

RTG WAY CHECKLIST

UNIT: \_\_\_\_\_

DATE: \_\_\_\_\_

**SCORING GUIDELINE:** Pick a score between 0 - 5, zero being the lowest, and 5 being the highest.

CUSTOMER  TOUCH POINT	DESCRIPTION	YES ü	NO X	Score
	CONCIERGE			
Luggage Assistance	Did the Porter handle all bags promptly and carefully, ensuring proper tagging?			
Offer Refreshment	During check-in, were guests offered a welcome drink with a smile?			
Rooming the Guest	Did the Porter escort you to the room, explaining key features of the hotel. Did they confirm comfort of the room?			
Shoe Shine Service	Were guests offered complimentary shoe polishing as a gesture of			

Use of the	was every interaction			
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<b>CUSTOMER EXPERIENCE POLICY FORM</b>	<b>DEPARTMENT: CUSTOMER EXPERIENCE</b>	<b>PAGE: 1 of 1</b>
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<b>Guest's Name</b>	personalized by addressing guests formally, using your name?				
<b>Process in 3</b>	Was check-in/check-out completed within 3 minutes, while confirming details?				
<b>Offer Help First</b>	Did staff anticipate guest needs before being asked (e.g., luggage assistance, directions)?				
	<b>RESTAURANTS</b>				
<b>Seating</b>	Were guests welcomed and seated within 1 minute of arrival?				
<b>Menu Presentation</b>	Were the menus presented cheerfully and was the chef's special menu item highlighted?				
<b>Serving Professionally</b>	Did the waiter deliver food and drinks quickly, confidently and				

<b>Check Back in 5</b>	Did the waiter ask “Is everything to your satisfaction?” within 5 minutes after delivering your food?				
	<b>KITCHENS</b>				
<b>Prepare with Precision</b>	Did the chef follow recipes accurately and maintain consistent portion sizes?				

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<b>Prioritise Freshness</b>	Did they use the freshest ingredients and adhere to food safety standards at all times?				
<b>Check Before It Leaves (Passout)</b>	Did the chef inspect temperature, accuracy and quality of food before passing to service staff?				
<b>Work as One Team</b>	Did the chef communicate clearly with servers to ensure timely delivery?				
<b>Food Presentation</b>	Did they plate every dish attractively, clean edges and ensure correct garnishing?				
	Did they serve all				

<b>Serve Fresh Food</b>	Did they serve all guests with good quality, fresh and tasty food all the time with speed?				
	<b>GUEST RELATIONS</b>				
<b>Be Visible</b>	Did they walk the property regularly, actively engaging with guests?				
<b>Engage Widely</b>	Did they aim to speak with at least 80% of guests daily?				
<b>Always Ask</b>	Did they check in with: "How is your stay/meal so far?"?				
<b>Respond Quickly</b>	Did they provide guests with accurate information or solutions within 10 minutes?				

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<b>Always Follow Up</b>	Did someone check back after resolving your concerns with "Did everything work out well"?				
	<b>HOUSEKEEPING</b>				
<b>Refresh the Room</b>	Was the bed linen crisp, bathrooms spotless and did was there a fresh scent always?				
	Did staff always greet				

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<b>Always Follow Up</b>	Did someone check back after resolving your concerns with "Did everything work out well"?				
	<b>HOUSEKEEPING</b>				
<b>Refresh the Room</b>	Was the bed linen crisp, bathrooms spotless and did was there a fresh scent always?				
<b>Greet and Ask</b>	Did staff always greet guests with a warm smile, courtesy and ask about their stay ?				
<b>Respond in 10</b>	Did they deliver any guest request (e.g., pillow, amenities) within 10 minutes of asking?				
<b>TOTAL</b>					

Checked By: \_\_\_\_\_  
 Signature: \_\_\_\_\_

\_\_\_\_\_  
 (Name)