



30-Point Reception Quality Checklist

Introduction

This Checklist will help you review the quality of the experience offered by your reception team based on 30 key factors that matters to guests.

Ratings

The scoring system used in the checklist is based on a simple smiley face rating scheme:



If you wish to use this tool as a **Yes/No** checklist:

- Choose the Red Smiley for 'No' and the Gold Smiley for 'Yes'.

To use the Checklist in a **weighted or graded** way, you can:

- Score the Red Smiley as being 'Unacceptable', Orange Smiley as meaning 'Below Expectations', Green Smiley as 'Meets Expectations' and Gold Smiley as indicating 'Above Expectations'.

Alternatively, you can apply any labels you wish to the smiley faces.

Scoring

To score the checklist, for each section simply add the column totals to give a section score. You can calculate the section percentage by taking your actual score for the section and divide it by 30 (or less if you choose any N/A options. For each N/A option selected reduce the potential score for the section by 3 each time).

To get an overall score for the checklist, just add the three section totals together and divide by the total possible score ($30 \times 3 = 90$), again reducing by 3 points for any N/A options selected.

30-Point Reception Quality Checklist

Quality Indicator	Rating				
Telephone Reservations					
Points	0	1	2	3	
<i>Do your employees consistently:</i>					
1. Answer reservation calls within five rings?					
2. Create a positive first impression for callers by the way they answer the calls?					
3. Clearly establish and then respond to callers' requirements?					
4. Demonstrate good product knowledge during reservation enquiries (facilities, rates etc.)?					
5. Attempt to upsell in a professional and non-intrusive way?					
6. Handle reservations efficiently, taking credit card details to secure bookings, or ensuring other methods of confirmation are agreed?					
7. Recap the details of the reservation taken and always explain the cancellation policy?					
8. Forward email confirmation of bookings to callers within the timeframe agreed?					
9. Project a friendly and helpful image throughout the calls?					
10. End calls in a pleasant and professional manner, thanking callers for their business?					
Totals					
Section Total					
Section % Score					
Comments					

Quality Indicator		Rating				
Check-In						
Points	0	1	2	3		
<i>Do your employees consistently:</i>						
11. Keep the front desk clean, tidy and well-presented at all times for arriving guests?						
12. Maintain high standards of personal appearance and hygiene throughout the shift (wearing name badges, if appropriate)?						
13. Acknowledge guests promptly upon arrival at the desk?						
14. Introduce and upsell the available facilities and explain relevant points (i.e. key card system, restaurant times etc.)?						
15. Offer added-value services such as a morning call and newspaper etc.?						
16. Ensure that the reservation is accurate and that all special requests have been actioned for the guest?						
17. Handle check-in procedures in an efficient and timely manner, getting pre-authorisations where relevant?						
18. Provide directions to the room and offer assistance with luggage, where appropriate?						
19. Interact well with guests during check-In and make them feel welcome and valued?						
20. End the check-In in a positive and friendly manner?						
Totals						
Section Total						
Section % Score						
Comments						

Quality Indicator	Rating				
Check-Out					
Points	0	1	2	3	
<i>Do your employees consistently:</i>					
21. Greet all guests wishing to check-out in a polite and friendly manner?					
22. Check guests for satisfaction with their stay before presenting the bill and address any comments or complaints according to agreed procedures?					
23. Provide a hard copy of the bill to each guest, explain all the charges to them and handle any queries professionally?					
24. Handle payments in a professional and efficient manner according to agreed procedures?					
25. Provide a final bill and payment receipt to guests before departure?					
26. Offer to assist guests with luggage, call taxis and/or advise on any travel arrangements?					
27. Inform departing guests about future offers or loyalty programmes that may be of interest?					
28. Interact well with guests during check-out and make them feel valued??					
29. End the interaction in a polite and pleasant manner?					
30. Create a positive impression for the business by the way they handle check-outs?					
Totals					
Section Total					
Section % Score					
Comments					

Overall Score Sheet			
	Section 1	Section 2	Section 3
Section Totals			
Overall Score			
Overall %			
Overall Strengths	Overall Areas for Improvement		

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