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| **Hotel Operation & Passenger Services** Vessel Inspection **NAME OF VESSEL :**  **FROM : TO :**  **INSPECTION MADE BY :**  **DATE FORWARDED TO VESSEL :** | |
| **SENIOR MANAGEMENT TEAM ONBOARD** | |
| **Master :** |  |
| **Staff Captain :** |  |
| **Chief Engineer :** |  |
| **Staff Engineer :** |  |
| **Hotel Director :** |  |
| **Food & Beverage Manager:** |  |
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Whilst every reasonable effort has been made to inspect the vessel concerned in accordance with instructions, neither V. Ships leisure SAM nor the Inspector conducting the inspection accept any responsibility whatsoever for failure to inspect any item that is not reasonable accessible, or available for inspection.

Name & Signature of Inspector

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| INSTRUCTIONS TO INSPECTORS |
| 1. This report should be used according to the instructions set out in Hotel Operations Office Procedures Manual section 907.1 Quality Control - Vessel Inspections. The intention of this report is to provide a balanced view of the operation and not necessarily reflect a negative view of defects only.  2. The inspector must provide an accurate report on the actual condition of vessel. Any problems identified must be followed by a proposal of action, time scale allowed and materials / cost needed.  4. Whenever possible this report should be completed onboard. This will enable the final report to be issued soon after the inspector’s return to the office.  5. This report should be completed as follows :  - 1 original to circulate in regional office - after circulation please file with Assistant Hotel Operation Manager.  - 1 photocopy to be sent onboard the inspected vessel - with Hotel Operation Manager’s covering letter.  7. Hotel Operation Managers/Director of Hotel Operations must maintain a record of all Inspections made on each vessel - and keep it updated on a monthly basis.  8. All the items of this report shall be inspected within a period of 12 months. |

| SUMMARY OF COMMENTS | |
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| Conditions = Good, Acceptable or Poor  Any “poor” rating requires an improvement plan, including costs and time scale estimates where applicable. | |
| AREA & CONDITION | **SUMMARY OF REMARKS** |
| **100.** **PUBLIC AREAS** |  |
| **200. PASSENGER CABINS** |  |
| **300. BACK OFFICE/CREW AREAS** |  |
| **400. GALLEYS** |  |
| 500. PROVISION AREAS & HOTEL LOCKERS |  |
| 600. RESTAURANTS, BARS, HOUSE KEEPING PANTRIES, ROOM SERVICE STATIONS |  |
| 1. **PRINTED MATERIALS, LOGO, ITEMS & UNIFORMS** |  |
| 800. HOTEL SERVICE DELIVERY AND PRODUCTION QUALITY |  |
| **FINAL ASSESSMENT :** | |

| - PUBLIC AREAS I= Inspected, N= Not Inspected, C= See Comments  By: O = Office – S = Ship, T = Technicians/service engineers | | | | | | | | | |
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| 1  2  3  4  5 | Embarkation area  Passageways, Stairways and Elevators  Public Toilets  Reception & Shore Excursion areas  Bars, Lounges and Nightclub. |  | 6  7  8  9  10  11  12 | Beauty Salon & Spas  Photography  Gift Shop  Casino facilities  Medical center  Tender service area  Gym |  | 13  14  15  16  17  18  19 | Open deck areas  Restaurants & cafes  Cinema  Library  Launderettes  Signage  Other public areas | |  |
| LOCATION / COMMENT | | | | | ACTION | | | BY | |
|  | | | | |  | | |  | |

| 200 – PASSENGER CABINS I= Inspected, N= Not Inspected, C= See Comments By: O = Office – S = Ship, T = Technicians/service engineers | | | | | | | | | |
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| 1  2  3  4  5  6  7  8 | Carpets  Draperies, Curtains, Bedspreads  Furniture  Lamps  Tiling/grouting  Bathroom fixtures  Water color / Temperature |  | 9  10  11  12  13 | Balconies  Air-Conditioning  Radio/TV/Phone/Fridge/Hairdryer and other electrical appliances incl. Safe.  Life jackets  Towels / Bathrobes/ Bed Linen / Mattresses / Pillows |  | 14  15  16  17 | Overall cleanliness  Cloth hangers  Emergency signage  Other | |  |
| LOCATION / COMMENT | | | | | ACTION | | | BY | |
|  | | | | |  | | |  | |

| 300 – Back - Office / Crew Areas I= Inspected, N= Not Inspected, C= See Comments By: O = Office – S = Ship, T = Technicians/service engineers | | | | | | | | | |
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| 1  2  3  4  5  6 | Hotel Director’ Office  F&B Manager’ Office  Exec. Chef’ Office  Maitre D’ Office  F&B Controller Office  Provision Master Office |  | 7  8  9  10  11  12 | Housekeeper Office  Chief Purser Office  Crew Purser Office  First Purser Office  Reception Desk  Crew Purser Office |  | 13  14  15  16  17  18  19 | Cruise Director Office  Shore Excursion Desk  Shore Excursion Office  Other Offices  Crew accommodation  Mess/recreational areas  Toilets/showers | |  |
| COMMENT | | | | | ACTION | | | BY | |
|  | | | | |  | | |  | |

| 400 – Galleys I= Inspected, N= Not Inspected, C= See Comments By: O = Office – S = Ship, T = Technicians/service engineers | | | | | | | | | |
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| 1  2  3  4 | Equipment  Utensils  Refrigerators  Storage areas |  | 5  6  7 | Flooring  Ventilation / Air conditioning  Lighting |  | 8  9  10  11 | Dishwashing machinery  Garbage disposal Procedures  Hygiene  Other | |  |
| LOCATION / COMMENT | | | | | ACTION | | | BY | |
|  | | | | |  | | |  | |

| - Provision Areas & Hotel Lockers I= Inspected, N= Not Inspected, C= See Comments  By: O = Office – S = Ship, T = Technicians/service engineers | | | | | | | | | |
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| 1  2  3  4  5  6  7 | **General**  Loading procedures  Fork lifts  Trolleys  Elevators  Hygiene  Store room arrangements  Ventilation |  | 8  9  10  11  12  13 | **F&B**  Storage temperatures  Stock rotation  Inventory levels  Inventory discrepancies  Slow/non moving items  Other comments |  | 14  15  16  17 | **Consumables & Durables**  Inventory levels  Inventory discrepancies  Slow/non moving items  Other comments | |  |
| LOCATION / COMMENT | | | | | ACTION | | | BY | |
|  | | | | |  | | |  | |

| - Restaurants, Bars, Housekeeping Pantries, Room Service Stations I= Inspected, N= Not Inspected, C= See Comments  By: O = Office – S = Ship, T = Technicians/service engineers | | | | | | | | | |
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| 1  2  3  4  5  6 | Equipment  Utensils  China, Glassware, Silver  Linen  Refrigerators  Storage areas |  | 7  8  9  10 | POS / Cash register  Flooring  Ventilation / Air conditioning  Lighting |  | 11  12  13  14 | Dishwashing machinery  Garbage disposal Procedures  Hygiene  Other comments | |  |
| LOCATION / COMMENT | | | | | ACTION | | | BY | |
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| 700 - Printed Materials, Logo Items & Uniforms I= Inspected, N= Not Inspected, C= See Comments By: O = Office – S = Ship, T = Technicians/service engineers | | | | | | | | | |
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| 1  2  3  4 | **PRINTED MATERIALS**  Stock in circulation  Menu, Bar/Wine list  Cabin folder, Daily programs  Other |  | 5  6  7  8 | **LOGOED ITEMS**  Stock in circulation  Stationery  Coasters, Napkins, Matches, etc  Cabin amenities |  | 9  10  11  12 | **UNIFORMS**  Stock in circulation  Wear & tear  Worn as per guidelines, incl. Shoes  Name Tags | |  |
| COMMENT | | | | | ACTION | | | BY | |
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| 800 - Hotel service delivery and production quality I= Inspected, N= Not Inspected, C= See Comments By: O = Office – S = Ship, T = Technicians/service engineers | | | | | | | | | |
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| 1  2  3  4  5  6  7  8  9  10  11 | Cruise event planning/layout  Reception/Cashier services  Shore Excursion  Crew purser  Housekeeping  Restaurant service  Buffets  Food & beverage events  Bars & Lounges  Wine service  Food production quality |  | 12  13  14  15  16  17  18  19 | Room service  Laundry services  Entertainment shows & acts  Lecturers  Entertainment activities  TV programming / Library Selection  Services in concessionaire departments  Officers |  | 20  21  22  23  24  25 | Linen keeper/tailor  Crew stewarding  Crew / Officer mess  Crew bar/Activities  Upholsterer  Other | |  |
| COMMENT | | | | | ACTION | | | BY | |
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| IMPROVEMENT LIST **(TO INCLUDE OUTSTANDING ITEMS FROM PREVIOUS VISIT)**  PORT : DATE : | | | | |
| **NO.** | **DESCRIPTION** | **PERSON IN CHARGE** | **TARGET DATE** | **STATUS** |
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MASTER HOTEL DIRECTOR HOTEL OPERATION MANAGER