process, including time standing in queue within: (10) minutes</li> </ul> | 2  | Operations / Service    | 2  |
| <p>The Host was knowledgeable about property offerings and the local area, as applicable</p> <p>Pick (1) of the following topics and inquire of the Host:</p> <ul style="list-style-type: none"> <li>• Hotel offerings</li> <li>• Local area</li> </ul> <p>Mark NO if the Host is not knowledgeable about the above</p>            | 4  | Operations / Service    | 4  |
| Guest name used during the experience, when known                                                                                                                                                                                                                                                                                  | 16 | Operations / Service    | 16 |
| <p><b>The Host Created a Personal Connection</b></p> <p>The Host must Create a Personal Connection (e.g. inquiring about the nature of visit, asking about travel experience, commenting on the guest's travel origin, inquiring about any special needs or requests, mentions</p>                                                 | 4  | Brand / Branded Service | 4  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |                         |    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-------------------------|----|
| <p>something about guest's previous or future visits, avoid Host to Host conversations) during the interaction</p> <p>Mark NO if the Host did not Create a Personal Connection during interaction</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |                         |    |
| <p><b>The Host Responds to Cues</b></p> <p>The Host must Respond to Cues by being aware of guest's verbal and non-verbal cues and customizing the interaction appropriately without being prompted or asked</p> <p><b>Examples include:</b></p> <ul style="list-style-type: none"> <li>• Engaging in conversation when personal details about a guest are learned</li> <li>• Modelling behaviour after the guest (e.g. if the guest is in a hurry, act with a sense of purpose)</li> <li>• Offering extra towels to guests (e.g. traveling with families)</li> <li>• Paying special attention to children (e.g. kid's key to the hotel, sending milk and cookies to the room)</li> </ul> <p>Mark NO if the Host did not Respond to Cues during interaction</p> | 4 | Brand / Branded Service | 4  |
| Further assistance offered to the guest                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 2 | Operations / Service    | 2  |
| Warm and sincere closing offered, and appreciation demonstrated                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 2 | Operations / Service    | 2  |
| MH arrival scent program meets standards                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4 | Brand / Branded Feature | NO |
| All Marriott Bonvoy members are recognized at check-in:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                         |    |

|                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                                |    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------|----|
| <p>Marriott Bonvoy members must be verbally acknowledged at check-in</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• "I see you are a Platinum Elite Member" • "Thank you for being a Gold Elite member of our Marriott Bonvoy program" • Thank member for loyalty</li> </ul> <p>Mark NO if the above criteria is not met</p>                                                       | 16 | Operations / Service                           | 16 |
| <p>Platinum Elite, Titanium Elite, and Ambassador Elite members' check-out time confirmed at check-in:</p> <p>Hotel must verbally confirm check-out time with Platinum Elite, Titanium Elite, and Ambassador Elite members at time of arrival.</p> <p>Platinum Elite, Titanium Elite, and Ambassador Elite members receive a guaranteed late check-out as late as 4pm as part of their Elite benefits</p> | 4  | Operations / Service                           | 4  |
| <p>Marriott Bonvoy signage meets brand standard</p>                                                                                                                                                                                                                                                                                                                                                       | 4  | Operations /<br>Operations Standards<br>Points | 4  |
| <p style="text-align: center;"><b>Comments:</b></p> <ul style="list-style-type: none"> <li>• refresher training on mobile check in (possibly other places) <ul style="list-style-type: none"> <li>• lack of understanding about the Marriott scent</li> </ul> </li> <li>• no visual marriott reward that wasnt for Marriott Bonvoy</li> </ul>                                                             |    |                                                |    |

**Total Points: 102/106**

**Lobby Bar**

| Lobby Bar                                                                                       | Points | Category/Area to Address | Points Awarded |
|-------------------------------------------------------------------------------------------------|--------|--------------------------|----------------|
| If standing in a queue, an attempt to acknowledge the guest was made in a timely manner         | 2      | Operations / Service     | 2              |
| Warm welcome/greeting provided                                                                  | 16     | Operations / Service     | NO             |
| Good posture, smile, eye contact, and attentive listening maintained throughout the interaction | 4      | Operations / Service     | NO             |
| Well-groomed and professional, wearing a uniform                                                | 4      | Operations / Service     | 4              |
| Name tag meets standard                                                                         | 2      | Brand / Branded Service  | 2              |
| The Host acknowledged the guest within one minute of their arrival                              | 16     | Brand / Branded Service  | 16             |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |    |                         |    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------|----|
| The Host offered to take a food order                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 2  | Brand / Branded Service | 2  |
| The Host offered to make suggestions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 2  | Brand / Branded Service | NO |
| Beverages, except for cocktails, were delivered within three minutes of their order                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 4  | Brand / Branded Service | 4  |
| The Host checked back with the guest, ensuring satisfaction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2  | Brand / Branded Service | 2  |
| Hosts offer a 2nd round of beverage assistance when the glass is 1/3 full                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 16 | Brand / Branded Service | 16 |
| <b>The Host Created a Personal Connection:</b><br><br>The Host must Create a Personal Connection (e.g. inquiring about the nature of visit, recommending a wine or beer, stays focused on the guest at hand, following up on answers to questions) during the interaction<br><br>Mark NO if the Host did not create a Personal Connection during interaction                                                                                                                                                                                                                                                                                                                                                                             | 16 | Brand / Branded Service | NO |
| <b>The Host Responds to Cues:</b><br><br>The Host must Respond to Cues by being aware of guest's verbal and non-verbal cues and customizing the interaction appropriately without being prompted or asked<br><br>Examples include:<br><br><ul style="list-style-type: none"> <li>• Pointing out power sources to guests using mobile devices</li> <li>• Tailoring food and beverage offerings (e.g. groups, single diners, business meetings)</li> <li>• Offering assistance with services and information unrelated to food and beverage</li> <li>• Offering bar seating if waiting for a table</li> <li>• Suggesting technology solutions related to guest activity (e.g. charging, printing, use of free wi-fi)</li> <li>•</li> </ul> | 16 | Brand / Branded Service | NO |

|                                                                                                                                                                                                                                                                                                                                                                                   |    |                         |    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------|----|
| Offering personal reflections, recommendations related to requests for local area or hotel information<br><br>Mark NO if the Host did not Respond to Cues during interaction                                                                                                                                                                                                      |    |                         |    |
| Guest name used during the experience, when known                                                                                                                                                                                                                                                                                                                                 | 4  | Operations / Service    | 4  |
| Further assistance offered to the guest                                                                                                                                                                                                                                                                                                                                           | 2  | Operations / Service    | 2  |
| Warm and sincere closing offered, and appreciation demonstrated                                                                                                                                                                                                                                                                                                                   | 4  | Operations / Service    | 4  |
| Food and beverage contents and plate presentation meet standard<br><br>Food and beverage contents and plate presentation must be:<br><br><ul style="list-style-type: none"> <li>• Served at appropriate temperature (i.e. Hot Food is Served Hot, Cold Food is Served Cold)</li> <li>• Served in appropriate glassware</li> </ul> Mark NO if any of the above criteria is not met | 4  | Operations / Service    | 4  |
| The music was appropriate for the time of day:<br><br>The music must be appropriate for the time of day:<br><br><ul style="list-style-type: none"> <li>• Properly set for evening time Must be clear and audible for all business levels o Must create an upbeat energy</li> </ul> Mark NO if any of the above criteria is not met                                                | 16 | Brand / Branded Feature | 16 |

|                                                            |   |                          |   |
|------------------------------------------------------------|---|--------------------------|---|
| Lounge/Bar Service Area/Equipment – Cleanliness            | 4 | Operations / Condition   | 4 |
| Lounge/Bar Service Area/Equipment - Condition              | 4 | Operations / Condition   | 4 |
| Lounge Cleanliness - Floor                                 | 4 | Operations / Cleanliness | 4 |
| Lounge Condition - Floor                                   | 4 | Operations / Condition   | 4 |
| Lounge Cleanliness - Wall/Doors/Ceiling/Windows/Treatments | 4 | Operations / Cleanliness | 4 |
| Lounge Condition - Wall/Doors/Ceiling/Windows/Treatments   | 4 | Operations / Condition   | 4 |
| Lounge Cleanliness - Furniture/Equipment/Décor Items       | 4 | Operations / Cleanliness | 4 |
| Lounge Condition - Furniture/Equipment/Décor Items         | 4 | Operations / Condition   | 4 |

**Comments:**

- some issues with consistency of operational services by associates
  - news or sport was on tv but no variety of music

**Total Points: 110/164**

## Room Service

| Room Service                                                                                               | Points | Category/Area to Address | Points Awarded |
|------------------------------------------------------------------------------------------------------------|--------|--------------------------|----------------|
| Telephone – Warm welcome/greeting provided                                                                 | 2      | Operations / Service     | 2              |
| Telephone - Guest name used during the experience, when known                                              | 4      | Operations / Service     | 4              |
| Telephone - The guest name, room number and number of guests being served is verified                      | 2      | Operations / Service     | 2              |
| Telephone - The room service order was properly taken                                                      | 2      | Operations / Service     | 2              |
| Telephone - The Host was knowledgeable about menu offerings                                                | 2      | Operations / Service     | 2              |
| Telephone - Warm and sincere closing offered and appreciation demonstrated                                 | 4      | Operations / Service     | 4              |
| Delivery - Room Service order was accurate and delivered within 45 minutes:                                | 2      | Operations / Service     | 2              |
| The Host must deliver:                                                                                     |        |                          |                |
| • The correct order • The order within (45) minutes • Condiments • Service ware                            |        |                          |                |
| Mark NO if any of the above criteria is not met                                                            |        |                          |                |
| Delivery - The server asked permission before entering the room                                            |        |                          |                |
| Delivery - Warm welcome/greeting provided                                                                  | 16     | Operations / Service     | NO             |
| Delivery - Good posture, smile, eye contact, and attentive listening maintained throughout the interaction | 4      | Operations / Service     | 2              |
| Delivery - Well-groomed and professional, wearing a uniform                                                | 4      | Operations / Service     | 4              |
| Delivery - Name tag meets standard:                                                                        | 2      | Brand / Branded Service  | 2              |
| Name tag must minimally contain first name, if worn                                                        |        |                          |                |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |                         |    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-------------------------|----|
| Mark NO if any of the above criteria is not met                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |                         |    |
| <p>Delivery - The Host followed all proper delivery procedures:</p> <p>The Host must minimally:</p> <ul style="list-style-type: none"> <li>• Position themselves in front of the door viewer •</li> <li>Knock on the guestroom door a minimum of (3) times •</li> <li>Identifies him or herself department</li> </ul>                                                                                                                                                                | 4 | Operations / Service    | 4  |
| Delivery - The check was presented in a check cover and accompanied by a Marriott pen                                                                                                                                                                                                                                                                                                                                                                                                | 2 | Operations / Service    | 2  |
| <p><b>Delivery - The Host Created a Personal Connection:</b></p> <p>The Host must Create Personal Connection (e.g. inquiring about the nature of visit, inquiring about guest's stay, asking about the guest's travel origin, staying focused on the guest at hand, inquiring about any special dietary needs or requests, making recommendations based on selections) during the interaction</p> <p>Mark NO if the Host did not create a Personal Connection during interaction</p> | 4 | Brand / Branded Service | NO |
| <p><b>Delivery – The Host Responds to Cues:</b></p> <p>The Host must Respond to Cues by being aware of guest's verbal and non-verbal cues and customizing the interaction appropriately without being prompted or asked</p> <p>Examples include:</p>                                                                                                                                                                                                                                 | 4 | Brand / Branded Service | NO |

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| <ul style="list-style-type: none"> <li>• Paying special attention to children</li> <li>• Offering personal reflections, recommendations related to request for local area or hotel information</li> <li>• Modelling behaviour after the guest (e.g. if the guest is in a hurry, match their sense of urgency)</li> <li>• Mentioning hotel/area details unique to the guest</li> </ul> <p>Mark NO if the Host did not Respond to Cues during interaction</p> |   |                         |   |
| Delivery – Guest name used during the experience, when known                                                                                                                                                                                                                                                                                                                                                                                                | 4 | Operations / Service    | 4 |
| Delivery - Further assistance offered to the guest                                                                                                                                                                                                                                                                                                                                                                                                          | 2 | Operations / Service    | 2 |
| Delivery - Warm and sincere closing offered and appreciation demonstrated                                                                                                                                                                                                                                                                                                                                                                                   | 4 | Operations / Service    | 4 |
| <p>Food and beverage contents and plate presentation meet standard:</p> <p>Food and beverage contents and plate presentation must be:</p> <ul style="list-style-type: none"> <li>• Served at appropriate temperature (i.e. Hot Food is Served Hot, Cold Food is Served Cold)</li> <li>• Served in appropriate glassware and tableware (applicable for traditional room service only)</li> </ul> <p>Mark NO if any of the above criteria is not met</p>      | 4 | Operations / Service    | 4 |
| Doorknob breakfast menu is available in room                                                                                                                                                                                                                                                                                                                                                                                                                | 4 | Brand / Branded Feature | 4 |
| <p>Room Service/A La Carte menus are available:</p> <p>Room Service menus must be present in current Brand Voice</p> <p>Traditional Room Service menu must be:</p> <ul style="list-style-type: none"> <li>• Present</li> <li>• In brand voice</li> </ul>                                                                                                                                                                                                    | 4 | Brand / Branded Feature | 4 |

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| <b>Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |               |                                 |                       |
| <p>Overall satisfactory service received throughout the order as well as delivery process and general brand standards met in communication and uniform, grooming standards</p> <p>Full marks could not be awarded to the greeting provided as it came across more robotic than warm, with background noise from the bar and restaurant areas, due to the location of the recipient telephone.</p> <p>Improvements must be made within creating a personal connection and responding to guest cues. No personal questions were asked, conversation was kept at a minimal and no recommendations of nearby locations were provided. I had several cues dotted around the room that were not picked up on.</p> |               |                                 |                       |
| <b>Total Points: 58/82</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |               |                                 |                       |
| <b>Restaurant</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |                                 |                       |
| <b>Restaurant (Breakfast)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Points</b> | <b>Category/Area to Address</b> | <b>Points Awarded</b> |
| Host/Hostess - If standing in a queue, an attempt to acknowledge the guest was made in a timely manner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 2             | Operations / Service            | 2                     |
| Host/Hostess - Warm welcome/greeting provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 16            | Operations / Service            | 16                    |
| Host/Hostess - Good posture, smile, eye contact, and attentive listening maintained throughout the interaction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4             | Operations / Service            | 4                     |
| Host/Hostess - Well-groomed and professional, wearing a uniform                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4             | Operations / Service            | 4                     |

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| Host/Hostess - Name tag meets standard                                                                                                                                                                                                                                                                                                                                                                                   | 2  | Brand / Branded Service | 2  |
| <p>Host/Hostess - The Host escorted the guest to a table and followed proper seating procedures:</p> <p>The Host must:</p> <ul style="list-style-type: none"> <li>• Escort the guest to the table at a comfortable pace •</li> <li>Confirm that the table is to the guest's satisfaction •</li> <li>Explain the menu and buffet options (as available)</li> </ul> <p>Mark NO if any of the above criteria is not met</p> | 4  | Operations / Service    | 4  |
| Host/Hostess - Guest name used during the experience, when known                                                                                                                                                                                                                                                                                                                                                         | 4  | Operations / Service    | 4  |
| Host/Hostess - Further assistance offered to the guest                                                                                                                                                                                                                                                                                                                                                                   | 2  | Operations / Service    | 2  |
| Host/Hostess - Warm and sincere closing offered and appreciation                                                                                                                                                                                                                                                                                                                                                         | 4  | Operations / Service    | 4  |
| <p>Breakfast table setting meets standard, is clean and in good condition:</p> <p>Tables and place settings must minimally be set with:</p> <ul style="list-style-type: none"> <li>• Salt and pepper • Sugar caddy</li> </ul> <p>Simple napkin fold</p> <p>Cup with saucer or mug</p> <p>Table and table setting must be clean and in good condition</p> <p>Mark NO if any of the above criteria is not met</p>          | 2  | Operations / Service    | 2  |
| Server - Warm welcome/greeting provided                                                                                                                                                                                                                                                                                                                                                                                  | 16 | Operations / Service    | 16 |

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| <p>Server - The Host greeted the guest with coffee service within one minute of seating</p> <p>The Host must:</p> <ul style="list-style-type: none"> <li>• Greet the guest within <b>(1) minute of seating</b> •</li> </ul> <p>Approach the table with coffee service in-hand o It is acceptable if individual coffee servings are freshly brewed from a machine or specialty coffee (e.g. Americano, cappuccino, espresso) is offered</p> <p>Mark NO if any of the above criteria is not met</p> | 16 | Operations / Service    | 16 |
| <p>Server - Good posture, smile, eye contact, and attentive listening maintained throughout the interaction</p>                                                                                                                                                                                                                                                                                                                                                                                   | 4  | Operations / Service    | 4  |
| <p>Server - Well-groomed and professional, wearing a uniform</p>                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4  | Operations / Service    | 4  |
| <p>Server - Name tag meets standard</p> <p>Name tag must minimally contain first name, if worn</p> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                                                                                                                                                                                                                                         | 2  | Brand / Branded Service | 2  |
| <p>Server - The Host offered to take beverage order</p> <p>The Host must:</p> <ul style="list-style-type: none"> <li>• Leave the coffee pot on the table with the guest, if applicable • Offer and pour coffee as appropriate • Suggest beverage alternatives or the coffee was pre-set</li> </ul> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                                         | 4  | Operations / Service    | 4  |
| <p>Hot tea service included a selection of teas, pot of hot water, offer of condiments</p>                                                                                                                                                                                                                                                                                                                                                                                                        | 4  | Operations / Service    | 4  |
| <p>A la cart breakfast availability meets standard</p> <p>The restaurant must offer an a la carte breakfast menu, even if a buffet (hot or cold) is offered</p>                                                                                                                                                                                                                                                                                                                                   | 16 | Brand / Branded Feature | 16 |

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| Mark NO if the above criteria is not met                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |                      |    |
| <p>Server - The Host was efficient, yet unhurried and sensitive to the manner of the guest:</p> <p>The server took the guest order in an efficient manner, repeating each order to ensure accuracy</p> <p>The Host must:</p> <ul style="list-style-type: none"> <li>• Maintain a comfortable pace of service</li> <li>• Be sensitive to the manner of the guest</li> <li>• Repeat the order back to ensure its' accuracy</li> </ul> <p>Mark NO if any of the above criteria is not met</p> | 4  | Operations / Service | 4  |
| <p>Server - Service at the table during breakfast meets standard</p> <p>The Host must:</p> <ul style="list-style-type: none"> <li>• Offer/suggest refills</li> <li>• Remove empty plate, service ware and debris</li> </ul> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                                                                                                         | 16 | Operations / Service | 16 |
| <p>A la cart breakfast delivery time meets standard</p> <p>A la carte items must be delivered within fifteen minutes of ordering unless a specific item is marked on the menu that it requires more time</p> <p>Mark NO if the above criteria is not met</p>                                                                                                                                                                                                                               | 16 | Operations / Service | 16 |
| <p>Server - The check was accurate when presented to the guest</p> <p>If a check is presented, it must be:</p>                                                                                                                                                                                                                                                                                                                                                                             | 4  | Operations / Service | 4  |

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| <ul style="list-style-type: none"> <li>• Accurate</li> <li>• For Buffet Service - presented after the guest returns from the buffet</li> <li>• For A La Carte Service - placed on table after entree is served</li> </ul> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                                                                                                                                   |    |                         |    |
| <p>Drip/Brewed coffee "to go" cup and lid offered during the interaction</p> <p>If drip/brewed coffee is ordered during breakfast, the Host must:</p> <ul style="list-style-type: none"> <li>• Offer drip/brewed coffee "to go" cup and lid</li> </ul> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                                                                                                      | 16 | Operations / Service    | 16 |
| <p>The overall restaurant was kept clean and tidy</p> <p>The restaurant must:</p> <ul style="list-style-type: none"> <li>• Clear/bus tables in a timely fashion</li> <li>• Reset tables in a timely fashion</li> </ul> <p>Mark NO if during the guest's visit the restaurant was not properly maintained</p>                                                                                                                                                                                                       | 4  | Operations / Service    | 4  |
| <p><b>Server - The Host Created a Personal Connection</b></p> <p>The Host must Create a Personal Connection (e.g. inquiring about the nature of visit, asking about travel experience, asking about the guest's travel origin, staying focused on the guest at hand, inquiring about any special dietary needs or requests, following up on answers to questions, avoids Host to Host conversations) during the interaction</p> <p>Mark NO if the Host did not Create a Personal Connection during interaction</p> | 4  | Brand / Branded Service | 4  |
| <p>Server - The Host Responds to Cues</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4  | Brand / Branded Service | 4  |

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| <p>The Host must Respond to Cues by being aware of guest's verbal and non-verbal cues and customizing the interaction appropriately without being prompted or asked</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Tailoring food and beverage offerings to the guest (e.g. groups, single diners, business meetings)</li> <li>• Offering personal reflections, recommendations related to request for local area or hotel information</li> <li>• Offering assistance with services and information unrelated to food and beverage</li> <li>• Offering appropriate condiments without prompting</li> <li>• Suggesting technology solutions related to guest activity (e.g. charging, printing)</li> </ul> <p>Mark NO if the Host did not Respond to Cues during interaction</p> |    |                         |    |
| Server - Guest name used during the experience, when known                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4  | Operations / Service    | 4  |
| Server - Further assistance offered to the guest                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2  | Operations / Service    | 2  |
| Server - Warm and sincere closing offered and appreciation demonstrated                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 4  | Operations / Service    | 4  |
| <p>Food and beverage contents and plate presentation meet standard</p> <p>Food and beverage contents and plate presentation must be:</p> <ul style="list-style-type: none"> <li>• Served at appropriate temperature (i.e. Hot Food is Served Hot, Cold Food is Served Cold)</li> <li>• Served in appropriate glassware and tableware</li> </ul> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                                                                                                                                                                                                                                                                                                 | 4  | Operations / Service    | 4  |
| Breakfast buffet cooking station meets standard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 16 | Brand / Branded Feature | 16 |

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| <p>Cooking station must minimally include eggs and omelettes cooked to order</p> <p>Omelette station signage must be present and include:</p> <ul style="list-style-type: none"> <li>• Cured ham and aged cheddar</li> <li>• Local omelette, hotel developed</li> <li>• Egg white omelette, hotel developed</li> </ul> <p>The omelette station must offer the following:</p> <ul style="list-style-type: none"> <li>• (3) Meats</li> <li>• (3) Cheeses</li> <li>• (5) Vegetables</li> </ul> <p>Mark NO if any of the above criteria is not met</p> |    |                          |    |
| <p>Healthy food options must be noted on menu</p> <p>Breakfast menu must minimally include:</p> <ul style="list-style-type: none"> <li>• (4) Items with 500 calories or less</li> <li>• Calories listed next to description of these (4) items</li> </ul> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                                                                                                                                   | 16 | Brand / Branded Feature  | 16 |
| Kids menu must be available                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 2  | Brand / Branded Feature  | 2  |
| Restaurant Buffet Area and Equipment - Cleanliness                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4  | Operations / Cleanliness | 4  |
| Restaurant Buffet Area and Equipment - Condition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 4  | Operations / Condition   | 4  |
| Dining Area Cleanliness - Floor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 4  | Operations / Condition   | 4  |
| Dining Area Condition - Floor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 4  | Operations / Condition   | 4  |
| Dining Area Cleanliness - Walls/Doors/Ceiling/Windows/Treatments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 4  | Operations / Condition   | 4  |
| Dining Area Condition - Walls/Doors/Ceiling/Windows/Treatments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4  | Operations / Condition   | 4  |
| Dining Area Cleanliness - Furniture/ Equipment/Décor Items                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4  | Operations / Condition   | 4  |

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| Dining Area Condition - Furniture/ Equipment/Décor Items                                                                                                                                                                                                                                                             | 4      | Operations / Condition   | 4              |
| <div>Comments:</div> <ul style="list-style-type: none"><li>members of staff on department have been working there for years and know their job role well<ul style="list-style-type: none"><li>window treatments</li><li>nice decor</li></ul></li><li>nice candles on table provide slight but nice upgrade</li></ul> |        |                          |                |
| Total Points: 262/262                                                                                                                                                                                                                                                                                                |        |                          |                |
| General Bedroom                                                                                                                                                                                                                                                                                                      |        |                          |                |
| General Bedroom                                                                                                                                                                                                                                                                                                      | Points | Category/Area to Address | Points Awarded |
| Laundry/Dry Cleaning Service available at least 5 days                                                                                                                                                                                                                                                               | 2      | Brand / Branded Feature  | 2              |

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| <p>Guestroom linen and terry reuse collateral is implemented and in use</p> <p>Linen and Terry Reuse collateral must include:</p> <ul style="list-style-type: none"> <li>• Sustainability Card/Guest Services Directory Insert</li> </ul> <p><i>Must be in current brand voice specification</i></p> <p>Terry reuse hanger card must be in current brand voice specification</p> <p>Mark NO if linen and terry reuse program is not implemented and in use</p> | 2             | Brand / Branded Feature           | 2                     |
| <p>Guestroom recycling meets brand standard</p> <p>Guestroom recycling must minimally include:</p> <ul style="list-style-type: none"> <li>• Recycling bin or recycling portion of split waste/recycling bin</li> </ul> <p>Recycling bin/portion meets brand specification</p> <p>Recycling bin/portion is labelled with the appropriate label (depicting what should be recycled, i.e. paper, glass, etc.)</p>                                                 | 4             | Operations / Operations Standards | 4                     |
| <b>Bedroom</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Points</b> | <b>Category/Area to Address</b>   | <b>Points Awarded</b> |
| <p>Coffee equipment meets standard</p> <p>(1) Electric kettle • (2) Mugs, matching in colour • (2) Disposable cups with lids • (2) Napkins • (2) Coasters • (2) Wood or plastic stir sticks, or spoons</p> <p>It is acceptable to have ice bucket items and coffee items on one tray</p> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                | 2             | Brand / Branded Feature           | 2                     |

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| <p>Coffee products meet standard</p> <ul style="list-style-type: none"> <li>• (2) Soluble regular coffee • (2) Decaffeinated coffee • (4) Tea envelopes / Variety of tea selected by hotel • (2) Sugar sticks • (2) Sweetener sticks • (2) Milk or creamer sticks</li> </ul>                                                                                                                                                                                                                   | 2 | Brand / Branded Feature | 2 |
| <p>Guest Services Directory meets standard</p> <p>Guest Services Directory must minimally:</p> <ul style="list-style-type: none"> <li>• Be present • Be in Brand voice • Use template and correct style</li> </ul> <p>Electronic guest directory on the television are acceptable only if:</p> <ul style="list-style-type: none"> <li>• Hotel is using new Guestroom Entertainment (GRE) platform • Directory in brand voice</li> </ul> <p>Mark NO if any of the above criteria is not met</p> | 2 | Brand / Branded Feature | 2 |
| <p>Closet amenities meet standards</p> <ul style="list-style-type: none"> <li>• Hangers: Match in colour (4) clip with hooks (6) regular with hooks • (1) Luggage rack • (1) Robe (Executive/Suites) • (1 pair) Slippers (Executive/Suites) • (2) Robes (Resort Executive/Suites) • (2 pairs) Slippers (Resort Executive/Suites) • (2) Valet/laundry/dry-cleaning bags</li> </ul> <p>Mark NO if any of the above criteria is not met</p>                                                       | 2 | Brand / Branded Feature | 2 |
| <p>Ironing amenities meet standards</p> <p>Ironing amenities must minimally include:</p> <ul style="list-style-type: none"> <li>• Iron • Ironing board and cover</li> </ul>                                                                                                                                                                                                                                                                                                                    | 2 | Brand / Branded Feature | 2 |

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| Ice bucket set-up meets standard<br><br>All guestrooms must minimally have:<br><br>• (1) Ice bucket with plastic bag and lid. If ice is available through room service, a notice indicating such must be provided in place of the ice bucket, bag and lid<br><br>(2) Coasters • (2) Glasses Inverted on coasters. Not wrapped | 2 | Brand / Branded Feature | NO |
| Guestroom water meets standard<br><br>Water, when required, must minimally be provided as follows:<br>• Complimentary in Concierge/Suite rooms • (1) Bottle<br><br>It is acceptable if hotels offer water for sale, in addition to the complimentary water<br><br>Mark NO if any of the above criteria is not met             | 2 | Brand / Branded Feature | 2  |
| In-room safe is present                                                                                                                                                                                                                                                                                                       | 2 | Brand / Branded Feature | 2  |
| Television meets standard<br><br>Guest room/suite must minimally include (1) television:<br>• Flat panel HDTV •<br>Screen size: 32 inches (81.3 cm)<br>42 inches (106.7 cm) suites<br><br>(1) Remote control<br>(2)                                                                                                           | 2 | Brand / Branded Feature | 2  |
| Alarm clock/clock radio meet standards<br><br>Alarm clock/clock radio if present must:<br>• Be in the off position • Alarm clock/clock radio with a battery back-up option must have a battery installed •                                                                                                                    | 2 | Brand / Branded Feature | NO |

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| <p>Battery back-up has a cover (if applicable) • Time is set correctly within 5 minutes</p> <p>It is acceptable for alarm clock to be on TV, if time is displayed and alarm operates while TV is in an OFF position</p>                                                                                          |   |                         |   |
| <p>Brand collateral and reading materials meet standard</p> <p>Bible</p> <p>Book of Mormon</p> <p>DND/Privacy Please</p>                                                                                                                                                                                         | 2 | Brand / Branded Feature | 2 |
| <p>Note pad and pen meet standards</p> <p>Required items:</p> <ul style="list-style-type: none"> <li>• (2) Note cards in current Brand Voice. It is acceptable to use Notepad in place of note cards</li> <li>• (1) Pen in current Brand Voice</li> </ul> <p>Mark NO if any of the above criteria is not met</p> | 4 | Brand / Branded Feature | 4 |
| <p>Telephones meet standard</p> <p>Guest room/suite must minimally have:</p> <ul style="list-style-type: none"> <li>• (1) Telephone • Message waiting light • Voice mail button • Speed dial button programmed for guest service • Visible telephone cords are neatly bound</li> </ul>                           | 2 | Brand / Branded Feature | 2 |
| <p>Pillows meet standard</p> <p>Pillows must be present and include:</p> <ul style="list-style-type: none"> <li>• King beds: (4) King size</li> <li>• Queen beds: (4) Queen size</li> <li>• Double beds: (4) Standard size</li> </ul>                                                                            | 2 | Brand / Branded Feature | 2 |

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| <ul style="list-style-type: none"> <li>• Twin/Super Twin: (2) Natural fill standard size</li> <li>• Pillowcases • Pillow covers/protectors</li> </ul> <p>All pillow fill must be natural</p> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |                           |    |
| Bedroom Cleanliness -<br>Doors/Walls/Baseboards/Mirrors/Artwork                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4 | Operations /<br>Condition | 4  |
| Bedroom Condition -<br>Doors/Walls/Baseboards/Mirrors/Artwork                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4 | Operations /<br>Condition | 4  |
| Bedroom Cleanliness – Ceiling                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4 | Operations /<br>Condition | NO |
| Bedroom Condition – Ceiling                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4 | Operations /<br>Condition | NO |
| Bedroom Cleanliness - Flooring/Carpet<br><br>Dampen a washcloth slightly<br>To dampen cloth:<br><br><ul style="list-style-type: none"> <li>• Take a clean white washcloth and unfold it completely</li> <li>• With sink stopper engaged, fill sink with 1 inch of water • Let water drain completely out of sink • Use open clean white washcloth to dry sink • Washcloth should be only slightly damp • Fold washcloth into quarters</li> </ul> Ensure all the drapes/blackouts are opened and all lights are turned on<br><br><b>To complete carpet test/hard surface floor test:</b><br><br>Position yourself in a high traffic area away from the main entry • Place your back towards the window/sliding glass door • Kneel and with medium pressure take 5 swipes 12 inches long in same area with | 4 | Operations /<br>Condition | NO |

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| <p>a back and forth motion • While kneeling, hold washcloth at arm's length to evaluate washcloth</p> <p>Check underneath the beds (if applicable)</p> <p>Check carpet, carpet base, hard surface floor and transition strip</p> <p>Mark NO if any of the following:</p> <ul style="list-style-type: none"> <li>Any cleanliness issues</li> <li>Dirt is clearly visible on the washcloth</li> </ul> |   |                        |    |
| Bedroom Condition - Flooring/Carpet                                                                                                                                                                                                                                                                                                                                                                 | 4 | Operations / Condition | NO |
| Bedroom Cleanliness - Closet Area/Ironing Board/Iron/Safe                                                                                                                                                                                                                                                                                                                                           | 4 | Operations / Condition | 4  |
| Bedroom Condition - Closet Area/Ironing Board/Iron/Safe                                                                                                                                                                                                                                                                                                                                             | 4 | Operations / Condition | 4  |
| Bedroom Cleanliness - Coffee Set Up/Ice Bucket/Trays/Accessories/Refrigerator/ Microwave/Mini Bar/Wet Bar                                                                                                                                                                                                                                                                                           | 4 | Operations / Condition | 4  |
| Bedroom Condition - Coffee Set Up/Ice Bucket/Trays/Accessories/Refrigerator/ Microwave/Mini Bar/Wet Bar                                                                                                                                                                                                                                                                                             | 4 | Operations / Condition | 4  |
| Bedroom Cleanliness - Case Goods - Dresser/Nightstands/End Coffee Tables                                                                                                                                                                                                                                                                                                                            | 4 | Operations / Condition | 4  |
| Bedroom Condition - Case Goods - Dresser/Nightstands/End Coffee Tables                                                                                                                                                                                                                                                                                                                              | 4 | Operations / Condition | 4  |
| Bedroom Cleanliness - Telephone/Clock/Audio Equipment/Television(s)/Remote Control/Collateral                                                                                                                                                                                                                                                                                                       | 4 | Operations / Condition | NO |

|                                                                                                                                                                                                                                                                        |   |                        |    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|------------------------|----|
| Bedroom Condition - Telephone/Clock/Audio Equipment/Television(s)/Remote Control/Collateral                                                                                                                                                                            | 4 | Operations / Condition | 4  |
| Bedroom Cleanliness - Desk/Desk Chair/Trashcan(s)                                                                                                                                                                                                                      | 4 | Operations / Condition | 4  |
| Bedroom Condition - Desk/Desk Chair/Trashcan(s)                                                                                                                                                                                                                        | 4 | Operations / Condition | 4  |
| Bedroom Cleanliness - Upholstered Furniture (Chairs/Ottoman/Sofa)                                                                                                                                                                                                      | 4 | Operations / Condition | 4  |
| Bedroom Condition - Upholstered Furniture (Chairs/Ottoman/Sofa)                                                                                                                                                                                                        | 4 | Operations / Condition | 4  |
| Bedroom Cleanliness - Lamps/Lighting                                                                                                                                                                                                                                   | 4 | Operations / Condition | 4  |
| Bedroom Condition - Lamps/Lighting                                                                                                                                                                                                                                     | 4 | Operations / Condition | 4  |
| Bedroom Cleanliness - Windows/Window Treatments                                                                                                                                                                                                                        | 4 | Operations / Condition | NO |
| Bedroom Condition - Windows/Window Treatments                                                                                                                                                                                                                          | 4 | Operations / Condition | NO |
| Bedroom Cleanliness - HVAC/Ventilation                                                                                                                                                                                                                                 | 4 | Operations / Condition | 4  |
| Bedroom Condition - HVAC/Ventilation<br><br>Bedroom Condition - HVAC/Ventilation<br><br>Turn on the PTAC or adjust the HVAC unit thermostat and check that the following settings are operational and quiet:<br><br>• Low and high heat • Low and high cool • Fan only | 4 | Operations / Condition | 4  |
| Bedroom Cleanliness - Headboard/Bed Frame/Mattress/Box spring                                                                                                                                                                                                          | 4 | Operations / Condition | 4  |
| Bedroom Condition - Headboard/Bed Frame/Mattress/Box spring                                                                                                                                                                                                            | 4 | Operations / Condition | 4  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                        |    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------|----|
| Bedroom Cleanliness - Bedding/Linens/Coverlets/Free of Wrinkles                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 4  | Operations / Condition | 4  |
| Bedroom Condition - Bedding/Linens/Coverlets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4  | Operations / Condition | 4  |
| Room/Suite is free of pests                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4  | Operations / Condition | 4  |
| Bedroom Cleanliness – Pillows                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4  | Operations / Condition | 4  |
| <p>Bedroom Condition - Pillow Fold Test</p> <p>To complete the pillow fold test:</p> <p>Assign two associates: one to time the Hold, and the other to time the Release using the stopwatch feature on your phone • A third associate will complete the fold test • Place pillow on a flat surface • Place both hands palms up, under each end of the pillow. Make sure hands are 2 inches from the end of the pillow when folding • Fold one hand on top of the other, but do not push down • 4Hold for account of 3 seconds and then release by removing hands • If your pillow opens flat within 8 seconds, it will pass the test • If your pillow does not open flat within 8 seconds, it will not pass the test</p> <p>Mark NO if pillow does not open flat within 8 seconds</p> | 4  | Operations / Condition | 4  |
| <p>Bedroom Condition - Pillows/Shams</p> <p>Condition issues are generally defined as something that needs to be repaired, replaced, or renovated</p> <p>For pillows, some of the most common condition issues are:</p> <ul style="list-style-type: none"> <li>• Appears flat, lifeless • Faded or threadbare • Split seams • Holes, burns, rips or tears • Mildew • Stains, marks or graffiti</li> </ul>                                                                                                                                                                                                                                                                                                                                                                            | 16 | Operations / Condition | 16 |

|                                                                                                                                                                                                                                                                                                                                      |               |                                 |                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------|-----------------------|
| Mark NO if the pillow is in poor condition                                                                                                                                                                                                                                                                                           |               |                                 |                       |
| <b>Total Points: 136/178</b><br><br>While most of the bedroom was clean, tidy and well-presented some of the furniture in the property seemed dated as well as there being damp carpet in the corner of the bedroom and the room having a dirty ceiling.<br><br>Also no ice bucket available and no notice on how guests can get ice |               |                                 |                       |
| <b>Bathroom</b>                                                                                                                                                                                                                                                                                                                      | <b>Points</b> | <b>Category/Area to Address</b> | <b>Points Awarded</b> |
| Branded bath amenities meet standard:<br><br>Guestroom amenities must minimally include:<br>• Shampoo - 30 ml • Conditioner - 30 ml • Shower gel - 37 ml • Lotion - 22 ml • Soap<br><br>It is not acceptable to mix product lines in guestrooms<br>Mark NO if any of the above criteria is not met                                   | 4             | Brand / Branded Feature         | 4                     |
| Bathroom amenities meet standard:<br><br>Wastebasket<br>Hairdryer, 1500 watts<br>Bath tissue<br>Tissue box cover<br>Facial tissue                                                                                                                                                                                                    | 4             | Brand / Branded Feature         | 4                     |
| Bath terry meets standards:<br>Bath terry must minimally be/include:<br>• White • (1) Bathmat<br>• Bath towels<br>(2) in room with (1) bed<br>(3) in room with (2) beds<br>• Hand towels                                                                                                                                             | 4             | Brand / Branded Feature         | 4                     |

|                                                                                                                                                                                       |   |                        |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|------------------------|-----------|
| (2) in room with (1) bed<br>(3) in room with (2) beds<br>• Washcloths<br>(2) in room with (1) bed<br>(3) in room with (2) beds<br><br>Mark NO if any of the above criteria is not met |   |                        |           |
| Bathroom Cleanliness - Doors/Walls/Baseboards                                                                                                                                         | 4 | Operations / Condition | <b>4</b>  |
| Bathroom Condition - Doors/Walls/Baseboards                                                                                                                                           | 4 | Operations / Condition | <b>NO</b> |
| Bathroom Cleanliness – Ceiling                                                                                                                                                        | 4 | Operations / Condition | <b>4</b>  |
| Bathroom Condition – Ceiling                                                                                                                                                          | 4 | Operations / Condition | <b>NO</b> |
| Bathroom Cleanliness – Floor                                                                                                                                                          | 4 | Operations / Condition | <b>4</b>  |
| Bathroom Condition – Floor                                                                                                                                                            | 4 | Operations / Condition | <b>NO</b> |
| Bathroom Cleanliness - Sink/Counter/Shelves/Faucets                                                                                                                                   | 4 | Operations / Condition | <b>4</b>  |
| Bathroom Condition - Sink/Counter/Shelves/Faucets                                                                                                                                     | 4 | Operations / Condition | <b>NO</b> |
| Bathroom Cleanliness - Mirrors/Lighting/Light Fixtures                                                                                                                                | 4 | Operations / Condition | <b>4</b>  |
| Bathroom Condition - Mirrors/Lighting/Light Fixtures                                                                                                                                  | 4 | Operations / Condition | <b>NO</b> |
| Bathroom Cleanliness - Vents/Exhaust Fans                                                                                                                                             | 4 | Operations / Condition | <b>NO</b> |
| Bathroom Condition - Vents/Exhaust Fans                                                                                                                                               | 4 | Operations / Condition | <b>NO</b> |
| Bathroom Cleanliness – Toilet                                                                                                                                                         | 4 | Operations / Condition | <b>4</b>  |

|                                                                                                                    |   |                        |    |
|--------------------------------------------------------------------------------------------------------------------|---|------------------------|----|
| Bathroom Condition – Toilet                                                                                        | 4 | Operations / Condition | 4  |
| Bathroom Cleanliness - Fixtures (Towel Bars/Hair Dryers/Amenity Tray/Waste Can/Tissue Holder/Toilet Tissue Holder) | 4 | Operations / Condition | 4  |
| Bathroom Condition - Fixtures (Towel Bars/Hair Dryers/Amenity Tray/Waste Can/Tissue Holder/Toilet Tissue Holder)   | 4 | Operations / Condition | 4  |
| Bathroom Cleanliness - Linens/Terry                                                                                | 4 | Operations / Condition | 4  |
| Bathroom Condition - Linens/Terry                                                                                  | 4 | Operations / Condition | 4  |
| Bathroom Cleanliness - Shower Curtain/Shower Doors/Shower Rod                                                      | 4 | Operations / Condition | 4  |
| Bathroom Condition - Shower Curtain/Shower Doors/Shower Rod                                                        | 4 | Operations / Condition | NO |
| Bathroom Cleanliness - Bathtub/Shower Enclosures/Plumbing Fixtures                                                 | 4 | Operations / Condition | 4  |
| Bathroom Condition - Bathtub/Shower Enclosures/Plumbing Fixtures                                                   | 4 | Operations / Condition | 4  |

**Comments:**

Overall very satisfied with the cleanliness of the bathroom.

Marks were mainly deducted due to uncontrollable condition issues regarding dated fixtures that require renovation. The shower curtain requires replacement, it is clean but has clearly been well-used which may act as a deterrent for some guests.

There are some cracked tiles on the bathroom floor that also require maintenance.

However, despite these un-controllables, the general condition of the bathroom is satisfactory.

**Total Points: 68/100**

**Lobby**

| Lobby                                                                                                                                                                                                                                                                                                                                                                            | Points | Category/Area to Address | Points Awarded |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------|----------------|
| <p>Business services meet standards:</p> <p>Business Services must minimally provide:</p> <ul style="list-style-type: none"><li>• Computer access • Printing services</li></ul> <p>It is acceptable for business services to be provided in a public area other than a dedicated business centre (e.g. Front Desk)</p> <p>Business services must be accessible to all guests</p> | 4      | Brand / Branded Feature  | 4              |

|                                                                                                            |   |                          |   |
|------------------------------------------------------------------------------------------------------------|---|--------------------------|---|
| Mark NO if any of the above criteria is not met                                                            |   |                          |   |
| Main Entry/Vestibule Cleanliness - General                                                                 | 4 | Operations / Cleanliness | 4 |
| Main Entry/Vestibule Condition - General                                                                   | 4 | Operations / Cleanliness | 4 |
| Lobby Cleanliness - Floor                                                                                  | 4 | Operations / Cleanliness | 4 |
| Lobby Cleanliness - Walls/Doors/Ceiling/Vents/Lighting/Windows/Treatments                                  | 4 | Operations / Cleanliness | 4 |
| Lobby Condition - Walls/Doors/Ceiling/Vents/Lighting/Windows/Treatments                                    | 4 | Operations / Cleanliness | 4 |
| Lobby Cleanliness - Furniture/Equipment (Luggage Carts)/Décor Items                                        | 4 | Operations / Cleanliness | 4 |
| Lobby Condition - Furniture/Equipment (Luggage Carts)/Décor Items                                          | 4 | Operations / Cleanliness | 4 |
| <b>Comments:</b>                                                                                           |   |                          |   |
| <p>lobby has a general clean and well maintained feel as it seems there have been some recent upgrades</p> |   |                          |   |
|                                                                                                            |   |                          |   |

**Total Points: 32/32**

**Public Restrooms**

| <b>Public Restrooms</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Points</b> | <b>Category/Area to Address</b> | <b>Points Awarded</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------|-----------------------|
| <p>Public restroom supplies meet standard:</p> <p>Public restrooms must minimally provide:</p> <ul style="list-style-type: none"><li>• Hand soap • Bathroom tissue • Facial tissue • Single use paper hand towels</li></ul> <p>(It is acceptable for an air hand dryer to be in place in addition to hand towels)</p> <ul style="list-style-type: none"><li>• Wastebasket</li></ul> <p>It is not acceptable if the following items are present:</p> <ul style="list-style-type: none"><li>• Bar soap • Jumbo roll towel (for toilet tissue or hand towel dispensing)</li></ul> <p>Mark NO if any of the above criteria is not met</p> | 4             | Brand / Branded Feature         | 4                     |
| Public Restrooms Cleanliness - Floor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4             | Operations / Cleanliness        | <b>NO</b>             |
| Public Restrooms Condition – Floor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 4             | Operations / Cleanliness        | <b>4</b>              |
| Public Restrooms Cleanliness - Walls/Doors/Ceiling/Vents/Lighting/Partitions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4             | Operations / Cleanliness        | <b>NO</b>             |

|                                                                            |   |                          |           |
|----------------------------------------------------------------------------|---|--------------------------|-----------|
|                                                                            |   |                          |           |
| Public Restrooms Condition – Walls/Doors/Ceiling/Vents/Lighting/Partitions | 4 | Operations / Cleanliness | <b>4</b>  |
| Public Restrooms Cleanliness - Toilets/Urinals                             | 4 | Operations / Cleanliness | <b>NO</b> |
| Public Restrooms Condition - Toilets/Urinals                               | 4 | Operations / Cleanliness | <b>4</b>  |
| Public Restrooms Cleanliness - Sinks/Vanity/Mirrors                        | 4 | Operations / Cleanliness | <b>4</b>  |
| Public Restrooms Condition - Sinks/Vanity/Mirrors                          | 4 | Operations / Cleanliness | <b>4</b>  |
| Public Restrooms Cleanliness - Furniture/Equipment/Décor Items             | 4 | Operations / Cleanliness | <b>4</b>  |
| Public Restrooms Condition - Furniture/Equipment/Décor Items               | 4 | Operations / Cleanliness | <b>4</b>  |

**Comments:**

- Urinals need odour eliminator and extra-strength disinfectant.
- Sink overflow needs to be cleaned as it filled of dirt in the disable toilet.
  - Vents need cleaning in male, ladies, and disable toilets.

**Total Points: 32/46**

**Elevator**

| Elevator                                                                                                                                                              | Points | Category/Area to Address | Points Awarded |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------|----------------|
| Elevators Cleanliness - General                                                                                                                                       | 4      | Operations / Condition   | 4              |
| Elevators Condition - General                                                                                                                                         | 4      | Operations / Condition   | 4              |
| <div>Comments:</div> <div>Elevator area was clean, in good condition and in working order.</div> <div>Does not always work but guests can use employee elevator</div> |        |                          |                |
| Total Points: 8/8                                                                                                                                                     |        |                          |                |
| Corridors                                                                                                                                                             |        |                          |                |
| Corridors                                                                                                                                                             | Points | Category/Area to Address | Points Awarded |
|                                                                                                                                                                       |        |                          |                |

|                                                                                                                                                                                                                                                                                                                                          |   |                         |    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-------------------------|----|
| <p>Guest hallway/stairwell signage is professional, well maintained, and in good condition:</p> <p>The property signage in the guest corridors and stairwells must be:</p> <ul style="list-style-type: none"> <li>• Professional • Well maintained • In good condition</li> </ul> <p>Mark NO if any of the above criteria is not met</p> | 2 | Brand / Branded Feature | 2  |
| Corridors/Stairways Cleanliness - Floor                                                                                                                                                                                                                                                                                                  | 4 | Operations / Condition  | 4  |
| Corridors/Stairways Condition - Floor                                                                                                                                                                                                                                                                                                    | 4 | Operations / Condition  | 4  |
| Corridors/Stairways Cleanliness - Walls/Doors/Ceiling/Vents/Lighting/Windows/Treatments                                                                                                                                                                                                                                                  | 4 | Operations / Condition  | NO |
| Corridors/Stairways Cleanliness - Furniture/Equipment/Décor Items                                                                                                                                                                                                                                                                        | 4 | Operations / Condition  | 4  |
| Corridors/Stairways Condition - Furniture/Equipment/Décor Items                                                                                                                                                                                                                                                                          | 4 | Operations / Condition  | 4  |
| <p style="text-align: center;"><b>Comments:</b></p> <p>Main corridors in the hotel look bright and welcoming with decent wall decor however stairwell was dated, cold and seemed unmaintained.</p>                                                                                                                                       |   |                         |    |

**Total Points: 18/22**

**Fitness Centre & Pool**

| <b>Fitness Centre</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Points</b> | <b>Category/Area to Address</b> | <b>Points Awarded</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------|-----------------------|
| <p>Fitness Centre meets minimum hours of operation:</p> <p>Fitness centre must be accessible 24 hours a day, 7 days a week</p> <ul style="list-style-type: none"><li>• It is acceptable for hours of operations to be 6:00 am - 11:00 pm when access to fitness centre is through the pool that is always not staffed</li></ul> <p>It is acceptable for hours of operations to be 6:00 am - 11:00 pm for hotels where the fitness centre is adjacent to guestrooms</p> <p>Mark NO if any of the above criteria is not met</p> | 16            | Brand / Branded Feature         | <b>16</b>             |
| <p>Fitness Centre amenities meet standard:</p> <p>Fitness centre amenities must minimally include:</p>                                                                                                                                                                                                                                                                                                                                                                                                                        | 16            | Brand / Branded Feature         | <b>16</b>             |

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| <ul style="list-style-type: none"> <li>• Anti-bacterial wipes • Clock • Newspapers/magazines • Towels • Water: Fountain/cooler or bottled water • Whole seasonal fruit (complimentary during peak times) • Soiled towel disposal • Wall-mounted telephone</li> </ul> <p>Mark NO if any of the above criteria is not met</p> |   |                          |           |
| Fitness Centre/Exercise Room Cleanliness – Floor                                                                                                                                                                                                                                                                            | 4 | Operations / Cleanliness | <b>4</b>  |
| Fitness Centre/Exercise Room Condition – Floor                                                                                                                                                                                                                                                                              | 4 | Operations / Cleanliness | <b>4</b>  |
| Fitness Centre/Exercise Room Cleanliness<br>Walls/Doors/Ceiling/Vents/Lighting/Windows/Treatments                                                                                                                                                                                                                           | 4 | Operations / Cleanliness | <b>NO</b> |
| Fitness Centre/Exercise Room Condition -<br>Walls/Doors/Ceiling/Vents/Lighting/Windows/Treatments                                                                                                                                                                                                                           | 4 | Operations / Cleanliness | <b>4</b>  |
| Fitness Centre/Exercise Room Cleanliness -<br>Furniture/Equipment/Décor Items                                                                                                                                                                                                                                               | 4 | Operations / Cleanliness | <b>4</b>  |
| Fitness Centre/Exercise Room Condition -<br>Furniture/Décor Items                                                                                                                                                                                                                                                           | 4 | Operations / Cleanliness | <b>4</b>  |
| Fitness Centre/Exercise Room Condition - Equipment                                                                                                                                                                                                                                                                          | 4 | Operations / Cleanliness | <b>4</b>  |
| Pool Area Cleanliness - Floor/Dec                                                                                                                                                                                                                                                                                           | 4 | Operations / Cleanliness | <b>4</b>  |
| Pool Area Condition - Floor/Deck                                                                                                                                                                                                                                                                                            | 4 | Operations / Cleanliness | <b>4</b>  |
| Pool Area Cleanliness -<br>Walls/Fencing/Doors/Ceiling/Windows/Treatment                                                                                                                                                                                                                                                    | 4 | Operations / Cleanliness | <b>4</b>  |
| Pool Area Condition -<br>Walls/Fencing/Doors/Ceiling/Windows/Treatments                                                                                                                                                                                                                                                     | 4 | Operations / Cleanliness | <b>4</b>  |
| Pool Area Cleanliness - Furniture/Equipment/Décor<br>Items                                                                                                                                                                                                                                                                  | 4 | Operations / Cleanliness | <b>4</b>  |

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|                                                                                                                                                                                                                                                                                                                       |        |                          |                |
| Pool Area Condition - Furniture/Equipment/Décor Items                                                                                                                                                                                                                                                                 | 4      | Operations / Cleanliness | <b>4</b>       |
| <div>Comments:</div> <ul style="list-style-type: none"><li>• Vents need cleaning full of dust and dirt</li><li>• Poolside showerheads need dissolve calcium deposits<ul style="list-style-type: none"><li>• Floor edger’s needs cleaning</li></ul></li><li>• Washbasin plug hole is filthy in gent’s toilet</li></ul> |        |                          |                |
| <div>Total Points: 80/84</div>                                                                                                                                                                                                                                                                                        |        |                          |                |
| <div>Meeting</div>                                                                                                                                                                                                                                                                                                    |        |                          |                |
| Pre-function                                                                                                                                                                                                                                                                                                          | Points | Category/Area to Address | Points Awarded |
| Pre-Function Cleanliness – Floor                                                                                                                                                                                                                                                                                      | 4      | Operations / Condition   | <b>4</b>       |
| Pre-Function Condition – Floor                                                                                                                                                                                                                                                                                        | 4      | Operations / Condition   | <b>4</b>       |

|                                                                                  |   |                        |   |
|----------------------------------------------------------------------------------|---|------------------------|---|
| Pre-Function Cleanliness - Walls/Doors/Ceiling/Windows/Treatments                | 4 | Operations / Condition | 4 |
| Pre-Function Condition - Walls/Doors/Ceiling/Windows/Treatments                  | 4 | Operations / Condition | 4 |
| Pre-Function Cleanliness - Furniture/Equipment/Décor Items                       | 4 | Operations / Condition | 4 |
| Pre-Function Condition - Furniture/Equipment/Décor Items                         | 4 | Operations / Condition | 4 |
| Meeting Room Cleanliness – Floor                                                 | 4 | Operations / Condition | 4 |
| Meeting Room Condition – Floor                                                   | 4 | Operations / Condition | 4 |
| Meeting Room Cleanliness - Walls/Doors/Ceiling/Vents/Lighting/Windows/Treatments | 4 | Operations / Condition | 4 |
| Meeting Room Condition - Walls/Doors/Ceiling/Vents/Lighting/Windows/Treatments   | 4 | Operations / Condition | 4 |
| Meeting Room Cleanliness - Furniture/Equipment/Décor Items                       | 4 | Operations / Condition | 4 |
| Meeting Room Condition - Furniture/Equipment/Décor Items                         | 4 | Operations / Condition | 4 |

**Total Points: 48/48**

- tired, needs updating but is generally in good order

## Back of House

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                         |    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------|----|
| <p>Brand Identity logo's use with marketing materials meets standard:</p> <p>Marketing communications materials may include:</p> <ul style="list-style-type: none"> <li>• Brochures, business cards, directories, direct mail, in-room materials (ads, info), Marriott Bonvoy materials (enrolment, marketing), note cards, graphics, posters, rack cards, rate cards, signage, stationery, and web site addresses</li> </ul> <p>As you walk the hotel, check for:</p> <p>Logos and marketing materials compliance with Marketing Communication Standards:</p> <ul style="list-style-type: none"> <li>• No presence of non-Marriott lodging brand or management/ownership company collateral or materials (e.g. management company directory, business cards with management company logo only, business cards with Marriott logo and management company logo, brochures with Marriott logo and other non-Marriott hotel company logo)</li> <li>• Brand logo must not appear with other non-Marriott lodging brands</li> </ul> <p>Mark NO if any of the following:</p> <ul style="list-style-type: none"> <li>• Marriott brand logos shared with non-Marriott lodging brand logos</li> <li>• Non-Marriott lodging brand presence in hotel</li> </ul> | 16 | Brand / Branded Feature | 16 |
| Internet bandwidth:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |    |                         |    |

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| <p>Use the following minimum requirements:</p> <p>1000-1499 rooms - 450 Mbps</p> <p>500-999 rooms - 300 Mbps</p> <p>350-499 rooms - 150 Mbps</p> <p>150-349 rooms - 150 Mbps</p> <p>75-149 rooms - 100 Mbps</p> <p>&lt; 75 rooms - 50 Mbps</p>                                                                                                                                                                                                                                                                                                         | 16 | Operations /<br>Operations Standards | <b>16</b> |
| <p>GuestVoice Alert Response Rate meets Standards:</p> <p>Hotel must respond to guestVoice Alerts within 48 hours by an approved method for GSS, TripAdvisor and Marriott Verified Reviews (MVR)/SPG Ratings &amp; Reviews</p> <p>Response must be one of the following:</p> <p>Email to the guest using a rapid response template within the guestVoice platform for GSS</p> <p>Response posted to a MVR through guestVoice</p> <p>Response posted to a SPG Ratings &amp; Review through guestVoice, or TripAdvisor review response posted online</p> | 16 | Operations /<br>Operations Standards | <b>16</b> |
| <p>Host has a Brilliant card:</p> <p>Hosts must minimally:</p> <ul style="list-style-type: none"> <li>• Carry a current Brilliant card</li> </ul> <p>An electronic or digital copy is acceptable (e.g. smartphone)</p>                                                                                                                                                                                                                                                                                                                                 | 4  | Brand / Branded<br>Feature           | <b>4</b>  |
| <p>Art of Hosting Stand-Up meeting meets standard:</p> <p>Daily meetings must minimally have:</p> <ul style="list-style-type: none"> <li>• Hosts attend their department's daily Art of Hosting Stand-Up</li> </ul> <p>Identify yourself as the Quality Assurance Auditor</p>                                                                                                                                                                                                                                                                          | 4  | Brand / Branded<br>Feature           | <b>4</b>  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                         |           |
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| <ul style="list-style-type: none"> <li>• Ask Host how long have you been working at the hotel?</li> <li>• Ask Host if their department has conducted its daily Art of Hosting Stand-Up meeting today?</li> <li>• Ask: "Did you attend your department's daily Art of Hosting Stand-Up meeting today?"</li> </ul> <p>"Tell me at least (3) topics that were discussed"</p> <p>Topics discussed in Art of Hosting Stand-up may include:</p> <ul style="list-style-type: none"> <li>• Discussion of any Art of Hosting move or moves (i.e. Create Personal Connection, Respond to Cues, Make it Brilliant)</li> <li>• Recognition of a host for Art of Hosting efforts • Theme of the week</li> <li>• Hotel-specific information: - VIP's in hotel; Hotel Forecast; News to note; Team recognition; Birthdays, Anniversaries, new team members</li> </ul> <p>Mark NO if any of the following:</p> <ul style="list-style-type: none"> <li>• Host cannot recall (3) discussion topics • Host did not attend Art of Hosting Stand-Up meeting</li> </ul> <p>Brand collateral meets standard:</p> |    |                         |           |
| Hotel must use brand key card with Marriott Bonvoy key packet. Marriott Bonvoy key packet must be delivered based on membership level (i.e. non-member/member or Elite)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 16 | Brand / Branded Feature | <b>16</b> |
| Red Coat Direct usage meets standards:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 4  | Operations / Service    | <b>4</b>  |

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------|-----------|
| Red Coat Direct usage must minimally include:<br><br>• Offer the Red Coat Direct app via custom event link to all meeting planners • Introduce/demonstrate meeting planners to use or try the app to meet                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |                                   |           |
| Guestroom entertainment platform is implemented                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 16 | Operations / Operations Standards | <b>16</b> |
| Associate can explain Marriott Bonvoy member benefits:<br><br>Ask associate to name (2) benefits Silver Elite members receive at the Brand Hotel:<br><br>• 10% bonus points • Priority late check-out • Ultimate Reservation guarantee • Member rates • Dedicated Elite reservation line • Dedicated Elite guest services line<br><br>Ask associate to name (2) benefits Gold Elite members receive in addition to Silver Elite tier at the Brand Hotel you are at:<br><br>• 25% bonus points • 2pm late check-out (based on availability) • Gold Elite welcome gift • Room Upgrade (based on availability) • Free enhanced Wi-Fi<br><br>Ask associate to name (2) benefits Platinum Elite members receive in addition to Gold Elite tier at the Brand Hotel you are at:<br><br>• 50% bonus points • Platinum Elite Welcome Gift Choice, e.g. breakfast or amenity or points • Access to concierge/club/executive lounge<br><br>4pm late check-out<br><br>Guaranteed Room Type<br><br>Ask associate to name (2) benefits Titanium Elite members receive in addition to Platinum Elite tier at the Brand Hotel you are at:<br><br>• 75% bonus points • 48-hour Guarantee<br><br>Ambassador Elite Member Program:<br><br>Ambassador Service | 16 | Operations / Service              | <b>16</b> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                   |           |
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| <p>Average Chat Response Time meets standard:</p> <ul style="list-style-type: none"> <li>• Full-Service Hotels: 4 minutes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 16 | Operations / Operations Standards | <b>16</b> |
| <p>Marriott Hotels brand logo in use and meets standard:</p> <p>Hotels must use the current Marriott Hotels logo (red, bold M)</p> <p>Hotels must not use previous Marriott Hotel or property specific logo (Marriott with red "smiley")</p> <p>Logo use applies to, but not limited to: brochures, business cards, digital signage, guest directories, direct mail, in-room materials (ads, info), note cards, on-property graphics, posters, rack cards, rate cards, signage, stationery, and web site addresses</p> <p>Mark NO if any of the above criteria is not met</p>                                                                                                                                        | 2  | Brand / Branded Feature           | <b>2</b>  |
| <p>Pepsi standard is compliant:</p> <ul style="list-style-type: none"> <li>• Pepsi • Diet Pepsi or equivalent (i.e. Diet Pepsi, Pepsi Light, Pepsi Max, Pepsi Black, Pepsi Zero) • 7-Up • Britvic Mixers (United Kingdom) • (3) of the above options must be available in any retail outlet o (4) required United Kingdom</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                 | 16 | Operations / Operations Standards | <b>16</b> |
| <p>Straws, regardless of material, must only be provided upon request (by guest requesting or by associate asking):</p> <p>All F&amp;B areas including but not limited to events/banquets, restaurants, bars, in-room dining, lobby lounge, fitness etc. are required to only provide straws upon request in accordance with the standard.</p> <p>Approved alternatives to plastic straws must be used. Aligning global environmental concerns on the use of single use plastics with Marriott International's Serve 360 2025 goals, properties must only offer straws upon request.</p> <p>It is acceptable for straws (e.g. plastic, paper, stainless steel etc.) to be used in frozen drinks, blended drinks,</p> | 4  | Operations / Operations Standards | <b>4</b>  |

|                                                                                                                                                                                                                                                              |            |                          |             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------------|-------------|
| children's cups with lids and atypical vessels (i.e. coconut, heavily garnished glass) used for alcoholic beverages or their virgin alternatives                                                                                                             |            |                          |             |
| <p style="text-align: center;"><b>Total Points: 146/146</b></p> <ul style="list-style-type: none"> <li>• hotel meets internet mbps speed standard</li> <li>• tv in rooms were okay but broken in lobby and did not have the right part for repair</li> </ul> |            |                          |             |
| <b>Food Safety</b>                                                                                                                                                                                                                                           |            |                          |             |
| Refrigerator and freezer temperature logs (HACCP Log A-3) are completed and on file for 90 days                                                                                                                                                              | Pass/ Fail | Operations / Food Safety | <b>PASS</b> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |             |                          |             |
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| Temperature Logs (HACCP Log A-1) for cooking, holding and reheating food items are completed and on file for the past 90 days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Pass/Fail   | Operations / Food Safety | <b>PASS</b> |
| Food Cooling Logs (HACCP Log A-2) are completed and on file for the past 90 days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Pass / Fail | Operations / Food Safety | <b>PASS</b> |
| <p><b>Personal hygiene procedures are followed</b></p> <p>Personal hygiene must include:</p> <ul style="list-style-type: none"> <li>• No eating, drinking, smoking, or tobacco use in areas with exposed food, food contact surfaces, food contact packaging</li> </ul> <p>It is acceptable if closed beverage containers (e.g., sports bottles, cups with lids, cups with lids and straws) are present if stored below or adjacent to workstations so they cannot contaminate the food and food contact surfaces</p> <ul style="list-style-type: none"> <li>• All dedicated hand washing sinks are stocked (disposable towel/air dryer, soap, trash can nearby), functional (hot water) and accessible (not blocked, used for food prep)</li> <li>• All associates washing hands following:<br/>Touching face, hair; Using restrooms; Touching raw food product; Changing gloves</li> <li>• No bare hand contact with ready-to-eat-foods</li> <li>• No associates working who display symptoms of illness:<br/>Diarrhoea; Vomiting; Fever; Sore throat with fever<br/>Jaundice (yellowing of the eyes)</li> </ul> <p>Mark NO if the above criteria is not met</p> | Pass /Fail  | Operations / Food Safety | <b>PASS</b> |
| Ice Machines are clean and in good condition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Pass/Fail   | Operations / Food Safety | <b>PASS</b> |

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------|-------------|
| <p>Mark NO if any of the following:</p> <ul style="list-style-type: none"> <li>• Interior of ice machine dirty</li> <li>• Mould, mildew or fungus on ice contact areas</li> <li>• Rust on the inside of ice machine or ice contact areas</li> <li>• Access to inside of ice machine is not available</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |           |                          |             |
| <p>Cold potentially hazardous foods maintained at 41F (5C) or below in all cold holding devices</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Pass/Fail | Operations / Food Safety | <b>PASS</b> |
| <p>Facility is clean and in good condition:</p> <p>This item will be evaluated whenever it is encountered or observed during the BSA process, including the evening service experience</p> <p>(e.g. if unsanitary practices were observed during the evening Lounge experience, this would be evaluated and scored as part of the food safety evaluation)</p> <p>As you walk through the facility evaluate the food contact surfaces, equipment and non-food contact surfaces:</p> <p>Check baseboards, cabinets, ceilings, counters, doors, drains, drain covers, floors (grout lines), equipment, grease traps, hardware, mats, outlet covers, switch plate covers, tables, vents, walls, and windows in all food production, food service, food storage and food transportation areas of the operation</p> <p>There should be no evidence of pests including:</p> <ul style="list-style-type: none"> <li>• Active cockroaches or rodents</li> <li>• (5) or more pests in a small area (e.g. (6) fruit flies in drain)</li> <li>• Evidence of pests breeding</li> <li>• Birds nesting inside building</li> <li>• Trailing ants in food preparation area</li> <li>• Dead pests</li> </ul> | Pass/Fail | Operations / Food Safety | <b>PASS</b> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |                          |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------------|-------------|
| <p>Mark NO if any of the following:</p> <ul style="list-style-type: none"> <li>• More than (4) cleanliness or conditional issues are observed or encountered</li> <li>• Any evidence of pests</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |             |                          |             |
| <p>Dishwashing machines properly maintained and operated</p> <p>For Low temp machines:</p> <ul style="list-style-type: none"> <li>• Test only once using non-damaged strips</li> <li>• Verify concentration of chemical sanitizer is at proper level (e.g. Chlorine: 50-100 ppm)</li> <li>• Run machine with full rack of equipment, plates or glasses</li> <li>• Immerse strip for exactly the specified time in water on plate, glass or equipment</li> </ul> <p>For High temp machines:</p> <ul style="list-style-type: none"> <li>• Test only once using a thermometer or strips</li> <li>• Non-chemical sanitizing in a dishwashing machine must be at 160F (71C) on dish surface</li> <li>• If machine has not been used recently, run it through a cycle or (2) before testing</li> <li>• Test High temp machines: <ul style="list-style-type: none"> <li>o Attach a 160F (71C) test strip, heat tape using a plate or fork or use a waterproof thermometer.</li> <li>o Run tape or waterproof thermometer through the machine</li> <li>o Check heat tape for activation or thermometer for correct temperature of the food contact surface in the machine</li> </ul> </li> </ul> <p>Mark NO if any of the following:</p> <ul style="list-style-type: none"> <li>• High temp machine - heat tape is not activated or required temperature is not achieved</li> <li>• Low temp machine - chemical sanitizer not in correct range</li> <li>• Low temp machine - hotel does not have a method to test the dish machine sanitizer (e.g. test strip)</li> </ul> <ul style="list-style-type: none"> <li>• Dish machine is not functioning or out of order</li> </ul> | Pass/Fail   | Operations / Food Safety | <b>FAIL</b> |
| Cutting board policy meets standards                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Pass / Fail | Operations / Food Safety | <b>PASS</b> |

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| <p>Cutting board system must be in place if hotel offers ready-to-eat or non-ready to eat food items that require the use of cutting boards during food preparation (e.g. chicken, fruit, or drink garnish all require a cutting board system):</p> <ul style="list-style-type: none"> <li>• White plastic, polypropylene or acrylic, used for preparing only ready-to-eat food items (including Sushi and Sashimi)</li> <li>• Second/other colour used for food items that are not ready-to-eat • It is acceptable to use a multiple colour cutting board system for non-ready-to eat food items</li> </ul> <p>Wood cutting boards may only be used for:</p> <ul style="list-style-type: none"> <li>• Butcher blocks • Bakery worktables • Food displays</li> </ul> <p>Mark NO if any of the following:</p> <ul style="list-style-type: none"> <li>• White cutting boards not used for ready-to-eat products • Preparing non ready-to-eat and ready-to-eat food on the same cutting boards • Using only one-color cutting boards if both ready-to-eat and non-ready-to-eat food items are prepared • Using wooden boards for applications other than those approved</li> </ul> |             |                          |             |
| <p>Cross-contamination prevention procedures are followed:</p> <p>This item will be evaluated whenever it is encountered or observed during the BSA process, including the evening service experience (e.g. if an unsanitary practice was observed during the evening lounge experience, this would be evaluated and scored as part of the food safety evaluation)</p> <p>Hotel must store items with the highest cooking temperature requirement on the bottom shelf, and place food items with lower cooking temperature requirements above these items</p> <p>Examples of such hazards include but are not limited to:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Pass / Fail | Operations / Food Safety | <b>PASS</b> |

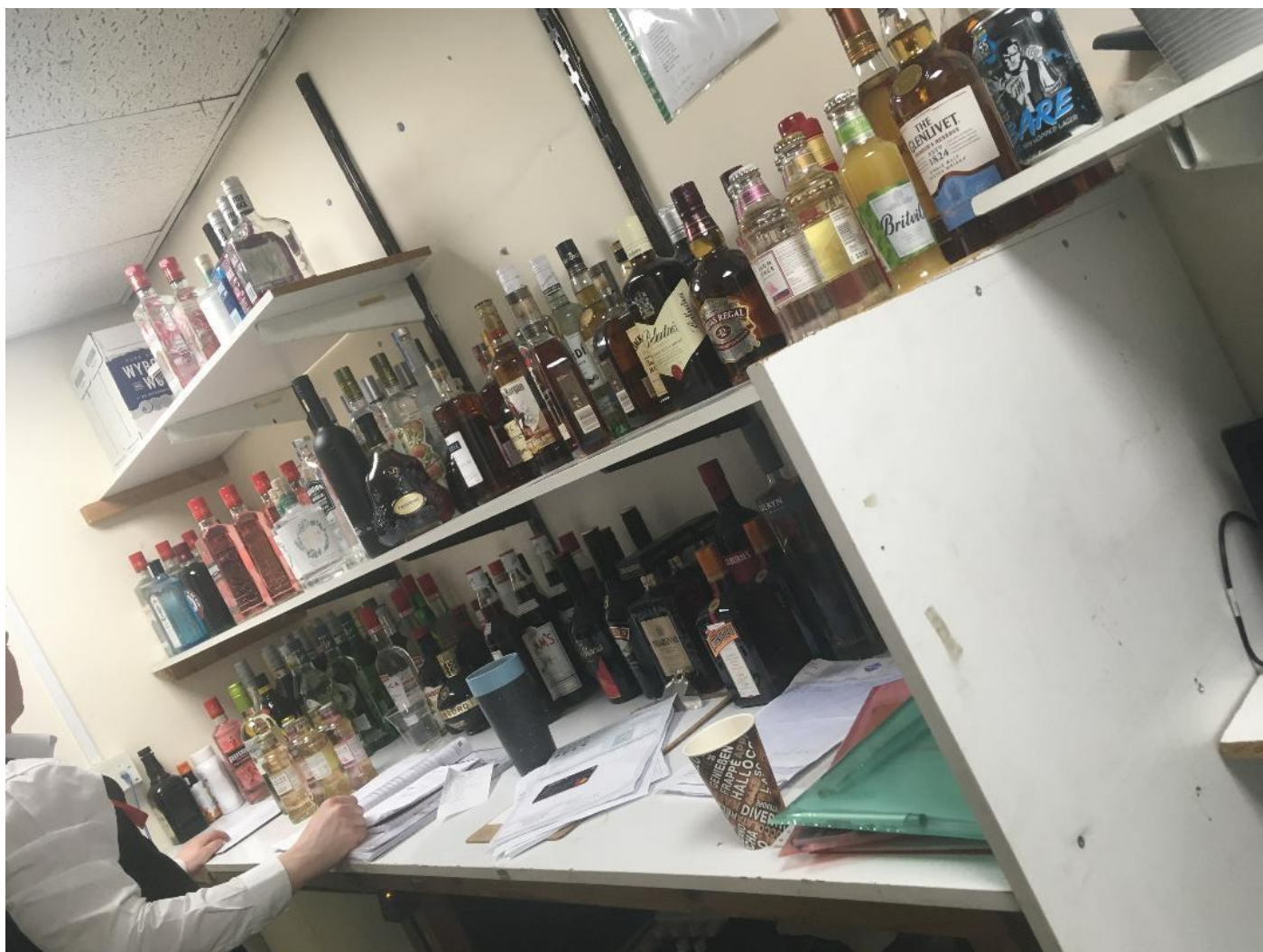
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |                                   |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------|-------------|
| <p>Raw animal products above ready-to-eat foods, commingling raw animal species, and thumb tacks/staples</p> <p>Mark NO if any of the following are observed or encountered:</p> <ul style="list-style-type: none"> <li>• Raw animal products stored above or commingled with ready-to-eat products</li> <li>• Food items with higher cooking temperature requirements stored over food items with lower-cooking temperature requirements</li> <li>• Physical hazards that would present an imminent health hazard, such as push pins used directly above food prep surfaces</li> <li>• Chemicals stored above food or food contact surfaces</li> <li>• Cross-contamination or potential for cross-contamination exist with food or food contact surfaces</li> <li>• Food stored or thawing in a dedicated hand washing sink</li> </ul> |    |                                   |             |
| <p>Quarterly Global Food Safety Audit (GFSA) is completed and documented:</p> <p>Hotel must complete a Global Food Safety Audit (GFSA) self-inspection each calendar quarter</p> <ul style="list-style-type: none"> <li>• Quarters are as follows:</li> </ul> <p>1st Quarter: January-March</p> <p>2nd Quarter: April-June</p> <p>3rd Quarter: July-September</p> <p>4th Quarter: October-December</p> <p>GFSA must be completed and uploaded to the QA website</p>                                                                                                                                                                                                                                                                                                                                                                     | 16 | Operations / Operations Standards | <b>PASS</b> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |                                   |             |

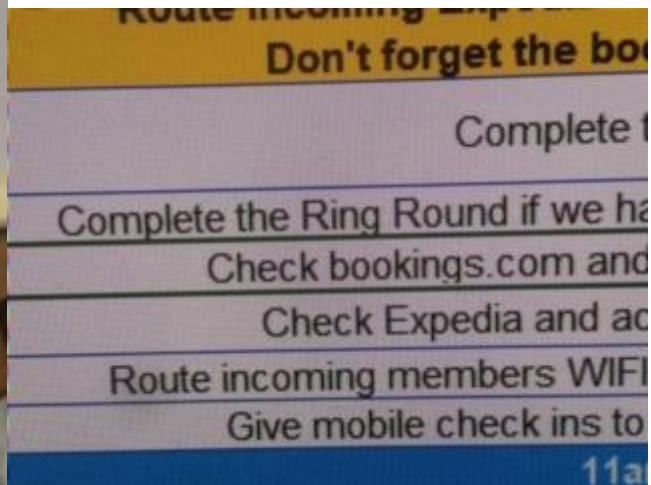
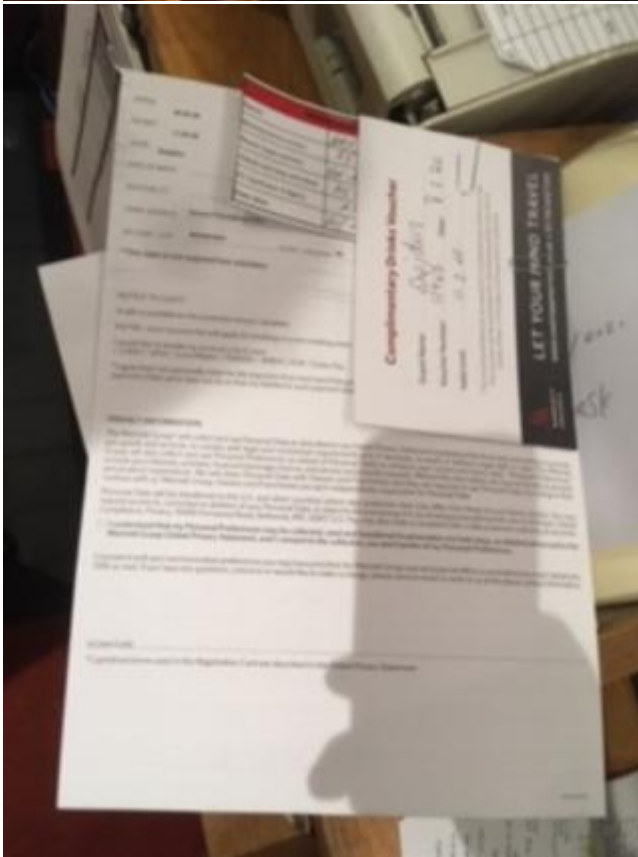
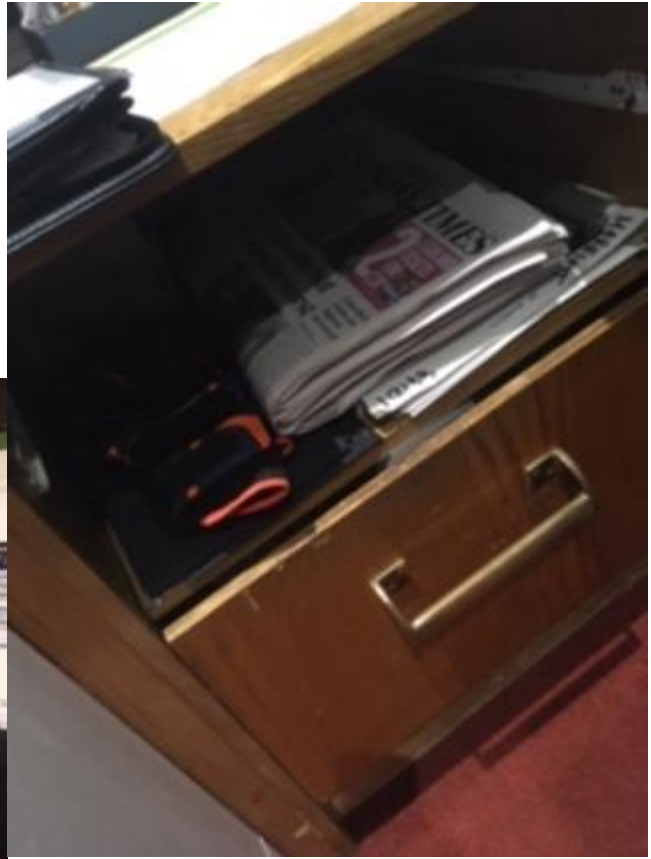
**Comments:**

DISHWASHER WAS NOT WORKING FOR MOST OF THE 12 WEEKS AND SO WILL NEED TO BE ACTIONED AGAINST AND  
FIXED WITHIN 30 DAYS OF AUDIT REPORT BEING DELIVERED

|                                                                  |                         |          |          |
|------------------------------------------------------------------|-------------------------|----------|----------|
| <b>Total Points: 16/16</b><br><b>(10 areas) Pass / Fail: 9/1</b> | Points                  | Pass (9) | Fail (1) |
| <b>Audit Report Results:</b>                                     |                         |          |          |
| <b>Final Points Awarded All Sections:</b><br><b>1,324</b>        | <b>Total Points</b> ?   | 1,138    |          |
| <b>Operations Standards Pass</b>                                 | <b>Number of Pass</b> ? | 9        |          |
| <b>Operations Standards Fail</b><br><i>-Action Plan Required</i> | <b>Number of Fail</b> ? | 1        |          |







## DAILY REPORT OF ROOMS &amp; STATISTICS

Marriott Swansea

Dante:

[illegible][illegible]

| Second Floor |        | Third Floor |        |
|--------------|--------|-------------|--------|
| Room         | Status | Room        | Status |
| 201          | DN     | 301         | OK     |
| 202          | KLN    | 302         | OK     |
| 204/06       | DDN    | 304/06      | OK     |
| 205          | DN     | 305         | OK     |
| 206/04       | KN     | 306/04      | OK     |
| 207          | KN     | 307         | OK     |
| 208/10       | DDN    | 308/10      | OK     |
| 209          | DN     | 309         | OK     |
| 210/08       | KN     | 310/08      | OK     |
| 211          | DN     | 311         | OK     |
| 212          | DDN    | 312         | OK     |
| 214          | DDN    | 314         | OK     |
| 215          | DN     | 315         | OK     |
| 216          | DDN    | 316         | OK     |
| 217          | DN     | 317         | OK     |
| 219          | DN     | 319         | OK     |
| 220          | DDN    | 320         | OK     |
| 222/24       | DDN    | 322/24      | OK     |
| 223          | DN     | 323         | OK     |
| 224/22       | DDN    | 324/22      | OK     |
| 225          | DN     | 325         | OK     |
| 226          | DDN    | 326         | OK     |
| 227          | DN     | 327         | OK     |
| 228          | DDN    | 328         | OK     |
| 229          | DN     | 329         | OK     |
| 231          | DN     | 331         | OK     |
| 232          | DDN    | 332         | OK     |
| 233          | DN     | 333         | OK     |
| 234          | DDN    | 334         | OK     |
| 235          | DN     | 335         | OK     |
| 236          | DDN    | 336         | OK     |

| Third Floor Room | Status | Fourth Floor Room |
|------------------|--------|-------------------|
| 301 DN           | ✓      | 401 DN            |
| 302 KLN          | ✓      | 402 KLN           |
| 304/06 DON       | ✓      | 404/06 DON        |
| 306 DN           | ✓      | 406 DN            |
| 306/04 KLN       | ✓      | 406/04 KLN        |
| 307 DN           | ✓      | 407 DN            |
| 308/10 DON       | ✓      | 408/10 DON        |
| 309 DN           | ✓      | 409 DN            |
| 310/08 KLN       | ✓      | 410/08 KLN        |
| 311 DN           | ✓      | 411 DN            |
| 312 DON          | ✓      | 412 DN            |
| 314 DON          | ✓      | 414 DN            |
| 315 DN           | ✓      | 415 DN            |
| 316 DON          | ✓      | 416 DN            |
| 317 DN           | ✓      | 417 DN            |
| 318 DON          | ✓      | 418 DN            |
| 319 DN           | ✓      | 419 DN            |
| 320 DON          | ✓      | 420 DN            |
| 322/04 DON       | ✓      | 422/04 DN         |
| 323 DN           | ✓      | 423 DN            |
| 324/22 DON       | ✓      | 424/22 DN         |
| 325 DN           | ✓      | 425 DN            |
| 326 DON          | ✓      | 426 DON           |
| 327 DN           | ✓      | 427 DN            |
| 328 DON          | ✓      | 428 DN            |
| 329 DN           | ✓      | 429 DN            |
| 331 DN           | ✓      | 431 DN            |
| 332 DON          | ✓      | 432 DON           |
| 333 DN           | ✓      | 433 DN            |
| 334 DON          | ✓      | 434 DON           |
| 335 DN           | ✓      | 435 DN            |
| 336 DON          | ✓      | 436 DON           |

| Fourth Floor Room | Status |
|-------------------|--------|
| 401               | DN     |
| 402               | KLN    |
| 404/06            | DOO    |
| 405               | DN     |
| 406/04            | KN     |
| 407               | DN     |
| 408/10            | DOO    |
| 409               | DN     |
| 410/08            | KN     |
| 411               | DN     |
| 412               | DOO    |
| 414               | DOO    |
| 415               | DN     |
| 416               | DOO    |
| 417               | DN     |
| 418               | DOO    |
| 419               | DN     |
| 420               | DOO    |
| 422/24            | DOO    |
| 423               | DN     |
| 424/22            | DOO    |
| 425               | DN     |
| 426               | DOO    |
| 427               | DN     |
| 428               | DOO    |
| 429               | DN     |
| 431               | DN     |
| 432               | DOO    |
| 433               | DOO    |
| 434               | DOO    |
| 435               | DN     |
| 436               | DOO    |



