2025 Brand Standards Audit

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Please find additional resources below to assist with BSA preparation:

- [BSA Property Preparation Guide](#)

- [How Properties Are Evaluated During the BSA](#)

- [BSA FAQs](#)

- [BSA Change Summary](#)

- [BSA & Global Audit Resource List](#)

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Front Entrance Arrival

Host Presence

ID ENT521	Touchpoint Front Entrance Arrival	Category Touchpoint Service	Point Values 2

External Notes	**Host Presence**
	
	Mark N/A if any of the following:
	
	• The Host/Leader is engaged with another guest
	• Guest arrived after peak arrival hours
	
	The Host (e.g., Door, Bell Valet, Lobby Greeter) must:
	
	• Be present during peak arrival hours
	    ○ It is acceptable for the Host to be located in the lobby or front entrance (inside or outside)
	    ○ It is acceptable if Front Desk Associate is standing in front of pod, welcoming guests

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First Impression - Service Behaviors

ID CABFE9901	Touchpoint Front Entrance Arrival	Category Core Service	Point Values 8

External Notes	**First Impression - Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Area not staffed during evaluation
	• Facility not present or not available for guest use
	• Individual previously encountered during consecutive interactions
	
	The associate must minimally:
	
	• **Attempt to acknowledge the guest when standing in a queue**, either verbally or non-verbally
	• **Follow the 15 / 5 (4.6m / 1.5 m) Rule**
	    ○ Make eye contact and smile at 15 feet (4.6m or 15 steps)
	    ○ Maintain eye contact at 5 feet (1.5m or 5 steps)
	    ○ Provide a warm greeting/welcome
	• **Maintain good posture and eye contact** through visible engagement and attentive listening
	• **Be well-groomed and professional** wearing clean attire that is in good condition

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The Host directed the guest to the reception desk

ID ENT506	Touchpoint Front Entrance Arrival	Category Touchpoint Service	Point Values 2

External Notes	**The Host directed the guest to the reception desk**
	Mark N/A if any of the following:
	• The Host/Leader is engaged with another guest • Area not staffed during evaluation
	Mark No if the Host did not direct the guest to the reception desk

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Guest name used during the experience, when known

ID CABFE9902	Touchpoint Front Entrance Arrival	Category Core Service	Point Values 4

External Notes	**Guest name used during the experience, when known**
	Mark N/A if any of the following:
	• Guest name not known • Area not staffed during evaluation • Facility not present or not available for guest use
	The associate must **use the guest's name**, when known

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Closing Guest Interaction – Service Behaviors

ID CABFE9906	Touchpoint Front Entrance Arrival	Category Core Service	Point Values 4

External Notes	**Closing Guest Interaction – Service Behaviors**
	Mark N/A if any of the following:
	• Area not staffed during evaluation • Individual previously encountered in consecutive interactions
	The associate must minimally:
	• **Provide a warm and sincere closing** ○ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night" • **Demonstrate appreciation** ○ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"
	CABFE9906

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The overall experience met guest expectations and was free of negative detractors

ID	Touchpoint	Category	Point Values
CABFE9907	Front Entrance Arrival	Core Service	0
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Front Entrance/Valet Arrival Exterior Cleanliness - General

ID	Touchpoint	Category	Point Values
CABFE001	Front Entrance Arrival	Public Areas	2

Front Entrance/Valet Arrival Exterior Maintenance & Upkeep - General

ID	Touchpoint	Category	Point Values
CABFE002	Front Entrance Arrival	Public Areas	2

Check-In

First Impression - Service Behaviors

ID CABCK9901	Touchpoint Check-In	Category Core Service	Point Values 8

External Notes	**First Impression - Service Behaviors**
	Mark N/A if any of the following:
	• Area not staffed during evaluation • Facility not present or not available for guest use • Individual previously encountered during consecutive interactions
	The associate must minimally:

	• **Attempt to acknowledge the guest when standing in a queue**, either verbally or non-verbally
	• **Follow the 15 / 5 (4.6m / 1.5 m) Rule**
	   ○ Make eye contact and smile at 15 feet (4.6m or 15 steps)
	   ○ Maintain eye contact at 5 feet (1.5m or 5 steps)
	   ○ Provide a warm greeting/welcome
	• **Maintain good posture and eye contact** through visible engagement and attentive listening
	• **Be well-groomed and professional** wearing clean attire that is in good condition

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Mobile Check-In Welcome

ID CABCK005	Touchpoint Check-In	Category Touchpoint Service	Point Values 4

External Notes	**Mobile Check-In Welcome**
	Mark N/A if any of the following:
	• Guest check-in was conducted via standard check-in
	The associate must welcome the mobile check-in guest minimally with:
	• Acknowledgement that they are a mobile guest (e.g., Thank you for using mobile check-in, What did you think of mobile check-in?) • 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 excepting you; Thank you for using mobile check-in, we have your room ready; We have been preparing for you) • Recognize applicable preferences (e.g., Room type)

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Associate offers enrollment into Marriott Bonvoy to guest at check-in

ID CABCK007	Touchpoint Check-In	Category MI Initiatives	Point Values 4

External Notes	**Associate offers enrollment into Marriott Bonvoy to guest at check-in**
	Mark N/A if any of the following:
	• Guest is already a member
	• Hotel does not participate in Marriott Bonvoy
	• Area not staffed during evaluation
	• Hotel is an MGM Collection
	If guest is not already a Marriott Bonvoy member, associate must minimally:
	• Offer enrollment into Marriott Bonvoy
	• Verbally communicate a benefit of enrollment in the program, examples include:
	○ Free Wi-Fi
	○ Mobile check-in, where available
	○ Member rates
	○ Mobile Chat
	○ Mobile Key, where available
	Sonder by Marriott Bonvoy associates must minimally:
	• Direct guest to lobby enrollment collateral
	• Verbally communicate any of the following benefits:
	○ Member rates
	○ Free Wi-Fi at other Marriott properties
	○ Points and opportunity to earn additional benefits
Links	�429 OPS-FRO-304

All Marriott Bonvoy members are recognized at check-in

ID	Touchpoint	Category	Point Values
CABCK001	Check-In	MI Initiatives	16

External Notes	**All Marriott Bonvoy members are recognized at check-in**
	Mark N/A if any of the following:
	• Guest is not a Marriott Bonvoy member
	• Hotel does not participate in Marriott Bonvoy
	Marriott Bonvoy members must be verbally acknowledged at check-in
	Examples include:
	• "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
	Sonder by Marriott Bonvoy members may be recognized at either the front desk or digital chat interactions through the Sonder app
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Associate offers and/or mentions upgrade to Gold Elite, Platinum Elite, Titanium Elite, and Ambassador Elite members

ID CABCK004	Touchpoint Check-In	Category MI Initiatives	Point Values 4

External Notes	**Associate offers and/or mentions upgrade to Gold Elite, Platinum Elite, Titanium Elite, and Ambassador Elite members**
	
	Mark N/A if any of the following:
	
	• Guest is not a Gold Elite, Platinum Elite, Titanium Elite, or Ambassador Elite member
	• Hotel does not participate in Marriott Bonvoy
	
	Complimentary room upgrades must be offered when available to the following members:
	
	• Gold Elite
	• Platinum Elite
	• Titanium Elite
	• Ambassador Elite
	
	Suite upgrades are:
	
	• Excluded for Gold Elite members
	• Included for Platinum Elite, Titanium Elite or Ambassador Elite members
	• Based on availability and identified by each hotel – at no additional charge, at check-in
	    ○ May include rooms with desirable views, on high floors, with special amenities, on Executive floors, corner rooms and suites
	    ○ (RC): Suites are only included for Titanium Elite and Ambassador Elite members and rooms with direct Club Lounge access are excluded
	
	Evaluate if the associate offered or mentioned a room upgrade during the check-in process
	
	• Term 'upgrade' must be used in conversation
	
	Mark Yes if:
	
	• A room upgrade was offered & mentioned verbally during check-in
	• A room upgrade was mentioned but not available
	
	Mark No if:
	
	• A room upgrade was not verbally mentioned or offered during the check-in process, even if an upgrade was provided/discovered upon room arrival
	• Member was given the option to purchase a room upgraded room/room type

Links	🔗 <u>OPS-FRO-304</u>

Platinum Elite, Titanium Elite, and Ambassador Elite members' check-out time confirmed at check-in

ID CABCK002	Touchpoint Check-In	Category MI Initiatives	Point Values 4

External Notes	**Platinum Elite, Titanium Elite, and Ambassador Elite members' check-out time confirmed at check-in** Mark N/A if any of the following: • Guest is not a Platinum Elite, Titanium Elite, or Ambassador Elite member • Hotel is a Resort, Lodges & Tented Camp, or Convention Hotel • Hotel does not participate in Marriott Bonvoy Hotel must verbally confirm check-out time with Platinum Elite, Titanium Elite, and Ambassador Elite members at time of arrival

	Platinum Elite, Titanium Elite, and Ambassador Elite members receive a guaranteed late check-out as late as 4pm as part of their Elite benefits • If member requested a late check-out electronically via Mobile Check-in, associate must confirm time during the check-in process
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The associate was knowledgeable about property offerings or the local area

ID CABCK010	**Touchpoint** Check-In	**Category** Touchpoint Service	**Point Values** 4
External Notes	**The associate was knowledgeable about property offerings or the local area** Pick (1) of the following topics and inquire of the associate: • Hotel offerings • Local area		
Links	🔗 OPS-FRO-175A		

The Host Created a Principles of Wonderful Moment

ID CK518	**Touchpoint** Check-In	**Category** Touchpoint Service	**Point Values** 4
External Notes	**The Host Created a Principles of Wonderful Moment** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use The Host must deliver one of the four key touchpoints of Wonderful Hospitality: • Be Caring: put your heart into everything you do to make guests feel deeply comfortable and genuinely cared for • Be a Storyteller: share unique stories of the property, brand, local culture and surroundings • Be Extraordinary: elevate everyday experiences to create moments that delight • Be Open-Minded: embrace change and adapt to guests evolving needs Examples of ways to execute the above experience include: • 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 something about guest's previous or future visits, engaging in conversation when personal details about a guest are learned • Modeling behavior after the guest (e.g., if the guest is in a hurry act with a sense of purpose), Offering extra towels to guests (e.g., traveling with families) • Paying special attention to children (e.g., kid's key to the hotel, sending milk and cookies to the room), share unique facts about the hotel, location, artwork unique to the property that has a story etc. with guests, tell guest about local restaurants, shopping and activities that tie back to the locale and region. Mark No if the Host did not execute one of the above four touchpoints during the interaction		

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The associate executed payment and key delivery components for mobile check-in

ID	Touchpoint	Category	Point Values
CABCK006	Check-In	Touchpoint Service	4

External Notes	**The associate executed payment and key delivery components for mobile check-in**
	
	Mark N/A if guest check-in was conducted via standard check-in
	
	The associate must:
	
	• Prepare keys and keys packets in advance
	    o 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)
	    o If room ready notification was received, key packets must be prepared in advance
	• Verbally confirm the method of payment (e.g., using last 4 digits of credit card)
	
	It is not acceptable to swipe or request the credit card for any Marriott Bonvoy members, except:
	
	• In jurisdictions where credit card swipes are required by law or when the credit card type does not allow for manual authorization (i.e., Chip & Pin)
	• Guest requests to use different credit card
	• Member profile does not reflect any stay history or stay history was more than 12 months ago

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Room number provided discreetly, non-verbally

ID	Touchpoint	Category	Point Values
CABCK9909	Check-In	Touchpoint Service	4

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Key Packet Delivery

ID	Touchpoint	Category	Point Values
CK506	Check-In	Touchpoint Service	2

External Notes	**Key Packet Delivery** Mark N/A if any of the following: • Area not staffed during evaluation The Host must: • Hand the guest their key packet o (All-Inclusive): It is acceptable to not offer a key packet if property utilizes RFID Wristbands. Host must hand the guest the wristband or assist in putting it on • Provide directions to the elevator/guest room • Step from behind the kiosk, if front desk design allows

Links	🔗 OPS-FRO-282E

Guest name used during the experience

ID	Touchpoint	Category	Point Values
CABCK9902	Check-In	Core Service	16

External Notes	**Guest name used during the experience** Mark N/A if any of the following: • Area not staffed during evaluation • Facility not present or not available for guest use The associate must **use the guest's name**

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Proactive Additional Assistance Offered

ID	Touchpoint	Category	Point Values
CABARV001	Check-In	Core Service	4

External Notes	**Proactive Additional Assistance Offered** Mark N/A if any of the following: • Area not staffed during evaluation • Facility not present or not available for guest use Associates must **proactively offer additional assistance** to guests, examples include: • May I assist you with anything else? • Is there anything else I may do to ensure you have a pleasant stay? • Is there anything else I can get for you to help enjoy your meal? • Please let me know if there is anything else I can assist with. A minimum of (1) associate must make a proactive offer of additional assistance during the arrival experience (e.g., front entrance, check-in, arrival bell service)

Links	🔗 OPS-FRO-175B

Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABCK9906	Check-In	Core Service	4

External Notes	**Closing Guest Interaction – Service Behaviors** Mark N/A if any of the following: • Area not staffed during evaluation

- Individual previously encountered in consecutive interactions

The associate must minimally:

- **Provide a warm and sincere closing**
  - E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
- **Demonstrate appreciation**
  - E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"

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The overall experience met guest expectations and was free of negative detractors

ID	Touchpoint	Category	Point Values
CABCK9907	Check-In	Core Service	0

Links	🔗 OPS-FRO-175B

Concierge

First Impression - Service Behaviors			
ID CABLC9901	**Touchpoint** Concierge	**Category** Core Service	**Point Values** 8

External Notes	**First Impression - Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Area not staffed during evaluation
	• Facility not present or not available for guest use
	• Individual previously encountered during consecutive interactions
	
	The associate must minimally:
	
	• **Attempt to acknowledge the guest when standing in a queue**, either verbally or non-verbally
	• **Follow the 15 / 5 (4.6m / 1.5 m) Rule**
	    o Make eye contact and smile at 15 feet (4.6m or 15 steps)
	    o Maintain eye contact at 5 feet (1.5m or 5 steps)
	    o Provide a warm greeting/welcome
	• **Maintain good posture and eye contact** through visible engagement and attentive listening
	• **Be well-groomed and professional** wearing clean attire that is in good condition		

Links	🔗 OPS-FRO-175B		

The Host Created a Principles of Wonderful Moment			
ID CON518	**Touchpoint** Concierge	**Category** Touchpoint Service	**Point Values** 4
External Notes	**The Host Created a Principles of Wonderful Moment** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use The Host must deliver one of the four key touchpoints of Wonderful Hospitality: • Be Caring: put your heart into everything you do to make guests feel deeply comfortable and genuinely cared for • Be a Storyteller: share unique stories of the property, brand, local culture and surroundings • Be Extraordinary: elevate everyday experiences to create moments that delight • Be Open-Minded: embrace change and adapt to guests evolving needs Examples of ways to execute the above experience include: • 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 something about guest's previous or future visits, engaging in conversation when personal details about a guest are learned • Modeling behavior after the guest (e.g., if the guest is in a hurry act with a sense of purpose), Offering extra towels to guests (e.g., traveling with families) • Paying special attention to children (e.g., kid's key to the hotel, sending milk and cookies to the room), share unique facts about the hotel, location, artwork unique to the property that has a story etc. with guests, tell guest about local restaurants, shopping and activities that tie back to the locale and region.		

	Mark No if the Host did not execute one of the above four touchpoints during the interaction
Links	🔗 OPS-FRO-175

Guest name used during the experience, when known

ID CABLC9902	**Touchpoint** Concierge	**Category** Core Service	**Point Values** 4
External Notes	**Guest name used during the experience, when known** Mark N/A if any of the following: • Guest name not known • Area not staffed during evaluation • Facility not present or not available for guest use The associate must **use the guest's name**, when known		
Links	🔗 OPS-FRO-175B		

Proactive Additional Assistance Offered

ID CABLC001	**Touchpoint** Concierge	**Category** Core Service	**Point Values** 4
External Notes	**Proactive Additional Assistance Offered** Mark N/A if any of the following: • Area not staffed during evaluation • Facility not present or not available for guest use Associates must **proactively offer additional assistance** to guests, examples include: • May I assist you with anything else? • Is there anything else I may do to ensure you have a pleasant stay? • Is there anything else I can get for you to help enjoy your meal? • Please let me know if there is anything else I can assist with. A minimum of (1) associate must make a proactive offer of additional assistance during the concierge interaction		
Links	🔗 OPS-FRO-175B		

Closing Guest Interaction – Service Behaviors

ID CABLC9906	**Touchpoint** Concierge	**Category** Core Service	**Point Values** 4
External Notes	**Closing Guest Interaction – Service Behaviors**		

Mark N/A if any of the following:

- Area not staffed during evaluation
- Area is under complete renovation and not available for guest use
- Individual previously encountered during consecutive interactions

The associate must minimally:

- **Provide a warm and sincere closing**
  - E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
- **Demonstrate appreciation**
  - E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"

The overall experience met guest expectations and was free of negative detractors

ID	Touchpoint	Category	Point Values
CABLC9907	Concierge	Core Service	0

Links	🔗 OPS-FRO-175B

Guest Request

Telephone Greeting			
ID CABGR9912	**Touchpoint** Guest Request	**Category** Touchpoint Service	**Point Values** 2
External Notes	**Telephone Greeting** The associate must minimally: • Answer within 3 rings • Provide a warm greeting with a smile in their voice • Speak in an efficient, yet unhurried manner • Ask first to be placed on hold, if applicable		
Links	🔗 OPS-FRO-175B		

Telephone - The associate confirmed the caller's request by repeating back key details to ensure correct understanding			
ID CABGR004	**Touchpoint** Guest Request	**Category** Touchpoint Service	**Point Values** 2
External Notes	**Telephone - The associate confirmed the caller's request by repeating back key details to ensure correct understanding** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Area not staffed during evaluation Mark No if the associate did not repeat back the caller's request to ensure understanding CABGR004		
Links	🔗 OPS-FRO-175		

Telephone - Guest name used during the experience, when known			
ID CABGR9902	**Touchpoint** Guest Request	**Category** Core Service	**Point Values** 4
External Notes	**Telephone - Guest name used during the experience, when known** Mark N/A if any of the following: • Guest name not known • Area not staffed during evaluation • Facility not present or not available for guest use		

	The associate must **use the guest's name**, when known
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Telephone - Closing Guest Interaction – Service Behaviors

ID CABGR9906	**Touchpoint** Guest Request	**Category** Core Service	**Point Values** 4

External Notes	**Telephone - Closing Guest Interaction – Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Area not staffed during evaluation
	• Individual previously encountered during consecutive interactions
	
	The associate must minimally:
	
	• **Provide a warm and sincere closing**
	  ○ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
	• **Demonstrate appreciation**
	  ○ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"		

Links	🔗 OPS-FRO-175		

Telephone - The overall experience met guest expectations and was free of negative detractors

ID CABGR9907	**Touchpoint** Guest Request	**Category** Core Service	**Point Values** 0
Links	🔗 OPS-FRO-175B		

Delivery - Room delivery announcement

ID CABGRD9910	**Touchpoint** Guest Request	**Category** Touchpoint Service	**Point Values** 4
External Notes	Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Area not staffed during evaluation • Item picked up at front desk Must minimally include: • Knock on the guestroom door • Announce their department		
Links	🔗 OPS-FRO-175		

First Impression - Service Behaviors

ID	Touchpoint	Category	Point Values
CABGRD9901	Guest Request	Core Service	8

External Notes	**First Impression - Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Area not staffed during evaluation
	• Facility not present or not available for guest use
	• Individual previously encountered during consecutive interactions
	
	The associate must minimally:
	
	• **Attempt to acknowledge the guest when standing in a queue**, either verbally or non-verbally
	• **Follow the 15 / 5 (4.6m / 1.5 m) Rule**
	    o Make eye contact and smile at 15 feet (4.6m or 15 steps)
	    o Maintain eye contact at 5 feet (1.5m or 5 steps)
	    o Provide a warm greeting/welcome
	• **Maintain good posture and eye contact** through visible engagement and attentive listening
	• **Be well-groomed and professional** wearing clean attire that is in good condition

Links	🔗 OPS-FRO-175B

Delivery - The requested item was neat, clean and in good condition

ID	Touchpoint	Category	Point Values
CABGR005	Guest Request	Touchpoint Service	4

External Notes	**Delivery - The requested item was neat, clean and in good condition** The requested item must be: • Neat • Clean • In good condition Mark No if the item was not delivered or any of the above criteria is not met CABGR005
Links	🔗 OPS-FRO-175

Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABGRD9906	Guest Request	Core Service	4

External Notes	**Closing Guest Interaction – Service Behaviors** Mark N/A if any of the following: • Area not staffed during evaluation • Individual previously encountered during consecutive interactions

	The associate must minimally:
	
	• **Provide a warm and sincere closing**
	    ○ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
	• **Demonstrate appreciation**
	    ○ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"

Links	🔗 OPS-FRO-175

Delivery - The overall experience met guest expectations and was free of negative detractors

ID CABGRD9907	Touchpoint Guest Request	Category Core Service	Point Values 0
Links	🔗 OPS-FRO-175B		

Service Recovery

Telephone Greeting

ID CABSRC9912	Touchpoint Service Recovery	Category Touchpoint Service	Point Values 4

External Notes	**Telephone Greeting**
	
	Mark N/A if any of the following:
	
	    • Service Recovery interaction did not take place
	
	The associate must minimally:
	
	    • Answer within 3 rings
	    • Provide a warm greeting with a smile in their voice
	    • Speak in an efficient, yet unhurried manner
	    • Ask first to be placed on hold, if applicable

Links	🔗 OPS-FRO-175B

Telephone - Guest name used during the experience, when known

ID CABSRC9902	Touchpoint Service Recovery	Category Core Service	Point Values 4

External Notes	**Guest name used during the experience, when known**
	
	Mark N/A if any of the following:
	
	    • Guest name not known
	    • Area not staffed during evaluation
	    • Facility not present or not available for guest use
	
	The associate must **use the guest's name**, when known

Links	🔗 OPS-FRO-175B

Telephone - Closing Guest Interaction – Service Behaviors

ID CABSRC9906	Touchpoint Service Recovery	Category Core Service	Point Values 4

External Notes	**Telephone - Closing Guest Interaction – Service Behaviors**
	
	Mark N/A if any of the following:
	
	    • Service Recovery interaction did not take place
	
	The associate must minimally:
	
	    • **Provide a warm and sincere closing**

	o E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night" • **Demonstrate appreciation** o E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty" CABSRC9906
Links	🔗 <u>OPS-FRO-175</u>

Telephone - The overall experience met guest expectations and was free of negative detractors

ID CABSRC9907	Touchpoint Service Recovery	Category Core Service	Point Values 0

Links	🔗 <u>OPS-FRO-175B</u>

First Impression - Service Behaviors

ID CABSRC9901	Touchpoint Service Recovery	Category Core Service	Point Values 8

External Notes	**First Impression - Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Service Recovery interaction did not take place
	• Individual previously encountered during consecutive interactions
	
	The associate must minimally:
	
	• **Attempt to acknowledge the guest when standing in a queue**, either verbally or non-verbally
	• **Follow the 15 / 5 (4.6m / 1.5 m) Rule**
	    o Make eye contact and smile at 15 feet (4.6m or 15 steps)
	    o Maintain eye contact at 5 feet (1.5m or 5 steps)
	    o Provide a warm greeting/welcome
	• **Maintain good posture and eye contact** through visible engagement and attentive listening
	• **Be well-groomed and professional** wearing clean attire that is in good condition

Links	🔗 <u>OPS-FRO-175B</u>

Closing Guest Interaction – Service Behaviors

ID CABSRCD9906	Touchpoint Service Recovery	Category Core Service	Point Values 4

External Notes	**Closing Guest Interaction – Service Behaviors** Mark N/A if any of the following: • Service Recovery interaction did not take place • Individual previously encountered during consecutive interactions

The associate must minimally:

- **Provide a warm and sincere closing**
  - E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
- **Demonstrate appreciation**
  - E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"

CABSRCD9906

Links	🔗 OPS-FRO-175

The overall experience met guest expectations and was free of negative detractors

ID CABSRCD9907	**Touchpoint** Service Recovery	**Category** Core Service	**Point Values** 0

Links	🔗 OPS-FRO-175B

Service Recovery Process

ID CAB4SG001	**Touchpoint** Service Recovery	**Category** Touchpoint Service	**Point Values** 16

External Notes	**Service Recovery Process** Mark N/A if guest did not encounter a problem Associate must: • Apply the L.E.A.R.N. model (Listen, Empathize, Apologize, Respond, Notify) for addressing any guest issues • Follow-up with the guest to verify the problem was corrected to their satisfaction Mark No if the associate did not follow the L.E.A.R.N. model SG1702

Links	🔗 OPS-FRO-175

Bar/Lounge

First Impression - Service Behaviors

ID CABBLNG9901	Touchpoint Bar/Lounge	Category Core Service	Point Values 8

External Notes	**First Impression - Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Area not staffed during evaluation
	• Facility not present or not available for guest use
	• Individual previously encountered during consecutive interactions
	
	The associate must minimally:
	
	• **Attempt to acknowledge the guest when standing in a queue**, either verbally or non-verbally
	• **Follow the 15 / 5 (4.6m / 1.5 m) Rule**
	    ○ Make eye contact and smile at 15 feet (4.6m or 15 steps)
	    ○ Maintain eye contact at 5 feet (1.5m or 5 steps)
	    ○ Provide a warm greeting/welcome
	• **Maintain good posture and eye contact** through visible engagement and attentive listening
	• **Be well-groomed and professional** wearing clean attire that is in good condition

Links	🔗 OPS-FRO-175B

The Host offered to make suggestions

ID LNG536	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 2

External Notes	**The Host offered to make suggestions** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Greatroom/Lobby Bar is a licensed concept The Host must offer to make suggestions LNG536
Links	🔗 OPS-FNB-068

The Host offered to take a food order

ID LNG503	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 4

External Notes	**The Host offered to take a food order**

Mark N/A if any of the following:

- Area is under complete renovation and not available for guest use
- Greatroom/Lobby Bar is a licensed concept
- (All-Inclusive): Greatroom/Lobby Bar did not offer food service

Mark No if the Host did not offer to take a food order at any time during the interaction

LNG503

Links	🔗 OPS-FNB-068

Food and Beverage Contents and Plate Presentation

ID LNG1711	**Touchpoint** Bar/Lounge	**Category** Touchpoint Service	**Point Values** 4

External Notes	**Food and Beverage Contents and Plate Presentation** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Bar/Lounge is a licensed concept • Area not staffed during evaluation Food and beverage contents and plate presentation must be: • Served at appropriate temperature (e.g., hot food is served hot, cold food is served cold) • Served in appropriate glassware and tableware • Food is visually appealing and meets guest expectation LNG1711

Links	🔗 OPS-FNB-068

The Host checked back with the guest, ensuring satisfaction

ID LNG505	**Touchpoint** Bar/Lounge	**Category** Touchpoint Service	**Point Values** 4

External Notes	**The Host checked back with the guest, ensuring satisfaction** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use The Host must check back to ensure guest satisfaction prior to the beverage being completed LNG505

Links	🔗 OPS-FNB-068

The Host Created a Principles of Wonderful Moment

ID LNG537	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 4
External Notes	**The Host Created a Principles of Wonderful Moment** Mark N/A if Greatroom/Lobby Bar is a licensed concept The Host must deliver one of the four key touchpoints of Wonderful Hospitality: • Be Caring: put your heart into everything you do to make guests feel deeply comfortable and genuinely cared for • Be a Storyteller: share unique stories of the property, brand, local culture and surroundings • Be Extraordinary: elevate everyday experiences to create moments that delight • Be Open-Minded: embrace change and adapt to guests evolving needs Examples of ways to execute the above experience include: • 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 something about guest's previous or future visits, engaging in conversation when personal details about a guest are learned • Modeling behavior after the guest (e.g., if the guest is in a hurry act with a sense of purpose), Offering extra towels to guests (e.g., traveling with families) • Paying special attention to children (e.g., kid's key to the hotel, sending milk and cookies to the room), share unique facts about the hotel, location, artwork unique to the property that has a story etc. with guests, tell guest about local restaurants, shopping and activities that tie back to the locale and region. Mark No if the Host did not execute one of the above four touchpoints during the interaction LNG537		
Links	🔗 OPS-FRO-175		

Guest name used during the experience, when known

ID CABBLNG9902	Touchpoint Bar/Lounge	Category Core Service	Point Values 4
External Notes	**Guest name used during the experience, when known** Mark N/A if any of the following: • Guest name not known • Area not staffed during evaluation • Facility not present or not available for guest use The associate must **use the guest's name**, when known		
Links	🔗 OPS-FRO-175B		

Closing Guest Interaction – Service Behaviors

ID CABBLNG9906	Touchpoint Bar/Lounge	Category Core Service	Point Values 4

External Notes	**Closing Guest Interaction – Service Behaviors**
	Mark N/A if any of the following:
	• Area not staffed during evaluation • Area is under complete renovation and not available for guest use • Individual previously encountered in consecutive interactions
	The associate must minimally:

	• **Provide a warm and sincere closing**
	    ○ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
	• **Demonstrate appreciation**
	    ○ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"

Links	🔗 OPS-FRO-175

The overall experience met guest expectations and was free of negative detractors

ID CABBLNG9907	Touchpoint Bar/Lounge	Category Core Service	Point Values 0

Links	🔗 OPS-FRO-175B

Bar/Lounge Sensory Experience

ID LNG512-y	Touchpoint Bar/Lounge	Category Brand - Culture	Point Values 16

External Notes	**Bar/Lounge Sensory Experience**
	Mark N/A if any of the following:
	• Area is under complete renovation and not available for guest use • Bar/Lounge is a licensed concept • Hotel is located in Saudi Arabia or Kuwait
	Music and volume must be:

	• Audible
	• Appropriate for the time of day:
	    ○ The daytime music playlists must be set at medium level (not just volume, but bass, treble, etc.), ensuring all aspects of the music can be heard, while allowing guests to comfortably converse
	    ○ For evening music playlists, the volume is increased to create more energy in the space

	Lighting must be:

	• Activated during hours of operation
	• Appropriate for the time of day
	    ○ AM lighting must be bright and vibrant, emphasizing natural light
	    ○ PM lighting must be dramatically lowered
	        ■ The Back Bar, artwork, botanicals and unique designs should be illuminated with accent lighting to provide focal points to the room

	LNG512-y

Links	🔗 OPS-FRO-270A

Beverage Offerings

ID LNG535-y	Touchpoint Bar/Lounge	Category F&B Product	Point Values 4

External Notes	**Beverage Offerings**
	
	Mark N/A if any of the following:
	
	• Area is under complete renovation and not available for guest use
	• Bar/Lounge is a licensed concept
	
	Bar/Lounge must minimally offer the following beverages:
	
	APEC, GC
	
	• **Cocktails**
	    ○ (8) Cocktails
	• **Beer**
	    ○ (2) Domestic
	    ○ (4) Import
	    ○ (2) Light, if available in market
	    ○ (1) Non alcoholic
	        ▪ It is acceptable for hotels in Fiji to not serve non alcoholic beer
	• **Wine by the Glass**
	    ○ (4) White
	    ○ (6) Red
	
	CALA
	
	• **Cocktails**
	    ○ (8) Cocktails
	• **Beer**
	    ○ (2) Domestic
	    ○ (4) Import
	    ○ (2) Light
	    ○ (1) Non alcoholic
	• **Wine by the Glass**
	    ○ (1) Sparkling
	    ○ (5) White
	    ○ (1) Rosé/Blush
	    ○ (5) Red
	
	EMEA
	
	• **Cocktails**
	    ○ (8) Cocktails
	• **Beer**
	    ○ (EUR): (2) Draft
	    ○ (EUR): (2) Local/Craft
	    ○ (EUR): (1) Pilsner/Lager
	    ○ (EUR): (2) Import
	    ○ (1) Non-alcoholic
	• **Wine by the Glass**
	    ○ (1) Sparkling
	    ○ (EUR): (1) Champagne
	    ○ (4) White
	    ○ (4) Red
	
	US/CAN
	
	• **Cocktails**
	    ○ (10) Cocktails
	• **Beer**

	- o (13) Varieties, including ▪ (1) Hard Seltzer ▪ (1) Non-Alcoholic Beer **Wine by the Glass** - o (1) Sparkling - o (3) White - o (1) Rosé - o (4) Red
Links	🔗 OPS-FRO-270A

In-Room Dining

Telephone Greeting

ID CABRST9911	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 4

External Notes	**Telephone Greeting** Mark N/A if any of the following: • Facility not present or not available for guest use • Area not staffed during evaluation The associate must minimally: • Answer within 3 rings • Provide a warm greeting with a smile in their voice • Speak in an efficient, yet unhurried manner • Ask first to be placed on hold, if applicable

Links	🔗 OPS-FRO-175

Telephone - Ordering Experience

ID CAB4RS018	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 16

External Notes	**Telephone - Ordering Experience** Mark N/A if: • Order placed through Mobile Dining • (TRB): In-Room Dining not offered The associate must: • Quote estimated time for delivery

Links	🔗 OPS-FRO-175B 🔗 OPS-FNB-104D

Telephone - Guest name used during the experience, when known

ID CABRST9902	Touchpoint In-Room Dining	Category Core Service	Point Values 4

External Notes	**Telephone - Guest name used during the experience, when known** Mark N/A if any of the following:

	• Area not staffed during evaluation • Facility not present or not available for guest use The associate must **use the guest's name**, when known
Links	🔗 <u>OPS-FRO-175B</u>

Telephone - Closing Guest Interaction – Service Behaviors

ID CABRST9906	**Touchpoint** In-Room Dining	**Category** Core Service	**Point Values** 4

External Notes	**Telephone - Closing Guest Interaction – Service Behaviors**
	
	Mark N/A if any of the following:
	
	    • Area is under complete renovation and not available for guest use
	
	The associate must minimally:
	
	    • **Provide a warm and sincere closing**
	        ○ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
	    • **Demonstrate appreciation**
	        ○ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"		

Links	🔗 <u>OPS-FRO-175B</u>		

Digital - Ordering Experience

ID CABRS005	**Touchpoint** In-Room Dining	**Category** Touchpoint Service	**Point Values** 16

External Notes	**Digital - Ordering Experience**
	
	Mark N/A if any of the following:
	
	    • Hotel is located in APEC, CALA, EMEA, US/CAN and Traditional In-Room Dining offered
	    • In-room dining can only be ordered through telephone
	
	ALL REGIONS
	
	Printed menus must be available upon guest request
	
	APEC, CALA, EMEA, US/CAN
	
	Packaged Delivery must only be offered through either:
	
	    • Mobile Dining
	    • Digital Menu/QR Code
	
	GC
	
	In-room dining or Packaged Delivery must only be offered through either:
	
	    • Mobile Dining
	    • Digital Menu/QR Code		

Links	🔗 OPS-FNB-104B

Telephone - The overall experience met guest expectations and was free of negative detractors

ID	Touchpoint	Category	Point Values
CABRST9907	In-Room Dining	Core Service	0

Links	🔗 OPS-FRO-175B

Delivery – Guest Interaction

ID	Touchpoint	Category	Point Values
CABRS004	In-Room Dining	Touchpoint Service	16

External Notes	**Delivery – Guest Interaction** Mark N/A if: • (TRB): In-Room Dining not offered **Upon greeting the guest, the associate must:** • **Follow the 15 / 5 (4.6m / 1.5 m) Rule** ○ Make eye contact and smile at 15 feet (4.6m or 15 steps) ○ Maintain eye contact at 5 feet (1.5m or 5 steps) ○ Provide a warm greeting/welcome • **Maintain good posture and eye contact** through visible engagement and attentive listening • **Be well-groomed and professional** wearing clean attire that is in good condition **Traditional delivery associate must:** • Confirm items ordered • Present check in cover/check presenter with branded pen

Links	🔗 OPS-FNB-104D

Delivery - Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABRMD9902	In-Room Dining	Core Service	4

External Notes	**Delivery - Guest name used during the experience, when known** Mark N/A if any of the following: • Guest name not known • Area not staffed during evaluation • Facility not present or not available for guest use • (Select and Premium): Packaged delivery presented to guest near entry door The associate must **use the guest's name**, when known

Links	🔗 <u>OPS-FRO-175B</u>		

Closing Guest Interaction – Service Behaviors

ID CABRMD9906	Touchpoint In-Room Dining	Category Core Service	Point Values 4

External Notes	**Closing Guest Interaction – Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Area is under complete renovation and not available for guest use
	• Individual previously encountered in consecutive interactions
	
	The associate must minimally:
	
	• **Provide a warm and sincere closing**
	    ○ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
	• **Demonstrate appreciation**
	    ○ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"		

Links	🔗 <u>OPS-FRO-175B</u>		

Delivery - Presentation

ID CAB4RS013	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 4
External Notes	**Delivery - Presentation** Mark N/A if any of the following: • Packaged Delivery offered • (TRB): In-Room Dining not offered The table, tray, china, glass and silverware must be: • Clean • In good condition • Presented neatly		
Links	🔗 <u>OPS-FRO-175</u>		

Delivery - Food Quality & Presentation

ID CAB4RS004	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 16
External Notes	**Delivery - Food Quality & Presentation** Mark N/A if:		

	• (TRB): In-Room Dining not offered Food items must be: • Served at the proper temperature (e.g., hot food is hot, cold food is cold) • Correct items ordered • Presented in proper vessels • Served with correct condiments or accompaniments
Links	🔗 OPS-FNB-104B

Delivery - Beverage Quality & Presentation

ID CAB4RS015	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 16

External Notes	**Delivery - Beverage Quality & Presentation**
	
	Mark N/A if any of the following:
	
	• Traditional In-Room Dining offered
	• (TRB): In-Room Dining not offered
	
	Beverage items must meet the following:
	
	• Correct items ordered
	• Covered
	• Hot beverages:
	    ○ Hot beverage cup
	    ○ Hot sleeve
	    ○ Lid
	
	It is acceptable if a ceramic/China mugs are provided in lieu of the above disposable items
	
	• Beer:
	    ○ Bottles or cans
	        ▪ It is acceptable to provide bottle openers with beers that are not twist-off
	• Wine:
	    ○ Full or half bottles
	        ▪ It is acceptable if wine by the glass is provided when served in a covered carafe on the side
	• Served with proper glassware and wine-opener, if not present in guest room
	• White & Sparkling Wine must be served chilled
	• Soda, Water, Iced Tea, Juice
	    ○ Bottles or cans
	        ▪ It is acceptable if juice is served in a glass when traditional delivery is offered
	    ○ Served chilled
	    ○ Citrus garnish included on the side with Iced Tea & Sparkling Water

Links	🔗 OPS-FNB-104B

Packaged Delivery Packaging (US/CAN)

ID CAB4RS010	Touchpoint In-Room Dining	Category Operations - Product	Point Values 4
External Notes	**Packaged Delivery Packaging (US/CAN)**

Mark N/A if any of the following:

- Hotel is located in APEC, CALA, EMEA, GC
- Traditional In-Room Dining is ordered
- (TRB): In-Room Dining is not offered

Packaging must be one of the following:

- World Centric Line
- Color: craft (e.g. brown, tan, beige, cream, etc.)
- Meet Disposable F&B Container Standard

Product materials that **are not** permitted include, but not limited to:

- Expanded/injected molded foam
- Polystyrene or Styrofoam

Links	🔗 OPS-FNB-104D

Packaged Delivery Follow-Up

ID CAB4RS016	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 2

External Notes	**Packaged Delivery Follow-Up** Mark N/A if any of the following: • Traditional In-Room Dining offered • Interaction with associate occurred • (TRB): In-Room Dining not offered Packaged Delivery with no interaction with the guest must be followed up with a phone call to: • Ensure guest received their order • Leave a message informing guest that order is placed in front of door

Links	🔗 OPS-FNB-104D

Tray/Trash Removal

ID CAB4RS017	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 4

External Notes	**Tray/Trash Removal** Mark N/A if: • (TRB): In-Room Dining not offered Tray and trash must be removed within (4) hours of order being placed

Links	🔗 OPS-FNB-104D

Delivery - The overall experience met guest expectations and was free of negative detractors			
ID CABRMD9907	**Touchpoint** In-Room Dining	**Category** Core Service	**Point Values** 0
Links	🔗 <u>OPS-FRO-175B</u>		

In-Room Dining Collateral			
ID CAB4RS014	**Touchpoint** In-Room Dining	**Category** Brand - Identity	**Point Values** 8
External Notes	**In-Room Dining Collateral** Mark N/A if: • (TRB): In-Room Dining not offered In-Room Dining menu and/or QR Code must be: • Present • Brand Voice		
Links	🔗 <u>OPS-FNB-104B</u>		

Executive Lounge

First Impression - Service Behaviors			
ID CABEXL9901	**Touchpoint** Executive Lounge	**Category** Core Service	**Point Values** 8

External Notes	**First Impression - Service Behaviors** Mark N/A if any of the following: • Area not staffed during evaluation • Facility not present or not available for guest use • Individual previously encountered during consecutive interactions The associate must minimally: • **Attempt to acknowledge the guest when standing in a queue**, either verbally or non-verbally • **Follow the 15 / 5 (4.6m / 1.5 m) Rule** 　　○ Make eye contact and smile at 15 feet (4.6m or 15 steps) 　　○ Maintain eye contact at 5 feet (1.5m or 5 steps) 　　○ Provide a warm greeting/welcome • **Maintain good posture and eye contact** through visible engagement and attentive listening • **Be well-groomed and professional** wearing clean attire that is in good condition CABEXL9901
Links	🔗 <u>OPS-FRO-175B</u>

The Hosts were knowledgeable about property offerings and the local area, as applicable			
ID EXLNG503-k	**Touchpoint** Executive Lounge	**Category** Touchpoint Service	**Point Values** 2

External Notes	**The Hosts were knowledgeable about property offerings and the local area, as applicable** Mark N/A if any of the following: • Facility not present • Area is under complete renovation and not available for guest use Pick (1) of the following topics and inquire of the Host: • Hotel offerings • Local area EXLNG503-k
Links	🔗 <u>OPS-FRO-175</u> 🔗 <u>OPS-FNB-036</u>

The Host Created a Principles of Wonderful Moment

ID EXLNG523	Touchpoint Executive Lounge	Category Touchpoint Service	Point Values 4

External Notes	**The Host Created a Principles of Wonderful Moment** Mark N/A if any of the following: - Facility not present - Area is under complete renovation and not available for guest use The Host must deliver one of the four key touchpoints of Wonderful Hospitality: - Be Caring: put your heart into everything you do to make guests feel deeply comfortable and genuinely cared for - Be a Storyteller: share unique stories of the property, brand, local culture and surroundings - Be Extraordinary: elevate everyday experiences to create moments that delight - Be Open-Minded: embrace change and adapt to guests evolving needs Examples of ways to execute the above experience include: - 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 something about guest's previous or future visits, engaging in conversation when personal details about a guest are learned - Modeling behavior after the guest (e.g., if the guest is in a hurry act with a sense of purpose), Offering extra towels to guests (e.g., traveling with families) - Paying special attention to children (e.g., kid's key to the hotel, sending milk and cookies to the room), share unique facts about the hotel, location, artwork unique to the property that has a story etc. with guests, tell guest about local restaurants, shopping and activities that tie back to the locale and region. Mark No if the Host did not execute one of the above four touchpoints during the interaction EXLNG523

Links	🔗 OPS-FRO-175 🔗 OPS-FNB-036

Guest name used during the experience, when known

ID CABEXL9902	Touchpoint Executive Lounge	Category Core Service	Point Values 4

External Notes	**Guest name used during the experience, when known** Mark N/A if any of the following: - Guest name not known - Area not staffed during evaluation - Facility not present or not available for guest use The associate must **use the guest's name**, when known

Links	🔗 OPS-FRO-175B

Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABEXL9906	Executive Lounge	Core Service	4

External Notes	**Closing Guest Interaction – Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Area not staffed during evaluation
	• Facility not present
	• Area is under complete renovation and not available for guest use
	• Individual previously encountered during consecutive interactions
	
	The associate must minimally:
	
	• **Provide a warm and sincere closing**
	   ○ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
	• **Demonstrate appreciation**
	   ○ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"

Links	🔗 OPS-FRO-175

The overall experience met guest expectations and was free of negative detractors

ID	Touchpoint	Category	Point Values
CABEXL9907	Executive Lounge	Core Service	0

Links	🔗 OPS-FRO-175B

M Club Evening Food and Beverage (EMEA, US/CAN)

ID	Touchpoint	Category	Point Values
EXLNG530	Executive Lounge	F&B Product	16

External Notes	**M Club Evening Food and Beverage (EMEA, US/CAN)**
	
	Mark N/A if any of the following:
	
	• Hotel is located in APEC, CALA, GC
	• Area is under complete renovation and not available for guest use
	• Hotel does not have an M Club
	
	M Club F&B offering must minimally be/include:
	
	EMEA
	
	Cold hors d'oeuvres minimally served between 5:30 PM - 7:30 PM
	
	• Minimum of:
	   ○ Cheese display
	      ▪ Assortment of crackers, olives, crusty bread
	   ○ (2) Small bite size canapés
	   ○ Vegetable crudités and dip
	
	Beverage service minimally served between 5:30 PM - 9:30 PM
	
	• Minimum alcoholic beverages:
	   ○ (2) Wine
	      ▪ (1) Red

	▪ (1) White
	○ (3) Bottled beers or (1) beer on tap
	○ Set-up for self-service or tended bar
	
	US/CAN
	
	Minimum of:
	
	- (2) Hot-bite size hors d'oeuvres
	  ○ Hot hors d'oeuvres minimally served between 5:30 PM - 7:30 PM
	- (2) Individual dessert options
	- (2) Assorted cookies, brownies, bars
	
	Beverage service minimally served between 5:30 PM - 11:00 PM
	
	- Minimum alcoholic beverages:
	  ○ Beer, wine & spirits (where allowed by local law)
	  ○ (2) Non-alcoholic cocktails
	  ○ Set-up for self-service or tended bar

Links	🔗 OPS-FNB-137

M Club Morning Breakfast Buffet (EMEA, US/CAN)

ID EXLNG529	Touchpoint Executive Lounge	Category F&B Product	Point Values 16

External Notes	**M Club Morning Breakfast Buffet (EMEA, US/CAN)** Mark N/A if any of the following: - Area is under complete renovation and not available for guest use - Hotel does not have an M Club - Breakfast buffet offered in adjacent restaurant - Hotel is located in AP, CALA M Club morning breakfast buffet must minimally include: US/CAN Morning food & beverage must minimally offer: - (2) Varieties of Yogurt - (3) Varieties of dry cereal - Scrambled eggs - (1) Protein (e.g., bacon, sausage) - Cheese - (3) Sliced fruits (e.g., pineapple, honeydew melon, watermelon) - (1) Berry (e.g., strawberry, blueberries) - Whole fruit - Fresh muffins - (2) Varieties of bagel - (3) Bread options (e.g., English muffin, raisin bread, white bread) - Juice EMEA Morning food & beverage must minimally offer: - (2) Milk options - (3) Varieties of cereal - (2) Varieties of muesli ○ Condiments (e.g., sugar, raisins, nuts) - (2) Bulk yogurt - (1) Single portion yogurt

- (3) Cold cuts (e.g., ham, salami, turkey)
- (2) Cheese (e.g., sliced, artisan cheese)
- (3) Hot items (e.g., Scrambled eggs, bacon, sausage)
- (3) Seasonal sliced fruits or berries
- (2) Seasonal whole fruits
- (3) Bread options (e.g., brown bread, white bread, whole grain bread white rolls or baguette)
- Fresh muffins
- (2) Varieties of danish & croissants
- Condiments (e.g., butter, margarine, honey)
- (3) Varieties of jam
- (3) Varieties of juice (e.g., orange, apple, cranberry)
- (4) Varieties of tea (e.g., English breakfast, fruit & herbal)
- Coffee from a specialty coffee machine
- Condiments (e.g., lemon wedges, honey, brown & white sugar, sweetener)
- To-go cups

Links	🔗 OPS-FNB-137

Executive Lounge Staffing, Services and Amenities

ID CAB4EXLNG001	**Touchpoint** Executive Lounge	**Category** Operations - Product	**Point Values** 16

External Notes

Executive Lounge Staffing, Services and Amenities

Mark N/A if any of the following:

- (DH, MH, RH): Facility not present
- Area is under complete renovation and not available for guest use
- Executive/Club Lounge is a licensed concept
- Hotel has an M Club
- Delta Pantry is evaluated
- Hotel has an M Club

Executive Lounge services and amenities must minimally include:

- Copy services
- 32" television

Executive Lounge staffing requirements must minimally include:

- Complimentary assistance available in lounge to assist with reservations, tickets, and information (when staffed)
- Lounge attendant on-duty whenever food (not snacks) or liquor services are offered

Links	🔗 OPS-FNB-036

Executive Lounge Evening Food and Beverage Offerings

ID EXLNG512	**Touchpoint** Executive Lounge	**Category** F&B Product	**Point Values** 16

External Notes

Executive Lounge Evening Food & Beverage Offerings

Mark N/A if any of the following:

- Facility not present
- Area is under complete renovation and not available for guest use
- Executive/Club Lounge is a licensed concept
- Hotel has an M Club

Evening food/beverage must minimally consist of:

APEC, GC

- Cold section:
    - (3) Crudites & Dip
    - (3) Canapes, locally inspired
        - A minimum of (1) must be vegetarian
    - (3) Antipasti
    - (3) Bread or crackers
- Hot section:
    - (2) Local inspired item
    - (2) Western items
- Cheese & Pastries
    - (2) Cheese
    - (2) Pastry items
    - (2) Cakes or tarts
    - (2) Fruit, seasonal
- Cordials & Dessert
    - (2) Nuts, crackers or crisps
    - (3) Pralines or chocolates
    - (3) Fruit, whole
    - (2) Fruit, sliced
    - (2) Whole cakes or pastries
- Cocktails/alcoholic beverages

CALA, US/CAN

- Hors d'oeuvres
    - (1) Hot
    - (1) Cold
    - (1) Fruit
- Evening snacks/desserts
    - (3) Sweet & savory
    - (2) Fruit, whole
- Cocktails/alcoholic beverages
    - Honor system or tended bar

EMEA

- Beer and wine

Links	🔗 OPS-FNB-036

Executive Lounge Morning Food and Beverage Offerings

ID EXLNG510	**Touchpoint** Executive Lounge	**Category** F&B Product	**Point Values** 16

External Notes	**Executive Lounge Morning Food and Beverage Offerings** Mark N/A if any of the following: - Facility not present - Area is under complete renovation and not available for guest use - Executive/Club Lounge is a licensed concept - Hotel has an M Club Morning food & beverage must minimally offer:

CALA, EMEA, US/CAN

- Yogurt
- Dry cereal
- Scrambled eggs
- Fresh fruit
- Juice
- Tea
- Coffee
- Bakery items/toast

AP

Cereals, Dairy & Fruit

- (3) Yoghurt
    - (1) Plain
    - (1) Plain low fat
    - (1) Fruit
- (4) Milk
    - (1) Whole/Full
    - (1) Skim
    - (1) Soy
    - (1) Any additional selection
- (3) Sweet cereal
- (2) Non-sweet cereal
- (1) Oatmeal
- (5) Fruit, fresh sliced
- (3) Fruit, whole
- (5) Cereal toppings
- (1) Berry, fresh

Cold Section

- (2) Lettuces
- (3) Vegetable crudites
- (3) Dressings
- (4) Salad bar condiments
- (3) Dried nuts & fruits
- (3) Cheese
- (3) Sliced Charcuterie
- Smoked salmon

Hot Section

- Scrambled eggs
- Hard boiled eggs
- Cheddar cheese, shredded
- (3) Western selection

Bakery Section

- (3) Muffins
- (1) Croissant
- (2) Danish pastries
- (3) Bread rolls
- (2) Whole loaf breads
- Butter
- Margarine
- Cream Cheese
- (4) Jam/Marmalade

EXLNG510

Links	🔗 OPS-FNB-036

Beverage Program (GC)

ID	Touchpoint	Category	Point Values
CABEXLNG001_GC	Executive Lounge	F&B Product	2

External Notes	**Beverage Program (GC)**
	Mark N/A if any of the following:
	• Hotel is located in APEC, CALA, EMEA or US/CAN • Area is under complete renovation and not available for guest use • Facility not present • Hotel has an M Club
	The following spirits must be present when an Executive Lounge is present:
	• Vodka • Scotch • Single Malt Whisky • Bourbon Whiskey • Gin • Cognac • Tequilla • Bailey's Irish Cream • Dry Vermouth • Sweet Vermouth • Campari or Aperol • Cointreau • Kahlua • Angostura Bitters • Rum (dark or white)

Food Areas Well-Stocked

ID	Touchpoint	Category	Point Values
EXLNG522	Executive Lounge	Touchpoint Service	2

External Notes	**Food Areas Well-Stocked**
	Mark N/A if any of the following:
	• Facility not present • Area is under complete renovation and not available for guest use
	Food areas must minimally be well-stocked
	EXLNG522

Links	🔗 OPS-HKP-088

Executive Lounge Music

ID	Touchpoint	Category	Point Values
EXLNG513	Executive Lounge	Brand - Culture	4

External Notes	**Executive Lounge Music**
	Mark N/A if any of the following:
	• Facility not present • Area is under complete renovation and not available for guest use • Property is located on Disney property • Property is located in Saudi Arabia or Kuwait
	Executive Lounge music must be audible
	EXLNG513
Links	🔗 OPS-FNB-036
	🔗 OPS-FRO-295B

Executive Lounge Cleanliness - General

ID	Touchpoint	Category	Point Values
CABEXLNG003	Executive Lounge	Public Areas	4

Executive Lounge Maintenance & Upkeep - General

ID	Touchpoint	Category	Point Values
CABEXLNG004	Executive Lounge	Public Areas	4

Restaurant – Breakfast

Greeter: First Impression - Service Behaviors

ID CABRBG9901	Touchpoint Restaurant – Breakfast	Category Core Service	Point Values 8

External Notes	**Greeter: First Impression - Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Area not staffed during evaluation
	• Facility not present or not available for guest use
	• Individual previously encountered during consecutive interactions
	
	The associate must minimally:
	
	• **Attempt to acknowledge the guest when standing in a queue**, either verbally or non-verbally
	• **Follow the 15 / 5 (4.6m / 1.5 m) Rule**
	    o Make eye contact and smile at 15 feet (4.6m or 15 steps)
	    o Maintain eye contact at 5 feet (1.5m or 5 steps)
	    o Provide a warm greeting/welcome
	• **Maintain good posture and eye contact** through visible engagement and attentive listening
	• **Be well-groomed and professional** wearing clean attire that is in good condition

Links	🔗 OPS-FRO-175B

Greeter - The Host escorted the guest to a table and followed proper seating procedures

ID REST504-f	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 2

External Notes	**Greeter - The Host escorted the guest to a table and followed proper seating procedures** Mark N/A if any of the following: • Facility not present • Area is under complete renovation and not available for guest use • Restaurant is a licensed concept The Host must: • Escort the guest to the table at a comfortable pace • Confirm that the table is to the guest's satisfaction • Explain the menu and buffet options (as available)
Links	🔗 OPS-FNB-025

Greeter - Guest name used during the experience, when known

ID CABRBG9902	Touchpoint Restaurant – Breakfast	Category Core Service	Point Values 4

External Notes	**Greeter - Guest name used during the experience, when known**
	Mark N/A if any of the following:
	• Guest name not known • Area not staffed during evaluation • Facility not present or not available for guest use
	The associate must **use the guest's name**, when known

Links	🔗 OPS-FRO-175B

Greeter - Closing Guest Interaction – Service Behaviors

ID CABRBG9906	Touchpoint Restaurant – Breakfast	Category Core Service	Point Values 4

External Notes	**Greeter - Closing Guest Interaction – Service Behaviors**
	Mark N/A if any of the following:
	• Area not staffed during evaluation • Facility not present • Area is under complete renovation and not available for guest use • Individual previously encountered during consecutive interactions
	The associate must minimally:

	• **Provide a warm and sincere closing**
	  ○ E.g., "Enjoy your meal", "Enjoy your afternoon", "Have a great night"
	• **Demonstrate appreciation**
	  ○ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for choosing to dine with us", "It is a pleasure to have you here"

Links	🔗 OPS-FRO-175B

Greeter - The overall experience met guest expectations and was free of negative detractors

ID CABRBG9907	Touchpoint Restaurant – Breakfast	Category Core Service	Point Values 0

Links	🔗 OPS-FRO-175B

Server - The Host greeted the guest with coffee service

ID REST508	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 4

External Notes	**Server - The Host greeted the guest with coffee service**
	Mark N/A if any of the following:

	- Area is under complete renovation and not available for guest use - Facility not present - Restaurant is a licensed concept The Host must: - Approach the table with coffee service in-hand (APEC, EMEA, GC): It is acceptable if individual coffee servings are freshly brewed from a machine or specialty coffee (e.g., Americano, cappuccino, espresso) is offered
Links	🔗 OPS-FNB-025

Server: First Impression - Service Behaviors

ID CABRS9901	Touchpoint Restaurant – Breakfast	Category Core Service	Point Values 8
External Notes	**Server: First Impression - Service Behaviors** Mark N/A if any of the following: - Area not staffed during evaluation - Facility not present or not available for guest use - Individual previously encountered during consecutive interactions The associate must minimally: **Attempt to acknowledge the guest when standing in a queue**, either verbally or non-verbally **Follow the 15 / 5 (4.6m / 1.5 m) Rule** - Make eye contact and smile at 15 feet (4.6m or 15 steps) - Maintain eye contact at 5 feet (1.5m or 5 steps) - Provide a warm greeting/welcome **Maintain good posture and eye contact** through visible engagement and attentive listening **Be well-groomed and professional** wearing clean attire that is in good condition		
Links	🔗 OPS-FRO-175B		

Server - The Host offered to take beverage order

ID REST509	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 2
External Notes	**Server - The Host offered to take beverage order** Mark N/A if any of the following: - Area is under complete renovation and not available for guest use - Facility not present - Restaurant is a licensed concept The Host must: - Leave the coffee pot on the table with the guest, if applicable - Offer and pour coffee as appropriate - Take beverage order if coffee is declined		

Links	🔗 OPS-FNB-025

Hot tea service included a selection of teas, pot of hot water, offer of condiments

ID REST510	**Touchpoint** Restaurant – Breakfast	**Category** Touchpoint Service	**Point Values** 2

External Notes	**Hot tea service included a selection of teas, pot of hot water, offer of condiments** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Facility not present • Restaurant is a licensed concept • Guest did not order tea and the set-up could not be viewed at another guest's table Host must offer a minimum of: • (5) Types of tea ○ Tea selection must include (1) infusion tea If tea is not brewed for guest: • Tea is served on the side with a pot of hot water and a choice of lemon or milk or cream Mark No if the hot tea service does not meet any of the requirements

Links	🔗 OPS-FNB-025 🔗 OPS-FNB-121

Server - Service at the Table During Breakfast

ID REST512	**Touchpoint** Restaurant – Breakfast	**Category** Touchpoint Service	**Point Values** 4

External Notes	**Server - Service at the Table During Breakfast** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Facility not present • Restaurant is a licensed concept The Host must: • Offer/suggest refills • Remove empty plate, serviceware and debris

Links	🔗 OPS-FNB-025

Server - The Host Created a Principles of Wonderful Moment

ID	**Touchpoint**	**Category**	**Point Values**

REST547	Restaurant – Breakfast	Touchpoint Service	4

External Notes	**Server - The Host Created a Principles of Wonderful Moment** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Facility not present • Restaurant is a licensed concept The Host must deliver one of the four key touchpoints of Wonderful Hospitality: • Be Caring: put your heart into everything you do to make guests feel deeply comfortable and genuinely cared for • Be a Storyteller: share unique stories of the property, brand, local culture and surroundings • Be Extraordinary: elevate everyday experiences to create moments that delight • Be Open-Minded: embrace change and adapt to guests evolving needs Examples of ways to execute the above experience include: • 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 something about guest's previous or future visits, engaging in conversation when personal details about a guest are learned • Modeling behavior after the guest (e.g., if the guest is in a hurry act with a sense of purpose), Offering extra towels to guests (e.g., traveling with families) • Paying special attention to children (e.g., kid's key to the hotel, sending milk and cookies to the room), share unique facts about the hotel, location, artwork unique to the property that has a story etc. with guests, tell guest about local restaurants, shopping and activities that tie back to the locale and region. Mark No if the Host did not execute one of the above four touchpoints during the interaction
Links	🔗 OPS-FRO-175

Drip/Brewed coffee "to go" cup and lid offered during the interaction

ID REST546	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 4

External Notes	**Drip/Brewed coffee "to go" cup and lid offered during the interaction** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Facility not present • Restaurant is a licensed concept • Drip/Brewed coffee not ordered during breakfast If drip/brewed coffee is ordered during breakfast, the Host must: • Offer drip/brewed coffee "to go" cup and lid
Links	🔗 OPS-FNB-025 🔗 MH Breakfast Service

Server - The check was accurate when presented to the guest

ID REST513	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 2
External Notes	**Server - The check was accurate when presented to the guest** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Facility not present • Restaurant is a licensed concept • Restaurant does not present a check If a check is presented, it must be: • Accurate • (Buffet Service): presented after the guest returns from the buffet • (A La Carte Service): placed on table after entree is served		
Links	⟋ OPS-FNB-025		

Server - Guest name used during the experience, when known

ID CABRS9902	Touchpoint Restaurant – Breakfast	Category Core Service	Point Values 4
External Notes	**Server - Guest name used during the experience, when known** Mark N/A if any of the following: • Guest name not known • Area not staffed during evaluation • Facility not present or not available for guest use The associate must **use the guest's name**, when known		
Links	⟋ OPS-FRO-175B		

Proactive Additional Assistance Offered

ID CABBFB001	Touchpoint Restaurant – Breakfast	Category Core Service	Point Values 4
External Notes	**Proactive Additional Assistance Offered** Mark N/A if any of the following: • Area not staffed during evaluation • Facility not present or not available for guest use Associates must **proactively offer additional assistance** to guests, examples include: • May I assist you with anything else? • Is there anything else I may do to ensure you have a pleasant stay? • Is there anything else I can get for you to help enjoy your meal? • Please let me know if there is anything else I can assist with.		

	A minimum of (1) associate must make a proactive offer of additional assistance during any morning food & beverage experience
Links	🔗 OPS-FRO-175B

Server - Closing Guest Interaction – Service Behaviors

ID CABRS9906	**Touchpoint** Restaurant – Breakfast	**Category** Core Service	**Point Values** 4

External Notes	**Server - Closing Guest Interaction – Service Behaviors**
	
	Mark N/A if any of the following:
	
	• Area not staffed during evaluation
	• Facility not present
	• Area is under complete renovation and not available for guest use
	• Individual previously encountered during consecutive interactions
	
	The associate must minimally:
	
	• **Provide a warm and sincere closing**
	   ○ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"
	• **Demonstrate appreciation**
	   ○ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for choosing to dine with us", "It is a pleasure to have you here"

Links	🔗 OPS-FRO-175B

Server - The overall experience met guest expectations and was free of negative detractors

ID CABRS9907	**Touchpoint** Restaurant – Breakfast	**Category** Core Service	**Point Values** 0

Links	🔗 OPS-FRO-175B

Breakfast Table Setting

ID REST506	**Touchpoint** Restaurant – Breakfast	**Category** Touchpoint Service	**Point Values** 2

External Notes	**Breakfast Table Setting** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Facility not present • Restaurant is a licensed concept Tables and place settings must minimally be set with: • Salt and pepper • Sugar caddy

	o (AP, CALA, EMEA): Sugar and sugar substitute o (US/CAN): Sweet 'N Low or equivalent, Equal or equivalent, Splenda or equivalent and sugar • Simple napkin fold • Cup with saucer or mug
Links	🔗 OPS-FNB-025

Breakfast Buffet Cooking Station (CALA, EMEA, US/CAN)

ID REST521	Touchpoint Restaurant – Breakfast	Category F&B Product	Point Values 2

External Notes	**Breakfast Buffet Cooking Station (CALA, EMEA, US/CAN)** Mark N/A if any of the following: • Property is located in AP • Area is under complete renovation and not available for guest use • Facility not present • Restaurant is a licensed concept • Restaurant does not offer a breakfast buffet cooking station • Restaurant does not offer a breakfast buffet • Breakfast area temporarily relocated Cooking station must minimally include eggs and omelets cooked to order Omelet station signage must be present and include: • Cured ham and aged cheddar • Local omelet, hotel developed • Egg white omelet, hotel developed The omelet station must offer the following: • (3) Meats • (3) Cheeses • (5) Vegetables
Links	🔗 OPS-FNB-025

Breakfast Menus, Omelet Station Signage and Buffet Identifiers (US/CAN)

ID REST544	Touchpoint Restaurant – Breakfast	Category F&B Product	Point Values 2

External Notes	**Breakfast Menus, Omelet Station Signage and Buffet Identifiers (US/CAN)** Mark N/A if any of the following: • Hotel is located in AP, CALA, EMEA • Area is under complete renovation and not available for guest use • Facility not present • Restaurant is a licensed concept Breakfast menus, omelet station signage, buffet identifiers must be professional in appearance

	Breakfast menus, omelet station signage and/or buffet identifiers must be: • Not photocopied • Professional in appearance Clear and legible handwritten signs are acceptable
Links	🔗 OPS-FNB-091

Kids menu must be available

ID REST533	**Touchpoint** Restaurant – Breakfast	**Category** F&B Product	**Point Values** 2
External Notes	**Kids menu must be available** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use • Restaurant is a licensed concept • Hotel does not have a restaurant A kids menu must be available either included in the restaurant menu or a separate menu		
Links	🔗 OPS-FNB-066		

Breakfast Buffet (APEC, EMEA, GC)

ID CAB4RB019	**Touchpoint** Restaurant – Breakfast	**Category** F&B Product	**Point Values** 16
External Notes	**Breakfast Buffet (APEC, EMEA, GC)** Mark N/A if any of the following: • Hotel is located in CALA, US/CAN • Facility not present • Area is under complete renovation and not available for guest use • Restaurant is a licensed concept • Restaurant does not offer a breakfast buffet • (SHER): Hotel is ONLY featuring the Sheraton signature public space F+B outlet/&More by Sheraton concept Breakfast buffet must minimally include: **APEC, GC** • (6) Cereals • (3) Fresh juice • (3) Milk (e.g., Whole, Skim, Soy) • (3) Yogurt • (3) Cold cuts • (5) Cheese • (10) Bread/Rolls/Pastries • (2) Gluten-free bread/Pastries/Muffins ○ It is acceptable if gluten-free items are available upon request • (6) Fresh fruit, pre-cut • (4) Whole fruit		

	(6) Western hot dishes - Egg station - Pancake, waffle, French toast station (daily rotation of these stations) - Noodle bar - Salad bar **EMEA** (4) Hot breakfast dishes (3) Savory, including (1) Egg dish (1) Sweet (6) Cereals (1) Gluten-free - It is acceptable if gluten-free items are available upon request (1) Muesli/Granola (1) Muesli soaked or oatmeal (6) Cereals condiments (e.g., nuts, dried fruits, seeds) (3) Juice (3) Milk (1) Non-dairy (2) Yogurt (6) Fruit (3) Cut (2) Whole (1) Salad or compote (3) Cold cuts (1) Non-pork (4) Cheese (2) Sliced (2) Whole or spread (2) Bread toast (1) Gluten-free bread - It is acceptable if gluten-free items are available upon request (2) Bread loafs (1) Croissant (3) Danishes/Pastries (2) Rolls (1) Salad (1) Raw vegetable or spread (1) Condiments or dressings
Links	🔗 OPS-FNB-025

F&B General

F&B Hours of Operation

ID CABFBP200	Touchpoint F&B General	Category Touchpoint Service	Point Values 4

External Notes	**F&B Hours of Operation**
	
	Property must meet minimum Food & Beverage hours of operation of their brand for each meal period and required offering every day of the week:
	
	BREAKFAST
	
	• 3 hours
	
	LUNCH
	
	• Either in one outlet or In-Room Dining
	• 3 hours
	    ○ (Tribute): Lunch is optional, if offered, must be available a minimum of (2) hours
	
	DINNER or BAR/LOUNGE
	
	• 5 hours
	
	IN-ROOM DINING
	
	• 6:00 AM to 11:00 PM
	    ○ (Tribute): IRD is optional, if offered must meet the same minimum hours
	
	CLUB/EXECUTIVE LOUNGE
	
	• Marriott Hotels
	    ○ Accessible 24 hours per day/7 days per week
	    ○ 6:30AM to 10:00 PM – F&B available
	• Sheraton
	    ○ 6:30 AM to 10:00 PM – F&B available
	• Delta
	    ○ Accessible 24 hours per day/7 days per week
	    ○ 6:30 AM to 10:00 PM – F&B available

Disposable Food & Beverage Containers

ID CABBOH030	Touchpoint F&B General	Category MI Initiatives	Point Values 4

External Notes	**Disposable Food & Beverage Containers** Mark N/A if no disposable food and/or beverage containers were observed When reusable materials are not an option, products must meet one of the following criteria: • Be compostable in a commercial composting system • Be recyclable Commonly used terms for products that meet these criteria include: • PLA • PET • Paper • Bio-resin

- Polypropylene
- Sugarcane
- RPET
- Molded fiber
- Molded pulp

It is not acceptable for **any** disposable product to be made of expanded/injected molded foam, polystyrene or Styrofoam

Links	🔗 OPS-SUS-014

Straw Usage Throughout Property

ID CABGEN003	**Touchpoint** F&B General	**Category** MI Initiatives	**Point Values** 4

External Notes

Straw Usage Throughout Property

Mark N/A if:

- All outlets are third party or licensed concepts
- Straws not present on property
- (Residences): Food or Beverage facilities not present

All F&B areas including but not limited to events/banquets, restaurants, bars, in-room dining, club/executive lounge, lobby lounge, spa, fitness etc. are required to only provide straws upon request in accordance with the standard. 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

It is acceptable for straws (e.g., paper, stainless steel etc.) to be used in frozen drinks, blended drinks, children's cups with lids, liquid yogurt and atypical vessels (e.g., coconut, heavily garnished glass) used for alcoholic beverages or their virgin alternatives

(ED): Plastic straws are not permitted under any circumstances (including licensed concepts)

During encounter observe if:

- Straws are provided without request from guest or associate
- Plastic straws are in use

Mark No if any straw is provided automatically

Links	🔗 OPS-FNB-152

Pepsi Standard Compliance

ID CABGEN002	**Touchpoint** F&B General	**Category** MI Initiatives	**Point Values** 16

External Notes

Pepsi Standard Compliance

Mark N/A if any of the following:

- Property does not serve any F&B (including event space)
- Property does not have F&B, retail outlets (e.g., Market/In a Pinch/Pantry/Gift Shop) or meeting space

- All Retail and F&B outlets are licensed concept/operated by a third party
- Hotel/property is listed as "Exempt" on the BSA Evaluation list
- Hotel brand is MGM Collection, AUTO, NB, PH, or TRB

All guestrooms, retail outlets and F&B outlets operated by the property must meet the following requirements:

- Coca-Cola products must not be seen on-property within guest view
  - Coca-Cola products include but are not limited to:
    - Coke, Diet Coke, Sprite, Powerade, Minute Maid bottled juices, Dasani and Smart waters
    - It is acceptable to provide tonic water, club soda, ginger ale and Dr. Pepper and remain in compliance with Pepsi requirements
  - Coca-Cola products must not be listed on restaurant menus or offered by associates
    - It is acceptable to provide Coca-Cola products upon specific guest request and to be stored in banquet storage areas
  - If Coca-Cola products are present on a meeting break it must only be to meet a client request and must be listed on the BEO as such
- (AP, CALA, EMEA): Private label water, if present, cannot come from a Coca-Cola bottler

Retail outlets operated by the property must minimally carry the following required products:

AP

- Pepsi
- Diet Pepsi or equivalent (i.e. Diet Pepsi, Pepsi Light, Pepsi Max, Pepsi Black, Pepsi Zero)
- (AP excluding Japan): 7-Up, Schweppes Lemonade, or Trevi products

CALA

- Pepsi
- Diet Pepsi or equivalent (i.e. Diet Pepsi, Pepsi Light, Pepsi Max, Pepsi Black, Pepsi Zero)

CAN

- Pepsi
- Diet Pepsi
- Mountain Dew
- 7-Up
- Lipton Pure Leaf Tea
- Aquafina

EUR

- Pepsi
- Diet Pepsi or equivalent (i.e. Diet Pepsi, Pepsi Light, Pepsi Max, Pepsi Black, Pepsi Zero)
- 7-Up
- (United Kingdom): Britivic Mixers

MEA

- Pepsi
- Diet Pepsi or equivalent (i.e. Diet Pepsi, Pepsi Light, Pepsi Max, Pepsi Black, Pepsi Zero)
- 7-Up

US

- Pepsi
- Diet Pepsi
- Starry or Sierra Mist
- Diet Mountain Dew
- Mountain Dew
- Aquafina

Links	🔗 OPS-FNB-088

Bar/Lounge Cleanliness - General

ID	Touchpoint	Category	Point Values
CABLNG005	F&B General	Public Areas	4

Bar/Lounge Maintenance & Upkeep - General

ID	Touchpoint	Category	Point Values
CABLNG006	F&B General	Public Areas	4

Buffet/Dining Area Cleanliness - General

ID	Touchpoint	Category	Point Values
CABREST003	F&B General	Public Areas	4

Buffet/Dining Area Maintenance & Upkeep - General

ID	Touchpoint	Category	Point Values
CABREST004	F&B General	Public Areas	4

Service General

Proactive Additional Assistance Offered

ID CABGR010	Touchpoint Service General	Category Core Service	Point Values 4

External Notes	**Proactive Additional Assistance Offered** Mark N/A if any of the following: • Guest Request or Service Recovery interaction did not occur • Area not staffed during evaluation • Facility not present or not available for guest use Associates must **proactively offer additional assistance** to guests, examples include: • May I assist you with anything else? • Is there anything else I may do to ensure you have a pleasant stay? • Is there anything else I can get for you to help enjoy your meal? • Please let me know if there is anything else I can assist with. A minimum of (1) associate must make a proactive offer of additional assistance during any guest request or service recovery interaction, either over the telephone or upon delivery/resolution
Links	🔗 OPS-FRO-175B

Name Tags & Pride/Lapel Pins - Housekeeping & Engineering

ID CAB4SG005	Touchpoint Service General	Category Brand - Culture	Point Values 16

External Notes	**Name Tags & Pride/Lapel Pins - Housekeeping & Engineering**
	
	Mark N/A if individual previously encountered during the same day
	
	Name Tags
	
	• All Housekeeping and Engineering associates must wear correct brand specification name tags at all times
	    ○ It is acceptable to use embroidery options in accordance with Brand Voice guidelines
	• Dual branded properties with shared public areas must utilize name tags without any brand logos
	
	Pride/Lapel Pins
	
	• All Housekeeping and Engineering associates must wear the current Brand Voice pin for their respective brand:
	    ○ Delta Lapel Pin
	    ○ Sheraton Pin
	• Marriott Hotels associates are not required to wear the Marriott Pin, however, when present, must be the current Brand Voice
	• It is acceptable to use embroidery options in accordance with Brand Voice guidelines

Name Tags & Pride/Lapel Pins - Front Office Associates

ID	Touchpoint	Category	Point Values

CAB4SG007	Service General	Brand - Culture	16

External Notes	**Name Tags & Pride/Lapel Pins - Front Office Associates**
	
	Mark N/A if individual previously encountered during the same day
	
	Name Tags
	
	• All Front Office associates must wear correct brand specification name tags at all times
	• Dual branded properties with shared public areas must utilize name tags without any brand logos
	
	Pride/Lapel Pins
	
	• All Front Office associates must wear the current Brand Voice pin for their respective brand:
	    o Delta Lapel Pin
	    o Sheraton Pin
	• Marriott Hotels associates are not required to wear the Marriott Pin, however, when present, must be the current Brand Voice
	
	Third-party concierge services associates should not wear the branded pin

Name Tags & Pride/Lapel Pins - F&B Associates

ID CAB4SG006	**Touchpoint** Service General	**Category** Brand - Culture	**Point Values** 16

External Notes	**Name Tags & Pride/Lapel Pins - F&B Associates**
	
	Mark N/A if any of the following:
	
	• Individual previously encountered during the same day
	• Bar/Lounge/Restaurant is operated by a third party
	
	Name Tags
	
	• All F&B associates must wear correct brand specification name tags at all times
	    o It is acceptable for culinary associates to use embroidery options in accordance with Brand Voice guidelines
	• (Delta Hotels) It is acceptable if restaurant and bar associates are not wearing a name tag
	• Dual branded properties with shared public areas must utilize name tags without any brand logos
	
	Pride/Lapel Pins
	
	• All F&B associates must wear the current Brand Voice pin for their respective brand:
	    o Delta Lapel Pin
	    o Sheraton Pin
	• Marriott Hotels associates are not required to wear the Marriott Pin, however, when present, must be the current Brand Voice
	• It is acceptable for culinary associates to use embroidery options in accordance with Brand Voice guidelines

Links	🔗 OPS-FRO-283L

Brand Uniforms - Housekeeping & Engineering Associates

ID CAB4SG002	**Touchpoint** Service General	**Category** Brand - Culture	**Point Values** 4

External Notes	**Brand Uniforms - Housekeeping & Engineering Associates**

	Mark N/A if individual previously encountered during the same day
	All Housekeeping and Engineering associates must be outfitted in the Brand Approved Wardrobe Program for their department
	Housekeeping and Engineering associates include, but are not limited to: - Housekeeping Supervisor - Housekeeper - Engineering
Links	🔗 OPS-FRO-283

Brand Uniforms - F&B Associates

ID CAB4SG003	**Touchpoint** Service General	**Category** Brand - Culture	**Point Values** 4
External Notes	**Brand Uniforms - F&B Associates** Mark N/A if any of the following: - Area is under complete renovation and not available for guest use - Individual previously encountered during the same day - Bar/Lounge/Restaurant is a licensed concept All Front of House Food & Beverage (F&B) associates must be outfitted in a consistent uniform package for their department. Front of House F&B associates include, but are not limited to: - Servers - Greeters - Food Runners - Bartenders - Barbacks - Baristas - Banquets Managers, Servers, Audio-Visual - In-Room Dining Attendants		
Links	🔗 OPS-FRO-283		

Brand Uniforms - Front Office Associates

ID CAB4SG004	**Touchpoint** Service General	**Category** Brand - Culture	**Point Values** 4
External Notes	**Brand Uniforms - Front Office Associates** Mark N/A if any of the following: - Area is under complete renovation and not available for guest use - Individual previously encountered during the same day - Bar/Lounge/Restaurant is operated by a third party All Front Office associates must be outfitted in the Brand Approved Wardrobe Program for their department Front Office associates include, but are not limited to:		

- Valet Attendant
- Door Attendant
- Bell Attendant
- Front Desk Associate
- Concierge
- Security

Links	🔗 OPS-FRO-283

No Guest Satisfaction Survey Solicitation Policy Compliance

ID CABGEN001	**Touchpoint** Service General	**Category** MI Initiatives	**Point Values** 16

External Notes	**No Guest Satisfaction Survey Solicitation Policy Compliance**

Any **references to Guest Satisfaction Survey (GSS) scoring is prohibited** on all documentation and collateral in guest view to include but not limited to the following examples:

- GM or Staff Welcome Notes
- Letters, etc.
- Front Desk Signage
- Associate Attire (E.g., pins, buttons, shirts, nametags)
- Asking the guest to rate the hotel a particular score (i.e., "rate us a 10")
- Displaying GSS scoring criteria
- Associating GSS scoring with an award status or incentive
- Explaining to the guest that they will receive a future survey and "should consider rating us a 9 or 10"
- Any references of GSS incentives to guests is prohibited, including Marriott Bonvoy Points

Mark YES if there are no observations of references to GSS scoring during the Brand Standards Audit

- **A YES answer choice will result in no impact to overall score (0 points earned out of 0 points possible)**

Mark NO if any observations of references to GSS scoring are found during the Brand Standards Audit and attach photo(s)

- **A NO answer choice will result in a loss of 16 points (0 points earned out of 16 points possible)**

Links	🔗 OPS-GQA-003

Laundry/Dry Cleaning Service

ID GENF501	**Touchpoint** Service General	**Category** Touchpoint Service	**Point Values** 2

External Notes	**Laundry/Dry Cleaning Service**

AP, MEA

Hotel must offer same day guest laundry / valet service (7) days per week (Monday - Sunday)

CALA, EUR, US/CAN

Hotel must minimally offer same day guest laundry / valet service (5) days per week (Monday - Friday)

Links	🔗 OPS-HKP-091B

Brand Logo

ID GEN505	Touchpoint Service General	Category Brand - Identity	Point Values 2

External Notes	**Brand Logo** Property must use the **current Marriott Hotels logo** for all signage and materials, including but not limited to: • Paper materials (business cards, stationary, brochures, guest directories, direct mail, in-room collateral, note cards, posters, rack or rate cards) • Digital materials (signage, graphics, website) • Marketing materials (management company directory, business cards, posters, stationery) Brand logo must not appear with other non-Marriott lodging brands • It is acceptable to have non-Marriott brand logos on vehicle (e.g., shuttle) It is not acceptable to use: • Property-specific logo • Old brand logo on printed materials It is acceptable if the following examples of permanent signage have the old logo: • Permanent wayfinding signage • Monument signage • Building signage • Directional signage

Links	🔗 OPS-HKP-094E 🔗 OPS-FRO-294A

Bedroom

Entry door safety features are fully functional			
ID CABFLS049	**Touchpoint** Bedroom	**Category** Safety & Security	**Point Values** 0
External Notes	**Entry door safety features are fully functional** To comply with this requirement property must: **1. GUEST ROOM KEY CARDS** All key cards must be purchased from PLI, RRD, or vendors of certified Lock Systems **2. GUEST ROOM/SUITE ENTRY DOOR FEATURES** All Guest room/suite entry doors must have: - A single mortise lock with deadbolt - After deadbolt is engaged there must be one releasing operation to retract deadbolt - Evacuation graphics - Must be displayed on the back of the door, with the exception of panel or glass doors, in which case the sign may be on the wall adjacent to the door - Entry doors that open directly to the exterior/outside are not required to have evacuation graphics posted - Secondary locking device/privacy latch (e.g., night latch, additional deadbolt) (AC - JV Hotels): A secondary locking device is not required - Self-closing device - View port is secured and cannot be easily removed from the corridor side of the door **3. TESTING GUEST ROOM/SUITE ENTRY DOOR FEATURES** Marriott property representative will check the following criteria in addition to the above: **Determine** if entry door is self-closing or not **Check** all self-closing doors in the following manner: - Attempt the following steps once for each door: - Open door 90 degrees - Release door - Door must close and latch/lock on first attempt - Confirm deadbolt engages and secondary locking device functions properly - If manual deadbolt is present, manually engage to measure functionality. - Open door to ensure deadbolt and secondary locking device/privacy latch operates properly - Deadbolt must retract upon turning the door handle to open the door - Look through the view port to ensure visibility - Inspect door to ensure no kick-down or other device is installed that holds door open, defeating self-closer If required self-closing device not in place, **Check** all doors without self-closing devices in the following manner: - Attempt the following steps for each door: - Confirm deadbolt engages and secondary locking device functions properly - If manual deadbolt is present, manually engage to measure functionality - Open door to ensure deadbolt and secondary locking device/private latch operates properly - Deadbolt must retract upon turning the door handle to open the door - Look through the view port to ensure visibility/functionality

Links	🔗 RSK-FRP-006

Closet Amenities

ID BD501	Touchpoint Bedroom	Category Operations - Product	Point Values 2

External Notes	**Closet Amenities** Closet must minimally include: (1) Luggage rack or luggage bench - Hangers (6) Open-hook hangers (4) Hangers with clips - If robe(s) is hung in closet, robe hanger(s) is in addition to number specified here (US/CAN): (1) Laundry bag (1) Laundry ticket (AP, CALA, EMEA): (2) Laundry bags (2) Laundry tickets (AP): - Non-resort: (1) pair of slippers per bed - Resort: (2) pairs of slippers

Links	🔗 OPS-HKP-094

Ironing Amenities

ID BD518	Touchpoint Bedroom	Category Operations - Product	Point Values 2

External Notes	**Ironing Amenities** Ironing amenities must minimally include in guestroom closet: - Iron - Iron must be auto shut-off - Ironing board and cover - Board organizer - Acceptable to place iron in built-in organizer in new builds/renovations OR - Handheld steamer - If steamer is present, irons and ironing boards with covers must be available upon guest request (AP): Steamer must be placed in bag or a box

Links	🔗 OPS-HKP-094 🔗 OPS-HKP-094K

Robes and Slippers are present

ID	Touchpoint	Category	Point Values
BD509	Bedroom	Operations - Product	2

External Notes	**Robes and Slippers are present**
	
	Mark N/A if any of the following:
	
	• Standard guest room is evaluated (including all-suites properties)
	• (US/CAN): Club/Concierge/Executive room is evaluated at a non-resort property
	
	Hotel/Resort must ensure that each guest room closet contains robes and slippers as follows:
	
	AP, CALA, EMEA
	
	• Non-resort Executive/Suites
	    o (1) Robe
	    o (1) Pair of slippers
	• Resort Executive/Suites
	    o (2) Robes
	    o (2) Pairs of slippers
	
	US/CAN
	
	• Non-resort properties (Suites, with the exception of standard guest rooms in all-suites properties)
	    o (1) Robe
	        ▪ Bathrobes are not required in standard guest rooms but are to be available upon request
	    o (1) Pair of slippers per bed
	• Resort properties (Concierge/Executive/Club/Suites, with the exception of standard guest rooms in all-suites properties)
	    o (2) Robes
	        ▪ Bathrobes are not required in standard guest rooms but are to be available upon request
	    o (2) Pairs of slippers

Links	🔗 OPS-HKP-094

In-room Safe

ID	Touchpoint	Category	Point Values
BD506	Bedroom	Operations - Product	2

External Notes	**In-room Safe** Mark N/A if hotel is a US/CAN non-resort hotel An in-room safe is minimally required in: • AP, CALA, EMEA • US/CAN resorts Safe must be permanently fixed to the floor, wall or furniture
Links	🔗 OPS-HKP-094G

Coffee Equipment

ID BD516	Touchpoint Bedroom	Category F&B Product	Point Values 4

External Notes	**Coffee Equipment**
	
	Coffee equipment must minimally include the following:
	
	AP, MEA
	
	• (1) Coffee maker OR kettle
	• (2) Mugs
	    o It is acceptable if two cups with saucers are provided in stead of mugs
	
	CALA
	
	• (1) Electric kettle OR single cup brewer (e.g., CV1, Keurig)
	• (2) Disposable cups, wrapped
	• (2) White sip-through lids
	• (2) Wood or plastic stir sticks, wrapped
	• (1) Wooden Box or tray
	
	EUR
	
	• Electric kettle
	    o If coffee maker with built-in hot water dispenser is present, electric kettle must be available upon request
	• (2) Mugs, matching in color
	• (2) Napkins
	• (2) Coasters
	• (2) Stir sticks (wood or plastic), or spoons
	
	US/CAN
	
	• Single cup brewer (e.g., CV1, Keurig)
	• (2) Disposable cups, wrapped
	• (2) White sip-through lids
	• (2) Wood stir sticks, wrapped
	• (1) Wooden Box

Links	🔗 OPS-HKP-094Y

Guest Room Coffee & Tea

ID BD517	Touchpoint Bedroom	Category F&B Product	Point Values 4

External Notes	**Guest Room Coffee & Tea**
	
	Coffee & Tea products must minimally include the following items:
	
	APEC, GC, MEA
	
	• (4) Coffee packets in filter OR (4) instant coffee sachets
	    o (2) Regular
	    o (2) Decaffeinated
	• (4) Individual packaged teas
	    o (2) Breakfast
	    o (2) Organic Herbal or Decaffeinated
	
	CALA
	
	• Coffee
	    o (1) Decaffeinated packet

- o (1) Regular packet
- Tea:
  - o (2) English Breakfast or black tea
  - o (2) Herbal tea
- Condiments:
  - o (2) UHT (ultra high temperature) pasteurized shelf stable creamers
    - ▪ It is acceptable for hotels to use cream sticks when UHT is not available in the market. Milk or cream might not be available for hotels located in Venezuela
  - o (4) Sugar packets
  - o (2) Sweet 'N Low, or equivalent
  - o (2) Equal, or equivalent
  - o (2) Splenda, or equivalent

It is acceptable for hotels to have a total of (4) artificial sweeteners if above brand name sweeteners are not available

EUR

- (2) Soluble regular coffee
- (2) Decaffeinated coffee
- (4) Tea envelopes
- Condiments:
  - o (2) White Sugar sticks
  - o (2) Brown Sugar sticks
  - o (2) Sweetener sticks
  - o (2) Milk or creamer sticks

US/CAN

- Coffee
  - o (1) Decaffeinated packet
  - o (1) Regular packet
- Tea
  - o (1) English Breakfast
  - o (1) Chamomile
- Condiments:
  - o (2) UHT (ultra high temperature) pasteurized shelf stable creamers
  - o (4) Sugar packets
  - o (2) Sweet 'N Low, or equivalent
  - o (2) Equal, or equivalent
  - o (2) Splenda, or equivalent

It is acceptable for Canadian hotels to utilize equivalents to the artificial sweeteners and tea listed above

Links	🔗 OPS-HKP-094Y

Guest Room Water

ID BD520	**Touchpoint** Bedroom	**Category** Operations - Product	**Point Values** 2

External Notes	**Guest Room Water** Mark N/A if in CALA, EMEA, US/CAN and Concierge Room/Suite not evaluated Water must minimally be provided as follows: **ALL REGIONS** It is acceptable if hotels offer water for sale, in addition to complimentary water **AP** - (2) Bottles of Water **OR**

	○ A minimum of 32 oz / (1) liter carafe when using an alternative vessel for hotels participating in a continent approved water filtration program 　　■ (1) liter carafe can be substituted with (2) 500 ml bottles **CALA, EMEA, US/CAN** 　• Concierge/Suite rooms: (1) Bottle of water, complimentary
Links	🔗 OPS-HKP-094T

Ice Bucket & Glasses

ID BD519	Touchpoint Bedroom	Category Operations - Product	Point Values 2

External Notes	**Ice Bucket & Glasses** Guest room must minimally have: 　• (1) Ice bucket 　　○ Lid 　　○ (AP, CALA, EMEA): If ice is available through room service, a notice indicating such must be provided in place of the ice bucket and lid 　• (2) Coasters 　• (2) Glasses 　　○ Inverted on coasters except when using stan caps 　　○ Not wrapped 　• (1) Tray 　　○ (AP): It is acceptable if items are placed in a drawer/compartment without a tray
Links	🔗 OPS-HKP-094R

Brand Collateral and Reading Materials

ID BD521-i	Touchpoint Bedroom	Category Brand - Identity	Point Values 4

External Notes	**Brand Collateral and Reading Materials** The following items must minimally be present: 　• DND/Privacy Please 　　○ It is acceptable for other verbiage to be used (e.g., later please, privacy) 　　○ Electronic version is acceptable (brand voice not required) 　• (US/CAN): "ShopMarriott" catalog 　• (Resorts): Activity guide (unless distributed at Front Desk) Additional collateral, if provided, must be in brand voice
Links	🔗 OPS-HKP-094E 🔗 OPS-HKP-094

Guest Services Directory

ID	Touchpoint	Category	Point Values
BD512	Bedroom	Brand - Identity	2

External Notes	**Guest Services Directory**
	
	Guest Services Directory must minimally:
	
	- Be present
	- Be in Brand Voice, including:
	  - Template and correct style
	    - Cover artwork may vary
	    - (AP): It is acceptable to use a binder style GSD
	  - Current brand logo
	    - It is acceptable for dual language directory to not have brand logo
	
	- It is acceptable if Guest Service Directory is digital without using the Guestroom Entertainment Platform

Links	🔗 OPS-HKP-094E

Television Size

ID	Touchpoint	Category	Point Values
CAB4BD005	Bedroom	Operations - Product	2

External Notes	**Television Size**
	
	Marriott Hotels, Marriott Executive Apartments and Delta Hotels televisions must minimally meet the following size requirements:
	
	APEC, GC
	
	- 55" (139.7 cm)
	- Televisions within current life of 7 years or if property is within renovation cycle as of 1/1/2017 - must be a minimum of 48" (121.92 cm)
	  - Property must replace to the mandated minimum size at the end of television life cycle or upon hotel renovation, whichever is earlier
	
	CALA, EUR, US/CAN
	
	- 55" (139.7 cm)
	  - (EUR): It is acceptable if television is 42" (106.68 cm)
	- Televisions within current life of 7 years or if property is within renovation cycle as of 1/1/2017 - must be a minimum of 48" (121.92 cm)
	  - Property must replace to the mandated minimum size at the end of television life cycle or upon hotel renovation, whichever is earlier
	
	MEA
	
	- 55" (139.7 cm)
	- Televisions within current life of 7 years or if property is within renovation cycle as of 1/1/2017 - must be a minimum of 49" (124.46 cm)
	  - Property must replace to the mandated minimum size at the end of television life cycle or upon hotel renovation, whichever is earlier

Links	🔗 OPS-FRO-069

Telephones

ID BD511	Touchpoint Bedroom	Category Operations - Product	Point Values 2

External Notes	**Telephones**
	
	Guest room must minimally have (1) telephone, including:
	
	- Speed dial button programmed for guest service
	- Visible cords must be neatly bound
	- (US/CAN): Faceplate, if present, must minimally have:
	  - Dialing instructions or long distance surcharge information
	    - Reference to Guest Service Directory acceptable
	  - Emergency dialing information (e.g., 911) visible on the phone faceplate or a sticker
	    - It is acceptable for the telephone to have additional emergency dialing information programmed and listed (e.g., 9-911) but only if 911 is primarily listed and functional

Links	🔗 OPS-HKP-094Q

Note Pad and Pen

ID BD522	Touchpoint Bedroom	Category Brand - Identity	Point Values 2

External Notes	**Note Pad and Pen**
	
	Mark N/A if the hotel is located in the province of Quebec
	
	The following must minimally be present in **current brand voice**:
	
	- (2) Note cards
	  - (AP) It is acceptable to use note pad in place of note cards
	- (1) Pen
	  - (AP, EMEA) It is acceptable to use pencils in place of pens

Links	🔗 OPS-HKP-094W

Guest Room Recycling Bin

ID CABBD051	Touchpoint Bedroom	Category MI Initiatives	Point Values 4

External Notes	**Guest Room Recycling Bin** Mark N/A if any of the following: - Hotel brand is PH Guest room must minimally include (1) recycling bin in brand specification. Properties with circumstances that may prevent implementing a recycling program can request an exemption by completing this link and obtaining approval PRIOR to the audit date:

	• BSA Exemption/Exception Application
Links	🔗 OPS-SUS-020

Guest Room Recycling Bin Labels

ID CABBD052	**Touchpoint** Bedroom	**Category** MI Initiatives	**Point Values** 4
External Notes	**Guest Room Recycling Bin Labels** Mark N/A if any of the following: • Hotel brand is ED or PH Guest room recycling bins must minimally include: • Labels with the appropriate image(s) depicting what should be recycled (e.g., paper, glass)		
Links	🔗 OPS-SUS-020		

Book of Mormon and Bible

ID CABBD004	**Touchpoint** Bedroom	**Category** Operations - Product	**Point Values** 2
External Notes	**Book of Mormon and Bible** Mark N/A Book of Mormon and/or Bible are prohibited by culture/law The following items must be present: • Bible • Book of Mormon In countries or markets where providing these books are prohibited by culture / law, hotels/resorts have the option to provide a card in the top dresser drawer that directs guests to contact guest services for religious books (FF in EMEA): It is acceptable for properties to disclose that the Bible and Book of Mormon are available upon request via the digital Guestroom Entertainment Platform		
Links	🔗 OPS-HKP-094P		

Bedside Power & Alarm Clock

ID CABBD055	**Touchpoint** Bedroom	**Category** Operations - Product	**Point Values** 4
External Notes	**Bedside Power & Alarm Clock**		

Each guest room must minimally have the following, located bedside and readily accessible to the guest (i.e., not behind nightstand, not having to move furniture to access):

- (1) AC power outlet
- (1) USB power port

It is acceptable if bedside power requirements are offered via a standalone device or built into FF&E (e.g., lamp, alarm clock or audio device)

Alarm clocks are optional if alternative bedside power is available, if an alarm clock is present, it must minimally have:

- Correct time set (within 2 minutes)
- Alarm turned OFF

CABBD055

Links	🔗 OPS-HKP-094A

Bedding (CALA, EMEA)

ID BD523	Touchpoint Bedroom	Category Operations - Product	Point Values 2

External Notes	**Bedding (CALA, EMEA)** Mark N/A if hotel is located in AP or US/CAN Bedding must include duvet and full duvet cover (use of triple sheeting is not acceptable) Bedding linens must not have competitor (non-Marriott) labels

Links	🔗 OPS-HKP-094

Bedding (US/CAN)

ID BD524	Touchpoint Bedroom	Category Operations - Product	Point Values 2

External Notes	**Bedding (US/CAN)** Mark N/A if hotel is located in AP, CALA, EMEA Duvet and Duvet cover must be present - Traditional duvet covers or the Fusion Duvet cover is required - No triple sheeting is permitted - Linens must not have competitor (non-Marriott) labels

Links	🔗 OPS-HKP-094C

Pillows

ID	Touchpoint	Category	Point Values

BD515	Bedroom	Operations - Product	2

External Notes	**Pillows**
	Mark N/A if room has been "pre-blocked" with a special request for pillows and documentation provided
	Pillows must be present and include:
	- Pillowcases - Pillow covers/protectors - King beds: (4) King size - Queen beds: (4) Queen size - Double beds: (4) Standard size (AP): (2) King size is also acceptable - Twin/Super Twin: (2) Standard size - Pillows must be natural fill (AP): It is acceptable if (2) Natural fill and (2) synthetic pillows per bed are present, or (1) and (1) for double/twin beds
Links	🔗 OPS-HKP-094C

Pillow Age

ID CABBD050	**Touchpoint** Bedroom	**Category** Operations - Product	**Point Values** 4

External Notes	**Pillow Age**
	Mark N/A if hotel brand is AH, ED, ELMT, FP, LC, LM, NB, PH, RC, SHER, SR, W, WSTN
	Pillows must be replaced within the required timeframe:
	- Natural/Feather pillows must be dated within the last 5 years based on date of service - Eco/Synthetic pillows must be dated within the last 3 years based on date of service
	When evaluating the manufacturer's tag, the below parameters must be followed:
	- Un-punched/unmarked tag defaults to manufacturer's pre-printed date, if present - An unclear punch/mark defaults to the older date - Future punched dates are not acceptable
	For 2025: Eco/Synthetic pillows purchased in 2021 may be dated within the last 4 years based on the manufacturer tag (i.e., one year extension).
	For 2025: Natural/Feather pillows purchased between 2019-2021 may be dated within the last 6 years based on the manufacturer tag (i.e., one year extension).
	(AP, MEA): It is acceptable if pre-printed date on manufacturers tag indicates up to 3 months past the expiration to allow for "shelf life" meaning a pillow is created, but not put into use (EUR, US/CAN): It is acceptable if pre-printed date on manufacturers tag indicates up to 6 months past the expiration to allow for "shelf life" meaning a pillow is created, but not put into use
	Mark No if required date not printed on all pillows
Links	🔗 OPS-HKP-094C

Pillow Fold Test

ID	Touchpoint	Category	Point Values
CABBD002	Bedroom	Guestroom	4

External Notes	**Pillow Fold Test**
	With the pillow case and protector removed, conduct pillow fold test on one of each pillow type on bed that was evaluated
	• Conduct pillow test on a hard surface • Do not conduct pillow test on decorative pillows
	To complete the pillow 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 • **Hold** for a count 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
	Mark No if any pillow does not open flat within 8 seconds

Bedroom Cleanliness - Perimeter/FF&E

ID	Touchpoint	Category	Point Values
CABBD200	Bedroom	Guestroom	16

External Notes	**Bedroom Cleanliness - Perimeter/FF&E**
	Bedroom Perimeter includes the evaluation of the following, but not limited to sections of bedroom, kitchen and living areas (as applicable):
	• Walls/Doors/Windows/Ceiling • Mirrors/Artwork/Decor • Floor/Carpet & Carpet Cleanliness Test • Closet Area
	FF&E (Furniture, Fixtures & Equipment) includes the evaluation of the following, but not limited to sections of bedroom and living areas:
	• Case Goods/Desk/Tables/Cabinetry • Upholstered Furniture • HVAC/PTAC/Fireplace • Patio/Balcony Furniture • Electronics/Accessories/Appliances • Lamps/Lighting
	Compliance = No Observations
	• 16 points earned out of 16 points possible
	Observations = Points deducted from 16 points total for each observation selected
	• Hair or Any Evidence of Previous Guests = -8 points • Level 1 – Two instances observed of any other cleanliness deficiency = -4 points • Level 2 – Three or more instances of any cleanliness deficiency or second hair/evidence of previous guest observed = -4 points

Bedroom Maintenance & Upkeep - Perimeter/FF&E

ID	Touchpoint	Category	Point Values

CABBD201	Bedroom	Guestroom	16
External Notes	**Bedroom Maintenance & Upkeep - Perimeter/FF&E** Bedroom Perimeter includes the evaluation of the following, but not limited to sections of bedroom, kitchen and living areas (as applicable): - Walls/Doors/Windows/Ceiling - Mirrors/Artwork/Decor - Floor/Carpet - Closet Area FF&E (Furniture, Fixtures & Equipment) includes the evaluation of the following, but not limited to sections of bedroom and living areas: - Case Goods/Desk/Tables/Cabinetry - Upholstered Furniture - HVAC/PTAC/Fireplace - Patio/Balcony Furniture - Electronics/Accessories/Appliances - Lamps/Lighting **Compliance = No Observations** - 16 points earned out of 16 points possible **Observations = Points deducted from 16 points total for each observation selected** - Any Item Not Functioning Properly = -8 points - Level 1 – Two instances observed of any other maintenance & upkeep deficiency = -4 points - Level 2 – Three or more instances of maintenance & upkeep deficiencies or a second malfunctioning item = -4 points		

Bedroom Cleanliness - Bed/Bedding

ID CABBD202	**Touchpoint** Bedroom	**Category** Guestroom	**Point Values** 16
External Notes	**Bedroom Cleanliness - Bed/Bedding** **Compliance = No Observations** - 16 points earned out of 16 points possible **Observations = Points deducted from 16 points total for each observation selected** - Any Hair or Evidence of Previous Guests = -8 points - Level 1 - Additional hair/evidence of previous guest on separate layer(s), Debris = -4 points - Bedding wrinkled or not neatly made = -4 points		

Bedroom Maintenance & Upkeep - Bed/Bedding

ID CABBD203	**Touchpoint** Bedroom	**Category** Guestroom	**Point Values** 16
External Notes	**Bedroom Maintenance & Upkeep - Bed/Bedding** **Compliance = No Observations** - 16 points earned out of 16 points possible		

	Observations = Points deducted from 16 points total for each observation selected • Level 1 - One instance observed of any maintenance & upkeep deficiency = -8 points • Level 2 - Two instances observed of any other maintenance & upkeep deficiency = -8 points

Bathroom

Marriott Hotels Shower/Bathtub Amenities

ID BTH525	Touchpoint Bathroom	Category Brand - Program	Point Values 16

External Notes	**Marriott Hotels Shower/Bathtub Amenities**
	
	Residential bath amenities (RBA) must be present in the shower and minimally meet the following:
	
	• (3) Residential bottles, tamper-resistant, wall-mounted
	    o Dovelok brackets
	        ▪ (1) Shampoo
	        ▪ (1) Conditioner
	        ▪ (1) Shower Gel
	
	The above amenities must be in the following brand specification:
	
	• ThisWorks

Links	🔗 Residential Bath Amenity Program 🔗 Marriott Hotels Bath Amenity Program 🔗 OPS-HKP-093B

Marriott Hotels Vanity/Sink Amenities

ID BTH526	Touchpoint Bathroom	Category Brand - Program	Point Values 4

External Notes	**Marriott Hotels Vanity/Sink Amenities** Sink-side amenities must be present and minimally meet the following: • (1) Body Lotion • (1) Bath & Facial Soap o (APEC, EMEA, GC): It is acceptable if residential sized liquid soap is present in lieu of bar soap The above amenities must be in the following **brand specification**: • ThisWorks
Links	🔗 Residential Bath Amenity Program 🔗 Marriott Hotels Bath Amenity Program 🔗 OPS-HKP-093B

Shower Amenity Sequence			
ID CABBTH027	**Touchpoint** Bathroom	**Category** Operations - Product	**Point Values** 2

External Notes	**Shower Amenity Sequence** Mark N/A if any of the following: • Hotel brand is PH • All required residential amenities are not present Residential amenities must be presented in the following sequence: **Brands with (3) required amenities:** • Left: Shampoo • Middle: Conditioner • Right: Body Wash/Shower Gel **ELMT** • Left: Conditioning Shampoo • Right: Body Wash **FF (AP)** • Left: Conditioning Shampoo • Right: Shower Gel **MX** (EMEA, US/CAN): When Muk products present: • Left: Shampoo Hair/Body Wash • Right: Conditioner
Links	🔗 Guest Room Bathroom: Amenities

Marriott Hotels Additional Amenities			
ID BTH505	**Touchpoint** Bathroom	**Category** Operations - Product	**Point Values** 2

External Notes	**Marriott Hotels Additional Amenities**
	
	Guest room must minimally include:
	
	• Wastebasket
	• Bath tissue
	• Facial tissue
	• Tissue box cover
	• Hair dryer
	    ○ (APEC, CALA, MEA, US/CAN): 1875-watts minimum
	        ▪ (Japan & Taiwan): It is acceptable to have 1200 watts or higher
	    ○ (GC, except Taiwan): It is acceptable to have 1600 watts or higher
	    ○ (EUR): 1800-watts minimum
	• (GC): Enhanced bathroom accessories must be in correct specification when amenities are present

Links	🔗 OPS-HKP-093
	🔗 GC Enhanced Amenities

Bath Terry

ID	Touchpoint	Category	Point Values
CABBTA100	Bathroom	Operations - Product	2

External Notes	**Bath Terry**
	Property must provide the following minimum quantities of bath terry in each guestroom:
	Premium, Select & Midscale
	• (2) Bath towels
	• (2) Hand towels
	• (2) Washcloths
	• (1) Bathmat
	Luxury
	• (3) Bath towels
	• (3) Hand towels
	• (3) Washcloths
	• (1) Bathmat for shower
	• (1) Bathmat for bathtub, if present
	• (SR, JW, RC): (1) Bath rug

Links	🔗 OPS-HKP-093H

Linen & Terry Re-use Program

ID	Touchpoint	Category	Point Values
CABBTH100	Bathroom	MI Initiatives	2

External Notes	**Linen & Terry Re-use Program**
	Hotels must communicate re-use program through the following in-room collateral:
	• Terry Reuse Hanger Card
	CABBTH100

Links	🔗 OPS-HKP-094V

Bathroom Cleanliness - Perimeter/FF&E

ID	Touchpoint	Category	Point Values
CABBTH202	Bathroom	Guestroom	16

External Notes	**Bathroom Cleanliness - Perimeter/FF&E**

Bathroom Perimeter includes the evaluation of the following, but not limited to sections of the bathroom area:

- Walls/Doors/Windows/Ceiling
- Mirrors/Artwork/Decor
- Floor

FF&E (Furniture, Fixtures & Equipment) includes the evaluation of the following, but not limited to sections of the bathroom area:

- Towel Bars/Racks
- Trashcan
- Hairdryer
- Toilet Paper Dispenser
- Robe Hooks
- Lighting

Compliance = No Observations

- 16 points earned out of 16 points possible

Observations = Points deducted from 16 points total for each observation selected

- Any Hair or Evidence of Previous Guests = -8 points
- Level 1 – Two instances observed of any other cleanliness deficiency = -4 points
- Level 2 – Three or more instances of any cleanliness deficiency or second hair/evidence of previous guest observed = -4 points

Bathroom Maintenance & Upkeep - Perimeter/FF&E

ID	Touchpoint	Category	Point Values
CABBTH203	Bathroom	Guestroom	16

External Notes	**Bathroom Maintenance & Upkeep - Perimeter/FF&E**

Bathroom Perimeter includes the evaluation of the following, but not limited to sections of the bathroom area:

- Walls/Doors/Windows/Ceiling
- Mirrors/Artwork/Decor
- Floor

FF&E (Furniture, Fixtures & Equipment) includes the evaluation of the following, but not limited to sections of the bathroom area:

- Towel Bars/Racks
- Trashcan
- Hairdryer
- Toilet Paper Dispenser
- Robe Hooks
- Lighting

Compliance = No Observations

- 16 points earned out of 16 points possible

Observations = Points deducted from 16 points total for each observation selected

- Any Item Not Functioning Properly = -8 points
- Level 1 – Two instances observed of any other maintenance & upkeep deficiency = -4 points
- Level 2 – Three or more instances of maintenance & upkeep deficiencies or a second malfunctioning item = -4 points

Bathroom Cleanliness - Toilet/Shower/Bathtub/Vanity/Terry/Rugs/Amenities

ID	Touchpoint	Category	Point Values
CABBTH200	Bathroom	Guestroom	16

External Notes	**Bathroom Cleanliness - Toilet/Shower/Bathtub/Vanity/Terry/Rugs/Amenities** **Compliance = No Observations** • 16 points earned out of 16 points possible **Observations = Points deducted from 16 points total for each observation selected** • Hair or Any Evidence of Previous Guests = -8 points • Level 1 – Two instances observed of any other cleanliness deficiency = -4 points • Level 2 – Three or more instances of any cleanliness deficiency or second hair/evidence of previous guest observed = -4 points

Bathroom Maintenance & Upkeep - Toilet/Shower/Bathtub/Vanity/Terry/Rugs/Amenities

ID	Touchpoint	Category	Point Values
CABBTH201	Bathroom	Guestroom	16

External Notes	**Bathroom Maintenance & Upkeep - Toilet/Shower/Bathtub/Vanity/Terry/Rugs/Amenities** **Compliance = No Observations** • 16 points earned out of 16 points possible **Observations = Points deducted from 16 points total for each observation selected** • Any Item Not Functioning Properly = -8 points • Level 1 – Two instances observed of any other maintenance & upkeep deficiency = -4 points • Level 2 – Three or more instances of maintenance & upkeep deficiencies or a second malfunctioning item = -4 points

Elevator

Elevators Cleanliness - General			
ID CABE001	**Touchpoint** Elevator	**Category** Public Areas	**Point Values** 4

Elevators Maintenance & Upkeep - General			
ID CABE002	**Touchpoint** Elevator	**Category** Public Areas	**Point Values** 4

Corridors

Corridors/Stairways Cleanliness - General			
ID CABC001	**Touchpoint** Corridors	**Category** Public Areas	**Point Values** 4
Corridors/Stairways Maintenance & Upkeep - General			
ID CABC002	**Touchpoint** Corridors	**Category** Public Areas	**Point Values** 4

Lobby

Marriott Bonvoy Activation

ID CABLOB003	Touchpoint Lobby	Category MI Initiatives	Point Values 4

External Notes	**Marriott Bonvoy Activation** Mark N/A if any of the following: • Hotel does not participate in Marriott Bonvoy • Hotel is an MGM Collection • Hotel is a Luxury Brand Marriott Bonvoy must be activated via Enrollment QR code • Displayed at the front desk area • Scanned to property-specific enrollment website ◦ E.g., www.joinmarriottbonvoy.com/*MARSHA* Review brand guidelines to ensure the Marriott Bonvoy activation is consistent
Links	🔗 OPS-FRO-304

Marriott Bonvoy Boundless® Credit Card Take Ones (US)

ID CABLOB007	Touchpoint Lobby	Category MI Initiatives	Point Values 4

External Notes	**Marriott Bonvoy Boundless® Credit Card Take Ones (US)** Mark N/A if hotel located in APEC, CALA, CAN, EMEA, GC Cobrand collateral must be: • Current specification • Placed in the Marriott Bonvoy brochure holder at the front desk
Links	🔗 OPS-HKP-094E

Brand Collateral

ID LOB508	Touchpoint Lobby	Category MI Initiatives	Point Values 2

External Notes	**Brand Collateral**
	
	Property must use the following brand collateral:
	
	• Keycards with current brand logo, minimally:
	    ◦ Core hotels: (1) of (6) approved designs
	    ◦ Resort hotels: (1) of (10) approved designs

	• Marriott Bonvoy key packet ○ Delivered based on membership level (i.e., Non-member, member, or Elite) • Folio with current brand logo (AP): It is acceptable for key card to have safety instructions on the back of cards It is acceptable to use MH Brand approved program (e.g., Mobile request, M Club) artwork for keys
Links	🔗 OPS-FRO-282E 🔗 OPS-FRO-300A

Business Services

ID LOB505	Touchpoint Lobby	Category Touchpoint Service	Point Values 2
External Notes	**Business Services** Business Services must minimally provide: • Printing services It is acceptable for printing services to be provided via computer or through the front desk for all guests		
Links	🔗 OPS-FRO-301C		

Lobby Music

ID CAB4FE001	Touchpoint Lobby	Category Brand - Culture	Point Values 16

External Notes	**Lobby Music**
	
	Mark N/A if any of the following:
	
	    • Property is located in Saudi Arabia or Kuwait
	    • Area is under complete renovation and not available for guest use
	
	Music must be audible		

Links	🔗 OPS-FRO-295B		

Scent Program

ID CK527	Touchpoint Lobby	Category Brand - Culture	Point Values 16
External Notes	**Scent Program** Mark N/A if hotel has an open-air lobby		

<table>
<tr>
<td rowspan="2"></td>
<td colspan="4">Arrival scent must be:

- Approved brand scent: Attune
- Provided by ScentAir or Brandaroma
- Implemented in the following locations:
  - Entrance/Main Lobby
  - Front Desk
  - Lobby/Elevator landing</td>
</tr>
</table>

Links	🔗 <u>OPS-FRO-295D</u>		

Lobby Cleanliness - General

ID	**Touchpoint**	**Category**	**Point Values**
CABLOB16	Lobby	Public Areas	4

Lobby Maintenance & Upkeep - General

ID	**Touchpoint**	**Category**	**Point Values**
CABLOB17	Lobby	Public Areas	4

Public Restrooms

Public Restroom Products & Amenities

ID PR501	Touchpoint Public Restrooms	Category Operations - Product	Point Values 2

External Notes	**Public Restroom Products & Amenities** Mark N/A if any of the following: • Facility not present • All public restrooms are under complete renovation and not available for guest use If multiple public restrooms present, **select** (1) to evaluate Public restrooms must minimally provide: • Hand soap • Bathroom tissue • Facial tissue • Single use paper hand towels - placed in a decorative holder o It is acceptable for an air hand dryer to be in place in addition to hand towels • Wastebasket It is not acceptable if the following items are present: • Bar soap • Jumbo roll towel (JRT) systems (for toilet tissue or hand towel dispensing)

Links	🔗 OPS-HKP-070

Public Restrooms Cleanliness - General

ID CABPR004	Touchpoint Public Restrooms	Category Public Areas	Point Values 4

Public Restrooms Maintenance & Upkeep - General

ID CABPR005	Touchpoint Public Restrooms	Category Public Areas	Point Values 4

Meetings + Events

Pre-Function Cleanliness - General			
ID CABMTG011	**Touchpoint** Meetings + Events	**Category** Public Areas	**Point Values** 2

Pre-Function Maintenance & Upkeep - General			
ID CABMTG012	**Touchpoint** Meetings + Events	**Category** Public Areas	**Point Values** 2

Meeting Room Cleanliness - General			
ID CABMTG005	**Touchpoint** Meetings + Events	**Category** Public Areas	**Point Values** 2

Meeting Room Maintenance & Upkeep - General			
ID CABMTG006	**Touchpoint** Meetings + Events	**Category** Public Areas	**Point Values** 2

Fitness Center

Fitness Center Hours of Operation

ID CABFC003	Touchpoint Fitness Center	Category Touchpoint Service	Point Values 2

External Notes	**Fitness Center Hours of Operation**
	
	Mark N/A if you find any of the following:
	
	• Property does not have a fitness center
	• Area is under complete renovation and not available for guest use
	• Facility is leased and not operated by hotel
	• Facility is outside/adjacent to hotel
	
	Fitness Center must be accessible to all guests:
	
	• 24-hours, daily
	 ○ It is acceptable if hours of operation are 6:00 a.m. to 11:00 p.m. if any of the following:
	  ▪ Access is through the swimming pool that is not staffed at all times
	  ▪ (CALA, AP, EMEA): Fitness Center is adjacent to guest rooms

Links	🔗 OPS-FIT-011A

Fitness Center Amenities

ID CAB4FC513	Touchpoint Fitness Center	Category Operations - Product	Point Values 4

External Notes	**Fitness Center Amenities** Mark N/A if any of the following: • Facility not present • Area is under complete renovation and not available for guest use • Facility is leased and not operated by hotel • Facility is outside/adjacent to hotel Fitness center amenities must minimally include: • Health or energy-oriented beverages available through retail outlet or provided complimentary (e.g., Vitamin Water, fresh juice, detox water) • Disinfectant wipes in permanent dispenser • Headphones upon request ○ It is acceptable if provided at the front desk when fitness center is not staffed • Towels • Towel station • Wall-mounted telephone • Soiled towel disposal • Trash receptacle
Links	🔗 OPS-FIT-011F

Fitness Center provides flat panel television and upbeat, energetic music

ID	Touchpoint	Category	Point Values
CAB4FC504	Fitness Center	Operations - Product	2

External Notes	**Fitness Center provides flat panel television and upbeat, energetic music**
	Mark N/A if any of the following:
	• Facility not present
	• Area is under complete renovation and not available for guest use
	• Facility is leased and not operated by hotel
	• Facility is outside/adjacent to hotel
	The playing of music is NOT required in Saudi Arabia and Kuwait
	The following must be in place:
	• Upbeat, energetic music
	• (1) Flat panel television (e.g., LED, LCD, plasma)
	○ Screen size: minimum 42 inches (106.7 cm)
	CAB4FC504
Links	🔗 OPS-FIT-011C

Fitness Equipment Vendor

ID	Touchpoint	Category	Point Values
CABFC002	Fitness Center	MI Initiatives	4

External Notes	**Fitness Equipment Vendor**
	Mark N/A if any of the following:
	• Facility not present
	• Area is under complete renovation and not available for guest use
	• Facility is leased and not operated by hotel
	• Facility is outside/adjacent to hotel
	Fitness center cardio and strength equipment must be:
	• From the following approved manufacturers:
	○ Life Fitness
	○ Matrix Fitness
	○ Technogym
	○ Peloton Commercial (Bike only)
	• Consistent manufacturer for that type of equipment (e.g., cardio)
	○ Having Peloton Bikes would not be considered mixing cardio equipment
	• For brands requiring specific manufacturers from the above, those manufacturers must only be in place
	• Each equipment manufacturer must have one of the corresponding dumb bell or accessories brands, when dumb bells or accessories are present:
	○ Life Fitness:
	▪ Australian Barbell Company
	▪ Cybex
	▪ (GC): Do It
	▪ Eleiko
	▪ Escape
	▪ Hammer Strength
	▪ Hampton
	▪ Ivanko

- JoinFit
- Livepro
- Recoil
- Troy
- TRX
- Umax
- Xscape
- ZIVA

o Matrix:
- Australian Barbell Company (Australia)
- Blk box
- Elbesport
- Eleiko
- Escape
- Hampton
- Ifitfun,
- Iphifun
- Joinfit
- Jordan
- Origin
- Physical company
- Reebok
- Rockit
- Spri
- TKO
- TRX
- Wolverson
- Xult
- Ziva

o Technogym:
- Hampton
- Technogym

Mark No if any of the following:

- Unapproved manufacturer is present
- Cardio equipment manufacturers are mixed and matched
- Strength equipment manufacturers are mixed and matched
- Brand approved manufacturer(s) are not present

Links	🔗 OPS-FIT-011B

Fitness Center Cleanliness - General

ID	**Touchpoint**	**Category**	**Point Values**
CABFC005	Fitness Center	Public Areas	4

Fitness Center Maintenance & Upkeep - General

ID	**Touchpoint**	**Category**	**Point Values**
CABFC006	Fitness Center	Public Areas	4

Fitness Center Maintenance & Upkeep - Equipment Operation

ID	**Touchpoint**	**Category**	**Point Values**
CABFC001	Fitness Center	Public Areas	4

External Notes	Mark N/A if any of the following: - Facility not present

	- Area is under complete renovation and not available for guest use - Area is closed and completely inaccessible to guests - Facility is leased and not operated by hotel - Facility is outside/adjacent to hotel Up to (5) pieces of equipment will be tested for functionality including the television, when present, it must be in working order Any piece of equipment that is noted as Out of Order will be considered in to the total of equipment not functioning properly <u>Scoring Definition</u> (1) piece of equipment not functioning or Out of Order = 2 points earned out of 4 (2) pieces or more not functioning or Out of Order = 0 points earned out of 4 total)

Pool

Pool Cleanliness - General

ID	Touchpoint	Category	Point Values
CABPL001	Pool	Public Areas	4

Pool Maintenance & Upkeep - General

ID	Touchpoint	Category	Point Values
CABPL002	Pool	Public Areas	4

Property Detail

Was there clear indication of a compromise in anonymity and attempt to stage any of the encounters or facilities?			
ID CABBOH010_0	**Touchpoint** Property Detail	**Category** Touchpoint Service	**Point Values**
External Notes	Auditor Identity Disclosing or sharing information about an auditor, including any information or photographs that may help identify the auditor or auditors with other associates at the property or with other properties, is considered an attempt to compromise the integrity of the Global Quality audit program and is prohibited. If, for any reason, property leadership, Franchisee, or Management company representatives share information that would identify an auditor, then the audit in progress or upcoming audits will be considered compromised and the audit scores will not be used for the property's accountable audit. The results will be considered Non-Accountable and a second (unannounced) audit will be conducted at the property's expense.		
Links	🔗 OPS-FRO-287E		

Hotel has been owned or managed by the same owner or management company for the last 13 months			
ID CABBOH001	**Touchpoint** Property Detail	**Category** MI Initiatives	**Point Values**
External Notes	**Hotel has been owned or managed by the same owner or management company for the last 13 months** **Ask** if hotel has had same owner or management company for the last 13 months If a change in owner or management company has taken place, ask for documentation showing the following minimum information: • Date of the change in owner or management company • Name of new owner or management company Documentation may be in any form, the most common used examples are: • Management company agreement • Marriott's e-mail announcement of change • News Release • Public Record • Franchise agreement NOTE**:** If hotel presents proper documentation, you must mark N/A for training and documentation items as listed in the criteria of the individual items • Timing of N/A option is from 30 days to 13 months, please review the individual criteria If hotel has been opened for less than 13 months and has not had an owner/management change, MARK YES to this item If hotel has been opened for less than 13 months and had an owner/management change, Mark No to this item CABBOH001		

Training

Cleaning Learning: Conducted and Documented for all Housekeeping Associates & Housekeeping Leader			
ID CABBOH006	**Touchpoint** Training	**Category** MI Initiatives	**Point Values** 16
External Notes	**Cleaning Learning: Conducted and Documented for all Housekeeping Associates & Housekeeping Leader** Mark N/A if any of the following: • Compliance impacted or unable to verify due to system outage or downtime • Hotel is open less than 90 days • Hotel is an MGM Collection • Hotel has provided documentation that an owner or management company change has occurred within the last 90 days • Hotel has a fully outsourced housekeeping operation, including supervisors, managers and all housekeeping associates • All Housekeeping associates hired within the last 90 days AND all Housekeeping leaders on hotel's payroll hired within the last 180 days • All Housekeeping Associates AND all Housekeeping Leaders (Supervisors/Managers) on hotel's payroll hired before January 1, 2024 All Housekeeping associates (within 90 days of hire) must complete **"Power of Clean - Associates"** or Franchise Management Company equivalent training **Select** (1) Housekeeping Non-Management Associate: • Hired on or after January 1, 2024 • In position at least 90 days • On hotel's payroll **Ask** to see documentation that **"Power of Clean - Associates"** training was conducted for (1) selected associate Minimally (1) Housekeeping Leader (within 180 days of hire) must complete the required learning **"Power of Clean - Managing Housekeeping Operations"** **Determine** the Housekeeping Leader who has completed the required training: • Hired on or after January 1, 2024 • In position at least 6 months • On hotel's payroll **DOCUMENTATION REQUIRED** Documentation must be uploaded to BSA Property Prework in any of the following form: • miDATA - BSA Report - Milestone Completion • Attendance Roster or Sign-In Sheet Mark No if any of the following: • Either the selected housekeeping associate OR leader have not completed the required training • BSA Property Prework not uploaded • BSA Property Prework submission not relevant		
Links	🔗 OPS-HKP-265D		

Marriott Bonvoy Training

ID CABBOH025	Touchpoint Training	Category MI Initiatives	Point Values 4

External Notes	**Marriott Bonvoy Training**
	Mark N/A if any of the following:
	- Compliance impacted or unable to verify due to system outage or downtime - Hotel has provided documentation that an owner or management company change has occurred within the last 90 days - Hotel is open less than 90 days - All associate hire dates within the last 90 days - Hotel is a non-branded property - Hotel does not participate in Marriott Bonvoy
	All associates on hotel's payroll must complete Loyalty training with the following components:
	- Introducing Marriott Bonvoy - The Value of Marriott Bonvoy - The Member Experience - Marriott Operational Excellence - Membership Tiers and Benefits - Redeeming Points
	<u>DOCUMENTATION REQUIRED</u>
	Documentation must be uploaded to BSA Property Prework in the form of:
	miDATA - BSA REPORT - Milestone Completions
	Mark No if any of the following:
	- Selected associate has not completed training - BSA Property Prework not uploaded - BSA Property Prework submission not relevant
Links	🔗 <u>OPS-FRO-304</u>

Brand & Service Excellence (BASE) Coaches are Certified to Facilitate Program

ID CABBOH004	Touchpoint Training	Category MI Initiatives	Point Values 16

External Notes	**Brand & Service Excellence (BASE) Coaches are Certified to Facilitate Program**
	Mark N/A if any of the following:
	- Compliance impacted or unable to verify due to system outage or downtime - Hotel has provided documentation that an owner or management company change has occurred within the last (90) days - Hotel is open less than (90) days - All associates hire dates within the last (30) days - Hotel is an MGM Collection
	Premium & Luxury Brands
	Two BASE coaches have been certified to facilitate BASE training

- Property is required to have a minimum of (2) leaders certified to facilitate the BASE program that are actively only payroll

Required course completion for the following training by brand segment:

- Brand and Service Excellence (BASE) Train-the-Trainer for Premium Brands
- Brand and Service Excellence (BASE) Train-the-Trainer for Luxury Brands

Select Brands

One BASE coach has been certified to facilitate BASE training

- Property is required to have a minimum of (1) leader certified to facilitate the BASE program that is actively on payroll

Required course completion for the following training by brand segment:

- Brand and Service Excellence (BASE) Train-the-Trainer for Select Brands

DOCUMENTATION REQUIRED

- miDATA - BSA Report - Path Completions must be uploaded to BSA Property Prework

Mark No if any of the following:

- Two BASE Coaches not identified/documented for Premium/Luxury Brands or One for Select Brands
- BASE Train the Trainer completion not documented for identified coaches
- BSA Property Prework not uploaded
- BSA Property Prework submission not relevant

Links	🔗 HR-021

Brand & Service Excellence (BASE) Training

ID CABBOH053	**Touchpoint** Training	**Category** MI Initiatives	**Point Values** 16

External Notes	**Brand & Service Excellence (BASE) Training** Mark N/A if any of the following: • Compliance impacted or unable to verify due to system outage or downtime • Hotel has provided documentation that an owner or management company change has occurred within the last (90) days • Hotel is open less than (90) days • All associates hire dates within the last (60) days • All associates hire dates before the brand-specific hire dates listed • Hotel is an MGM Collection All new associates hired after the following brand-specific hire dates, must complete 100% of each required BASE training course within 60 days of hire for their brand: • **(AMB)**: All associates regardless of start date • **(LC, LM, SHER, SR, WSTN)**: February 28, 2023 • **(MH)**: July 10, 2023 o All associates hired before July 10, 2023 must only complete BASE: Incumbents training course • **(AC, AH, ELMT, MX)**: November 1, 2023 • **(AUTO, JW, RH, TRB)**: August 5, 2024 Required BASE Training courses: • BASE Part 1: (Welcome) • BASE Part 2: (Service Essentials)

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- BASE Part 3: (Engaging Service)
- BASE Part 4: (Service Recovery)

Select (1) Associate:

- On hotel's payroll
- In position at least (60) days or after the following start dates:
  - (LC, LM, SHER, SR, WSTN): After February 28, 2023
  - (AC, AH, ELMT, MX): After November 1, 2023
  - (AUTO, JW, RH, TRB): After August 5, 2024

<u>DOCUMENTATION REQUIRED</u>

- miDATA - BSA Report - Path Completions must be uploaded to BSA Property Prework

Mark No if any of the following:

-
  Randomly selected associate(s) have not completed required training
- BSA Property Prework not uploaded
- BSA Property Prework submission not relevant

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<tr><td>**Links**</td><td>

🔗 BASE MGS

🔗 HR-021

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Engineering

Associate Alert Device System Installed (US/CAN)			
ID CABBOH200	**Touchpoint** Engineering	**Category** MI Initiatives	**Point Values** 4
External Notes	**Associate Alert Device System Installed (US/CAN)** Mark N/A if any of the following: • Compliance impacted or unable to verify due to system outage or downtime • Hotel is located in AP, CALA, EMEA **Identify the following:** • Which Associate Alert Device System vendor is used • Geolocation capability is present Mark No if any of the following: • AAD system is not installed • Property confirmed geolocation capability not installed CABBOH200		
Links	🔗 OPS-FRO-283P		

Marriott Environmental Sustainability HUB (MESH)			
ID CABBOH023	**Touchpoint** Engineering	**Category** MI Initiatives	**Point Values** 16
External Notes	**Marriott Environmental Sustainability HUB (MESH)** Mark N/A if any of the following: • Compliance impacted or unable to verify due to system outage or downtime • Marriott Environmental Sustainability HUB (MESH) site is unavailable due to technical issues • Ownership change occurred 1 month prior to visit • Property indicated as "Ineligible - New Property" on MESH homepage (Newly opened property within the last 16 months) MESH is Marriott's consolidated utility platform. Properties are required to track consumption through submitting invoices to MESH (or to enter data manually where invoice submission is not available) to have metrics populate within the tool. They are also required to provide various property attributes (e.g., total conditioned space in sq. ft or sq. m). The information housed in MESH is used in various sales channels to drive business for a hotel. Marriott Environmental Sustainability HUB (MESH) requires all properties: • To track relevant energy and water sources • Enter 12 months of data for these sources in the current 12-month compliance period • Complete the SPROUT sustainability survey to at least 90% Additional information on compliance can be found on the MESH landing page and MGS The MESH dashboard will indicate the overall compliance status of the property:		

	• **BSA Compliance Icon**
	  ○ Green with checkmark symbol = PASS
	  ○ Red with an alert exclamation symbol = FAIL
	
	If a property feels they should be classified as non-reportable for Energy or Water, please contact GOSEngineering@Marriott.com.This only applies to sites who have no means of obtaining or estimating usages. If a property does not contact GOSEngineering prior to their audit, they will be responsible for all MESH metrics being evaluated within this question.
	
	DOCUMENTATION REQUIRED
	
	• BSA Auditor will review MESH Dashboard and determine compliance the night of the BSA
	• MESH Dashboard Instructions
	  ○ Log on to MESH to access the dashboard
	    ▪ Verify compliance status from the OVERALL STATUS THIS PERIOD field

Links	🔗 OPS-ENG-047

Rooms Preventative Maintenance (RPM) Program

ID CABBOH022	Touchpoint Engineering	Category MI Initiatives	Point Values 16

External Notes	**Rooms Preventative Maintenance (RPM) Program** Mark N/A if any of the following: • Compliance impacted or unable to verify due to system outage or downtime • Hotel has opened within the last 12 months • Hotel has provided documentation that an owner or management company change has occurred within the last 12 months • System is unavailable due to technical issues • (Residences): Hotel is not a condo unit Guestrooms must be free of defects, well-maintained, functional; kept in like-new condition, including all guest offerings. The Rooms Preventative Maintenance (RPM) Program includes three components: General Clean (GC), Preventative Maintenance (PM) and Carpet Cleaning. General Clean (GC), Preventative Maintenance (PM) and Carpet Cleaning must be executed in each Guestroom and tracked a minimum of three (3) times within the last 12 months Once in each of the following periods: • Jan, Feb, Mar, Apr • May, Jun, Jul, Aug • Sep, Oct, Nov, Dec OR • Once every 17 weeks Randomly **select** a room **Ask** to see documentation and verify: Both GC and PM have been performed at least 3 times within the past 12 months, and at a minimum once every 4 months (17 weeks) • It is acceptable for the GC and/or RPM/PM process to be completed within 2 weeks of each other for the same room The carpet has been cleaned at least 3 times within the past 12 months • If only rugs are present, evaluate the rugs as if they are carpets • If no carpets or rugs are present, only evaluate GC and PM

	Marriott Managed properties must use Transcendent to schedule, track and document PM activities. The Transcendent Job Aid will assist properties with providing the required reports.
	• It is acceptable if General Cleaning (GC) and Carpet Cleaning are tracked outside of Transcendent
	Franchise properties may use any form of documentation but documentation presented must show each of the following tasks were completed:
	• General Cleaning (GC) • Preventative Maintenance (PM) • Carpet Cleaning
	If a room was unavailable for any period of time (e.g., renovation), no RPM program documentation is needed during that time period. However, all 3 components of the RPM program must still be documented during the time when room is available to be occupied by guests (e.g., room renovation May-Jun, all components of the RPM program must be documented in Jan-Apr and Jul-Dec).
Links	🔗 OPS-ENG-023

Rooms Preventative Maintenance (RPM) Inspections

ID CABRPM001	Touchpoint Engineering	Category MI Initiatives	Point Values 4

External Notes	**Rooms Preventative Maintenance (RPM) Program**
	
	Mark N/A if any of the following:
	
	• Hotel has opened within the last 12 months
	• Hotel has provided documentation that an owner or management company change has occurred within the last 12 months
	• System is unavailable due to technical issues
	
	The Rooms Preventative Maintenance (RPM) Program includes i**nspecting 10% of all RPM completed**:
	
	• **Marriott managed properties:**
	    o Inspections must be completed by a manager or supervisor
	    o Transcendent must be utilized for inspections and synchronize scores and deficiencies
	• **Franchised properties:**
	    o Must have a process to track and document inspections
	
	DOCUMENTATION REQUIRED
	
	• Documentation will be verified during the BSA walkthrough
	    o Managed properties - Through Transcendent report "**RPM QA For Standards Compliance**"
	    o Franchise properties - Any form of documentation is acceptable
	        ▪ GXP or any other manually tracking method
	        ▪ RPM Resources
	        ▪ Sample RPM Inspection (XLS)
	    o Inspections in full service can be done by Engineering Managers, Supervisors or their designee. GM's, AGM's or Operations Managers typically inspect Select properties

Links	🔗 OPS-ENG-023

Digital Guest Experience

Mobile Key Compliance			
ID CABBOH029	**Touchpoint** Digital Guest Experience	**Category** MI Initiatives	**Point Values** 16

External Notes	**Mobile Key Compliance**
	
	Mark N/A if:
	
	• Compliance impacted or unable to verify due to system outage or downtime
	• Hotel is MGM Collection
	
	Property must:
	
	1. Meet continent and tier thresholds, as listed on the **DGE GXP Performance Report on MGS**, for the Mobile Keys Delivered % in the last reporting period (13 week rolling)
	2. Maintain Mobile Key capability for all guest-accessible locked doors (e.g., guest room, public space), verified by BSA Auditor through Mobile Key Validation Testing Guide
	
	1. PERFORMANCE REPORTING
	
	Locate the Performance Reporting page of the Digital Guest Experience MGS page and access the performance report:
	
	• **Select** the BSA tab
	• **Verify** the "Mobile Key Compliance" column
	  ○ If marked **N/A**, no points are added or deducted, mark N/A
	  ○ If marked **Not Compliant**, Above / (Below) Target under Mobile Keys Delivered % is "**RED**", deduct 16 points
	  ○ If marked **Compliant**, **Verify** the Above/ (Below) Target under Mobile Keys Deliver % is "**GREEN**" on the report
	
	2. MOBILE KEY DOOR LOCK VALIDATION TESTING
	
	Property representative must perform the following steps for Mobile Key Validation Testing with BSA Auditor observing the representative:
	
	• Request Mobile Key through the Marriott Bonvoy App
	• Process Mobile Check-In
	• Create and send Mobile Key
	• Test Mobile Key using the Marriott Bonvoy App and show the "Green" Success indication for the following doors:
	  ○ (1) Guest Room
	  ○ (3) Public Spaces from the following locations:
	    ▪ Elevator
	    ▪ Fitness Center
	    ▪ Club Lounge Access
	    ▪ Exterior Door Entrance
	    ▪ Pool Entrance
	    ▪ Parking Gate
	
	It is acceptable to only conduct testing for (1) guest room only if property does not have public space doors to test
	
	If any door tests result in failure to open successfully using Mobile Key, property must open a ticket with DGE GXP Help Desk
	
	• Contact DGE GXP Help Desk for issues relating to Digital Guest Experiences through the Marriott Service Portal
	• Digital Guest Experience issues and follow the steps outlined in this DGE + GXP Help Desk Process Job Aid
	
	Mark No if any of the following:

	• Mobile Keys Delivered % metric is not green on the performance report • Property representative does not successfully open all (4) doors • Mobile Key is not implemented on Property. • Associate does not know how to send Mobile Key
Links	🔗 OPS-FRO-282F 🔗 DGE + GXP Help Desk Job Aid 🔗 Mobile Key Toolkit

Empower: Guest Experience (GXP) Case Management

ID CABBOH230	**Touchpoint** Digital Guest Experience	**Category** MI Initiatives	**Point Values** 8

External Notes

Empower: Guest Experience (GXP) Case Management

Mark N/A if any of the following:

- Compliance impacted or unable to verify due to system outage or downtime
- Hotel does not participate in GXP
- Hotel is listed as N/A on the GXP Performance Report

Property must meet continent and tier thresholds, as listed on the GXP Performance Report on MGS, for Cases Created Per 100 Rooms Per Day metric in the last reporting period (13 week-rolling)

Locate the Performance Reporting page of the Digital Guest Experience MGS page and access the performance report:

- **Select** the BSA tab
- **Verify** the below metric is "GREEN" on the report
  - Cases Created Per 100 Rooms Per Day

Continent and Tier Thresholds must be met during rolling 13-week period at time of BSA:

- **US/CAN**
  - Luxury = 25
  - Premium = 10
  - Select = 4
- **CALA**
  - Luxury = 20
  - Premium = 8
  - Select = 4
- **EMEA**
  - Luxury = 15
  - Premium = 8
  - Select = 4
- **APEC**
  - Luxury = 25
  - Premium = 15
  - Select = 8
- **GC**
  - Luxury = 25
  - Premium = 10
  - Select = 8

Mark No if the # of Cases per Day (per 100 Rooms) metric is not green on the performance report

Links

🔗 OPS-FRO-306

Average Chat Response Rate Percentage

ID	Touchpoint	Category	Point Values
CABBOH017	Digital Guest Experience	MI Initiatives	16

External Notes	**Average Chat Response Rate Percentage**
	
	Mark N/A if any of the following:
	
	- Compliance impacted or unable to verify due to system outage or downtime
	- Hotel does not participate in GXP
	- Hotel is listed as N/A on the GXP Performance Report
	
	Property must meet continent and tier thresholds, as listed on the GXP Performance Report on MGS, for the Chats Responded to in Goal Time % metric in the last reporting period **(13 week rolling)**
	
	Locate the Performance Reporting page of the Digital Guest Experience MGS page and access the performance report:
	
	- **Select** the BSA tab
	- **Verify** the below metric is "GREEN" on the report
	  - Chats Responded to in Goal Time %
	
	Continent and Tier Thresholds must be met during rolling 13-week period at time of BSA:
	
	- **US/CAN**
	  - Luxury = 75%
	  - Premium & Select = 70%
	- **CALA**
	  - Luxury = 85%
	  - Premium = 80%
	  - Select = 70%
	- **EMEA**
	  - Luxury = 82%
	  - Premium & Select = 70%
	- **APEC**
	  - All Tiers = 80%
	- **GC**
	  - Luxury = 85%
	  - Premium & Select = 80%
	
	Mark No if the Chats Responded to in Goal Time % metric is not green on the performance report
	
	CABBOH017

Links	🔗 OPS-FRO-290N

Pre-Arrival Planning - High Actionable Insight Ratings

ID	Touchpoint	Category	Point Values
CABBOH032	Digital Guest Experience	MI Initiatives	16

External Notes	**Pre-Arrival Planning - High Actionable Insight Ratings** Mark N/A if any of the following: - Compliance impacted or unable to verify due to system outage or downtime - Hotel does not participate in GXP - Hotel is listed as N/A on the DGE/GXP Performance Report

	Property must meet continent and tier thresholds, as listed on the **DGE/GXP Performance Report on MGS**, for % of guests with high actionable insights marked as reviewed % metric in the last reporting period (13 week -rolling)
	Locate the Performance Reporting page of the Digital Guest Experience MGS page and access the performance report:
	Select the BSA tab
	Verify the below metric is "GREEN" on the report
	• % of guest with high actionable insights marked as reviewed
	Mark No if the % of guest with high actionable insights marked as reviewed metric is not green on the performance report
Links	🔗 OPS-FRO-306
	🔗 Highly Actionable Insights

Empower: Guest Experience (GXP) Setup

ID	Touchpoint	Category	Point Values
CABBOH061	Digital Guest Experience	MI Initiatives	8

External Notes	**Empower: Guest Experience (GXP) Setup**
	Mark N/A if any of the following:
	• Compliance impacted or unable to verify due to system outage or downtime • Hotel does not participate in GXP • Hotel is listed as N/A on the DGE/GXP Performance Report
	Property must meet GXP Setup Compliance via the Health Check Dashboard listed within GXP.
	Locate the GXP Setup Health Check Dashboard in GXP:
	Select drop down menu and select GXP Setup Health Check. Ensure dashboard is refreshed displaying most recent results.
	Verify the below metrics are "GREEN" on the Dashboard.
	• Property Admin (min 2 active users), Access to CEC Sensitive Cases (min of 2 active users), Active Escalation rules (min of Chat, CEC, sensitive CEC)
	Mark No if any of the following setup criteria reflect red:
	• Property Admin • View CEC Sensitive Cases • Active Escalation Rules
Links	🔗 OPS-FRO-306

Guestroom Entertainment Platform (EMEA, US/CAN)

ID	Touchpoint	Category	Point Values
CABBOH011	Digital Guest Experience	MI Initiatives	16

External Notes	**Guestroom Entertainment Platform (EMEA, US/CAN)**
	Mark N/A if any of the following:
	• Property located in APEC, CALA, or GC
	• (EMEA): Property is an AC Hotel with JV ownership
	• Property brand is AUTO, ED, LC, PH, or TRB
	Hotel must have the guestroom entertainment platform, including:
	• Interactive program guide
	• (US/CAN): Over the Top (OTT) Entertainment Application installed
	◦ OTT verified by having any one of the following accessible:
	▪ YouTube
	▪ Pandora
	▪ Pluto TV
	▪ Amazon Prime Video
	▪ Max
	▪ Sonifi VOD App
	▪ Netflix
Links	🔗 OPS-FRO-069

Guestroom Entertainment: Required Channel Programming (US)

ID	Touchpoint	Category	Point Values
CABBOH012	Digital Guest Experience	MI Initiatives	4

External Notes	**Guestroom Entertainment: Required Channel Programming (US)**
	Mark N/A if any of the following:
	• Hotel is located in APEC, CAN, CALA, EMEA or GC
	• Hotel brand is AUTO, ED, LC, TRB or Non-Branded
	Hotels in the United States must provide **ALL** channels listed in the REQUIRED CHANNEL LINE-UP
Links	🔗 OPS-FRO-069

Property Internet: Bandwidth and GPNS Compliance

ID	Touchpoint	Category	Point Values
CABDGE001	Digital Guest Experience	MI Initiatives	16

External Notes	**Property Internet: Bandwidth and GPNS Compliance**
	Mark N/A if any of the following:
	• Hotel provided documentation that an owner or management company change has occurred within the last 90 days
	Property must **meet both** of the following requirements for **GPNS** and **Internet Bandwidth**:
	1. Global Property Network Standard (GPNS) technical solution must be:
	• Installed
	◦ It is acceptable if property has signed contract with an approved LSP or order to install GPNS within the past 12 months, and the installation has not been completed yet

- o (CALA, US/CAN): It is acceptable if AUTO or TRB properties do not have GPNS installed ONLY IF they are not a new build or under a PIP
- Compliant Type and Version
  - o If checking the GPNS System Installation Certificate, the following required fields must be **completed**:
    - Property Name
    - MARSHA Code
    - Vendor Signature, Name, Title, Date
    - GPNS Installation/Certification Date with correct version date (e.g., "GPNS Version 20##", or "20## GPNS Standard", "Certified expiration date"):
      - Version must either be before the listed expiration date or **be on/after** the following dates when no expiration date is listed:
        - (APEC, CALA, GC, US/CAN): January 1, 2020
        - (EMEA): January 1, 2021

DOCUMENTATION REQUIRED, 1 of 2

GPNS Installation Certificate upload via BSA Property Prework is encouraged

- Auditor will first review property-specific GPNS reporting
- If additional verification is needed, Auditor will check the correct certificate was either uploaded to Prework or request during the BSA to evaluate all required fields are present and correct version date is listed
  - o It is acceptable if:
    - GPNS System Installation Certification is a copy, fax, or scan
    - Vendor signature, on the GPNS System Installation Certificate is electronic
    - Operator signature area, on the GPNS System Installation Certificate is blank

2. Minimum internet bandwidth requirements must be met

DOCUMENTATION REQUIRED, 2 of 2

Documentation showing the **hotel's internet bandwidth size** must be uploaded to BSA Property Prework from one of the following documents:

- **Internet Provider Invoice** *(Preferred Document)*
  - o Must be within (3) months
    - (EMEA): It is acceptable to provide an annual invoice showing the billing cycle period
- **Internet Bandwidth Utilization Report**
  - o Must be within (3) months
- **Internet Bandwidth Subscription Contract**

It is acceptable if the bandwidth is written as a number with "G" "M", or "K", a number with "Gbps", "Mbps", or "Kbps" (e.g., 1Gbps; 1G; 10M; 10,000K; 10Mbps; or 10,000Kbps)

Auditor will verify the correct documentation was uploaded to BSA Prework and evaluate for the required bandwidth size

- Internet Bandwidth documentation will not be accepted after the BSA is complete

(CALA, EMEA, US/CAN): It is acceptable if a hotel has a stable bandwidth or a flexible bandwidth with bursting capacity to meet the guestroom bandwidth minimums

- Burstable circuits are circuits with defined bandwidth that may be lower than the maximum expected bandwidth needs but have the capability to "burst" up to a larger bandwidth level to meet additional bandwidth demand

The following minimum bandwidth sizes must be met based on region and number of guestrooms:

APEC, CALA, GC

- **500 kbps per guestroom**
  - o Multiply the number of rooms by 500 Kbps and then divide by 1024 (1024 Kbps = 1 Mb)
  - o Example: 250 rooms x 500 Kbps = 125,000; 125,000/1024 = 122 Mbps is the minimum required

EMEA

- **1 Mbps per guestroom**

o Multiply the number of rooms by 1 Mbps
o Example: 250 rooms x 1 Mbps = 250 Mbps is the minimum required bandwidth

US/CAN

Number of Guestrooms	Minimum Bandwidth
1500+	1 Gbps
1000-1499	800 Mbps
500-999	600 Mbps
350-499	450 Mbps
150-349	250 Mbps
75-149	150 Mbps
1-74	100 Mbps

Mark No if any of the following:

- GPNS System Installation Certificate not presented or required fields are blank
- GPNS Installation/Certification documentation provided is expired or does not have a compliant version date
- Hotel does not have documentation confirming internet bandwidth
- Internet Bandwidth is not correct for hotel type
- BSA Property Prework not uploaded
- BSA Property Prework submission not correct paperwork

Links	🔗 OPS-TECH-002

Property Internet Portal

ID CABDGE002	**Touchpoint** Digital Guest Experience	**Category** MI Initiatives	**Point Values** 8

External Notes	**Property Internet Portal** Property must redirect guests when accessing property internet to the:
	
	• Marriott approved version of the property portal page
	    o It is not permitted to issue vouchers that bypass the portal page
	    o A Terms of Use acceptance must be included		

Links	🔗 OPS-TECH-002		

Other Documentation

BSA Property Prework Completed Early

ID CABBOH041	Touchpoint Other Documentation	Category MI Initiatives	Point Values 0

External Notes	**BSA Property Prework Completed Early** Mark N/A if any of the following: • Property opened after BSA Prework first opened and did not complete a prework form Property must meet all of the following to be eligible for 8 Bonus Points on the audit: • BSA Property Prework form is fully complete and submitted by 11:59 PM local hotel time on either June 15th or December 15th depending on the time period the audit occurs • All questions are marked either "Yes" or "Compliant" ○ N/A responses are accepted only with accurate and proper documentation when applicable • Correct and relevant documentation is attached to ALL "Yes" or "Compliant" responses

Point of Sales (POS)

ID CABBOH026	Touchpoint Other Documentation	Category MI Initiatives	Point Values 8

External Notes	**Point of Sales (POS)** Mark N/A if any of the following: • Property does not have a POS or retail/market kiosk • Property is an AUTO or PH • All property outlets with a POS and/or kiosks are managed by a third-party • Hotel has a contract signed before April 1, 2021 with a non-GPOS solution • Property is listed as having an approved alternative on the GPOS BSA Hotel List • Property is located in GC, APEC, CALA or EMEA and is a CY, FF, RI, AC, MX, MH, DH, RH, MEA, ED, RC or JW, through December 31, 2025 • Property has written approval (email) of alternative from Oliver Meinzer Property must utilize one of the following POS standard solutions: **US/CAN** • Simphony by Oracle, hosted in a Marriott single tenant environment • InfoGenesis by Agilysys, hosted in a Marriott single tenant environment • (US): Toast, hosted in a Marriott single tenant environment where available **APEC, CALA, EMEA, GC** • Simphony by Oracle, hosted in a Marriott single tenant environment • It is acceptable if Hosted Shiji Infrasys is utilized If hosted systems are not permitted or available regionally, property must utilize one of the following on-premise solutions: • MICROS (9700 or Simphony) • Infrasys Gourmate (Shiji) DOCUMENTATION REQUIRED

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Any of the following options can be used to confirm Simphony Version & Hosting Location:

- **Option #1:** GPOS BSA Hotel List
  - Mark Yes if property is listed as compliant
  - If property is not listed on the GPOS BSA Hotel List, refer to Option #2
- **Option #2**: Invoice from the last 90 days
  - Must indicate the system
  - Mark Yes if system matches one of the on-premises solutions listed above
    - It is acceptable in the UK to provide a yearly invoice that shows the billing cycle period

Mark No if any of the following:

- One of the above solutions is not present
- BSA Property Prework not uploaded
- BSA Property Prework submission not relevant

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Music Program Vendor

ID	Touchpoint	Category	Point Values
CAB4BOH011	Other Documentation	Brand - Culture	4

External Notes	**Music Program Vendor** Mark N/A if any of the following: - Property is located in Saudi Arabia or Kuwait - The hotel has provided documentation that an owner or management company change has occurred within the last 90 days Property must use one of the following vendors for music: - Musicstyling - PlayNetwork - a Mood:Media Company - (US/CAN): Prescriptive Music (RX) is acceptable only with a signed contract prior to July 1, 2025 **Check** invoice and Mark No if any of the following: - Invoice not provided - Music invoice not from approved vendor - Music not provided - BSA Property Prework not uploaded - BSA Property Prework submission not relevant

Links	🔗 OPS-FRO-295B

Accessible Hospitality Attestation Completed (US)

ID	Touchpoint	Category	Point Values
CABUS001	Other Documentation	MI Initiatives	16

External Notes	**Accessible Hospitality Attestation Completed (US)** Mark N/A if any of the following: - Property located in APEC, CALA, CAN, EMEA, GC

	• Hotel opened in the month prior to BSA tracking period Properties must complete the Accessible Hospitality Attestation during each required BSA Property Prework upload timeframe. **<u>DOCUMENTATION REQUIRED</u>** • Accessible Hospitality Attestation submission must be confirmed through BSA Property Prework • BSA Property Prework submission must be marked Yes confirming GM attestation that hotel is in compliance Mark No if any of the following: • Accessible Hospitality Attestation not completed during required time period • BSA Property Prework not completed • BSA Property Prework submission marked No – Hotel not in compliance
Links	🔗 <u>OPS-FRO-181</u>

FreedomPay Chip and PIN Credit Card Solution Installed

ID CABBOH064	**Touchpoint** Other Documentation	**Category** MI Initiatives	**Point Values** 16

External Notes	**FreedomPay Chip and PIN Credit Card Solution Installed**
	
	Mark N/A if any of the following:
	
	• Property not located in:
	    ○ (APEC, GC) Australia, Hong Kong or Singapore
	    ○ (CALA) Mexico, Aruba, Puerto Rico, or US Virgin Islands
	    ○ (EMEA) Switzerland, Germany, Italy, Austria, Denmark
	• Property located in Mainland China
	• Property is marked "N/A" or "Exempt" on installation report
	• Property uses LightSpeed PMS
	
	Property must have FreedomPay Chip and PIN installed as of June 30th, 2025
	
	• CALA evaluation will only include:
	    ○ Mexico, Aruba, Puerto Rico, and US Virgin Islands
	• EMEA evaluation will only include:
	    ○ Switzerland, Germany, Italy, Austria, Denmark
	• APEC, GC evaluation will only include:
	    ○ Australia, Hong Kong, Singapore
	
	Mark No if any of the following:
	
	• FreedomPay Chip and PIN Solution not installed
	• FreedomPay Chip and PIN Solution installed on July 1, 2025 or later

Links	🔗 <u>Guest Data Protection: Payment Card Industry (PCI)</u> 🔗 <u>External, Remote & Internet Access</u> 🔗 <u>Payment Card Industry Data Security Standard (PCI</u> 🔗 <u>Franchise Security</u>

Threat Condition Program Self-Audit (APEC, CALA, EMEA, GC)

ID	Touchpoint	Category	Point Values
CABSEC002	Other Documentation	MI Initiatives	16

External Notes	**Threat Condition Program Self-Audit (APEC, CALA, EMEA, GC)** Mark N/A if any of the following • The hotel has provided documentation that an owner or management company change occurred within the last 90 days. • Property located in US/CAN • Property opened within the past 13 months **Properties in APEC, CALA, EMEA & GC** must complete: • Annual Threat Condition Program Self-Audit during the first quarter of each year EVALUATION METHOD • The property is not required to provide any documentation • BSA Auditor will be provided with a list of compliant, non-compliant and non-applicable properties based on the completion list from the most recently completed first quarter ○ BSA Auditor will answer this question based only on the list provided by the Risk Management team • **BSA During Q1 2025**: The list of compliance will be determined by the Q1 2024 self-audit • **BSA Between Q2 2025 to Q1 2026**: The list of compliance will be determined by the Q1 2025 self-audit completion Mark No if any of the following: • No record of a completed Threat Condition Program self-audit from the most recently completed Q1

guestVoice Alert Response Rate

ID	Touchpoint	Category	Point Values
CABBOH005	Other Documentation	MI Initiatives	8

External Notes	**guestVoice Alert Response Rate**
	
	Mark N/A if you find any of the following:
	
	• Compliance impacted or unable to verify due to system outage or downtime
	• Hotel provided documentation that an owner or management company change has occurred within the last 3 months
	• Hotel opened within the last 90 days
	• guestVoice is unavailable due to technical issues
	• Property does not participate in guestVoice program
	
	Property **must respond to guestVoice Alerts within 72 hours** by an approved response method for **GSS, TripAdvisor and Marriott Verified Reviews (MVR)**
	
	• Property **must maintain a minimum 90% response rate** for all GSS, TripAdvisor, and MVR
	• Compliance will be measured on **total rolling 3-month performance** at or above 90%
	• An alert is a negative survey/review from a guest.
	    ○ Guest Satisfaction Survey (GSS); triggered by scores < 6
	    ○ Marriott Verified Reviews (MVR); triggered by scores < 3
	    ○ TripAdvisor; triggered by scores < 3
	
	Note: Rolling 3-month performance only includes information since opening date or since participating in the guestVoice standard. In addition, only hotels where the standard has been active at least 3 months will be audited.

	Approved Response Methods
	Hotel must respond to guestVoice Alerts using ONE of the following approved response methods:
	- Email to the guest using a rapid response template within the guestVoice platform for GSS - Response posted to a MVR through guestVoice - TripAdvisor review response posted online
	<u>BSA EVALUATION METHOD</u>
	Property will be asked to:
	- Log-on to guestVoice - From guestVoice home page, access the Property Dashboard - Scroll down to the Guest Alert Response Standard Compliance (3 Month Rolling) box
	Verify Total rolling 3-month performance is 90.0% or higher
	- Mark Yes if Total rolling 3-month performance is higher than 90% - Mark No if Total rolling 3-month performance is lower than 90% *Effective January 1, 2025: Properties will no longer be marked N/A if below 90%, 8 points will be deducted*
Links	🔗 <u>OPS-GQA-006</u>

Quarterly Global Food Safety Audit (GFSA) is completed and documented

ID CABFS108_2	Touchpoint Other Documentation	Category MI Initiatives	Point Values 16

	Quarterly Global Food Safety Audit (GFSA) is completed and documented
External Notes	Mark N/A if any of the following:
	- Compliance impacted or unable to verify due to system outage or downtime - Facility not present - All Kitchen Facilities were under complete renovation and not available for food production during the previous completed quarter - Hotel provided documentation that an owner or management company change occurred within the last 90 days - Local code prohibits/supersedes any standard, documentation must be provided to verify - QA website was unavailable due to technical issues - Hotel open less than one complete quarter - Restaurant is operated by a third party
	Hotel must complete a Global Food Safety Audit (GFSA) self-inspection each calendar quarter
	- Quarters are as follows: 1st Quarter: January-March 2nd Quarter: April-June 3rd Quarter: July-September 4th Quarter: October-December
	GFSAs must be completed and uploaded to the QA website
	A printed GFSA will not be acceptable
	Ask to see documentation of most recent GFSA
	Verify quarterly GFSA was completed and uploaded for the most recently completed quarter - Documentation must only be in one of the specific electronic forms listed below: - Global Food Safety Audit - Summary Results (electronic) - Global Food Safety Audit - Detail Results (electronic)

	It is acceptable to use the prior year's form during Q1 only Q2, Q3, Q4 must use current form Mark No if any of the following: - Documentation not available - Paper forms only available - Incorrect form used - Requested GFSA not conducted or documented - GFSA not uploaded to QA website CABFS108_2
Links	🔗 OPS-FNB-057A

Future 01/01/2026

FUTURE: Standard Redemption Inventory Policy Followed

ID CABBOH040	Touchpoint Other Documentation	Category MI Initiatives	Point Values

External Notes	Properties must have a minimum of 30% of their total hotel inventory dedicated to standard redemptions. This question will be evaluated for information only purposes from July to December 2025 and will increase in point value as of January 1, 2026.
	
	BSA Evaluation Method:
	
	- During the announced portion of the audit
	- Auditor will request a property representative to:
	  - Login to MARSHA
	  - Type in a command in the following format example:
	    - VIDMARSHA/ddmmm/D*MRY
	    - "MARSHA" and "ddmmm" will be unique to the property and the date the auditor randomly selects for review
	  - VID screen will be evaluated to verify the Standard Redemption Inventory Capacity is 29.5% or above
	
	The following resources are available to properties to navigate MARSHA and perform their own calculations to ensure this policy is followed:
	
	- How to access MARSHA
	- FAQ: MARSHA
	- BSA Redemption Setup
	- BSA Redeptional Setup Tool (XLS)

Links	🔗 MGS Search Code Link: OPS-FRO-304

Marriott Bonvoy

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16 BONUS POINTS | Property Meets Marriott Bonvoy Enrollment Goal

ID CABCK009	**Touchpoint** Marriott Bonvoy	**Category** MI Initiatives	**Point Values** 0

External Notes	**16 BONUS POINTS | Property Meets Marriott Bonvoy Enrollment Goal**
	
	Mark N/A if any of the following:
	
	• Hotel is not meeting their goal
	• Hotel does not participate in Marriott Bonvoy
	• Hotel is a non-branded property
	• Hotel is not listed on the Enrollment Goal Report
	
	Property must meet or exceed the enrollment goal
	
	Locate Hotel Simplified Report available on the MGS Enrollment Reports page
	
	• **Select** the Single Hotel View tab
	    ○ **Input** property's MARSHA
	    ○ **Verify** YTD percent to goal either meets or exceeds 100%
	
	BSA Scoring Notice
	
	• 16 bonus points will be earned out of 0 points possible if property meets or exceeds YTD percent to goal
	• No points will be lost if property is not meeting YTD percent to goal, the score will be 0 out of 0

Links	🔗 OPS-FRO-304 🔗 Enrollment Reports 🔗 Hotel Simplified Report

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Associate can explain Marriott Bonvoy member benefits

ID CABBOH019	**Touchpoint** Marriott Bonvoy	**Category** MI Initiatives	**Point Values** 16

External Notes	**Associate can explain Marriott Bonvoy member benefits** Mark N/A if any of the following: • Property is non-branded • Property does not participate in Marriott Bonvoy BSA Evaluation will measure associate knowledge during the BSA walkthrough via question & answer with a front desk associate on property's payroll • This interaction will only occur while at or near the front desk, as of 1/1/25, no longer referencing back-of-house posters/materials **Ask** associate to name (2) benefits Silver Elite members receive at the Brand Hotel you are at: • 10% bonus points

- Priority late check-out
- Ultimate Reservation guarantee
- Member rates
- Gift Shop discount (AUTO/DH/GH/JW/MEA/MH/MX/RH/LC/LM/SHER/SR/TRB/W/WSTN)
  - RC and ED (only applies to logo merchandise)
- Free Wi-Fi

Ask associate to name (2) benefits Gold Elite members receive in addition to Silver Elite tier at the Brand Hotel you are at:

- 25% bonus points
- 2pm late check-out (based on availability)
- Gold Elite welcome gift
- Room Upgrade (based on availability)
- Free enhanced Wi-Fi

Ask associate to name (2) benefits Platinum Elite members receive in addition to Gold Elite tier at the Brand Hotel you are at:

- 50% bonus points
- Platinum Elite Welcome Gift Choice, e.g., breakfast or amenity or points
- Access to concierge/club/executive lounge only applies to the following Brands
  - MH, JW, DH, AUTO, RH, CY (Outside US/CAN), excluding resorts and hotels without a lounge
  - SHER, LM, WSTN (including resorts at these brands)
- 4pm late check-out (except Resorts and Convention hotels)
- Annual Choice Benefit
- Guaranteed Room Type

Ask associate to name (2) benefits Titanium Elite members receive in addition to Platinum Elite tier at the Brand Hotel you are at:

- 75% bonus points
- 48-hour Guarantee

Ask associate to name (2) benefits Ambassador Elite members receive in addition to Titanium Elite tier at the Brand Hotel you are at:

- Ambassador Service
- Your24

CABBOH019

Links	🔗 OPS-FRO-304

Elite Welcome Gift for Platinum Elite, Titanium Elite, and Ambassador Elite Members

ID CABBOH020	**Touchpoint** Marriott Bonvoy	**Category** MI Initiatives	**Point Values** 4

External Notes	**Elite Welcome Gift for Platinum Elite, Titanium Elite, and Ambassador Elite Members** Mark N/A if hotel does not participate in Marriott Bonvoy (Refer to Loyalty Program Terms & Conditions) Elite Welcome Gift must be offered to Elite guests : • Following required choices for the specific brand BSA Evaluation will measure associate knowledge through one of the following methods: • During the anonymous check-in experience, OR • During the BSA walkthrough via question & answer with a front desk associate ○ This interaction will only occur while at or near the front desk, no longer referencing back-of-house posters/materials

	o Sonder by Marriott Bonvoy properties will only be evaluated during the walkthrough
Links	🔗 OPS-FRO-304

Complimentary lounge access is provided to Platinum Elite, Titanium Elite, and Ambassador Elite members

ID CABBOH003	**Touchpoint** Marriott Bonvoy	**Category** MI Initiatives	**Point Values** 2

External Notes	**Complimentary lounge access is provided to Platinum Elite, Titanium Elite and Ambassador Elite members** Mark N/A if any of the following: • (JW, MH, DH, AUTO, RH, CY): Hotel is a resort property • (LM, SHER, WSTN): Hotel does not have a lounge or lounge is closed • (CY) (AP): Hotel does NOT have a lounge • (JW, MH, DH, AUTO, RH) (AP, CALA, MEA): Hotel does NOT have a lounge • Hotel has been approved to not participate in complimentary lounge access (refer to https://www.marriott.com/loyalty/terms/default.mi) Hotel is required to provide complimentary lounge access to Platinum Elite /Titanium Elite/ Ambassador Elite members • (DH): Properties without a Signature Club Lounge, Elite Member must receive access to the Elite Pantry **US/CAN** **AUTO, DH, JW, MH, RH** If the Concierge/Club/Executive Lounge is closed or not present, Platinum Elite, Titanium Elite and Ambassador Elite members must be offered a daily choice of either: • Complimentary breakfast for 2 in the restaurant, **OR** • 750 bonus points **EUR** **AUTO, DH, JW, MH, RH** If hotel does not have a Concierge/Club/Executive Lounge, Platinum Elite, Titanium Elite and Ambassador Elite members must be offered a daily choice of either: • Complimentary breakfast for 2 in the restaurant, **OR** • 750 bonus points CABBOH003
Links	🔗 OPS-FNB-036 🔗 OPS-FRO-304

Culture

Marriott Hotels Standup Meeting			
ID BOH506	**Touchpoint** Culture	**Category** Brand - Culture	**Point Values** 16

External Notes	**Marriott Hotels Standup Meeting**
	
	Mark N/A if any of the following:
	
	• The review is conducted during program transition week
	• Hotel has been open less than 90 days
	
	Daily meetings must minimally include:
	
	• Hosts attending their department's daily Marriott Hotels Standup
	
	Select (1) Host on hotel's payroll:
	
	• **Ask** Host how long have you been working at the hotel?
	    o If less than 90 days, select another Host
	• **Ask** Host if their department has conducted its daily Marriott Hotels Standup meeting today?
	    o If department has not held their daily Marriott Hotels Standup meeting today, select another Host
	• **Ask**:
	    o "Did you attend your department's daily Marriott Hotels Standup meeting today?"
	    o "Tell me at least (3) topics that were discussed"
	
	Topics discussed in Marriott Hotels Standup may include:
	
	• Activity from one of the four Standup Activity Categories (Brand, Get Local, Recognition, Back to Basics)
	• Hotel-specific information:
	    o VIP's in hotel
	    o Hotel Forecast
	    o Brand and property guest experience news
	    o Birthdays, anniversaries, new team members
	• Marriott Bonvoy Elite Members (e.g., Ambassador arrivals, GXP preferences)
	
	It is acceptable if other similar information is provided instead
	
	Host must minimally list one aspect of Marriott Hotels Standup Meeting Program discussed
	
	• It is acceptable to prompt Host
	
	Mark No if any of the following:
	
	• Host cannot recall (3) discussion topics
	• Host did not attend Marriott Hotels Standup meeting		

Links	🔗 HR-021		

Host has a Principles of Wonderful Card			
ID BOH507	**Touchpoint** Culture	**Category** Touchpoint Service	**Point Values** 16

External Notes	**Host has a Principles of Wonderful Card**
	
	Mark N/A if any of the following:
	
	- All Hosts have worked less than (90) days
	- Review is conducted during program transition week
	
	Hosts must minimally carry a current Principles of Wonderful Card
	
	- An electronic or digital copy is acceptable (e.g., smartphone)
	
	Randomly select (1) Host, on hotel's payroll:
	
	- Identity yourself as the Quality Assurance Auditor
	- Ask Host how long have you been working at the hotel?
	   - If less than (90) days, select another Host
	- Ask the following question:
	   - Please show me your Principles of Wonderful Card
	     - For Hosts whose uniform/clothing does not allow (e.g., does not have pockets), the Principle of Wonderful Card must be immediately accessible (without having to leave presence of auditor)
	
	It is acceptable to select a supervisor or manager if all Hosts encountered do not speak English
	
	Mark No if any of the following:
	
	- Host does not have Principles of Wonderful Card
	- Principles of Wonderful Card not correct specification

Links	🔗 HR-021

Heart of House Collateral

ID BOH500	**Touchpoint** Culture	**Category** Brand - Culture	**Point Values** 16
External Notes	**Heart of House Collateral** Framed heart of house posters in **current Brand Voice** must minimally include: - Hero poster - Target Guest poster - Core Values poster - Brand Pillar poster - Principles of Wonderful poster		
Links	🔗 OPS-FRO-242 🔗 Heart of House Collateral		

Back/Heart of House Cleanliness

ID CABBOH031	**Touchpoint** Culture	**Category** Public Areas	**Point Values** 2
External Notes	**Back/Heart of House Cleanliness**		

Back/Heart of House areas may include associate breakroom/cafeteria, property laundry, or associate restroom or locker room.

Properties are required to clean and disinfect Back/Heart of House areas based on volume of use with recommended disinfectants. Areas and items to be cleaned include, but are not limited to: associate breakroom/cafeteria, property laundry, restrooms, locker/changing rooms, handrails, tables, chairs, counters, buttons, entrances, water fountains, hand sanitizing stations, service cupboards

Observe the Back/Heart of House for the following cleanliness detractors:

- Debris, dust, or dirt
- Gum, food or beverage spills
- Insects or cobwebs
- Trashcan overflowing

Risk Management

Smoke Detector Tests Completed & Documented			
ID CABFLS048	**Touchpoint** Risk Management	**Category** Safety & Security	**Point Values** 0

External Notes	**Smoke Detector Tests Completed & Documented**
	
	Mark N/A if any of the following:
	
	• Hotel provided documentation that an owner or management company change occurred in the month prior to or during the BSA tracking period
	• Hotel opened within the last 13 months (if smoke detectors connected to fire alarm system)
	
	Smoke detector tests of **100% of total smoke detectors** must be completed and documented
	
	• If smoke alarms **NOT** connected to fire alarm system:
	   o Frequency as required by local code, manufacturer's guidelines, or every 4 months (whichever is more frequent) over the last 12 months
	• If smoke detectors **ARE** connected to fire alarm system
	   o Annual inspection required within the last 13 months
	
	<u>DOCUMENTATION REQUIRED</u>
	
	• Documentation displaying completed inspections for the required time period listed above must be uploaded to BSA Property Prework
	
	Mark No if any of the following:
	
	• Inspections not completed for the required time period
	• BSA Property Prework not uploaded
	• BSA Property Prework submission not relevant

Links	🔗 <u>OPS-ENG-028</u>

Fire exits and stairwells are identified and unobstructed			
ID CABPCFLS004	**Touchpoint** Risk Management	**Category** Safety & Security	**Point Values** 0

External Notes	**Fire exits and stairwells are identified and unobstructed** **Check** fire exits and stairwells It is acceptable for corridor and stairwell doors to be held open by magnets that are released upon alarm Mark No if any of the following: • Fire exits and stairwells cluttered/blocked • Fire exit and stairwell doors are not closed (except for those held open by magnets that release upon alarm) • Fire exit and stairwell doors are locked or inoperable • Fire exit and stairwell exit signs are not present • Fire exit and stairwell exit signs are damaged, obstructed or blocked

Carbon monoxide detector is present

ID	Touchpoint	Category	Point Values
CABPCFLS013	Risk Management	Safety & Security	0

External Notes	**Carbon monoxide detector is present**
	Mark N/A if any of the following:
	• No fuel burning or fuel fired (e.g., gas, natural gas-propane) equipment or fireplaces in hotel (e.g., kitchen, pool equipment room, boiler room, laundry, lobby lounge, guest rooms)
	Carbon monoxide detectors are required in areas where fuel burning equipment is present in the hotel (e.g., kitchen, pool equipment room, boiler room, laundry, lobby lounge, guest rooms)
	Ask if the hotel has any fuel burning or fuel fired (e.g., gas, natural gas-propane) equipment, appliances or fireplaces
	• If fuel burning/fuel fired equipment is present in a guest room, randomly select a guest room to evaluate
	• If fuel burning/fuel fired equipment is not present in guest room, select kitchen or other space where fuel burning/fuel fired equipment is present (e.g., kitchen, pool equipment room, boiler room, laundry, lobby lounge, guest rooms) to evaluate
	Functionality is not to be tested during the third-party Brand Standards Audit
	Functionality is to be tested in Practice Audits
	Testing may cause the hotel alarm/pre-alarm/fire panel system to activate
	• Do not test in public spaces
	If evaluating in guestroom, ask if testing the carbon monoxide detector will activate the hotel alarm system:
	• **If YES, DO NOT TEST FUNCTIONALITY**
	• If NO, continue testing and push test button, listen for the alert
	○ It is acceptable if detector is present, but not accessible (e.g., too high, on ceiling)
	○ It is acceptable if the carbon monoxide detector is integrated with the smoke detector
	Mark No if any of the following:
	• Carbon monoxide detector missing
	• Carbon monoxide detector does not sound alarm when tested (Practice Audits Only)

Kitchen hood suppression systems have been tested and kitchen hoods have been cleaned

ID	Touchpoint	Category	Point Values
CABFLS010	Risk Management	Safety & Security	0

External Notes	**Kitchen hood suppression systems have been tested and kitchen hoods have been cleaned**
	Mark N/A if any of the following:
	• Hotel does not have commercial cooking facilities
	• Hotel opened within the last 6 months
	• Hotel provided documentation that an owner or management company change has occurred within the last 90 days
	• Kitchen hood(s) not present
	• Hotel is CEX or FPX
	Kitchen hoods must have:
	• Suppression system(s) present and operable
	• Suppression system tested with current inspection date within the past six months
	• Been cleaned with a current cleaning date within the past six months

DOCUMENTATION REQUIRED

DOCUMENTATION REQUIRED

- Any document detailing testing and cleaning within the past six months must be uploaded to BSA Property Prework

Mark No if any of the following:

- Kitchen hood suppression system not installed in hoods over grease-producing cooking (e.g., fryers, griddles, ovens)
- Kitchen hood suppression system not tested within past six months
- Kitchen hood not cleaned within past six months
- Kitchen hood suppression system damaged or not operable
- BSA Property Prework not uploaded
- BSA Property Prework submission not relevant

Property Security Management Plan

ID	Touchpoint	Category	Point Values
CABSEC001b	Risk Management	Safety & Security	0

External Notes	**Property Security Management Plan** Mark N/A if any of the following: • The hotel has provided documentation that an owner or management company change occurred within the last 90 days. • Property is franchised • Property is a Select Service brand **All Managed** hotels must have a property-specific operational security management plan that must minimally include: • Property details • Security leadership and team structure • Assigned threat condition level and procedures • Local Standard Operating Procedures REQUIRED DOCUMENTATION • Property Security Management Plan, printed or electronic will be verified for all criteria Mark No if any of the following: • Property-specific security plan not developed. • Required sections not available • BSA Property Prework not uploaded • BSA Property Prework submission not relevant
Links	🔗 OPS-ENG-028 🔗 RSK-GSS-002

Property Crisis Management Plan

ID	Touchpoint	Category	Point Values
CABSEC001a	Risk Management	Safety & Security	0

External Notes	**Property Crisis Management Plan**

Mark N/A if hotel has provided documentation that an owner or management company change occurred within the last 90 days

All hotels must keep a property-specific crisis management plan that contains procedures to be followed in the event of an emergency or crisis and must minimally include:

- Active shooter/ armed attacker procedures
- Bomb threat procedures
- Evacuation procedures
- Fire and fire alarm activation procedures
- Marriott Crisis Hotline phone number
    - Marriott Crisis Hotline phone number must be one of the following:
        - +1 (703) 319-1814
        - 888-8CRISIS may be used (US/CAN)

REQUIRED DOCUMENTATION

- Property Crisis Management Plan, printed or electronic, must be uploaded to BSA Property Prework and will be verified for all criteria

Mark No if any of the following:

- Marriott Crisis Hotline phone number not available
- Property-specific Crisis Management Plan not developed
- Minimum required procedures not available
- BSA Property Prework not uploaded
- BSA Property Prework submission not relevant

Links	🔗 OPS-ENG-028
	🔗 RSK-GSS-002

Threat Condition Program Procedures (APEC, CALA, EMEA, GC)

ID CABSEC001d	**Touchpoint** Risk Management	**Category** Safety & Security	**Point Values** 0

External Notes	**Threat Condition Program Procedures (APEC, CALA, EMEA, GC)**
	
	Mark N/A if any of the following:
	
	- The hotel has provided documentation that an owner or management company change occurred within the last 90 days
	- Property is located in US/CAN
	
	All properties are assigned a threat condition level and must comply with all assigned procedures
	
	REQUIRED DOCUMENTATION
	
	All properties are required to provide imagery of the:
	
	- Property's threat condition level and assigned procedures, either printed or electronic
	
	Based on the threat condition level, the property must upload images/files according to the assigned procedures within their threat condition level:
	
	Threat Condition Low Properties are required to provide imagery of:
	
	- Vault Domestic Exposure Portal including Safety & Security Leader (SSL) details
	- An in-date patrol report or log no older than 30 days
	    - Any form of documentation is acceptable
	- Vendor registration document with entries no older than 30 days
	    - Any form of documentation is acceptable

	Threat Condition Moderate Properties are required to provide imagery of the: • Plan that formalizes the emergency inspection procedures initiation process, either printed or electronic • (Managed Hotels): Page documenting completion of an annual emergency lockdown exercise no older than 12 months from date of Prework **Threat Condition High Properties are required to provide imagery of:** • Security Officer at post in the vicinity of the Main Building Entrance (not the perimeter gate) • Latest annual benchmarking report no older than 12 months from date of Prework • Surveillance Detection Plan, printed or electronic **Threat Condition Critical Properties are required to provide imagery of:** • CCTV screens being monitored • Latest penetration testing/inspection report no older than 12 months from date of Prework • Property's Walk-Through Metal Detector(s) in place • Vehicle inspection team at guest/vehicle checkpoint Mark No if any of the required documentation criteria is not met unless procedure is not included in the property's assigned procedures Mark No if the Security item is not compliant • If compliant, **indicate** which item was selected for evaluation from predefined comments • If non-complaint, **indicate** reason in pre-defined comment or type reason in findings
Links	🔗 RSK-GSS-002 🔗 RSK-GSS-002

Food Safety

Personal hygiene procedures are followed

ID CABFS101	Touchpoint Food Safety	Category Safety & Security	Point Values 0

External Notes	**Personal hygiene procedures are followed**
	
	Mark N/A if any of the following:
	
	• Facility is under complete renovation and not available for guest use
	• Local code prohibits/supersedes any standard, documentation must be provided to verify
	• No kitchen or food preparation/storage area present
	
	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)
	
	Personal hygiene must include:
	
	• Proper handwashing procedure
	• No bare hand contact with ready-to-eat-foods
	    ○ When gloves are required, food handlers do not contact ready-to-eat foods with bare hands
	• No eating, drinking, smoking, vaping or tobacco use in areas with exposed food, food contact surfaces, food contact packaging
	    ○ It is acceptable if closed beverage containers (e.g., sports bottles, cups with lids, cups with lids and straws) are present as long as stored below or adjacent to work stations so they cannot contaminate the food and food contact surfaces
	    ○ No evidence of eating or uncovered drinks
	
	Hand washing sinks must be:
	
	• Supplied with readily available hot water, soap and disposable towels or heated-air hand drying device
	    ○ Hand sanitizer may be available in addition to, but not in place of soap
	• Readily available at all times:
	    ○ Hand washing sinks must not be blocked for any reason, regardless of how easy it is to move the object
	• Only be used for hand washing
	• Near a trash can to allow for disposal of used paper towels
	
	Health policy poster must be present or Culinary/Food & Beverage Manager must be able to explain reporting of symptoms of illness policy

Links	🔗 OPS-FNB-057A

Cold potentially hazardous foods maintained at 41F (5C) or below in all cold holding devices

ID CABFS103	Touchpoint Food Safety	Category Safety & Security	Point Values 0

External Notes	**Cold potentially hazardous foods maintained at 41F (5C) or below in all cold holding devices** Mark N/A if any of the following: • Area is under complete renovation and not available for guest use

- Local code prohibits/supersedes any standard, documentation must be provided to verify
- No food items present

Cold foods must be held at or below 41F (5C)

Select cold unit/units (walk-in, reach-in, cold holding units, salad bars, ice wells):

AC, AH, ELMT, FF, RI, SHS, TPS, XE, XF:

- (1) Refrigerator

AUTO, CY, DH, ED, FP, GH, JW, LC, LM, MH, MX, NB, PH, RC, RCC, RH, SHER, SR, TRB, W, WSTN

- (2) Refrigerators/cold holding units

Check (2) temperatures per unit of high risk products

If hotel uses optional Time in Lieu of Temperature procedures:

- When potentially hazardous food products are on display (e.g., buffet (boiled eggs, salmon), omelet cooking station (ham, bacon)) and temperature is out-of-range:
  - **Ask** to see HACCP Form A-20
  - **Verify** food product evaluated is:
    - Listed on HACCP Form A-20
    - "Time item is displayed" listed is less than (4) hours from current time

Mark No if any of the following:

- (2) or more products are 42-55F (6-13C)
- Any product is over 55F (13C)
- Time in Lieu of Temperature is used and no food items are documented
- Time in Lieu of Temperature is in place and HACCP Form A-20 is not used
- Time in Lieu of Temperature is in place and log entry not filled out correctly
- Time in Lieu of Temperature is in place and documentation not 90%+ complete

Links	🔗 OPS-FNB-057

Dishwashing machines/compartment sinks are properly maintained and operated

ID	Touchpoint	Category	Point Values
CABFS105	Food Safety	Safety & Security	0

External Notes	**Dishwashing machines/compartment sinks are properly maintained and operated**
	
	Mark N/A if any of the following:
	
	• Area is under complete renovation and not available for guest use
	• Local code prohibits/supersedes any standard, documentation must be provided to verify
	• Hotel does not have a dishwashing machine or compartment sink
	
	LOW TEMP DISHWASHING MACHINES
	
	• Test using the appropriate non-damaged strips used by hotel to test sanitizer level (e.g., chlorine test strip)
	• Run machine twice with full rack of equipment, plates or glasses
	• Immerse test strip in the residual rinse water on a class, dish, or plate
	    ○ Do not agitate the test strip
	    ○ Do not contact foam on top of the solution
	• Compare the test strip to the color chart on the sanitizer dispenser and verify concentration of chemical sanitizer is at proper level (e.g., Chlorine: 50-100 ppm) as indicated on test strip scale
	
	HIGH TEMP DISHWASHING MACHINES
	
	If property is using hot water sanitizing instead of chemical sanitizer, take a temperature of the water using either the hotel's waterproof thermometer (if correctly calibrated) or the auditor's

- Test using a waterproof maximum-reading thermometer
- Non-chemical high heat sanitizing dishwashing machines must reach 160F (71C) on dish surface
- If machine has not been used recently, run through cycle twice
- Test High temp machines:
  - **Place** a waterproof thermometer on a dish rack
  - **Run** waterproof thermometer through the machine
  - **Check** thermometer for correct temperature of the food contact surface in the machine

Randomly select (1) dish machine in the food and beverage area

COMPARTMENT SINKS

When a mechanical dishwasher is not present or in use and hotel is manually warewashing in a three compartment sink:

- **Test** the wash compartment tank with a calibrated thermometer and ensure a temperature of at least 110°F (43°C)
- **Test** the titration of the sanitizer of the third compartment sink and ensure the correct level using the hotel's test strips according to label directions of the sanitizer product

Mark No if any of the following:

- High temp machine - heat tape is not activated or required temperature is not achieved
- Low temp machine - chemical sanitizer not in correct range
- Low temp machine - hotel does not have a method to test the dish machine sanitizer (e.g., test strip)
- Dish machine is not functioning or out of order and no compartment sink is present
- Compartment sink - wash tank of three compartment sink does not achieve correct temperature
- Compartment sink - hotel does not have the test strips for the sanitizer product
- Compartment sink - chemical sanitizer is not in correct range

Links	🔗 OPS-FNB-057C

Ice Machines are clean and in good condition

ID CABFS102	**Touchpoint** Food Safety	**Category** Safety & Security	**Point Values** 0

External Notes	**Ice Machines are clean and in good condition** Mark N/A if any of the following: - Area is under complete renovation and not available for guest use - Local code prohibits/supersedes any standard, documentation must be provided to verify **Randomly select** (1) ice machine in the food and beverage area **Open** ice machine door and examine all areas of the ice bin including: - Gaskets, seals, inside lid, and all visible areas inside the bin **Look** up inside the chute for any biofilm, rust, mold of any color or other fungi **Check** ice scoop proper storage on the side of the machine, ice scoop holder is clean, ice scoop is not left in the ice bin Mark No if any of the following: - Any areas of mold, biofilm, rust or other substance that could contaminate the ice - Ice scoop is not present - Ice scoop stored inside the ice machine including both in/on the ice or in a holder inside the bin

Links	🔗 OPS-FNB-057

Facility is clean and in good condition

ID	Touchpoint	Category	Point Values
CABFS104	Food Safety	Safety & Security	0

External Notes	**Facility is clean and in good condition**

Mark N/A if any of the following:

- Facility is under complete renovation and not available for guest use
- Local code prohibits/supersedes any standard, documentation must be provided to verify
- No kitchen or food preparation/storage area present

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)

As you walk through the facility evaluate the cleanliness and condition of food contact surfaces, equipment, and non-food contact surfaces

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

There should be no evidence of pests including:

- 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

Mark No if any of the following:

- (5) or more cleanliness or condition issues were observed or encountered
- Any evidence of pests

Links	🔗 OPS-FNB-057C

Cross-contamination prevention procedures are followed

ID	Touchpoint	Category	Point Values
CABFS107	Food Safety	Safety & Security	0

External Notes	**Cross-contamination prevention procedures are followed**

Mark N/A if any of the following:

- Facility is under complete renovation and not available for guest use
- Local code prohibits/supersedes any standard, documentation must be provided to verify
- No kitchen or food preparation/storage area present

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)

To be Compliant:

- Hotel must store items with the highest cooking temperature requirement on the bottom shelf of the refrigerator and place food items with lower cooking temperature requirements above these items
- Food storage and preparation areas must not be located below physical hazards that could fall into food
    - Examples of such hazards include but are not limited to: raw animal products above ready-to-eat foods, commingling raw animal species, and thumb tacks/staples
- Chemicals cannot be stored above food or food contact surfaces
- Cross-contamination or potential for cross-contamination cannot exist with food or food contact surfaces
- Food cannot be stored or thawing in a dedicated hand washing sink

Mark No if any of the following are observed or encountered:

- Raw animal products stored above or commingled with ready-to-eat products
- Food items with higher cooking temperature requirements stored over food items with lower-cooking temperature requirements
- Physical hazards that would present an imminent health hazard, such as push pins used directly above food prep surfaces
- Chemicals stored above food or food contact surfaces
- Cross-contamination or potential for cross-contamination exist with food or food contact surfaces
- Food stored or thawing in a dedicated hand washing sink

Links	🔗 OPS-FNB-057A

Food Safety Training Documentation

ID CABFS100	**Touchpoint** Food Safety	**Category** Safety & Security	**Point Values** 0

External Notes	**Food Safety Training Documentation**
	
	Mark N/A if any of the following:
	
	- Facility not present
	- Area is under complete renovation and not available for guest use
	- Hotel provided documentation that an owner or management company change has occurred within the last 90 days
	- All culinary associate hire dates within the last 60 days when evaluating hourly food safety training
	- All manager hire dates within the last 60 days when evaluating management food safety certification
	- All F&B outlets, In-Room Dining and Meetings/Events are operated by a third party
	
	Select (1) of the following (3) documentation items to review
	
	1) Culinary Food Handling Associates Food Safety Training
	
	All food handlers must minimally be:
	
	- Trained within 60 days of being in position
	- Re-trained every 2 years
	    - Regardless of Governmental or Local renewal timeframe, the required training must be taken every two years
	    - Food handlers who have a management certification are exempt from the two-year requirement

A Culinary Associate or Food handler is an associate who is involved in the preparation of food/food products either from scratch or convenience items (e.g., cook, breakfast attendant, executive lounge attendant)

Select (1) hourly culinary staff member/food handler in current position at least 60 days

- **Verify** documentation that the selected culinary staff is food safety trained within the last 2 years

Any food safety training is acceptable, the most common examples are:

- Governmental or local food handler training
- ServSafe Starters or ServSafe Food Handlers
- MenuTrinfo LLC - Food Handler - Great Food Safe Food
- Rouxbe Food Handler (World Food Safety Organization)
- Management certification program (e.g., National Registry, ServSafe)
  - Food handlers who have a management certification are exempt from the two-year re-training requirement

Documentation must be uploaded to BSA Property Prework and **may be in any form**, the most common examples are:

- Roster of training attendees, including date and names
- Training certificate
- Any other completion documentation

Mark No if any of the following:

- Training not conducted or documented
- Training documentation more than 2 years old

2) Manager Food Safety Certification

Management staff must minimally complete management food safety certification based on brand, positions and titles will vary by property – any equivalent title is acceptable and can be salaried or hourly:

- **Midscale**:
  - (1) Manager, any position/title
- **AC/AH/ELMT/ FF/SHS/TPS:**
  - (1) Manager, any position/title
- **CY/ FP/MX/PH/RI:**
  - Chief Engineer
  - General Manager or Assistant General Manager
  - (1) Additional Food & Beverage Manager or Supervisor
- **All Luxury & Premium Brands:**
  - Assistant Engineer
  - Banquet Chef
  - Chief/Executive Steward
  - Culinary managers
  - Director of Engineering
  - Executive Chef
  - Restaurant Managers
  - Sous Chefs
- Manager certification must be uploaded to BSA Property Prework and be:
  - Current within (5) years from validation/completion date
  - From an approved certification training program either in-person or online
- Food handler certification or proof of training is not acceptable (i.e., a roster of attendees is not accepted)
- BSA Auditor will verify the following is present either through BSA Property Prework or during the BSA for managers in position at least 60 days:
  - **All Premium & Luxury Brands**
    - (2) Management staff from the required positions
  - **All Midscale & Select Brands**
    - (1) Management staff from the required positions

APEC, CALA, CAN, EMEA, GC

Documentation may be from any certifying body. Any certificate that indicates it is a **Certification** is acceptable.

US

Management food safety certification must only be from one of the following certifying bodies:

- AAA Food Safety (AAA Food Safety, LLC)
- APS Culinary Dynamics (DBA: World Food Safety Organization)
- Certus/StateFoodSafety.com – Certified Food Protection Manager
- Learn2Serve 360 Training.com, Inc.
- My Food Service License
- Relish Works, Inc (DBA: Trust20)
- Responsible Training / Safeway Certifications, LLC
- NRFSP (National Registry of Food Safety Professionals)
- ServSafe (National Restaurant Association/Educational Foundation)
- The Always Food Safe Company, LLC - Food Production Manager Certification

City/County/State certifications may not be substituted unless logos of one of the above certifying bodies is present

ALL CONTINENTS

Mark No if any of the following:

- Required staff not certified in approved program
- Certificates not on file and available for review
- Certificates older than 5 years
- (US): Certificates not from approved program

3) F&B/Culinary Manager Food Allergy Training Completion and Food Display Allergen Reminders

FOOD ALLERGY TRAINING

Food allergy training must minimally be completed by:

- **All Premium & Luxury Brands**
    - (2) Culinary managers
- **All Midscale and Select Brands**
    - (1) Manager

Any food allergy training is acceptable from any date or year

- Examples include:
    - AllerTrain or AllerTrain Lite by Menu Trinfo LLC (available through DLZ)
    - Any On-Line, self-directed or classroom training

ALLERGEN DISCLOSURE

- All food on display containing an allergen must have a disclosure reminder placard or sign informing guests to alert staff of any food allergen concern or dietary restriction
- **Ask** if any food on display (e.g., display counter, buffet, packaged grab & go) contains allergens (e.g., milk, eggs, fish/shellfish, nuts, soy, wheat, sesame, peanuts) and check that food items are labeled with a disclosure reminder and visible to guests, when present

Mark No if any of the following:

- Required number of managers do not have proof of training
- Food on display does not have food allergen disclosure reminder, when present

Links	🔗 <u>OPS-FNB-057</u>