

# THE LUXURY COLLECTION®

**2025 Brand Standards Audit**

**Updated 03.14.25**

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## Transportation

Transportation service is provided in a timely manner			
ID	Touchpoint	Category	Point Values
CAB5TR003-t	Transportation	Touchpoint Service	4
External Notes	<p><b>Transportation service is provided in a timely manner</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li><li>• Area is under complete renovation and not available for guest use</li></ul> <p>Driver <b>must be at the pick-up site</b> at time of arrival</p> <p><b>Interact</b> with Driver and Mark No if Driver is not present at arrival time</p> <p>CAB5TR003-t</p>		
Links	<a href="#">OPS-FRO-298E</a>		
First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABTR9901	Transportation	Core Service	8
External Notes	<p><b>First Impression - Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		
Driver greets guests with professional signage			
ID	Touchpoint	Category	Point Values
TR2402	Transportation	Touchpoint Service	4

<b>External Notes</b>	<p><b>Driver greets guests with professional signage</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> </ul> <p>Driver <b>must</b>:</p> <ul style="list-style-type: none"> <li><b>Greet</b> the guest with <b>professional signage</b> (e.g., printed, iPad sign) <ul style="list-style-type: none"> <li>Hand-lettered signage is not acceptable</li> <li>Signage must be in property/brand identity (e.g., property logo or TLC logo) <ul style="list-style-type: none"> <li>It is acceptable for 3<sup>rd</sup> party car services to not use a Luxury Collection property/brand identity sign</li> </ul> </li> </ul> </li> </ul> <p>It is acceptable if person other than driver greets guest and escorts to vehicle (e.g., airline staff, airport porter)</p> <p><b>Interact</b> with Driver and Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>Signage not provided or not professional</li> </ul> <p style="text-align: right;">TR2402</p>
<b>Links</b>	<a href="#">OPS-FRO-298E</a>

### Driver greets guests and assists them into the car

ID CAB5TR002	Touchpoint Transportation	Category Touchpoint Service	Point Values 4
<b>External Notes</b>	<p><b>Driver greets guests and assists them into the car</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> </ul> <p>Driver <b>must</b>:</p> <ul style="list-style-type: none"> <li><b>Offer to take</b> the guest's bags <ul style="list-style-type: none"> <li>If required by law, airport personal will handle bags while inside the terminal.</li> </ul> </li> <li><b>Open and close doors</b> for the guest</li> </ul> <p>It is acceptable if person other than driver greets guest and escorts to vehicle (e.g., airline staff, airport porter)</p> <p><b>Interact</b> with Driver and Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>Offer not made to take guests bags</li> <li>Doors not opened or closed</li> </ul> <p style="text-align: right;">CAB5TR002</p>		
<b>Links</b>	<a href="#">OPS-FRO-298E</a>		

### Driver offers additional services/information to the guest

ID	Touchpoint	Category	Point Values
TR2405	Transportation	Touchpoint Service	4
<b>External Notes</b>	<b>Driver offers additional services/information to the guest</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> </ul> Driver <b>must</b> : <ul style="list-style-type: none"> <li><b>Ask</b> if the guest wants any luggage with them rather than in the back and <b>place</b> the luggage accordingly</li> <li>Mention complimentary Wi-Fi and device charging capability</li> <li>Advise guest of estimated time for the trip</li> </ul> <b>Interact</b> with Driver and Mark No if any of the above criteria are not met		
<b>Links</b>	<a href="#">OPS-FRO-298E</a>		

### Driver ensures guests comfort in the vehicle

ID	Touchpoint	Category	Point Values
CAB5TR012	Transportation	Touchpoint Service	4
<b>External Notes</b>	<b>Driver ensures guests comfort in the vehicle</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> </ul> Driver <b>must</b> : <ul style="list-style-type: none"> <li>Offer the guest the choice of music to be played in the vehicle or no music at all</li> <li>Inquire about the temperature in the vehicle <ul style="list-style-type: none"> <li>In extreme heat vehicle must be pre-cooled before the guest enters</li> </ul> </li> </ul> <b>Interact</b> with Driver and Mark No if you <b>encounter</b> or <b>observe</b> any of the following: <ul style="list-style-type: none"> <li>Choice of music not offered</li> <li>Temperature inquiry not made</li> <li>Vehicle not pre-cooled in extreme heat</li> </ul>		

### Amenities provided to ensure guest comfort

ID	Touchpoint	Category	Point Values
TR2401	Transportation	Touchpoint Service	4
<b>External Notes</b>	<b>Amenities provided to ensure guest comfort</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> </ul>		

	<p>Amenities <b>must</b> minimally include:</p> <ul style="list-style-type: none"> <li>• Bottled water</li> <li>• Phone charger</li> <li>• Complimentary Wi-Fi <ul style="list-style-type: none"> <li>○ It is acceptable if 3<sup>rd</sup> party operator does not offer wifi</li> <li>○ Password must not be required for wifi in car</li> </ul> </li> </ul> <p>Review amenities and Mark No if you of the above criteria not being met</p> <p>TR2401</p>
Links	<a href="#">OPS-FRO-298E</a>

### Driver owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5TR004-r	Transportation	Touchpoint Service	4
External Notes	<p><b>Driver owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• No problem or concern was encountered</li> </ul> <p>Driver <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> <p>Mark No if the Driver:</p> <ul style="list-style-type: none"> <li>• Does not actively listen to you</li> <li>• Does not express empathy</li> <li>• Does not offer an apology</li> <li>• Does not solve the problem within 10 minutes</li> <li>• Does not provide any special touch beyond mere resolution</li> <li>• Does not confirm your satisfaction</li> </ul>		
Links	<a href="#">OPS-FRO-175J</a>		

### Driver uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5TR008-a	Transportation	Touchpoint Service	4
External Notes	<p><b>Driver uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> </ul>		

	<p>Driver <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>○ For example: "Certainly, My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li>• <b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above</p> <p style="text-align: right;">CAB5TR008-a</p>
Links	<a href="#">HR-205</a>

### Driver does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5TR016	Transportation	Touchpoint Service	2
External Notes	<p><b>Driver does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• No request is made above and beyond normal services offered</li> <li>• Driver meets request</li> </ul> <p>If guest makes a special request Driver <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Not just say "No" but use a polite denial, e.g., "I am afraid that we are unable to do that at this time"</li> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Alternatives not offered</li> <li>• Driver says "No" without polite denial</li> </ul> <p style="text-align: right;">CAB5TR016</p>		
Links	<a href="#">HR-205</a>		

### Driver is knowledgeable and confident

ID	Touchpoint	Category	Point Values
CAB5TR7010	Transportation	Touchpoint Service	2
External Notes	<p><b>Driver is knowledgeable and confident</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Interaction did not allow question</li> </ul> <p>Driver is knowledgeable and confident in interaction</p>		

	<p><b>Ask</b> Driver a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer</p> <p style="text-align: right;">CAB5TR7010</p>
Links	<a href="#">OPS-FRO-175</a>

### Personalized service delivered during interaction

ID	Touchpoint	Category	Point Values
CAB5TR7020	Transportation	Touchpoint Service	4
External Notes	<p><b>Personalized service delivered during interaction</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> <li>Opportunity for delivery of personalized service during interaction not available</li> </ul> <p>Driver must deliver personalized service during interaction, using something the associate learned about the guest</p> <p>Mark No if personalized service not delivered during interaction</p> <p style="text-align: right;">CAB5TR7020</p>		
Links	<a href="#">HR-205</a>		

### Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5TR020	Transportation	Touchpoint Service	4
External Notes	<p><b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> <li>Driver not present</li> </ul> <p>Driver <b>must be</b>:</p> <ul style="list-style-type: none"> <li>Thoughtful</li> <li>Intuitive</li> <li>Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>Offering to make reservations for transportation for the future</li> <li>Offering to make reservations for a restaurant that the driver and guest discuss during the drive</li> <li>Mentioning the charging capability in the car and offering to charge the guest's phone</li> </ul>		



	<p>It is acceptable if Driver does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p>TR2307</p>
Links	<a href="#">HR-205</a>

### Professional persona provided

ID	Touchpoint	Category	Point Values
CAB5TR7040	Transportation	Touchpoint Service	4
External Notes	<p><b>Professional persona provided</b></p> <p>Driver <b>must</b>:</p> <ul style="list-style-type: none"> <li>Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>Includes cell phone and radio conversations</li> <li>Earpiece must be used for all radio conversations</li> </ul> </li> <li>Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p>CAB5TR7040</p>		
Links	<a href="#">HR-205</a>		

### Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABTR9902	Transportation	Core Service	4
External Notes	<p><b>Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Guest name not known</li> <li>Area not staffed during evaluation</li> <li>Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABTR9906	Transportation	Core Service	4

<b>External Notes</b>	<p><b>Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Individual previously encountered in consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>◦ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>◦ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul> <p style="text-align: right;">CABTR9906</p>
<b>Links</b>	<a href="#">OPS-FRO-175</a>

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

<b>ID</b> CABTR9907	<b>Touchpoint</b> Transportation	<b>Category</b> Core Service	<b>Point Values</b> 0
<b>Links</b>	<a href="#">OPS-FRO-175B</a>		

**Rate Emotional Engagement with interaction**

<b>ID</b> CABTR201	<b>Touchpoint</b> Transportation	<b>Category</b> Touchpoint Service	<b>Point Values</b> 0
<b>External Notes</b>	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Interaction not completed</li> </ul> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"> <li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"> <li>• Positive – 2 of 0 points</li> <li>• Neutral – 0 of 0 points</li> <li>• Negative – -2 of 0 points</li> </ul> <p style="text-align: right;">CABTR201</p>		

## Front Entrance Arrival

Valet Parking/Door Attendant was present and acknowledges arriving guests with hotel name			
ID	Touchpoint	Category	Point Values
CAB5AR2401	Front Entrance Arrival	Touchpoint Service	4
External Notes	<b>Valet Parking/Door Attendant was present and acknowledges arriving guests with hotel name</b>  Valet Parking/Door Attendant must: <ul style="list-style-type: none"><li>• Be present</li><li>• Acknowledge guests with gestures and facial expressions</li><li>• Use hotel name in greeting</li></ul> <div>CAB5AR2401</div>		
Links	<a href="#">OPS-FRO-282N</a>		

Valet Parking/Door Attendant assists with arriving guests at curbside			
ID	Touchpoint	Category	Point Values
CAB5AR003	Front Entrance Arrival	Touchpoint Service	4
External Notes	<b>Valet Parking/Door Attendant assists with arriving guests at curbside</b>  Valet Parking/Door Attendant <b>must</b> : <ul style="list-style-type: none"><li>• <b>Acknowledge</b> cars in queue within 30 seconds and direct them as appropriate upon arrival (e.g., gesture to the driver, wave driver to the correct area)</li><li>• <b>Open</b> the vehicle doors<ul style="list-style-type: none"><li>◦ If guest is arriving by taxi, allow guest to complete transaction with driver before opening door</li></ul></li></ul> <b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed <div>CAB5AR003</div>		
Links	<a href="#">OPS-FRO-282N</a>		

First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABFE9901	Front Entrance Arrival	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li></ul>		

	<ul style="list-style-type: none"> <li>Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li><b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li><b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>Provide a warm greeting/welcome</li> </ul> </li> <li><b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li><b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>
Links	<a href="#">OPS-FRO-175B</a>

### Valet Parking/Door Attendant assists with luggage

ID	Touchpoint	Category	Point Values
CAB5AR014	Front Entrance Arrival	Touchpoint Service	4
External Notes	<p><b>Valet Parking/Door Attendant assists with luggage</b></p> <p>Mark N/A if area is not staffed during evaluation</p> <p>Valet Parking/Door Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li><b>Offer luggage assistance</b></li> <li><b>Ask/confirm</b> all luggage and personal items (e.g., phone, computer, purse) have been removed from vehicle <ul style="list-style-type: none"> <li>Visual confirmation is acceptable (e.g., looking in back seat/trunk)</li> </ul> </li> </ul> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p style="text-align: right;">CAB5AR014</p>		
Links	<a href="#">OPS-FRO-282N</a>		

### Valet Parking/Door Attendant explains luggage delivery process

ID	Touchpoint	Category	Point Values
CAB5FE002	Front Entrance Arrival	Touchpoint Service	2
External Notes	<p><b>Valet Parking/Door Attendant explains luggage delivery process</b></p> <p>Mark N/A if</p> <ul style="list-style-type: none"> <li>Luggage accompanies guest to the front desk with escort</li> </ul> <p>If luggage does not accompany guest into hotel, associate <b>must</b>:</p> <ul style="list-style-type: none"> <li>Provide a luggage ticket <ul style="list-style-type: none"> <li>Explain luggage delivery process</li> </ul> </li> </ul>		
Links	<a href="#">OPS-FRO-282N</a>		

### Valet Parking/Door Attendant escorts and introduces guest to Front Desk staff

ID	Touchpoint	Category	Point Values
CAB5FE001	Front Entrance Arrival	Touchpoint Service	4
External Notes	<p><b>Valet Parking/Door Attendant escorts and introduces guest to Front Desk staff</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area is not staffed during evaluation</li><li>• Remote Front Desk</li></ul> <p>Valet Parking/Door Attendant <b>must</b>:</p> <ul style="list-style-type: none"><li>• <b>Provide</b> an escort to the Front Desk <b>or introduce</b> guest to another Attendant to do so</li><li>• <b>Open</b> hotel entrance door (if revolving door not present)<ul style="list-style-type: none"><li>◦ It is not acceptable for guest to open any hotel entrance door themselves</li></ul></li><li>• <b>Introduce</b> guest to the Front Desk Associate if Front Desk Associate has not already greeted guest by name<ul style="list-style-type: none"><li>◦ It is acceptable for associate to communicate guests name via technology (e.g., radio, mobile device)</li></ul></li></ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"><li>• Attendant not present</li><li>• Escort not provided</li><li>• Hotel entrance door not opened</li><li>• Not introduced to the Front Desk if Front Desk Associate has not already greeted guest by name</li></ul> <p>CAB5FE001</p>		
Links	<p><a href="#">OPS-FRO-282C</a></p> <p><a href="#">OPS-FRO-282N</a></p>		

Valet Parking/Door Attendant opens hotel entrance door			
ID	Touchpoint	Category	Point Values
AR2402	Front Entrance Arrival	Touchpoint Service	4
External Notes	<p><b>Valet Parking/Door Attendant opens hotel entrance door</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Hotel entrance doors are automated <b>or</b> open-air lobby and doors not present</li></ul> <p>Valet Parking/Door Attendant <b>must</b>:</p> <ul style="list-style-type: none"><li>• <b>Open</b> hotel entrance door (if revolving door not present)<ul style="list-style-type: none"><li>◦ It is not acceptable for guest to open any hotel entrance door themselves</li></ul></li></ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"><li>• Attendant not present</li><li>• Hotel entrance door not opened</li></ul> <p>AR2402</p>		
Links	<p><a href="#">OPS-FRO-282N</a></p>		

Valet Parking/Door Attendant is knowledgeable and confident			
ID	Touchpoint	Category	Point Values
CAB5FE7010	Front Entrance Arrival	Touchpoint Service	2
External Notes	<p><b>Valet Parking/Door Attendant is knowledgeable and confident</b></p> <p>Mark N/A if interaction did not allow question</p> <p>Valet Parking/Door Attendant is knowledgeable and confident in interaction</p> <p><b>Ask</b> Valet Parking/Door Attendant a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer</p> <p>CAB5FE7010</p>		
Links	<a href="#">OPS-FRO-175</a>		
Valet Parking/Door Attendant uses appropriate verbiage and shows genuine care and interest			
ID	Touchpoint	Category	Point Values
CAB5AR008-a	Front Entrance Arrival	Touchpoint Service	4
External Notes	<p><b>Valet Parking/Door Attendant uses appropriate verbiage and shows genuine care and interest</b></p> <p>Beyond the delivery of universal service elements of good posture, smile, eye contact, and attentive listening maintained throughout the interaction Attendant <b>must</b>:</p> <ul style="list-style-type: none"><li>• Use <b>appropriate verbiage</b> with genuine delivery<ul style="list-style-type: none"><li>○ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to"<ul style="list-style-type: none"><li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li></ul></li></ul></li><li>• <b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li></ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p>		
Links	<a href="#">HR-205</a>		
Valet Parking/Door Attendant does not decline a request without offering alternatives			
ID	Touchpoint	Category	Point Values
CAB5AR015-a	Front Entrance Arrival	Touchpoint Service	4
External Notes	<p><b>Valet Parking/Door Attendant does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• No request is made above and beyond normal services offered</li><li>• Valet Parking/Door Attendant meets request</li></ul> <p>If guest makes a special request Valet Parking/Door Attendant <b>must</b>:</p> <ul style="list-style-type: none"><li>• Not just say "No" but use a polite denial, e.g., "I am afraid that we are unable to do that at this time"</li></ul>		

	<ul style="list-style-type: none"> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5AR015-a</p>
Links	<a href="#">HR-205</a>

### Valet Parking/Door Attendant delivered personalized service during interaction

ID	Touchpoint	Category	Point Values
CAB5FE7020	Front Entrance Arrival	Touchpoint Service	4
External Notes	<p><b>Valet Parking/Door Attendant delivered personalized service during interaction</b></p> <p>Mark N/A if opportunity for delivery of personalized service during interaction not available</p> <p>Valet Parking/Door Attendant must deliver personalized service during interaction, using something the associate learned about the guest</p> <p>Mark No if personalized service not delivered during interaction</p> <p style="text-align: right;">CAB5FE7020</p>		
Links	<a href="#">HR-205</a>		

### Valet Parking/Door Attendant thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5FE7030	Front Entrance Arrival	Touchpoint Service	4
External Notes	<p><b>Valet Parking/Door Attendant thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Mark N/A if no associate (e.g., Door, Valet, Bell, Lobby Greeter) is present</p> <p>Valet Parking/Door Attendant <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Offering guest bottled water if it is hot outside</li> <li>• Asking if guest will need transportation/their vehicle later that day</li> <li>• Providing information on charging stations to owners of electric cars</li> </ul> <p>It is acceptable if Valet Parking/Door Attendant does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p style="text-align: right;">CAB5FE7030</p>		

Links	<a href="#">OPS-FRO-175B</a>		
Valet Parking/Door Attendant provides a professional persona			
ID CAB5FE7040	Touchpoint Front Entrance Arrival	Category Touchpoint Service	Point Values 4
External Notes	<p><b>Valet Parking/Door Attendant provides a professional persona</b></p> <p>Mark N/A if area is not staffed during evaluation</p> <p>Valet Parking/Door Attendant <b>must</b>:</p> <ul style="list-style-type: none"><li>Only engage in <b>work-related</b> conversation with other associates when guests present<ul style="list-style-type: none"><li>Includes cell phone and radio conversations</li><li>Earpiece must be used for all radio conversations</li></ul></li><li>Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li></ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p>CAB5FE7040</p>		
Links	<a href="#">HR-205</a>		
Guest name used during the experience, when known			
ID CABFE9902	Touchpoint Front Entrance Arrival	Category Core Service	Point Values 4
External Notes	<p><b>Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>Guest name not known</li><li>Area not staffed during evaluation</li><li>Facility not present or not available for guest use</li></ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		
Closing Guest Interaction – Service Behaviors			
ID CABFE9906	Touchpoint Front Entrance Arrival	Category Core Service	Point Values 4
External Notes	<p><b>Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>Area not staffed during evaluation</li><li>Individual previously encountered in consecutive interactions</li></ul>		



	<p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>○ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>○ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul> <p style="text-align: right;">CABFE9906</p>
Links	<a href="#">OPS-FRO-175B</a>

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

ID	Touchpoint	Category	Point Values
CABFE9907	Front Entrance Arrival	Core Service	0
Links	<a href="#">OPS-FRO-175B</a>		

**Rate Emotional Engagement with interaction**

ID	Touchpoint	Category	Point Values
CABFE201	Front Entrance Arrival	Touchpoint Service	0
External Notes	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if interaction not completed</p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"> <li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"> <li>• Positive – 2 of 0 points</li> <li>• Neutral – 0 of 0 points</li> <li>• Negative – -2 of 0 points</li> </ul> <p style="text-align: right;">CABFE201</p>		

## Check-In

First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABCK9901	Check-In	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		
Check-in information is correct			
ID	Touchpoint	Category	Point Values
CK2408	Check-In	Touchpoint Service	4
External Notes	<b>Check-in information is correct</b>  Front Desk agent <b>must</b> : <ul style="list-style-type: none"><li>• <b>Verify</b> departure date</li><li>• <b>Confirm</b> room type</li><li>• <b>Confirm</b> method of payment</li></ul> All reservation information must be correct  <b>Evaluate</b> your service and <b>observe</b> others being checked-in and Mark No if the above criteria is not met		
Links	<a href="#">OPS-FRO-282E</a>		
Associate offers enrollment into Marriott Bonvoy to guest at check-in			
ID	Touchpoint	Category	Point Values
CABCK007	Check-In	MI Initiatives	4
External Notes	<b>Associate offers enrollment into Marriott Bonvoy to guest at check-in</b>		

	<p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Guest is already a member</li> <li>• Hotel does not participate in Marriott Bonvoy</li> <li>• Area not staffed during evaluation</li> <li>• Hotel is an MGM Collection</li> </ul> <p><b>Evaluate</b> if associate verbally communicated benefits of enrollment into the program. Examples include:</p> <ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• Mobile check-in (where available)</li> <li>• Member Rates</li> <li>• Mobile Chat</li> <li>• Mobile Key (where available)</li> </ul> <p style="text-align: right;">CABCK007</p>
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<b>Links</b>	<a href="#">OPS-FRO-304</a>
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### All Marriott Bonvoy members are recognized at check-in

ID	Touchpoint	Category	Point Values
CABCK001	Check-In	MI Initiatives	16
<b>External Notes</b>	<p><b>All Marriott Bonvoy members are recognized at check-in</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Guest is not a Marriott Bonvoy member</li> <li>• Hotel does not participate in Marriott Bonvoy</li> </ul> <p>Marriott Bonvoy members must be verbally acknowledged at check-in</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• "I see you are a Platinum Elite Member"</li> <li>• "Thank you for being a Gold Elite member of our Marriott Bonvoy program"</li> <li>• Thank member for loyalty</li> </ul> <p style="text-align: right;">CABCK001</p>		
<b>Links</b>	<a href="#">OPS-FRO-282E</a>		

### Associate offers and/or mentions upgrade to Gold Elite, Platinum Elite, Titanium Elite, and Ambassador Elite members

ID	Touchpoint	Category	Point Values
CABCK004	Check-In	MI Initiatives	4
<b>External Notes</b>	<p><b>Associate offers and/or mentions upgrade to Gold Elite, Platinum Elite, Titanium Elite, and Ambassador Elite members</b></p> <p>Mark N/A if Guest is any of the following:</p> <ul style="list-style-type: none"> <li>• Guest is not a Gold Elite, Platinum Elite, Titanium Elite, or Ambassador Elite member</li> <li>• Hotel does not participate in Marriott Bonvoy</li> </ul>		

	<p>Complimentary room upgrades must be offered when available to the following members:</p> <ul style="list-style-type: none"><li>• Gold Elite</li><li>• Platinum Elite</li><li>• Titanium Elite</li><li>• Ambassador Elite</li></ul> <p>Suite upgrades are:</p> <ul style="list-style-type: none"><li>• Excluded for Gold Elite members</li><li>• Included for Platinum Elite, Titanium Elite or Ambassador Elite members</li><li>• Based on availability and identified by each hotel – at no additional charge, at check-in<ul style="list-style-type: none"><li>◦ May include rooms with desirable views, on high floors, with special amenities, on Executive floors, corner rooms and suites</li><li>◦ (RC): Suites are only included for Titanium Elite and Ambassador Elite members and rooms with direct Club Lounge access are excluded</li></ul></li></ul> <p><b>Evaluate</b> if the associate offered or mentioned a room upgrade during the check-in process</p> <ul style="list-style-type: none"><li>• Term 'upgrade' must be used in conversation</li></ul> <p><b>Mark Yes if:</b></p> <ul style="list-style-type: none"><li>• A room upgrade was offered &amp; mentioned verbally during check-in</li><li>• A room upgrade was mentioned but Not Available</li></ul> <p><b>Mark No if:</b></p> <ul style="list-style-type: none"><li>• A room upgrade was not verbally mentioned or offered during the check-in process, even if an upgrade was provided/discovered upon room arrival</li><li>• Member was given the option to purchase a room upgraded room/room type</li></ul> <p>CABCK004</p>
Links	<a href="#">OPS-FRO-304</a>

Platinum Elite, Titanium Elite, and Ambassador Elite members' check-out time confirmed at check-in			
ID	Touchpoint	Category	Point Values
CABCK002	Check-In	MI Initiatives	4
External Notes	<p><b>Platinum Elite, Titanium Elite, and Ambassador Elite members' check-out time confirmed at check-in</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Guest is not a Platinum Elite, Titanium Elite, or Ambassador Elite member</li><li>• Hotel is a Resort, Lodges &amp; Tented Camp, or Convention Hotel</li><li>• Hotel does not participate in Marriott Bonvoy</li></ul> <p>Hotel must verbally confirm check-out time with Platinum Elite, Titanium Elite, and Ambassador Elite members at time of arrival</p> <p>Platinum Elite, Titanium Elite, and Ambassador Elite members receive a guaranteed late check-out as late as 4pm as part of their Elite benefits</p> <ul style="list-style-type: none"><li>• If member requested a late check-out electronically via Mobile Check-in, associate must confirm time during the check-in process</li></ul>		
Links	<a href="#">OPS-FRO-304</a>		

Delays in Rooming Guests			
ID	Touchpoint	Category	Point Values
CAB5CK006	Check-In	Touchpoint Service	2
External Notes	<b>Delays in Rooming Guests</b>  Mark N/A if room was ready at check-in  If room is not ready upon guest arrival, associate must minimally: <ul style="list-style-type: none"><li>• Provide an estimated time</li><li>• Keep guest informed (e.g., via mobile, in person)</li><li>• Offer the guest access to the hotel's facilities (e.g., luggage storage, restaurants, fitness center, spa, changing rooms, Wi-Fi, etc.)</li></ul> <div>CAB5CK006</div>		
Links	<a href="#">OPS-FRO-282A</a>		
Room number provided discreetly, non-verbally			
ID	Touchpoint	Category	Point Values
CABCK9909	Check-In	Touchpoint Service	4
Links	<a href="#">OPS-FRO-175B</a>		
Room Key Presentation			
ID	Touchpoint	Category	Point Values
CAB5CK008	Check-In	Touchpoint Service	2
External Notes	<b>Room Key Presentation</b>  Front Desk Agent <b>must</b> : <ul style="list-style-type: none"><li>• <b>Ask</b> the number of room keys required</li><li>• <b>Place</b> key packet and other registration materials in guest's hand<ul style="list-style-type: none"><li>○ It is acceptable to hand key/registration materials to escort</li><li>○ <b>(All-Inclusive)</b>: It is acceptable if room key is provided as a key bracelet/wristband</li></ul></li></ul> <b>Evaluate</b> interaction with Front Desk or other member  <b>Evaluate</b> your key presentation and <b>observe</b> others being presented their key and <div>CAB5CK008</div>		
Links	<a href="#">OPS-FRO-282E</a>		
Guest is informed that email folio will be sent			
ID	Touchpoint	Category	Point Values
CK2404	Check-In	Touchpoint Service	4

<b>External Notes</b>	<p><b>Guest is informed that email folio will be sent</b></p> <p>Mark N/A if email of folio is not available (AP, EMEA, CALA)</p> <p>US/CAN</p> <p>Associate must minimally:</p> <ul style="list-style-type: none"> <li>Verbally inform guest that folio will be emailed upon departure</li> </ul> <p>AP, EMEA, CALA</p> <p>Associate must minimally, where available:</p> <ul style="list-style-type: none"> <li>Verbally inform guest that folio will be emailed upon departure</li> </ul> <p>If guest is not informed of email of folio during check-in, after announcing:</p> <ul style="list-style-type: none"> <li><b>Ask</b> leadership team if hotel has functionality to email folio during virtual follow-up</li> </ul> <p>ALL CONTINENTS</p> <p>CK2404</p>
<b>Links</b>	<a href="#">OPS-FRO-282</a>

### Front Desk Agent facilitates luggage assistance

ID	Touchpoint	Category	Point Values
CAB5CK007	Check-In	Touchpoint Service	4
<b>External Notes</b>	<p><b>Front Desk Agent facilitates luggage assistance</b></p> <p>During the check-in process, Front Desk Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li>Verify luggage assistance if bellman is with guest</li> <li>Offer luggage assistance and arrange if needed, if escort is not already with guest</li> </ul> <p><b>Evaluate</b> interaction with Front Desk or other staff member</p> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p>CAB5CK007</p>		
<b>Links</b>	<a href="#">OPS-FRO-282E</a>		

### Front Desk Agent offers and facilitates escort to Guestroom

ID	Touchpoint	Category	Point Values
CAB5CK023	Check-In	Touchpoint Service	4
<b>External Notes</b>	<p><b>Front Desk Agent offers and facilitates escort to Guestroom</b></p> <p>Mark N/A if escort is already accompanying guest</p> <p>During the check-in process, Front Desk Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li>Arrange/offer escort of guest and belongings to Guestroom</li> </ul>		

	<ul style="list-style-type: none"> <li>Introduce guest to the escort (if applicable)</li> </ul> <p>It is acceptable not to offer escort if already accompanied by bell staff</p>
Links	<a href="#">OPS-FRO-282E</a>

### Length of Check-in Experience

ID	Touchpoint	Category	Point Values
CAB5CK017	Check-In	Touchpoint Service	4
External Notes	<p><b>Length of Check-in Experience</b></p> <p>Mark N/A if an in-room check-in is provided</p> <p>Check-in time including time in line <b>did not exceed</b>:</p> <ul style="list-style-type: none"> <li>(City): 5 minutes</li> <li>(Resort): 10 minutes</li> <li>(All-Inclusive): 15 minutes</li> </ul> <p><b>Evaluate</b> your service and <b>observe</b> others being checked-in and Mark No if total check-in time exceeded the above criteria</p> <p style="text-align: right;">CAB5CK017</p>		
Links	<a href="#">OPS-FRO-282E</a>		

### Front Desk Agent owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5CK008-r	Check-In	Touchpoint Service	16
External Notes	<p><b>Front Desk Agent owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>No problem or concern was encountered</li> </ul> <p>Front Desk Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li><b>Listen actively</b></li> <li><b>Empathize</b> - Express empathy</li> <li><b>Apologize</b> and assume ownership</li> <li><b>Resolve/Solve</b> the problem within 10 minutes and also provide an extra touch that goes beyond mere resolution</li> <li><b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> <p><b>Evaluate</b> interaction with Front Desk or other member</p> <p style="text-align: right;">CAB5CK008-r</p>		
Links	<a href="#">OPS-FRO-175J</a>		

### Front Desk Agent uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5CK012-a	Check-In	Touchpoint Service	4
<b>External Notes</b>	<p><b>Front Desk Agent uses appropriate verbiage and shows genuine care and interest</b></p> <p>Beyond the delivery of universal service elements of good posture, smile, eye contact, and attentive listening maintained throughout the interaction Front Desk Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>○ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li>• <b>Engage in warm conversation</b> to show genuine care and interest in the guest</li> </ul> <p><b>Evaluate</b> interaction with Front Desk Agent or other member</p> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5CK012-a</p>		
<b>Links</b>	<a href="#">HR-205</a>		

### Front Desk Agent does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5CK021	Check-In	Touchpoint Service	2
<b>External Notes</b>	<p><b>Front Desk Agent does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• No request is made above and beyond normal services offered</li> <li>• Front Desk Agent meets request</li> </ul> <p>If guest makes a special request Front Desk Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Not just say "No" but use a polite denial, e.g., "I am afraid that we are unable to do that at this time"</li> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p><b>Evaluate</b> interaction with Front Desk Agent or other member</p> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5CK021</p>		
<b>Links</b>	<a href="#">HR-205</a>		

### Front Desk Agent is knowledgeable and confident

ID	Touchpoint	Category	Point Values
CAB5CK7010	Check-In	Touchpoint Service	2
<b>External Notes</b>	<p><b>Front Desk Agent is knowledgeable and confident</b></p> <p>Mark N/A if interaction did not allow question</p>		



	<p>Front Desk Agent is knowledgeable and confident in interaction</p> <p><b>Ask</b> Front Desk Agent a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer</p>
Links	<a href="#">OPS-FRO-175</a>

### Daily Epicurean Moment Explained

ID	Touchpoint	Category	Point Values
CK2401	Check-In	Touchpoint Service	4
External Notes	<p><b>Daily Epicurean Moment Explained</b></p> <p>Associate must explain the Daily Epicurean Moment to the guest during check-in and minimally include the following information:</p> <ul style="list-style-type: none"> <li>• Location</li> <li>• Time or duration</li> </ul>		
Links	<a href="#">OPS-FRO-290G</a>		

### Front Desk Agent delivered personalized service during interaction

ID	Touchpoint	Category	Point Values
CAB5CK7020	Check-In	Touchpoint Service	4
External Notes	<p><b>Front Desk delivered personalized service during interaction</b></p> <p>Mark N/A if opportunity for delivery of personalized service during interaction not available</p> <p>Front Desk must deliver personalized service during interaction, using something the associate learned about the guest</p> <p style="text-align: right;">CAB5CK7020</p>		
Links	<a href="#">HR-205</a>		

### Front Desk Agent thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5CK7030	Check-In	Touchpoint Service	4
External Notes	<p><b>Front Desk Agent thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Front Desk Agent <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> </ul>		

	<ul style="list-style-type: none"> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Informing a group guest of the location of their meeting room for the next day</li> <li>• Informing the guest that the restaurant is closing soon if they arrive late and may want dinner</li> <li>• Offering to schedule a wake-up call for the next morning</li> </ul> <p>It is acceptable if Front Desk Agent does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p>Mark No if you encounter or observe any of the above criteria not being followed</p> <p style="text-align: right;">CAB5CK7030</p>
Links	<a href="#">OPS-FRO-175B</a>

### Professional persona provided

ID	Touchpoint	Category	Point Values
CAB5CK7040	Check-In	Touchpoint Service	4
External Notes	<p><b>Professional persona provided</b></p> <p>Front Desk Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5CK7040</p>		
Links	<a href="#">HR-205</a>		

### Guest name used during the experience

ID	Touchpoint	Category	Point Values
CABCK9902	Check-In	Core Service	16
External Notes	<p><b>Guest name used during the experience</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b></p>		
Links	<a href="#">OPS-FRO-175B</a>		

Proactive Additional Assistance Offered			
ID	Touchpoint	Category	Point Values
CABARV001	Check-In	Core Service	4
External Notes	<p><b>Proactive Additional Assistance Offered</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Facility not present or not available for guest use</li> </ul> <p>Associates must <b>proactively offer additional assistance</b> to guests, examples include:</p> <ul style="list-style-type: none"> <li>May I assist you with anything else?</li> <li>Is there anything else I may do to ensure you have a pleasant stay?</li> <li>Is there anything else I can get for you to help enjoy your meal?</li> <li>Please let me know if there is anything else I can assist with.</li> </ul> <p>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)</p>		
Links	<a href="#">OPS-FRO-175B</a>		

Closing Guest Interaction – Service Behaviors			
ID	Touchpoint	Category	Point Values
CABCK9906	Check-In	Core Service	4
External Notes	<p><b>Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Individual previously encountered in consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li><b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li><b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul> <p style="text-align: right;">CABCK9906</p>		
Links	<a href="#">OPS-FRO-175B</a>		

The overall experience met guest expectations and was free of negative detractors			
ID	Touchpoint	Category	Point Values
CABCK9907	Check-In	Core Service	0
Links	<a href="#">OPS-FRO-175B</a>		

Rate Emotional Engagement with interaction			
ID	Touchpoint	Category	Point Values
CABCK201	Check-In	Touchpoint Service	0
External Notes	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if interaction not completed</p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"> <li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"> <li>• Positive – 2 of 0 points</li> <li>• Neutral – 0 of 0 points</li> <li>• Negative – -2 of 0 points</li> </ul> <p style="text-align: right;">CABCK201</p>		

## Bell – Arrival

First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABBEL9901	Bell – Arrival	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>○ Provide a warm greeting/welcome</li> </ul> </li> <li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		

Elevator Etiquette			
ID	Touchpoint	Category	Point Values
CAB5LA003	Bell – Arrival	Touchpoint Service	2
External Notes	<b>Elevator Etiquette</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Rooming process did not require use of elevator</li> </ul> Bell staff <b>must minimally</b> : <ul style="list-style-type: none"> <li>• Allow guest to <b>enter/exit</b> elevator first, if applicable</li> <li>• <b>Inform</b> guests of where to go after exiting elevator, if applicable</li> </ul>		
Links	<a href="#">OPS-FRO-282</a>		

Bell staff provides an orientation of hotel's services and facilities during escort			
ID	Touchpoint	Category	Point Values
BEL2402	Bell – Arrival	Touchpoint Service	4

<b>External Notes</b>	<p><b>Bell staff provides an orientation of hotel's services and facilities during escort</b></p> <p>Bell staff <b>must</b> describe <b>at least two property facilities/services</b>, based on what would be of interest to that guest, e.g., do not describe the Spa to a business traveler that is there for only one night:</p> <ul style="list-style-type: none"> <li>• <b>Lobby Concierge</b></li> <li>• <b>Lounge/Bar</b></li> <li>• <b>Fitness Center</b></li> <li>• <b>Spa</b> (if applicable)</li> <li>• <b>Food and beverage outlets</b>/type of cuisine served</li> <li>• <b>Unique feature or service</b> offered by the hotel, (e.g., Destination Discovery, Epicurean Moments, co-located mall)</li> <li>• For <b>repeat guests</b>, it is acceptable to describe recent promotions, menu changes, events, etc.</li> </ul> <p>Description of property and facilities <b>must</b> be <b>conversational</b>, <b>brief</b> and <b>helpful</b> instead of the above list</p> <p>It is acceptable for persons other than bell staff to escort guests to their rooms</p> <p><b>Interact</b> with Bell staff and Mark No if you <b>encounter</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Conversational manner not used</li> <li>• Escort to room not provided</li> <li>• <b>Minimum</b> of 2 property facilities/services not described</li> </ul> <p style="text-align: right;">BEL2402</p>
<b>Links</b>	<p><a href="#">OPS-FRO-282</a></p> <p><a href="#">OPS-FRO-282C</a></p>

### Luggage is delivered in a timely fashion

ID BEL2403	Touchpoint Bell – Arrival	Category Touchpoint Service	Point Values 4
<b>External Notes</b>	<p><b>Luggage is delivered in a timely fashion</b></p> <p>Bell staff <b>must minimally</b>:</p> <ul style="list-style-type: none"> <li>• Deliver luggage within 10 minutes (urban)/15 minutes (resorts) of check-in whether escort is provided or not</li> </ul> <p>It is acceptable for longer delivery time if guest is notified of delay</p> <p style="text-align: right;">BEL2403</p>		
<b>Links</b>	<p><a href="#">OPS-FRO-282</a></p> <p><a href="#">OPS-FRO-282C</a></p>		

### Bell staff places guest's luggage properly

ID CAB5BEL2405	Touchpoint Bell – Arrival	Category Touchpoint Service	Point Values 4
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<b>External Notes</b>	<p><b>Bell staff places guest's luggage properly</b></p> <p>Bell staff <b>must</b>:</p> <p>If accompanying the guest to the room:</p> <ul style="list-style-type: none"> <li>• <b>Ask</b> guest about luggage/personal effects placement, prior to placing luggage</li> <li>• If guest has no preference, place the luggage/personal effects as follows: <ul style="list-style-type: none"> <li>○ Hang the garment bag (if applicable)</li> <li>○ Place luggage on the rack/bench</li> </ul> </li> </ul> <p>If not escorting the guest and luggage is delivered to the room:</p> <ul style="list-style-type: none"> <li>• <b>Ask</b> if they may enter the room if they did not escort the guest to the room</li> <li>• <b>Ask</b> guest about luggage/personal effects placement, prior to placing luggage</li> <li>• Confirm number of pieces of luggage with guest <ul style="list-style-type: none"> <li>○ Do not ask guest to identify their luggage</li> </ul> </li> <li>• If guest has no preference, place the luggage/personal effects as follows: <ul style="list-style-type: none"> <li>○ Hang the garment bag (if applicable)</li> <li>○ Place luggage on the rack/bench</li> </ul> </li> </ul> <p>It is acceptable for persons other than bell staff to deliver luggage</p> <p><b>Interact</b> with Bell staff and Mark No if required items above not offered/completed</p> <p style="text-align: right;">CAB5BEL2405</p>
<b>Links</b>	<a href="#">OPS-FRO-282C</a>

<b>Bell staff explains/demonstrates at least 3 features of guestroom</b>			
<b>ID</b> CAB5BEL2401	<b>Touchpoint</b> Bell – Arrival	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<p><b>Bell staff explains/demonstrates at least 3 features of guestroom</b></p> <p>Mark N/A if luggage escort is not provided and guest not present for luggage delivery</p> <p>Bell staff must offer explanation/description of room features and products when luggage is delivered</p> <p>Bell staff <b>must offer a tour</b> of the room and, if accepted, <b>minimally explain/demonstrate 3</b> features/services in the room that might otherwise be overlooked, such as:</p> <ul style="list-style-type: none"> <li>• In room dining (if electronic ordering, must be reviewed with guest)</li> <li>• Coffee machine</li> <li>• In-room safe</li> <li>• Lights</li> <li>• Entertainment platform</li> <li>• In room audio</li> <li>• Thermostat controls</li> <li>• Location of emergency procedures</li> <li>• Bathroom technology (e.g., in mirror TVs) (if applicable)</li> <li>• Bed-side technology panel (if applicable)</li> <li>• Drapery- electronic open/closing (if applicable)</li> <li>• <b>Additional feature</b> specific to the hotel or guest (based on anticipated need or preference)</li> </ul> <p>Explanations must be discreet, brief, and helpful</p> <p>It is acceptable for persons other than bell staff to deliver luggage</p> <p>Interact with Bell staff and Mark No if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Tour not offered</li> <li>• <b>Minimum 3</b> products and features not explained/described</li> </ul>		

	<ul style="list-style-type: none"> <li>• Explanation not discreet, brief or helpful</li> </ul> <p style="text-align: right;">CAB5BEL2401</p>
Links	<a href="#">OPS-FRO-282</a> <a href="#">OPS-FRO-282C</a>

### Bell staff confirms guest's satisfaction and comfort with guestroom

ID	Touchpoint	Category	Point Values
CAB5BEL2404	Bell – Arrival	Touchpoint Service	4
External Notes	<p><b>Bell staff confirms guest's satisfaction and comfort with guestroom</b></p> <p>Bell staff <b>must</b> minimally:</p> <ul style="list-style-type: none"> <li>• Ask about guest satisfaction (e.g., ...is everything to your liking?)</li> <li>• Offer to provide information on how to connect guest's wireless device to wi-fi (e.g., enter your room number and last name in the login screen)</li> </ul> <p>It is acceptable for persons other than bell staff to deliver luggage</p> <p><b>Interact</b> with Bell staff and Mark No if required items above not offered/completed</p> <p style="text-align: right;">CAB5BEL2404</p>		
Links	<a href="#">OPS-FRO-282</a>		

### Bell Staff owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5LA007-r	Bell – Arrival	Touchpoint Service	16
External Notes	<p><b>Bell staff owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• No problem or concern was encountered</li> <li>• Luggage escort is not provided and guest not present for luggage delivery</li> </ul> <p>Bell staff <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> <p>Mark No if the Bell staff:</p> <ul style="list-style-type: none"> <li>• Does not actively listen to you</li> <li>• Does not express empathy</li> <li>• Does not offer an apology</li> <li>• Does not solve the problem within 10 minutes</li> <li>• Does not provide any special touch beyond mere resolution</li> <li>• Does not confirm your satisfaction</li> </ul>		



	CAB5LA007-r
Links	<a href="#">OPS-FRO-175</a>

### Bell staff uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5LA011-a	Bell – Arrival	Touchpoint Service	4
External Notes	<p><b>Bell staff uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if luggage escort is not provided and guest not present for luggage delivery</p> <p>Bell staff <b>must</b>:</p> <ul style="list-style-type: none"> <li>Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li><b>Engage in warm conversation</b> to show genuine concern and interest in the guest</li> </ul> <p>It is acceptable for persons other than bell staff to escort guests to their rooms</p> <p>It is acceptable for repeat guests to the hotel to not be escorted</p> <p>If escort and luggage delivery are performed by separate Bell staff , <b>evaluate</b> this item on Bell staff/<b>luggage delivery</b> only</p> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above</p> <p>CAB5LA011-a</p>		
Links	<a href="#">HR-205</a>		

### Bell staff does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5LA017	Bell – Arrival	Touchpoint Service	2
External Notes	<p><b>Bell staff does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>No request is made above and beyond normal services offered</li> <li>Bell staff meets request</li> </ul> <p>If guest makes a special request Bell staff <b>must</b>:</p> <ul style="list-style-type: none"> <li>Not just say "No" but use a polite denial, e.g., "I am afraid that we are unable to do that at this time"</li> <li>Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>Alternatives not offered</li> <li>Bell staff says "No" without polite denial</li> </ul> <p>CAB5LA017</p>		



	<p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Offering to make a reservation at one of the outlets described during the orientation</li> <li>• Informing the guest that the restaurant is closing soon if they arrive late and may want dinner</li> <li>• Offering to bring a brochure for a local attraction discussed during the escort</li> </ul> <p>It is acceptable if Bell staff does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p style="text-align: right;">CAB5BEL7030</p>
Links	<a href="#">OPS-FRO-175B</a>

### Bell staff provides a professional persona

ID	Touchpoint	Category	Point Values
CAB5BEL7040	Bell – Arrival	Touchpoint Service	4
External Notes	<p><b>Bell staff provides a professional persona</b></p> <p>Bell staff <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p style="text-align: right;">CAB5BEL7040</p>		
Links	<a href="#">HR-205</a>		

### Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABBEL9902	Bell – Arrival	Core Service	4
External Notes	<p><b>Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
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CABBEL9906	Bell – Arrival	Core Service	4
External Notes	<b>Closing Guest Interaction – Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Individual previously encountered in consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Provide a warm and sincere closing</b><ul style="list-style-type: none"><li>◦ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li></ul></li><li>• <b>Demonstrate appreciation</b><ul style="list-style-type: none"><li>◦ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li></ul></li></ul>		
Links	<a href="#">OPS-FRO-175</a>		
<b>The overall experience met guest expectations and was free of negative detractors</b>			
ID CABBEL9907	Touchpoint Bell – Arrival	Category Core Service	Point Values 0
Links	<a href="#">OPS-FRO-175B</a>		
<b>Rate Emotional Engagement with interaction</b>			
ID CABBEL201	Touchpoint Bell – Arrival	Category Touchpoint Service	Point Values 0
External Notes	<b>Rate Emotional Engagement with interaction</b>  Mark N/A if interaction not completed  After your experience, rate your interaction: <ul style="list-style-type: none"><li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul> Scoring Methodology: <ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul>		

## Bar/Lounge

Was Evening F&B open to guests as required?			
ID	Touchpoint	Category	Point Values
LNG24t0	Bar/Lounge	F&B Product	100
Lounge provides warm relaxing ambiance			
ID	Touchpoint	Category	Point Values
CAB5LNG004	Bar/Lounge	Brand - Culture	2
<b>External Notes</b>	<p><b>Lounge provides warm relaxing ambiance</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Lounge is not evaluated</li> <li>Lounge is under complete renovation and not available for guest use</li> <li>Lobby Bar is a licensed concept</li> </ul> <p>Lounge/bar <b>must minimally</b> meet the following:</p> <ul style="list-style-type: none"> <li>Appear well-organized and professional</li> <li><b>Lighting</b> - enables guest to read menus</li> <li><b>Music</b> - soft background that is appropriate to the venue or live</li> <li>Room <b>temperature</b> - comfortable, unnoticed by guests                             <ul style="list-style-type: none"> <li>For outdoor restaurants, do not evaluate the temperature</li> </ul> </li> <li><b>Tables</b> are universally set</li> <li>Vacated tables are promptly cleared</li> </ul> <p>Check the Lounge/Bar and mark <b>NO</b> if the hotel does not meet all of the above minimum standards</p>		
<b>Links</b>	<a href="#">OPS-FNB-06Z</a>		
First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABBLNG9901	Bar/Lounge	Core Service	8
<b>External Notes</b>	<p><b>First Impression - Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Facility not present or not available for guest use</li> <li>Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li><b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li><b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>Provide a warm greeting/welcome</li> </ul> </li> <li><b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li><b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>		

Links	<a href="#">OPS-FRO-175B</a>		
Server/Bartender Greeting and Order Taking			
ID CAB5LNG006-k	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 4
External Notes	<b>Server/Bartender Greeting and Order Taking</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Area is not evaluated</li></ul> Server/Bartender must: <ul style="list-style-type: none"><li>• Greet or acknowledge guest within 1 minute of being seated</li><li>• Offer drinks or wine from the bar<ul style="list-style-type: none"><li>◦ It is acceptable for offer to be general or for non-alcoholic beverages</li></ul></li><li>• Offer to take a food order</li></ul> Mark No if the service standards are not properly followed		
Links	<a href="#">OPS-FNB-068</a>		
Table is appropriately set and reset			
ID CAB5LNG005	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 2
External Notes	<b>Table is appropriately set and reset</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Area is not evaluated</li></ul> Table must be level and stable  Table setting, once set, must minimally be/have: <ul style="list-style-type: none"><li>• If present, bud vase/arrangement is neat, fresh and presentable</li><li>• Flatware - free of tarnish/wear</li><li>• If applicable, Linens neat</li><li>• Napkins - pressed all-cotton or linen<ul style="list-style-type: none"><li>◦ It is acceptable for outdoor lounge/bar seating to use a different type of napkin</li></ul></li><li>• Vacated tables are promptly cleared</li></ul> Mark No if you experience or observe any of the above criteria not met		
Links	<a href="#">OPS-FNB-067</a>		
Lounge/Bar Menu			

ID	Touchpoint	Category	Point Values
CAB5LNG008	Bar/Lounge	Touchpoint Service	4
<b>External Notes</b>	<b>Lounge/Bar Menu</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Area is under complete renovation and not available for guest use</li> <li>Area is not evaluated</li> </ul> Lounge menu must minimally: <ul style="list-style-type: none"> <li>Be preset on counter/tables or provided by Server</li> <li>List a variety of top-quality alcoholic beverages, beers and wine <ul style="list-style-type: none"> <li>It is acceptable in Saudi Arabia, Qatar &amp; Kuwait to not list alcoholic beverages</li> </ul> </li> <li>List non-alcoholic beverages</li> <li>Include light fare options</li> <li>If electronic menu is utilized it must be easy and intuitive to use <ul style="list-style-type: none"> <li>A printed menu must still be available upon request</li> </ul> </li> </ul>		
<b>Links</b>	<a href="#">OPS-FNB-068</a>		

### Bar/Lounge menu features the hotel's destination cocktail

ID	Touchpoint	Category	Point Values
LNG2402	Bar/Lounge	F&B Product	4
<b>External Notes</b>	<b>Bar/Lounge menu features the hotel's destination cocktail</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Area is under complete renovation and not available for guest use</li> <li>Area is not evaluated</li> <li>Bar/lounge is a licensed concept</li> </ul> Lounge menu must feature the hotel's destination cocktail Server/ Bartender must be knowledgeable about the destination cocktail and able to describe it <ul style="list-style-type: none"> <li>It is acceptable if the hotel's destination cocktail is not present on the menu if mentioned by the server</li> <li>It is acceptable if hotel uses destination or signature cocktail verbiage</li> </ul>		
<b>Links</b>	<a href="#">OPS-FNB-141</a>		

### Server/Bartender is knowledgeable and provides recommendations

ID	Touchpoint	Category	Point Values
CAB5LNG001	Bar/Lounge	Touchpoint Service	4
<b>External Notes</b>	<b>Server/Bartender is knowledgeable and provides recommendations</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Area is under complete renovation and not available for guest use</li> </ul>		

	<ul style="list-style-type: none"> <li>Area is not evaluated</li> </ul> <p>Server/Bartender must:</p> <ul style="list-style-type: none"> <li>Be knowledgeable about lounge beverage menu</li> <li>Provide personal recommendations from lounge menu when asked</li> <li>Be knowledgeable and confident in interaction</li> </ul>
Links	<a href="#">OPS-FNB-068</a>

### Server/Bartender suggestively upsells beverage brand

ID	Touchpoint	Category	Point Values
CAB5LNG002	Bar/Lounge	Touchpoint Service	2
External Notes	<p><b>Server/Bartender suggestively upsell beverage brand</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Area is under complete renovation and not available for guest use</li> <li>Area is not evaluated</li> <li>Beverage did not allow for an upsell</li> <li>Hotel is located where alcohol is prohibited</li> </ul> <p>Server/Bartender <b>must</b>:</p> <ul style="list-style-type: none"> <li>Suggestively <b>upsell</b> (e.g., "Certainly, would you prefer Grey Goose?")</li> </ul> <p><b>Interact</b> and <b>observe</b> with Server/Bartender and Mark No if the service standard is not properly followed</p>		
Links	<a href="#">OPS-FNB-068</a>		

### Beverage is delivered in a timely fashion

ID	Touchpoint	Category	Point Values
CAB5LNG026	Bar/Lounge	Touchpoint Service	4
External Notes	<p><b>Beverage is delivered in a timely fashion</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area is under complete renovation and not available for guest use</li> </ul> <p>Server/Bartender must deliver beverage within 3 minutes from order</p>		
Links	<a href="#">OPS-FNB-068</a>		

### Beverage was properly prepared and met guest expectations for taste

ID	Touchpoint	Category	Point Values
CAB5LNG003	Bar/Lounge	Touchpoint Service	2



External Notes	<b>Beverage was properly prepared and met guest expectations for taste</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li></ul> Beverage <b>must</b> be: <ul style="list-style-type: none"><li>• Meet expectations for <b>taste</b></li><li>• Made of high quality and <b>fresh ingredients</b></li><li>• <b>Complete</b>, with no missing or incorrect items (e.g., correct alcohol type used)</li><li>• Delivered at right <b>temperature</b> (cold/hot/warm)</li><li>• Properly <b>prepared to guest request</b> (e.g., type of garnish)</li><li>• Served in correct glassware (e.g., martini glass for martini)</li><li>• Cold cocktails must be served with a fresh garnish<ul style="list-style-type: none"><li>◦ It is acceptable if garnish is not 'fresh' if it is appropriate for cocktail theme (i.e. dehydrated garnish)</li></ul></li></ul>		
Links	<a href="#">OPS-FNB-068</a>		

<b>Server/Bartender confirms satisfaction and offers refill within 1 minute of glass 2/3 empty</b>			
ID CAB5LNG007-t	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 4
External Notes	<b>Server/Bartender confirms satisfaction and offers refill within 1 minute of glass 2/3 empty</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li></ul> Server/Bartender must: <ul style="list-style-type: none"><li>• Ask if beverages are satisfactory</li><li>• Offer second round of drinks within 1 minute of glass being at 2/3 empty<ul style="list-style-type: none"><li>◦ (JW): A second drink order must be solicited before the first is 2/3 empty</li></ul></li><li>• Replenish snacks when 3/4 empty</li><li>• Clear all debris (e.g., stirrer sticks, fruit garnish) from occupied tables within 2 minutes</li></ul>		
Links	<a href="#">OPS-FNB-068</a>		

<b>Server/Bartender properly presents the check</b>			
ID CAB5LNG2403	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 2
External Notes	<b>Server/Bartender properly presents the check</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Area is not evaluated</li><li>• Breakfast included in rate</li></ul> Check must be:		

	<ul style="list-style-type: none"> <li>• Accurate and complete</li> <li>• Presented inside a folder/check-holder with a Luxury Collection brand pen <ul style="list-style-type: none"> <li>◦ Lounge-specific folder/pen is acceptable</li> <li>◦ Property logo or lock-up logo is NOT acceptable on the pen</li> </ul> </li> <li>• Presented: <ul style="list-style-type: none"> <li>◦ (CALA, US/CAN): After guest refuses offer for another round</li> <li>◦ (AP, EMEA): after guest requests check</li> </ul> </li> </ul>
Links	<a href="#">OPS-FNB-068</a>

### Server/Bartender owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5LNG010-r	Bar/Lounge	Touchpoint Service	4
External Notes	<p><b>Server/Bartender owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area is not evaluated</li> <li>• Bar/lounge is a licensed concept</li> <li>• Problem or concern was not encountered</li> </ul> <p>Server/Bartender <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem within 10 minutes and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul>		
Links	<a href="#">OPS-FRO-175J</a>		

### Server/Bartender uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5LNG014-a	Bar/Lounge	Touchpoint Service	4
External Notes	<p><b>Server/Bartender uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Server/Bartender <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>◦ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li>• <b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>		

Links	<a href="#">HR-205</a>		
Server/Bartender delivered personalized service during interaction			
ID CAB5LNG7020	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 4
External Notes	<b>Server/Bartender delivered personalized service during interaction</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Area is not evaluated</li><li>• Opportunity for delivery of personalized service during interaction not available</li></ul> Server/Bartender must deliver personalized service during interaction, using something the associate learned about the guest		
Links	<a href="#">HR-205</a>		
Server/Bartender thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful			
ID CAB5LNG7030	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 4
External Notes	<b>Server/Bartender thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Area is not evaluated</li></ul> Server/Bartender <b>must be</b> : <ul style="list-style-type: none"><li>• Thoughtful</li><li>• Intuitive</li><li>• Demonstrate anticipatory service when appropriate and helpful</li></ul> Examples of acceptable anticipatory actions include: <ul style="list-style-type: none"><li>• Offer to save a seat at the bar if it opens and the guest wants to sit there</li><li>• Customizing a drink to the guest's request</li><li>• Getting an appetizer brought over from the restaurant if the guest mentioned that they enjoyed it</li></ul> It is acceptable if Server/Bartender does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction  <b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed		
Links	<a href="#">HR-205</a>		
Server/Bartender provides a professional persona			

ID	Touchpoint	Category	Point Values
CAB5LNG7040	Bar/Lounge	Touchpoint Service	4
<b>External Notes</b>	<b>Server/Bartender provides a professional persona</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area is not evaluated</li> </ul> Server/Bartender <b>must</b> : <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present                             <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met		
<b>Links</b>	<a href="#">HR-205</a>		

### Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABBLNG9902	Bar/Lounge	Core Service	4
<b>External Notes</b>	<b>Guest name used during the experience, when known</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Guest name not known</li> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> The associate must <b>use the guest's name</b> , when known		
<b>Links</b>	<a href="#">OPS-FRO-175B</a>		

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABBLNG9906	Bar/Lounge	Core Service	4
<b>External Notes</b>	<b>Closing Guest Interaction – Service Behaviors</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Individual previously encountered in consecutive interactions</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>◦ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"</li> </ul> </li> <li>• <b>Demonstrate appreciation</b></li> </ul>		

	○ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”		
Links	<a href="#">OPS-FRO-175</a>		
The overall experience met guest expectations and was free of negative detractors			
ID CABBLNG9907	Touchpoint Bar/Lounge	Category Core Service	Point Values 0
Links	<a href="#">OPS-FRO-175B</a>		
Rate Emotional Engagement with interaction			
ID CABBLNG201	Touchpoint Bar/Lounge	Category Touchpoint Service	Point Values 0
External Notes	<p><b>Rate Emotional Engagement with interaction</b></p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"><li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul>		
Bar/Lounge Cleanliness - General			
ID CABLNG005	Touchpoint Bar/Lounge	Category Public Areas	Point Values 4
Bar/Lounge Maintenance & Upkeep - General			
ID CABLNG006	Touchpoint Bar/Lounge	Category Public Areas	Point Values 4

## In-Room Dining

In-Room Dining Offered 24/7			
ID	Touchpoint	Category	Point Values
IRD2401	In-Room Dining	Touchpoint Service	0
External Notes	<b>In-Room Dining Offered 24/7</b>  In-Room Dining <b>must minimally</b> : <ul style="list-style-type: none"><li>• Be offered 24 hours a day/7 days a week</li><li>• Include Breakfast, Lunch and Dinner</li></ul> <b>Check</b> In-Room Dining collateral in guestroom and Mark No if any of the above are not met		
Links	<a href="#">OPS-FNB-104B</a>		

Telephone Greeting			
ID	Touchpoint	Category	Point Values
CABRST9911	In-Room Dining	Touchpoint Service	4
External Notes	<b>Telephone Greeting</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• Answer within 3 rings</li><li>• Provide a warm greeting with a smile in their voice</li><li>• Speak in an efficient, yet unhurried manner</li><li>• Ask first to be placed on hold, if applicable</li></ul>		
Links	<a href="#">OPS-FRO-175</a>		

In-Room Dining order properly taken			
ID	Touchpoint	Category	Point Values
CAB5RS002	In-Room Dining	Touchpoint Service	4
External Notes	<b>In-Room Dining order properly taken</b>  Server/attendant <b>must</b> : <ul style="list-style-type: none"><li>• <b>Ask</b> how many in party</li><li>• <b>Inform</b> guest of the <b>specials and/or house specialties</b>, if applicable</li><li>• <b>Quote</b> estimated <b>delivery time</b></li></ul>		

	<ul style="list-style-type: none"> <li>• <b>Repeat back</b> complete order to guest, including any special requests and condiments mentioned by guest</li> </ul>
Links	<a href="#">OPS-FNB-104D</a>

### Telephone - Order taker is knowledgeable and provides recommendations

ID	Touchpoint	Category	Point Values
CAB5RS001	In-Room Dining	Touchpoint Service	2
External Notes	<b>Telephone - Order taker is knowledgeable and provides recommendations</b>  Associate must be knowledgeable and confident about: <ul style="list-style-type: none"> <li>• Menu offerings                             <ul style="list-style-type: none"> <li>◦ Be able to describe ingredients and preparation of menu items</li> </ul> </li> <li>• Local/regional specialties, if present</li> <li>• Provide recommendations of menu items, if asked</li> </ul>		
Links	<a href="#">OPS-FNB-104D</a>		

### Telephone - Order taker makes suggestions for additional items

ID	Touchpoint	Category	Point Values
CAB5RS021	In-Room Dining	Touchpoint Service	2
External Notes	<b>Order taker makes suggestions for additional items</b>  Order taker <b>must suggest starter/side appropriate for order/attempt to upsell</b> additional items that will enhance the guest's meal, e.g., side order or dessert  <b>Place</b> order and Mark No if required procedures are not followed		
Links	<a href="#">OPS-FNB-104D</a>		

### Telephone - Order taker informs guest of gratuity (US/CAN)

ID	Touchpoint	Category	Point Values
CAB5RS003	In-Room Dining	Touchpoint Service	2
External Notes	<b>Telephone - Order taker informs guest of gratuity (US/CAN)</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Property is located in APEC, CALA, EMEA or GC</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• The gratuity is not included on the check</li> </ul> Order taker <b>must inform</b> guest that <b>gratuity</b> is included on the check, if applicable <ul style="list-style-type: none"> <li>• It is acceptable if server informs guest of included gratuity when presenting the check</li> </ul>		

Links	<a href="#">OPS-FNB-104D</a>		
<b>Telephone - Guest name used during the experience, when known</b>			
<b>ID</b> CABRST9902	<b>Touchpoint</b> In-Room Dining	<b>Category</b> Core Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Telephone - Guest name used during the experience, when known</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Facility not present or not available for guest use</li> </ul> The associate must <b>use the guest's name</b> , when known		
Links	<a href="#">OPS-FRO-175B</a>		
<b>Telephone - Closing Guest Interaction – Service Behaviors</b>			
<b>ID</b> CABRST9906	<b>Touchpoint</b> In-Room Dining	<b>Category</b> Core Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Telephone - Closing Guest Interaction – Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Area is under complete renovation and not available for guest use</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li><b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li><b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		
<b>Telephone - The overall experience met guest expectations and was free of negative detractors</b>			
<b>ID</b> CABRST9907	<b>Touchpoint</b> In-Room Dining	<b>Category</b> Core Service	<b>Point Values</b> 0
Links	<a href="#">OPS-FRO-175B</a>		
<b>In-Room Dining delivered on time</b>			
<b>ID</b>	<b>Touchpoint</b>	<b>Category</b>	<b>Point Values</b>



CAB5IRD2404-t	In-Room Dining	Touchpoint Service	4
<b>External Notes</b>	<b>In-Room Dining delivered on time</b> Timing of In-Room/Private Dining order <b>must minimally</b> be: <ul style="list-style-type: none"> <li>• <b>Delivered on time</b> <ul style="list-style-type: none"> <li>○ Continental breakfast/coffee - within <b>15 minutes</b> of placing order</li> <li>○ All other orders - <ul style="list-style-type: none"> <li>▪ Within <b>30 minutes</b> of placing order for city/urban hotels</li> <li>▪ Within time quoted for resorts and All-Inclusive hotels</li> </ul> </li> </ul> </li> <li>• <b>Quoted accurately:</b> <ul style="list-style-type: none"> <li>○ Within <b>5 minutes</b> of actual delivery time</li> </ul> </li> </ul> <b>Check</b> In-Room/Private Dining order and timing and Mark No if you find any of the following: <ul style="list-style-type: none"> <li>• Continental breakfast/coffee delivered later than 15 minutes</li> <li>• Order delivered later than 30 minutes (city/urban hotels)</li> <li>• Order delivered later than 5 minutes after quoted time (Resorts)</li> <li>• Order quoted more than <b>5 minutes</b> of actual delivery time</li> </ul>		
<b>Links</b>	<a href="#">OPS-FNB-104D</a>		

### Server follows correct procedures for entering guestroom

<b>ID</b> CAB5RS005	<b>Touchpoint</b> In-Room Dining	<b>Category</b> Touchpoint Service	<b>Point Values</b> 2
<b>External Notes</b>	<b>Server follows correct procedures for entering guestroom</b> Server <b>must</b> : <ul style="list-style-type: none"> <li>• <b>Knock</b> on the guestroom door</li> <li>• <b>Announce</b> their department</li> <li>• <b>Request permission</b> to enter room</li> <li>• Use <b>door stop</b> to hold door open</li> </ul>		
<b>Links</b>	<a href="#">OPS-FNB-104D</a>		

### Server creates dining ambiance

<b>ID</b> CAB5IRD2405	<b>Touchpoint</b> In-Room Dining	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Server creates dining ambiance</b> Server <b>must minimally</b> : <ul style="list-style-type: none"> <li>• <b>Asks</b> where to position table/tray</li> <li>• Offer to <b>position chairs</b> and tables, if applicable <ul style="list-style-type: none"> <li>○ Chair is proper height for table</li> </ul> </li> <li>• Raise and secure the leaf of the table, if applicable</li> <li>• Removes <b>plastic wrap</b> from items, as applicable</li> <li>• Remove covers from plates, if applicable <ul style="list-style-type: none"> <li>○ It is acceptable to leave covers on plates if guest requests</li> </ul> </li> </ul>		

	<p>If food is brought in a hot box, it is acceptable to remove covers before coming into the room</p> <p><b>Interact</b> with server and Mark No if server does not follow required procedures</p>
Links	<a href="#">OPS-FNB-104D</a>

### Order delivered as requested and complete

ID	Touchpoint	Category	Point Values
CAB5RS006	In-Room Dining	Touchpoint Service	16
External Notes	<p><b>Order delivered as requested and complete</b></p> <p>Order <b>must minimally</b> be delivered:</p> <ul style="list-style-type: none"> <li>• <b>As ordered</b> <ul style="list-style-type: none"> <li>○ All items requested</li> <li>○ Items prepared as requested, if applicable (e.g., steak medium-rare)</li> </ul> </li> <li>• With <b>accompaniments</b> (e.g., sugar, bread basket)</li> <li>• With appropriate <b>service items</b> (e.g., soup spoon for soup)</li> </ul> <p><b>Specify</b> items missing/incorrect as handwritten findings</p>		
Links	<a href="#">OPS-FNB-104D</a>		

### In-Room Dining table is set properly

ID	Touchpoint	Category	Point Values
CAB5RS008	In-Room Dining	Touchpoint Service	4
External Notes	<p><b>In-Room Dining table is set properly</b></p> <p>Table/cart <b>must</b> be level and stable</p> <p>Table setting <b>minimally must</b>:</p> <ul style="list-style-type: none"> <li>• Be <b>clean</b> and in good <b>condition</b></li> <li>• Bud <b>vase/arrangement</b> is neat, fresh and presentable (optional)</li> <li>• <b>Flatware</b> - free of tarnish/wear</li> <li>• Condiments served in appropriate containers (e.g., ramekins, miniature bottles) <ul style="list-style-type: none"> <li>○ No full sized bottles or portion packs, except for sweeteners</li> </ul> </li> <li>• <b>Linens</b> neat (if applicable) <ul style="list-style-type: none"> <li>○ A damper or pad must be placed under all table cloths</li> </ul> </li> <li>• <b>Napkins</b> - pressed all-cotton or linen</li> <li>• <b>Salt</b> and <b>pepper</b> shakers are present</li> </ul> <p>Mark No if you find any of the above criteria is not met</p>		
Links	<a href="#">OPS-FNB-104D</a>		

### In-Room Dining Service

ID	Touchpoint	Category	Point Values
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IRD2402	In-Room Dining	Touchpoint Service	2
<b>External Notes</b>	<b>In-Room Dining Service</b> In-Room Dining service <b>must minimally</b> include: <ul style="list-style-type: none"> <li>• Server must offer to open and serve all beverages as applicable (e.g., pour coffee, open wine)</li> </ul> <b>Check</b> In-Room order and Mark No if any of the above criteria are not met  IRD2402		
<b>Links</b>	<a href="#">OPS-FNB-104D</a>		

### Food and beverage is visually appealing and met guest expectations for taste

<b>ID</b> CAB5RS007	<b>Touchpoint</b> In-Room Dining	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Food and beverage is visually appealing and met guest expectations for taste</b> Food and beverage presentations must be: <ul style="list-style-type: none"> <li>• Show attention to detail and visual appeal                             <ul style="list-style-type: none"> <li>○ Precise and carefully plated</li> <li>○ Food is not presented in a way that is difficult to eat</li> <li>○ Beverages served in appropriate glassware</li> </ul> </li> <li>• Made of high quality and fresh ingredients</li> <li>• Adequate in portion size</li> <li>• Delivered at right temperature (cold/hot/warm)</li> <li>• Properly prepared to guest's request (e.g., well-done, no salt) or cooked to meet the guest expectations for taste</li> </ul>		
<b>Links</b>	<a href="#">OPS-FNB-055</a>		

### Server properly presents the check

<b>ID</b> CAB5IRD2403	<b>Touchpoint</b> In-Room Dining	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Server properly presents the check</b> Mark N/A if breakfast included in rate Check must be: <ul style="list-style-type: none"> <li>• Accurate and complete</li> <li>• Presented inside a folder/check-holder with a Luxury Collection brand pen                             <ul style="list-style-type: none"> <li>○ Property logo or lock-up logo is NOT acceptable on the pen</li> <li>○ Restaurant concept specific branded folders/clipboards/vessels and pens are acceptable</li> </ul> </li> <li>• Check presenter and pen must be in good condition</li> <li>• Itemized</li> <li>• For hotels that automatically apply charges, gratuity, service, and delivery charge procedures are clearly noted</li> </ul>		

Links	<a href="#">OPS-FNB-104D</a>		
Tray pick-up procedure explained			
ID CAB5RS025	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 2
External Notes	Tray pick-up procedure explained  Tray pick-up procedure must be <b>explained</b> : <ul style="list-style-type: none"><li>Verbally by the server, or</li><li>On a card left on the tray or table</li></ul>		
Links	<a href="#">OPS-FNB-104D</a>		
Server owns and resolves guest's requests and opportunities immediately			
ID CAB5RS012-r	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 4
External Notes	Server owns and resolves guest's requests and opportunities immediately  Mark N/A if no problem or concern was encountered  Server <b>must</b> : <ul style="list-style-type: none"><li><b>Listen actively</b></li><li><b>Empathize</b> - Express empathy</li><li><b>Apologize</b> and assume ownership</li><li><b>Resolve/Solve</b> the problem within 10 minutes and also provide an extra touch that goes beyond mere resolution</li><li><b>Notify/Thank</b> the guest to confirm their satisfaction</li></ul>		
Links	<a href="#">OPS-FRO-175J</a>		
Server uses appropriate verbiage and shows genuine care and interest			
ID CAB5RS016-a	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 4
External Notes	Server uses appropriate verbiage and shows genuine care and interest  Server <b>must</b> : <ul style="list-style-type: none"><li>Use <b>appropriate verbiage</b> with genuine delivery<ul style="list-style-type: none"><li>For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to"<ul style="list-style-type: none"><li>It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li></ul></li></ul></li><li><b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li></ul>		

Links	<a href="#">HR-205</a>		
Server does not decline a request without offering alternatives			
ID CAB5RS028	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 2
External Notes	<p><b>Server does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• No request is made above and beyond normal services offered</li><li>• Server meets request</li></ul> <p>If guest makes a special request Server <b>must</b>:</p> <ul style="list-style-type: none"><li>• Not just say “No” but use a polite denial, e.g., “I am afraid that we are unable to do that at this time”</li><li>• Offer alternatives that may help meet the need in another way</li></ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"><li>• Alternatives not offered</li><li>• Server says “No” without polite denial</li></ul>		
Links	<a href="#">HR-205</a>		
Server delivered personalized service during interaction			
ID CAB5IRD7020	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 4
External Notes	<p><b>Server delivered personalized service during interaction</b></p> <p>Mark N/A if opportunity for delivery of personalized service during interaction not available</p> <p>Server must deliver personalized service during interaction, using something the associate learned about the guest</p>		
Links	<a href="#">HR-205</a>		
Server thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful			
ID CAB5IRD7030	Touchpoint In-Room Dining	Category Touchpoint Service	Point Values 4
External Notes	<p><b>Server thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Server <b>must be</b>:</p>		

	<ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Offering to adjust the angle of the TV so that the guest can view it while eating</li> <li>• Offering to store and bring back a cold dessert (e.g., ice cream) later so that it doesn't melt during meal</li> <li>• Offering to refresh an amenity that has been depleted</li> </ul> <p>It is acceptable if server does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>
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Links	<a href="#">HR-205</a>
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### Server provides a professional persona

ID	Touchpoint	Category	Point Values
CAB5IRD7040	In-Room Dining	Touchpoint Service	4
External Notes	<p><b>Server provides a professional persona</b></p> <p>Server <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>○ Includes cell phone and radio conversations</li> <li>○ Earpiece must be used for all radio conversations</li> </ul> </li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p>		
Links	<a href="#">HR-205</a>		

### Delivery - Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABRMD9902	In-Room Dining	Core Service	4
External Notes	<p><b>Delivery - Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Guest name not known</li> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> <li>• (Select and Premium): Packaged delivery presented to guest near entry door</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABRMD9906	In-Room Dining	Core Service	4
External Notes	<b>Closing Guest Interaction – Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Individual previously encountered in consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Provide a warm and sincere closing</b><ul style="list-style-type: none"><li>◦ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li></ul></li><li>• <b>Demonstrate appreciation</b><ul style="list-style-type: none"><li>◦ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li></ul></li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		

<b>Delivery - The overall experience met guest expectations and was free of negative detractors</b>			
ID	Touchpoint	Category	Point Values
CABRMD9907	In-Room Dining	Core Service	0
Links	<a href="#">OPS-FRO-175B</a>		

<b>Rate Emotional Engagement with interaction</b>			
ID	Touchpoint	Category	Point Values
CABIRD201	In-Room Dining	Touchpoint Service	0
External Notes	<b>Rate Emotional Engagement with interaction</b>  Mark N/A if interaction not completed  After your experience, rate your interaction: <ul style="list-style-type: none"><li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul> Scoring Methodology: <ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul>		

## Restaurant – Dinner

Greeter: First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABREST9901	Restaurant – Dinner	Core Service	8
External Notes	<b>Greeter: First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		

Greeter confirms reservation			
ID	Touchpoint	Category	Point Values
CAB5RD003	Restaurant – Dinner	Touchpoint Service	2
External Notes	<b>Greeter confirms reservation</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li><li>• Reservation not made</li></ul> Greeter <b>must</b> : <ul style="list-style-type: none"><li>• Confirm if reservation was made</li></ul> <b>Inform</b> Greeter that you have a reservation  <b>Verify</b> that Greeter: <ul style="list-style-type: none"><li>• <b>Confirms</b> correct details of reservation</li><li>• Has <b>record</b> of your reservation</li></ul>		
Links	<a href="#">OPS-FNB-100</a>		

Greeter Greeting			
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ID	Touchpoint	Category	Point Values
CAB5RD004	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Greeter Greeting</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li><li>• Reservation not made and required actions do not apply to interaction</li></ul> <p>Greeter must minimally:</p> <ul style="list-style-type: none"><li>• If appropriate, offer to hang guests' coats</li><li>• If reservation made, provide table within 10 minutes of reserved time<ul style="list-style-type: none"><li>◦ If guests wait for table, inconvenience is acknowledged<ul style="list-style-type: none"><li>▪ Guest is given the approximate wait time</li><li>▪ Guest is seated within 5 minutes of stated wait time</li><li>▪ Refreshments (e.g., drink from the bar) are offered to waiting guests</li></ul></li></ul></li></ul> <p>Mark No if you encounter or observe any of the above criteria not followed</p>		
Links	<a href="#">OPS-FNB-100</a>		
<b>Greeter Seating Procedure</b>			
ID	Touchpoint	Category	Point Values
CAB5RD037	Restaurant – Dinner	Touchpoint Service	16
External Notes	<p><b>Greeter Seating Procedure</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li></ul> <p>All guests must be escorted to their table by Greeter, server, or manager</p> <p>Greeter must minimally:</p> <ul style="list-style-type: none"><li>• Ensure table is set up with appropriate place settings<ul style="list-style-type: none"><li>◦ Correct number of place settings for guests at table (e.g., removing extra place settings if needed)</li><li>◦ It is acceptable if another Greeter provides these services (e.g., server attendant)</li></ul></li><li>• Pull chair(s) out<ul style="list-style-type: none"><li>◦ (AP, MEA): Head of table first</li><li>◦ (CALA, EUR, US/CAN): Ladies first</li></ul></li><li>• Provide menus to all guests, if applicable<ul style="list-style-type: none"><li>◦ (AP, MEA): Head of table first</li><li>◦ (CALA, EUR, US/CAN): Ladies first</li></ul></li><li>• Wish guest(s) an enjoyable meal<ul style="list-style-type: none"><li>◦ If server seats guests, it is acceptable to not wish an enjoyable meal</li></ul></li></ul> <p>Mark No if you encounter or observe any of the above criteria not followed</p>		
Links	<a href="#">OPS-FNB-100B</a>		
<b>Greeter uses appropriate verbiage and shows genuine care and interest</b>			

ID	Touchpoint	Category	Point Values
CAB5RD007-a	Restaurant – Dinner	Touchpoint Service	4
<b>External Notes</b>	<b>Greeter uses appropriate verbiage and shows genuine care and interest</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> Greeter must: <ul style="list-style-type: none"> <li>• Use appropriate verbiage with genuine delivery                             <ul style="list-style-type: none"> <li>○ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to"                                     <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li>• Engage in warm conversation to show genuine care and interest in the guest</li> </ul> Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed		
<b>Links</b>	<a href="#">🔗 HR-205</a>		

### Greeter delivered personalized service during interaction

ID	Touchpoint	Category	Point Values
CAB5RD7020	Restaurant – Dinner	Touchpoint Service	4
<b>External Notes</b>	<b>Greeter delivered personalized service during interaction</b>  Mark N/A if opportunity for delivery of personalized service during interaction not available  Greeter must deliver personalized service during interaction, using something the associate learned about the guest		
<b>Links</b>	<a href="#">🔗 HR-205</a>		

### Greeter thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5RD7030	Restaurant – Dinner	Touchpoint Service	4
<b>External Notes</b>	<b>Greeter thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b>  Greeter <b>must be</b> : <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> Examples of acceptable anticipatory actions include: <ul style="list-style-type: none"> <li>• Offering reading material to a single diner</li> <li>• Offering a booster seat to families traveling with small children</li> </ul>		

	<ul style="list-style-type: none"> <li>Offering a dark colored napkin to ladies or gentlemen wearing dark clothes so that lint does not show on their clothing</li> </ul> <p>It is acceptable if Greeter does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>
Links	<a href="#">HR-205</a>

### Greeter provides a professional persona

ID	Touchpoint	Category	Point Values
CAB5RD7040	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Greeter provides a professional persona</b></p> <p>Greeter <b>must</b>:</p> <ul style="list-style-type: none"> <li>Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>Includes cell phone and radio conversations</li> <li>Earpiece must be used for all radio conversations</li> </ul> </li> <li>Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the the above criteria not met</p>		
Links	<a href="#">HR-205</a>		

### Greeter: Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABREST9902	Restaurant – Dinner	Core Service	4
External Notes	<p><b>Greeter: Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Guest name not known</li> <li>Area not staffed during evaluation</li> <li>Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Greeter - Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABREST9906	Restaurant – Dinner	Core Service	4
External Notes	<b>Greeter - Closing Guest Interaction – Service Behaviors</b>		

	<p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>◦ E.g., "Enjoy your meal", "Enjoy your afternoon", "Have a great night"</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>◦ 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"</li> </ul> </li> </ul>
Links	<a href="#">OPS-FRO-175B</a>

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

ID	Touchpoint	Category	Point Values
CABREST9907	Restaurant – Dinner	Core Service	0
Links	<a href="#">OPS-FRO-175B</a>		

### Server: First Impression - Service Behaviors

ID	Touchpoint	Category	Point Values
CABRDS9901	Restaurant – Dinner	Core Service	8
External Notes	<p><b>Server: First Impression - Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>◦ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>◦ Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>◦ Provide a warm greeting/welcome</li> </ul> </li> <li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		

### Restaurant provides an enjoyable ambiance

ID	Touchpoint	Category	Point Values
CAB5RD017	Restaurant – Dinner	Brand - Culture	2

<b>External Notes</b>	<p><b>Restaurant provides an enjoyable ambiance</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>The following sensory experiences are in place during venue hours of operation</p> <ul style="list-style-type: none"> <li>• All physical elements must be in conformity with concept including menus, collateral, uniforms, OS&amp;E</li> <li>• Music must be played when the restaurant is open</li> <li>• Music must change with every meal period</li> <li>• Music must be professionally programmed</li> <li>• Lighting must change with every meal period</li> </ul>
<b>Links</b>	<a href="#">OPS-FNB-096</a>

### Table is appropriately set and reset

ID	Touchpoint	Category	Point Values
CAB5RD015	Restaurant – Dinner	Touchpoint Service	2
<b>External Notes</b>	<p><b>Table is appropriately set and reset</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Table setting minimally must be/have:</p> <ul style="list-style-type: none"> <li>• Flatware - free of tarnish/wear</li> <li>• Napkins - pressed all-cotton or linen <ul style="list-style-type: none"> <li>○ It is acceptable for outdoor restaurants to use a different type of napkin</li> </ul> </li> <li>• Salt and pepper shakers present <ul style="list-style-type: none"> <li>○ It is acceptable: <ul style="list-style-type: none"> <li>▪ If salt and pepper are served/offered</li> <li>▪ To not offer salt and/or pepper if the restaurant concept is a cuisine that does not utilize salt and pepper (e.g., Japanese, Chinese)</li> </ul> </li> </ul> </li> </ul> <p>Mark No if you experience or observe any of the above standards are not met</p>		
<b>Links</b>	<a href="#">OPS-FNB-096</a>		

### Restaurant Menu

ID	Touchpoint	Category	Point Values
RD2409	Restaurant – Dinner	F&B Product	4
<b>External Notes</b>	<p><b>Restaurant Menu</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> </ul>		

	<p>Menu must be clean and in good condition, minimally including:</p> <ul style="list-style-type: none"> <li>• Consistent with the theme/season of the restaurant</li> <li>• (2) healthy options</li> <li>• Signature food and beverage offerings <ul style="list-style-type: none"> <li>◦ Signature item(s) must be identified on the menu (e.g., by formatting, item name) or verbally explained by the server</li> <li>◦ Daily special(s) are not acceptable for signature item(s)</li> </ul> </li> <li>• It is acceptable for buffet restaurants to not have printed menus</li> </ul> <p>Mark No if any of the above criteria are not met</p> <p style="text-align: right;">RD2409</p>
Links	<a href="#">OPS-FNB-055</a>

### Initial Water Service

ID	Touchpoint	Category	Point Values
CAB5RD027	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Initial Water Service</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Restaurant is a licensed concept</li> </ul> <p>Server <b>must minimally</b>:</p> <ul style="list-style-type: none"> <li>• <b>Offer</b> beverages</li> <li>• <b>Offers</b> bottled, still or sparkling waters (lunch/dinner)</li> <li>• <b>Provide bread and accompaniment</b> (e.g., butter, oil, spread) (lunch/dinner) <ul style="list-style-type: none"> <li>◦ <b>Types</b> of bread briefly <b>explained</b>, if variety exists <ul style="list-style-type: none"> <li>▪ Explanation should not interfere with conversation</li> </ul> </li> <li>◦ <b>Butter</b> served at room temperature, if applicable <ul style="list-style-type: none"> <li>▪ (LC): Butter is fresh and well presented (i.e. no blister packs)</li> </ul> </li> <li>◦ If the concept of the restaurant does not include bread service (e.g., Asian, poolside), it is acceptable for bread and accompaniment to not be served</li> </ul> </li> </ul> <p><b>Interact</b> with server and Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being met</p>		
Links	<a href="#">OPS-FNB-100</a>		

### Server suggestively upsells beverage brand

ID	Touchpoint	Category	Point Values
CAB5RD001	Restaurant – Dinner	Touchpoint Service	2
External Notes	<p><b>Server suggestively upsells beverage brand</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Beverage did not allow for an upsell</li> <li>• Hotel is located where alcohol is prohibited</li> </ul>		

	When taking a beverage order the server must suggestively upsell the beverage brand (e.g., "Certainly, would you prefer Grey Goose?")
Links	<a href="#">OPS-FNB-068</a>

### Server is knowledgeable and provides recommendations

ID	Touchpoint	Category	Point Values
CAB5RD009-k	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Server is knowledgeable and provides recommendations</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Server must:</p> <ul style="list-style-type: none"> <li>• If applicable, inform guest of the specials and/or house specialties</li> <li>• If asked, <ul style="list-style-type: none"> <li>○ Provide recommendations of menu items</li> <li>○ Be able to describe ingredients and preparation of menu items</li> <li>○ React graciously and accommodatingly if asked for an off-menu item or preparation adjustment (e.g., allow me to see what I can do for you)</li> </ul> </li> <li>• Be knowledgeable of the beverage list <ul style="list-style-type: none"> <li>○ It is acceptable if a wine steward/sommelier provides recommendations</li> </ul> </li> <li>• Offer dessert <ul style="list-style-type: none"> <li>○ If asked, provide recommendations</li> <li>○ Suggest coffee/espresso/other appropriate after dinner beverage based on concept</li> </ul> </li> </ul>		
Links	<a href="#">OPS-FNB-100</a>		

### Order Taking

ID	Touchpoint	Category	Point Values
CAB5RD010	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Order Taking</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Server must minimally:</p> <ul style="list-style-type: none"> <li>• Take order first from: <ul style="list-style-type: none"> <li>○ (CALA, EUR, US/CAN): Ladies</li> <li>○ (AP, MEA): Head of table or host of party</li> </ul> </li> <li>• Repeat order back to guest to ensure accuracy <ul style="list-style-type: none"> <li>○ If applicable, suggest commonly requested condiments or accompaniments (e.g., ketchup for fries)</li> </ul> </li> </ul>		
Links	<a href="#">OPS-FNB-100</a>		

Service must be provided in a timely fashion			
ID	Touchpoint	Category	Point Values
CAB5RD011-t	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Service must be provided in a timely fashion</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li></ul> <p>Pace of meal must never be noticeable:</p> <ul style="list-style-type: none"><li>• Service is not delayed or rushed:<ul style="list-style-type: none"><li>○ Server must approach table within 1 minute after being seated<ul style="list-style-type: none"><li>▪ It is acceptable if a supporting staff member provides the initial greeting after seating</li></ul></li><li>○ All courses must be delivered in order and not overlap each other, if applicable</li><li>○ Soiled plates must be removed within 2 minutes after all guests at table have completed their course</li></ul></li></ul>		
Links	<a href="#">OPS-FNB-100</a>		

Cold Beverage Service			
ID	Touchpoint	Category	Point Values
RD2408	Restaurant – Dinner	Touchpoint Service	2
External Notes	<p><b>Cold Beverage Service</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is under complete renovation and not available for guest use</li><li>• Cold beverage not ordered</li><li>• Restaurant is a licensed concept</li></ul> <p>Server must:</p> <ul style="list-style-type: none"><li>• Place a beverage napkin to indicate that the guest has ordered a drink<ul style="list-style-type: none"><li>○ It is acceptable to use a coaster instead of beverage napkin</li></ul></li><li>• Serve the beverages on a tray</li></ul> <p>Beer must be served:</p> <ul style="list-style-type: none"><li>• Chilled</li><li>• If beer is poured at table, it is acceptable to lift the glass from the table to pour</li></ul> <p>Mark No if any of the above are not followed</p> <p>RD2408</p>		
Links	<a href="#">OPS-FNB-055</a>  <a href="#">OPS-FNB-068</a>		

Coffee and Specialty Coffee Presentation			
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ID	Touchpoint	Category	Point Values
RD2403	Restaurant – Dinner	Touchpoint Service	2
External Notes	<b>Coffee and Specialty Coffee Presentation</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is under complete renovation and not available for guest use</li><li>• Coffee or specialty coffee not ordered</li></ul> Coffee service: <ul style="list-style-type: none"><li>• Server must ask for guest's preference of accompaniments (e.g., sugar, milk, cream)</li><li>• Requested accompaniments must be delivered at or before time of delivery</li></ul> Espresso/espresso type beverages: <ul style="list-style-type: none"><li>• Served in appropriate cup and silverware</li><li>• Presented with sugar and/or sweeteners at or before time of delivery<ul style="list-style-type: none"><li>◦ It is acceptable for sugar/sweeteners to be presented in other than caddie/container</li></ul></li></ul> Mark No if any of the above criteria are not followed  <div>RD2403</div>		
Links	<a href="#">OPS-FNB-055</a>		

Hot Tea Presentation			
ID	Touchpoint	Category	Point Values
RD2410	Restaurant – Dinner	Touchpoint Service	2
External Notes	<b>Hot Tea Presentation</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is under complete renovation and not available for guest use</li><li>• Tea not ordered</li></ul> Tea: <ul style="list-style-type: none"><li>• If served loose:<ul style="list-style-type: none"><li>◦ Brewed in a pot</li><li>◦ Strainer provided<ul style="list-style-type: none"><li>▪ It is acceptable if strainer is built into the pot</li></ul></li></ul></li><li>• If served tea bags<ul style="list-style-type: none"><li>◦ At least 2 tea bags</li><li>◦ Served with a pot of hot water<ul style="list-style-type: none"><li>▪ China pot or insulated pot specifically for tea service</li></ul></li></ul></li><li>• (CALA, US/CAN): Server must ask if guest prefers honey and lemon or milk</li><li>• Requested accompaniments must be delivered at or before time of delivery</li></ul> Mark No if any of the above are not followed  <div>RD2410</div>		
Links	<a href="#">OPS-FNB-055</a>		

Iced Tea Presentation			
ID	Touchpoint	Category	Point Values
RD2404	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Iced Tea Presentation</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is under complete renovation and not available for guest use</li><li>• Iced tea not ordered</li><li>• Restaurant is a licensed concept</li></ul> <p><b>Iced tea (non-flavored) must</b> be served, at time of delivery, with:</p> <ul style="list-style-type: none"><li>• Iced tea spoon</li><li>• Lemon wedge</li></ul> <p><b>Order</b> a beverage and Mark No if any of the above are not followed</p> <p>RD2404</p>		
Links	<a href="#">OPS-FNB-055</a>		

Wine Service			
ID	Touchpoint	Category	Point Values
CAB5RD012	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Wine Service</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li><li>• Wine not ordered</li><li>• Restaurant is a licensed concept</li><li>• Hotel is located in Saudi Arabia or Kuwait</li></ul> <p><b>Wine by the glass</b></p> <ul style="list-style-type: none"><li>• Must be served in the correct glass for the type of wine</li></ul> <p><b>Wine by the bottle</b></p> <ul style="list-style-type: none"><li>• Server demonstrates label and pouring at the table with the label facing the guest<ul style="list-style-type: none"><li>◦ Glass is not lifted to pour</li></ul></li><li>• A taste is offered prior to a complete pour</li><li>• For wine pairings, wine is poured prior to receiving food</li></ul>		
Links	<a href="#">OPS-FNB-055</a>		

Server exemplifies tenets of luxury dining			
ID	Touchpoint	Category	Point Values
CAB5RD002	Restaurant – Dinner	Touchpoint Service	4

<b>External Notes</b>	<p><b>Server exemplifies tenets of luxury dining</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Server must provide exceptional service:</p> <ul style="list-style-type: none"> <li>• Courses simultaneously brought to table for all guests <ul style="list-style-type: none"> <li>◦ Food delivered to correct person without asking</li> <li>◦ (AP, MEA): Head of table first</li> <li>◦ (CALA, EUR, US/CAN): Ladies served first</li> </ul> </li> <li>• Napkin refolded when guests are away from the table</li> <li>• The level of interest in service remains constant and positive throughout the meal</li> <li>• Server asks if food satisfactory at every course and takes corrective action if needed</li> <li>• Glasses were not lifted from table to pour unless there is a physical barrier</li> <li>• Repeat back beverage type when offering to refresh beverage (e.g., "Would you like another Absolut Espresso Martini?", "Certainly, I would be happy to bring you another Mondavi Chardonnay")</li> <li>• Food and beverage served from right, unless not accessible <ul style="list-style-type: none"> <li>◦ Food not served over guest's shoulder, but from the side</li> </ul> </li> <li>• Plates are cleared from right, unless not accessible</li> <li>• If applicable, sauces and passed items are served from left</li> <li>• Children are provided with an appropriate drop snack prior to bringing meal (e.g., apple slices)</li> </ul> <p>Mark No if you encounter or observe more than <b>2</b> of the items listed above are missing</p>
<b>Links</b>	<a href="#">OPS-FNB-100A</a>

### Server clears courses according to standard

ID	Touchpoint	Category	Point Values
CAB5RD032	Restaurant – Dinner	Touchpoint Service	2
<b>External Notes</b>	<p><b>Server clears courses according to standard</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Restaurant is a licensed concept</li> </ul> <p>Server must:</p> <ul style="list-style-type: none"> <li>• Clear courses after finished or after asking if finished</li> <li>• Soiled cutlery replaced after every course and cutlery replaced as needed (e.g., steak knife, fish knife)</li> <li>• After clearing entree/main course: <ul style="list-style-type: none"> <li>◦ Crumb table</li> <li>◦ Remove salt and pepper shakers</li> <li>◦ Remove bread and butter plates</li> </ul> </li> </ul>		
<b>Links</b>	<a href="#">OPS-FNB-100A</a>		

### Beverage was properly prepared and met guest expectations for taste

ID	Touchpoint	Category	Point Values
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CAB5RD043	Restaurant – Dinner	Touchpoint Service	2
<b>External Notes</b>	<b>Beverage was properly prepared and met guest expectations for taste</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> Beverage must be: <ul style="list-style-type: none"> <li>• Meet expectations for taste</li> <li>• Made of high quality and fresh ingredients</li> <li>• Complete, with no missing or incorrect items (e.g., correct alcohol type used)</li> <li>• Delivered at right temperature (cold/hot/warm)</li> <li>• Properly prepared to guest request (e.g., type of garnish)</li> <li>• Served in correct glassware (e.g., martini glass for martini)</li> <li>• Cold cocktails must be served with a fresh garnish <ul style="list-style-type: none"> <li>◦ It is acceptable if garnish is not 'fresh' if it is appropriate for cocktail theme (e.g., dehydrated garnish)</li> </ul> </li> </ul>		
<b>Links</b>	<a href="#">OPS-FNB-055</a>		

### All food was visually appealing and met guest expectations with regard to taste

<b>ID</b> CAB5RD034	<b>Touchpoint</b> Restaurant – Dinner	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>All food was visually appealing and met guest expectations with regard to taste</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> Food presentations including buffets must be: <ul style="list-style-type: none"> <li>• Made of high quality and fresh ingredients</li> <li>• Complete, with no missing or incorrect items</li> <li>• Delivered at right temperature (cold/hot/warm)</li> <li>• Properly prepared to guest request (e.g., well-done, no salt)</li> <li>• Meet the guest expectations for taste</li> </ul>		
<b>Links</b>	<a href="#">OPS-FNB-055</a>		

### Buffets have adequate food availability and visual appeal

<b>ID</b> RD2406	<b>Touchpoint</b> Restaurant – Dinner	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Buffets have adequate food availability and visual appeal</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Buffet not present</li> </ul>		

	<ul style="list-style-type: none"> <li>• Restaurant is a licensed concept</li> </ul> <p>Buffet food and beverage presentations <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Be <b>well-stocked</b> and <b>fresh</b> and appetizing in overall appearance <ul style="list-style-type: none"> <li>◦ No dishes more than <b>half empty</b></li> </ul> </li> <li>• Be <b>appetizing</b> in overall appearance</li> <li>• Provide <b>labels</b> for all dishes <ul style="list-style-type: none"> <li>◦ Not photocopied or hand-written</li> </ul> </li> <li>• Hand-written in chalk or other themed elements are acceptable <ul style="list-style-type: none"> <li>◦ Professional in appearance</li> <li>◦ Fitting restaurant theme</li> </ul> </li> </ul> <p style="text-align: right;">RD2406</p>
Links	<a href="#">OPS-FNB-055</a>

### Server properly presents the check

ID	Touchpoint	Category	Point Values
RD2402	Restaurant – Dinner	Touchpoint Service	2
External Notes	<p><b>Server properly presents the check</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Breakfast included in rate</li> <li>• (All-Inclusive): Premium/Non-Package menu item not ordered</li> </ul> <p>Check must be:</p> <ul style="list-style-type: none"> <li>• Presented within 3 minutes of request <ul style="list-style-type: none"> <li>◦ It is not acceptable to present the check prior to all courses being completed, unless requested by guest</li> </ul> </li> <li>• Accurate and complete</li> <li>• Presented in a luxurious and discrete manner with a Luxury Collection brand pen <ul style="list-style-type: none"> <li>◦ Restaurant concept specific presenter and pens are acceptable <ul style="list-style-type: none"> <li>▪ Property logo or lock-up logo is NOT acceptable on the pen</li> </ul> </li> </ul> </li> <li>• Check presenter and pen must be in good condition</li> </ul> <p style="text-align: right;">RD2402</p>		
Links	<a href="#">OPS-FNB-100C</a>		

### Management observed interacting with guests during dinner

ID	Touchpoint	Category	Point Values
CAB5RD018	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Management observed interacting with guests during dinner</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> </ul>		

	<ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> <li>• Dinner not evaluated</li> <li>• Restaurant is a licensed concept</li> </ul> <p>Management must interact with guests during dinner</p> <p>Management includes:</p> <ul style="list-style-type: none"> <li>• Chef</li> <li>• Any Manager</li> <li>• Any Non-uniformed supervisor</li> <li>• Sommelier</li> </ul> <p>Mark No if you did not <b>encounter</b> or <b>observe</b> management interacting with guests</p>
Links	<a href="#">OPS-FNB-100</a>

### Server owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5RD019-r	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Server owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• No problem or concern was encountered</li> </ul> <p>Server must:</p> <ul style="list-style-type: none"> <li>• Listen actively</li> <li>• Empathize - Express empathy</li> <li>• Apologize and assume ownership</li> <li>• Resolve/Solve the problem within 10 minutes and also provide an extra touch that goes beyond mere resolution</li> <li>• Notify/Thank the guest to confirm their satisfaction</li> </ul>		
Links	<a href="#">OPS-FRO-175J</a>		

### Server uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5RD023-a	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Server uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Server must:</p> <ul style="list-style-type: none"> <li>• Use appropriate verbiage with genuine delivery <ul style="list-style-type: none"> <li>○ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to"</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> <li>Engage in warm conversation to show genuine care and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>
Links	<a href="#">HR-205</a>

### Server does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5RD036	Restaurant – Dinner	Touchpoint Service	2
External Notes	<p><b>Server does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>No request is made above and beyond normal services offered</li> <li>Server meets request</li> </ul> <p>If guest makes a special request server <b>must</b>:</p> <ul style="list-style-type: none"> <li>Not just say "No" but use a polite denial, e.g., "I am afraid that we are unable to do that at this time"</li> <li>Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>Alternatives not offered</li> <li>Server says "No" without polite denial</li> </ul> <p style="text-align: right;">CAB5RD036</p>		
Links	<a href="#">HR-205</a>		

### Server delivered personalized service during interaction

ID	Touchpoint	Category	Point Values
CAB5RDS7020	Restaurant – Dinner	Touchpoint Service	4
External Notes	<p><b>Server delivered personalized service during interaction</b></p> <p>Mark N/A if opportunity for delivery of personalized service during interaction not available</p> <p>Server must deliver personalized service during interaction, using something the associate learned about the guest</p>		
Links	<a href="#">HR-205</a>		

### Server thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
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CAB5RDS7030	Restaurant – Dinner	Touchpoint Service	4
<b>External Notes</b>	<p><b>Server thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Server <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Offering reading material to a single diner</li> <li>• Offering a booster seat to families traveling with small children</li> <li>• Offering a dark colored napkin to ladies or gentlemen wearing dark clothes so that lint does not show on their clothing</li> <li>• Offering a heater, blanket, or pashmina for outdoor dining</li> </ul> <p>It is acceptable if Server does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>		
<b>Links</b>	<a href="#">HR-205</a>		



### Server provides a professional persona

<b>ID</b> CAB5RDS7040	<b>Touchpoint</b> Restaurant – Dinner	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<p><b>Server provides a professional persona</b></p> <p>Server <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p>		
<b>Links</b>	<a href="#">HR-205</a>		

### Server - Guest name used during the experience, when known

<b>ID</b> CABRDS9902	<b>Touchpoint</b> Restaurant – Dinner	<b>Category</b> Core Service	<b>Point Values</b> 4
<b>External Notes</b>	<p><b>Server - Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Guest name not known</li> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		




Links	 <a href="#">OPS-FRO-175B</a>		
Server - Closing Guest Interaction – Service Behaviors			
ID CABRDS9906	Touchpoint Restaurant – Dinner	Category Core Service	Point Values 4
External Notes	<p><b>Server - Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"><li>• <b>Provide a warm and sincere closing</b><ul style="list-style-type: none"><li>◦ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li></ul></li><li>• <b>Demonstrate appreciation</b><ul style="list-style-type: none"><li>◦ 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”</li></ul></li></ul>		
Links	 <a href="#">OPS-FRO-175B</a>		

<b>Server - The overall experience met guest expectations and was free of negative detractors</b>			
<b>ID</b> CABRDS9907	<b>Touchpoint</b> Restaurant – Dinner	<b>Category</b> Core Service	<b>Point Values</b> 0
Links	<a href="#">OPS-FRO-175B</a>		

<b>Rate Emotional Engagement with interaction</b>			
<b>ID</b> CABRD201	<b>Touchpoint</b> Restaurant – Dinner	<b>Category</b> Touchpoint Service	<b>Point Values</b> 0
<b>External Notes</b>	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if interaction not completed</p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"> <li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"> <li>• Positive – 2 of 0 points</li> <li>• Neutral – 0 of 0 points</li> </ul>		

	<ul style="list-style-type: none"><li>• Negative – -2 of 0 points</li></ul>
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## Restaurant – Breakfast

Was Breakfast open to guests as required?			
ID	Touchpoint	Category	Point Values
RB24t0	Restaurant – Breakfast	F&B Product	100
Greeter: First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABRBG9901	Restaurant – Breakfast	Core Service	8
External Notes	<b>Greeter: First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		
Links	 <a href="#">OPS-FRO-175B</a>		
Greeter Seating Procedure			
ID	Touchpoint	Category	Point Values
CAB5RB003	Restaurant – Breakfast	Touchpoint Service	4
External Notes	<b>Greeter Seating Procedure</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is under complete renovation and not available for guest use</li></ul> Greeter must minimally: <ul style="list-style-type: none"><li>• Escort the guest to their table<ul style="list-style-type: none"><li>○ It is acceptable if the escort is provided by a server or manager as well</li><li>○ If guests wait for table, inconvenience is acknowledged</li></ul></li><li>• Ensure table is set up with appropriate place settings<ul style="list-style-type: none"><li>○ Correct number of place settings for guests at table (e.g., removing extra place settings if needed)</li><li>○ It is acceptable if another Greeter provides these services (e.g., server attendant)</li></ul></li><li>• Pull chair(s) out<ul style="list-style-type: none"><li>○ (CALA, EUR, US/CAN): Ladies first</li><li>○ (AP, MEA): Head of table first</li></ul></li><li>• Provide menus to guests, if applicable</li></ul>		

	<ul style="list-style-type: none"> <li>○ (CALA, EUR, US.CAN): Ladies first</li> <li>○ (AP, MEA): Head of table first</li> <li>• Wish guest(s) an enjoyable meal <ul style="list-style-type: none"> <li>○ If server seats guests, it is acceptable to not wish an enjoyable meal</li> </ul> </li> </ul> <p>Mark No if you encounter or observe any of the above criteria not followed</p>
Links	<a href="#">OPS-FNB-100B</a>

### Greeter uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5RB001-a	Restaurant – Breakfast	Touchpoint Service	4
External Notes	<p><b>Greeter uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Beyond the delivery of universal service elements of good posture, smile, eye contact, and attentive listening maintained throughout the interaction, Greeter must:</p> <ul style="list-style-type: none"> <li>• Use appropriate verbiage with genuine delivery <ul style="list-style-type: none"> <li>○ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li>• Engage in warm conversation to show genuine care and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>		
Links	<a href="#">HR-205</a>		

### Greeter delivered personalized service during interaction

ID	Touchpoint	Category	Point Values
CAB5RB7020	Restaurant – Breakfast	Touchpoint Service	4
External Notes	<p><b>Greeter delivered personalized service during interaction</b></p> <p>Mark N/A if opportunity for delivery of personalized service during interaction not available</p> <p>Greeter must deliver personalized service during interaction, using something the associate learned about the guest</p>		
Links	<a href="#">HR-205</a>		

### Greeter thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5RB7030	Restaurant – Breakfast	Touchpoint Service	4

<b>External Notes</b>	<p><b>Greeter thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Greeter <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Offering reading material to a single diner</li> <li>• Offering a booster seat to families traveling with small children</li> <li>• Offering a dark colored napkin to ladies or gentlemen wearing dark clothes so that lint does not show on their clothing</li> </ul> <p>It is acceptable if Greeter does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>
<b>Links</b>	<a href="#">HR-205</a>

### Greeter provides a professional persona

ID	Touchpoint	Category	Point Values
CAB5RB7040	Restaurant – Breakfast	Touchpoint Service	4
<b>External Notes</b>	<p><b>Greeter provides a professional persona</b></p> <p>Greeter <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p>		
<b>Links</b>	<a href="#">HR-205</a>		

### Greeter - Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABRBG9902	Restaurant – Breakfast	Core Service	4
<b>External Notes</b>	<p><b>Greeter - Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Guest name not known</li> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		

Links	<a href="#">OPS-FRO-175B</a>		
Greeter - Closing Guest Interaction – Service Behaviors			
ID CABRBG9906	Touchpoint Restaurant – Breakfast	Category Core Service	Point Values 4
External Notes	<b>Greeter - Closing Guest Interaction – Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Provide a warm and sincere closing</b><ul style="list-style-type: none"><li>◦ E.g., “Enjoy your meal”, “Enjoy your afternoon”, “Have a great night”</li></ul></li><li>• <b>Demonstrate appreciation</b><ul style="list-style-type: none"><li>◦ 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”</li></ul></li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		
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	<a href="#">OPS-FRO-175B</a>		
Server: First Impression - Service Behaviors			
ID CABRS9901	Touchpoint Restaurant – Breakfast	Category Core Service	Point Values 8
External Notes	<b>Server: First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>◦ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>◦ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>◦ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li></ul>		

	<ul style="list-style-type: none"> <li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>
Links	<a href="#">OPS-FRO-175B</a>

### Restaurant provides an enjoyable ambiance

ID	Touchpoint	Category	Point Values
CAB5RB016	Restaurant – Breakfast	Brand - Culture	2
External Notes	<p><b>Restaurant provides an enjoyable ambiance</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>All areas of the restaurant in view of the guest <b>must minimally</b> have:</p> <ul style="list-style-type: none"> <li>• Dining room <b>exhibits/display tables</b> - professional in appearance</li> <li>• <b>Music</b> - background, not obtrusive to conversation</li> <li>• Room <b>temperature</b> - comfortable, unnoticed by guests <ul style="list-style-type: none"> <li>○ For outdoor restaurants, do not evaluate the temperature</li> </ul> </li> </ul> <p>Heart of house items must not be stored in visible guest areas (e.g., tables, chairs, carts)</p> <p><b>Observe</b> restaurant and Mark No if restaurant does not meet any of the above standards</p>		
Links	<a href="#">OPS-FNB-096</a>		

### Table is appropriately set and reset

ID	Touchpoint	Category	Point Values
CAB5RB014	Restaurant – Breakfast	Touchpoint Service	2
External Notes	<p><b>Table is appropriately set and reset</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area not staffed during evaluation</li> </ul> <p>Table setting minimally must meet the following:</p> <ul style="list-style-type: none"> <li>• If present, bud vase/arrangement is neat, fresh and presentable</li> <li>• Flatware - free of tarnish/wear</li> <li>• If applicable, linens neat</li> <li>• Napkins - pressed all-cotton or linen <ul style="list-style-type: none"> <li>○ It is acceptable for outdoor restaurants to use a different type of napkin</li> <li>○ Paper napkins are not acceptable</li> </ul> </li> <li>• Salt and pepper shakers present <ul style="list-style-type: none"> <li>○ It is acceptable: <ul style="list-style-type: none"> <li>▪ If salt and pepper are served/offered</li> <li>▪ To not offer salt and/or pepper if the restaurant concept is a cuisine that does not utilize salt and pepper (e.g., Japanese, Chinese)</li> </ul> </li> </ul> </li> </ul> <p>Mark No if you experience or observe any of the above not met</p>		

Links	<a href="#">OPS-FNB-096</a>		
Restaurant Menu - Breakfast			
ID CAB5RB015	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 4
External Notes	<b>Restaurant Menu - Breakfast</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li><li>• Restaurant only provides a buffet offering</li></ul> Menu must minimally be/include: <ul style="list-style-type: none"><li>• (2) Healthy options</li><li>• Signature food and beverage offerings<ul style="list-style-type: none"><li>◦ Signature item(s) <b>must</b> be identified on the menu (e.g., by formatting, item name) or verbally explained by the server</li><li>◦ Daily special(s) are <b>not</b> acceptable for signature item(s)</li></ul></li></ul>		
Links	<a href="#">OPS-FNB-055</a>		
Server is knowledgeable and provides recommendations			
ID CAB5RB008-k	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 4
External Notes	<b>Server is knowledgeable and provides recommendations</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is under complete renovation and not available for guest use</li></ul> Server must: <ul style="list-style-type: none"><li>• If applicable, inform guest of the specials and/or house specialties</li><li>• If asked,<ul style="list-style-type: none"><li>◦ Provide recommendations of menu items</li><li>◦ Provide explanation of preparation</li></ul></li><li>• Appear knowledgeable and confident in interaction</li></ul>		
Links	<a href="#">OPS-FNB-100</a>		
Order Taking			
ID CAB5RB009	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 4



<b>External Notes</b>	<b>Order Taking</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> <li>• Hotel does not have the facility on premises</li> <li>• Guest ate from the buffet</li> </ul> Server must minimally: <ul style="list-style-type: none"> <li>• Repeat order back to guest to ensure accuracy</li> <li>• React graciously and accommodatingly if the guest asks for something off menu or a special preparation</li> </ul>
<b>Links</b>	<a href="#">OPS-FNB-100</a>

### Service must be provided in a timely fashion

ID	Touchpoint	Category	Point Values
CAB5RB010-t	Restaurant – Breakfast	Touchpoint Service	4
<b>External Notes</b>	<b>Service must be provided in a timely fashion</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> Pace of meal must never be noticeable: <ul style="list-style-type: none"> <li>• Service is not delayed or rushed: <ul style="list-style-type: none"> <li>○ Server must approach table within 1 minute after being seated <ul style="list-style-type: none"> <li>▪ It is acceptable if a supporting staff member provides the initial greeting after seating</li> </ul> </li> <li>○ Soiled plates must be removed within 2 minutes after all guests at table have completed their course</li> </ul> </li> </ul> Mark No if you encounter or observe that pace of meal is noticeably delayed or rushed		
<b>Links</b>	<a href="#">OPS-FNB-100</a>		

### Cold Beverages and Juices

ID	Touchpoint	Category	Point Values
RB2402	Restaurant – Breakfast	Touchpoint Service	2
<b>External Notes</b>	<b>Cold Beverages and Juices</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Cold beverage/juice not ordered</li> </ul> A choice of juices must minimally include: <ul style="list-style-type: none"> <li>• (4) Juices, including: <ul style="list-style-type: none"> <li>○ (2) Fresh or distinctive</li> </ul> </li> </ul>		

	<p>○ Orange</p> <p>RB2402</p>
Links	<p><a href="#">OPS-FNB-055</a></p>

### Coffee and Specialty Coffee Presentation

ID	Touchpoint	Category	Point Values
RB2406	Restaurant – Breakfast	Touchpoint Service	2
External Notes	<p><b>Coffee and Specialty Coffee Presentation</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Coffee or specialty coffee not ordered</li> </ul> <p>Coffee service:</p> <ul style="list-style-type: none"> <li>• Server must ask for guest's preference of accompaniments (e.g., sugar, milk, cream) <ul style="list-style-type: none"> <li>○ It is acceptable for the accompaniments to be preset on the table at buffet only restaurants</li> </ul> </li> <li>• Requested accompaniments must be delivered at or before time of delivery</li> </ul> <p>Espresso/espresso type beverages:</p> <ul style="list-style-type: none"> <li>• Available upon request</li> <li>• Served in appropriate cup and silverware</li> <li>• Presented with sugar and/or sweeteners at or before time of delivery <ul style="list-style-type: none"> <li>○ It is acceptable for sugar/sweeteners to be presented in other than caddie/container</li> </ul> </li> </ul> <p>Mark No if any of the above are not followed</p> <p>RB2406</p>		
Links	<p><a href="#">OPS-FNB-055</a></p>		

### Hot Tea Presentation

ID	Touchpoint	Category	Point Values
RB2408	Restaurant – Breakfast	Touchpoint Service	2
External Notes	<p><b>Hot Tea Presentation</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Tea not ordered or observed</li> </ul> <p>Tea:</p> <ul style="list-style-type: none"> <li>• If served loose: <ul style="list-style-type: none"> <li>○ Brewed in a pot</li> <li>○ Strainer provided <ul style="list-style-type: none"> <li>▪ It is acceptable if strainer is built into the pot</li> </ul> </li> </ul> </li> <li>• If served tea bags</li> </ul>		

	<ul style="list-style-type: none"> <li>○ At least 2 tea bags</li> <li>○ Served with a pot of hot water <ul style="list-style-type: none"> <li>▪ China pot or insulated pot specifically for tea service</li> </ul> </li> <li>• (CALA, US/CAN): Server must ask if guest prefers honey and lemon or milk</li> <li>• Requested accompaniments must be delivered at or before time of delivery</li> </ul> <p>Mark No if any of the above are not followed</p> <p style="text-align: right;">RB2408</p>
Links	<a href="#">OPS-FNB-055</a>

### Server exemplifies tenets of luxury dining

ID	Touchpoint	Category	Point Values
CAB5RB012	Restaurant – Breakfast	Touchpoint Service	4
External Notes	<p><b>Server exemplifies tenets of luxury dining</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Server provides exceptional service:</p> <ul style="list-style-type: none"> <li>• <b>Courses</b> simultaneously brought to table for all guests <ul style="list-style-type: none"> <li>○ Food delivered to correct person without asking</li> </ul> </li> <li>• Courses were not cleared before finished or without asking if finished</li> <li>• Soiled cutlery replaced after every course and cutlery replaced as needed (ex: steak knife, fish knife, etc.)</li> <li>• <b>Napkin</b> refolded when guests are away from the table</li> <li>• The level of interest in service remains constant and positive throughout the meal</li> <li>• Server asks if food <b>satisfactory</b> at every course and takes corrective action if needed</li> <li>• <b>Glasses were not lifted</b> from table to pour unless there is a physical barrier</li> <li>• <b>Repeat</b> back beverage type when offering to refresh beverage (e.g., "Would you like another Absolut Espresso Martini?", "Certainly, I would be happy to bring you another Mondavi chardonnay")</li> <li>• Food and beverage served from <b>right</b>, unless not accessible <ul style="list-style-type: none"> <li>○ Food not served over guest's shoulder, but from the side</li> </ul> </li> <li>• Plates are cleared from <b>right</b>, unless not accessible</li> <li>• Sauces and passed items are served from <b>left</b>, if applicable</li> <li>• Children are provided with an appropriate drop snack prior to bringing meal (i.e. apple slices)</li> </ul> <p><b>Interact</b> with server and Mark No if you <b>encounter</b> or <b>observe</b> more than <b>2 of the items</b> listed above are missing</p>		
Links	<a href="#">OPS-FNB-100</a>		

### Server provides additional luxury service elements

ID	Touchpoint	Category	Point Values
CAB5RB001	Restaurant – Breakfast	Touchpoint Service	4
External Notes	<p><b>Additional luxury service elements provided</b></p> <p>Mark N/A if you find any of the following:</p>		

	<ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area is closed and completely inaccessible to guests</li> <li>• Restaurant is a licensed concept</li> <li>• Special circumstances not present</li> </ul> <p>Special circumstances must be addressed.</p> <p>Greeter or server <b>must minimally</b>:</p> <ul style="list-style-type: none"> <li>• In the case of al fresco dining, a pashmina/blanket/direct heating facility is offered in cool conditions</li> <li>• In the case of a single diner, a newspaper/reading material is offered (applicable to all day dining venues only)</li> <li>• Small portable lights are available and actively offered in low light situations</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not followed</p>
Links	<a href="#">OPS-FNB-100B</a>

### Beverage was properly prepared and met guest expectations for taste

ID	Touchpoint	Category	Point Values
CAB5RB037	Restaurant – Breakfast	Touchpoint Service	2
External Notes	<p><b>Beverage was properly prepared and met guest expectations for taste</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Beverage must be:</p> <ul style="list-style-type: none"> <li>• Meet expectations for taste</li> <li>• Made of high quality and fresh ingredients</li> <li>• Complete, with no missing or incorrect items (e.g., correct alcohol type used)</li> <li>• Delivered at right temperature (cold/hot/warm)</li> <li>• Properly prepared to guest request (e.g., type of garnish)</li> <li>• Served in correct glassware (e.g., martini glass for martini)</li> <li>• Cold cocktails must be served with a fresh garnish <ul style="list-style-type: none"> <li>◦ It is acceptable if garnish is not 'fresh' if it is appropriate for cocktail theme (e.g., dehydrated garnish)</li> </ul> </li> </ul>		
Links	<a href="#">OPS-FNB-055</a>		

### All food was visually appealing and met guest expectations with regard to taste

ID	Touchpoint	Category	Point Values
CAB5RB030	Restaurant – Breakfast	Touchpoint Service	4
External Notes	<p><b>All food was visually appealing and met guest expectations with regard to taste</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> </ul>		

	<p>Food presentations must be:</p> <ul style="list-style-type: none"> <li>• Made of high quality and fresh ingredients</li> <li>• Complete, with no missing or incorrect items</li> <li>• Delivered at right temperature (cold/hot/warm)</li> <li>• Properly prepared to guest request (e.g., well-done, no salt)</li> <li>• Meet expectations for taste</li> <li>• Attractive plate presentation</li> <li>• Be visually appealing <ul style="list-style-type: none"> <li>○ Food in different courses served on tableware that is varied in appearance (e.g., size, shape, color or patterns), if applicable</li> <li>○ Food presentations are interesting (e.g., varying heights, color contrasts, textures)</li> <li>○ Food is not presented in a way that is difficult to eat</li> </ul> </li> </ul> <p style="text-align: right;">CAB5RB030</p>
Links	<a href="#">OPS-FNB-055</a>

### Buffets have adequate food availability and visual appeal

ID	Touchpoint	Category	Point Values
RB2407	Restaurant – Breakfast	Touchpoint Service	4
External Notes	<p><b>Buffets have adequate food availability and visual appeal</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Buffet not present</li> </ul> <p>Buffet food and beverage presentations <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Be <b>well-stocked</b> and <b>fresh</b> and appetizing in overall appearance <ul style="list-style-type: none"> <li>○ No dishes more than <b>half empty</b></li> <li>○ No juice pitchers more than <b>half empty</b></li> </ul> </li> <li>• Be <b>appetizing</b> in overall appearance</li> <li>• Provide <b>labels</b> for all dishes <ul style="list-style-type: none"> <li>○ Not photocopied or hand-written</li> </ul> </li> <li>• Hand-written in chalk or other themed elements are acceptable <ul style="list-style-type: none"> <li>○ Professional in appearance</li> <li>○ Fitting restaurant theme</li> </ul> </li> </ul> <p style="text-align: right;">RB2407</p>		
Links	<a href="#">OPS-FNB-055</a>		

### Server properly presents the check

ID	Touchpoint	Category	Point Values
RB2401	Restaurant – Breakfast	Touchpoint Service	2
External Notes	<p><b>Server properly presents the check</b></p> <p>Mark N/A if any of the following:</p>		

	<ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Breakfast included in rate</li> <li>• (All-Inclusive): Premium/Non-Package menu item not ordered</li> </ul> <p>Check must be:</p> <ul style="list-style-type: none"> <li>• Accurate and complete</li> <li>• Presented in a luxurious and discrete manner with a Luxury Collection brand pen <ul style="list-style-type: none"> <li>◦ Restaurant concept specific presenter and pens are acceptable <ul style="list-style-type: none"> <li>▪ Property logo or lock-up logo is NOT acceptable</li> </ul> </li> </ul> </li> <li>• Check presenter and pen must be in good condition</li> </ul> <p>Mark No if you encounter or observe any of the above not met</p> <p style="text-align: right;">RB2401</p>
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<b>Links</b>	<a href="#">OPS-FNB-100A</a>
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### Server delivered personalized service during interaction

ID	Touchpoint	Category	Point Values
CAB5RS7020	Restaurant – Breakfast	Touchpoint Service	4
<b>External Notes</b>	<p><b>Server delivered personalized service during interaction</b></p> <p>Mark N/A if opportunity for delivery of personalized service during interaction not available</p> <p>Server must deliver personalized service during interaction, using something the associate learned about the guest</p>		
<b>Links</b>	<a href="#">HR-205</a>		

### Server owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5RB017-r	Restaurant – Breakfast	Touchpoint Service	4
<b>External Notes</b>	<p><b>Server owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• No problem or concern was encountered</li> </ul> <p>Server must:</p> <ul style="list-style-type: none"> <li>• Listen actively</li> <li>• Empathize - Express empathy</li> <li>• Apologize and assume ownership</li> <li>• Resolve/Solve the problem within 10 minutes and also provide an extra touch that goes beyond mere resolution</li> <li>• Notify/Thank the guest to confirm their satisfaction</li> </ul>		

Links	<a href="#">OPS-FRO-175J</a>		
Server uses appropriate verbiage and shows genuine care and interest			
ID CAB5RB021-a	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 4
External Notes	<p><b>Server uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is under complete renovation and not available for guest use</li></ul> <p>Beyond the delivery of universal service elements of good posture, smile, eye contact, and attentive listening maintained throughout the interaction server must:</p> <ul style="list-style-type: none"><li>• Use appropriate verbiage with genuine delivery<ul style="list-style-type: none"><li>◦ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to"<ul style="list-style-type: none"><li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li></ul></li></ul></li><li>• Engage in warm conversation to show genuine care and interest in the guest</li></ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>		
Links	<a href="#">HR-205</a>		
Server does not decline a request without offering alternatives			
ID CAB5RB033	Touchpoint Restaurant – Breakfast	Category Touchpoint Service	Point Values 2
External Notes	<p><b>Server does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• No request is made above and beyond normal services offered</li><li>• Server meets request</li></ul> <p>If guest makes a special request server <b>must</b>:</p> <ul style="list-style-type: none"><li>• Not just say "No" but use a polite denial, e.g., "I am afraid that we are unable to do that at this time"</li><li>• Offer alternatives that may help meet the need in another way</li></ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"><li>• Alternatives not offered</li><li>• Server says "No" without polite denial</li></ul>		
Links	<a href="#">HR-205</a>		
Server thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful			

ID	Touchpoint	Category	Point Values
CAB5RS7030	Restaurant – Breakfast	Touchpoint Service	4
External Notes	<p><b>Server thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Server <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Offering reading material to a single diner</li> <li>• Offering a booster seat to families traveling with small children</li> <li>• Offering a dark colored napkin to ladies or gentlemen wearing dark clothes so that lint does not show on their clothing</li> </ul> <p>It is acceptable if Greeter does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>		
Links	<a href="#">HR-205</a>		

### Server provides a professional persona

ID	Touchpoint	Category	Point Values
CAB5RS7040	Restaurant – Breakfast	Touchpoint Service	4
External Notes	<p><b>Server provides a professional persona</b></p> <p>Server <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p>		
Links	<a href="#">HR-205</a>		

### Server - Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABRS9902	Restaurant – Breakfast	Core Service	4
External Notes	<p><b>Server - Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Guest name not known</li> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul>		



	The associate must <b>use the guest's name</b> , when known
Links	<a href="#">OPS-FRO-175B</a>


### Proactive Additional Assistance Offered

ID	Touchpoint	Category	Point Values
CABBBF001	Restaurant – Breakfast	Core Service	4
External Notes	<p><b>Proactive Additional Assistance Offered</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> <p>Associates must <b>proactively offer additional assistance</b> to guests, examples include:</p> <ul style="list-style-type: none"> <li>• May I assist you with anything else?</li> <li>• Is there anything else I may do to ensure you have a pleasant stay?</li> <li>• Is there anything else I can get for you to help enjoy your meal?</li> <li>• Please let me know if there is anything else I can assist with.</li> </ul> <p>A minimum of (1) associate must make a proactive offer of additional assistance during any morning food &amp; beverage experience</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Server - Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABRS9906	Restaurant – Breakfast	Core Service	4
External Notes	<p><b>Server - Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>○ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>○ 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”</li> </ul> </li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		


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

<b>ID</b> CABRS9907	<b>Touchpoint</b> Restaurant – Breakfast	<b>Category</b> Core Service	<b>Point Values</b> 0
<b>Links</b>	<a href="#"> OPS-FRO-175B</a>		
<b>Rate Emotional Engagement with interaction</b>			
<b>ID</b> CABRB201	<b>Touchpoint</b> Restaurant – Breakfast	<b>Category</b> Touchpoint Service	<b>Point Values</b> 0
<b>External Notes</b>	<b>Rate Emotional Engagement with interaction</b>  Mark N/A if interaction not completed  After your experience, rate your interaction:  <ul style="list-style-type: none"><li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul> Scoring Methodology:  <ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul>		


## F&B General

Disposable Food & Beverage Containers			
ID	Touchpoint	Category	Point Values
CABBOH030	F&B General	MI Initiatives	4
External Notes	<p><b>Disposable Food &amp; Beverage Containers</b></p> <p>Mark N/A if no disposable food and/or beverage containers were observed</p> <p>When reusable materials are not an option, products must meet one of the following criteria:</p> <ul style="list-style-type: none"><li>• Be compostable in a commercial composting system</li><li>• Be recyclable</li></ul> <p>Commonly used terms for products that meet these criteria include:</p> <ul style="list-style-type: none"><li>• PLA</li><li>• PET</li><li>• Paper</li><li>• Bio-resin</li><li>• Polypropylene</li><li>• Sugarcane</li><li>• RPET</li><li>• Molded fiber</li><li>• Molded pulp</li></ul> <p>It is not acceptable for <b>any</b> disposable product to be made of expanded/injected molded foam, polystyrene or Styrofoam</p>		
Links	<a href="#">OPS-SUS-014</a>		

Pepsi Standard Compliance			
ID	Touchpoint	Category	Point Values
CABGEN002	F&B General	MI Initiatives	16
External Notes	<p><b>Pepsi Standard Compliance</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Property does not serve any F&amp;B (including event space)</li><li>• Property does not have F&amp;B, retail outlets (e.g., Market/In a Pinch/Pantry/Gift Shop) or meeting space</li><li>• All Retail and F&amp;B outlets are licensed concept/operated by a third party</li><li>• Hotel/property is listed as “Exempt” on the BSA Evaluation list</li><li>• Hotel brand is MGM Collection, AUTO, NB, PH, or TRB</li></ul> <p>All guestrooms, retail outlets and F&amp;B outlets operated by the property must meet the following requirements:</p> <ul style="list-style-type: none"><li>• Coca-Cola products must not be seen on-property within guest view<ul style="list-style-type: none"><li>○ Coca-Cola products include but are not limited to:<ul style="list-style-type: none"><li>▪ Coke, Diet Coke, Sprite, Powerade, Minute Maid bottled juices, Dasani and Smart waters</li><li>▪ It is acceptable to provide tonic water, club soda, ginger ale and Dr. Pepper and remain in compliance with Pepsi requirements</li></ul></li><li>○ Coca-Cola products must not be listed on restaurant menus or offered by associates</li></ul></li></ul>		

	<ul style="list-style-type: none"><li>▪ It is acceptable to provide Coca-Cola products upon specific guest request and to be stored in banquet storage areas<ul style="list-style-type: none"><li>○ 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</li></ul></li><li>• (AP, CALA, EMEA): Private label water, if present, cannot come from a Coca-Cola bottler</li></ul> <p>Retail outlets operated by the property must minimally carry the following required products:</p> <p><b>AP</b></p> <ul style="list-style-type: none"><li>• Pepsi</li><li>• Diet Pepsi or equivalent (i.e. Diet Pepsi, Pepsi Light, Pepsi Max, Pepsi Black, Pepsi Zero)</li><li>• (AP excluding Japan): 7-Up, Schweppes Lemonade, or Trevi products</li></ul> <p><b>CALA</b></p> <ul style="list-style-type: none"><li>• Pepsi</li><li>• Diet Pepsi or equivalent (i.e. Diet Pepsi, Pepsi Light, Pepsi Max, Pepsi Black, Pepsi Zero)</li></ul> <p><b>CAN</b></p> <ul style="list-style-type: none"><li>• Pepsi</li><li>• Diet Pepsi</li><li>• Mountain Dew</li><li>• 7-Up</li><li>• Lipton Pure Leaf Tea</li><li>• Aquafina</li></ul> <p><b>EUR</b></p> <ul style="list-style-type: none"><li>• Pepsi</li><li>• Diet Pepsi or equivalent (i.e. Diet Pepsi, Pepsi Light, Pepsi Max, Pepsi Black, Pepsi Zero)</li><li>• 7-Up</li><li>• (United Kingdom): Britvic Mixers</li></ul> <p><b>MEA</b></p> <ul style="list-style-type: none"><li>• Pepsi</li><li>• Diet Pepsi or equivalent (i.e. Diet Pepsi, Pepsi Light, Pepsi Max, Pepsi Black, Pepsi Zero)</li><li>• 7-Up</li></ul> <p><b>US</b></p> <ul style="list-style-type: none"><li>• Pepsi</li><li>• Diet Pepsi</li><li>• Starry or Sierra Mist</li><li>• Diet Mountain Dew</li><li>• Mountain Dew</li><li>• Aquafina</li></ul>
Links	<a href="#"> OPS-FNB-088</a>

Straw Usage Throughout Property			
ID	Touchpoint	Category	Point Values
CABGEN003	F&B General	MI Initiatives	4
External Notes	<p><b>Straw Usage Throughout Property</b></p> <p>Mark N/A if all restaurants are licensed concepts</p> <p>All F&amp;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.</p>		

	<p>Aligning global environmental concerns on the use of single use plastics with Marriott International's Serve 360 2025 goals, properties must only offer straws upon request</p> <p>It is acceptable for straws (e.g., 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</p> <p>(ED): Plastic straws are not permitted under any circumstances (including licensed concepts)</p> <p>During encounter observe if:</p> <ul style="list-style-type: none"><li>• Straws are provided without request from guest or associate</li><li>• Plastic straws are in use</li></ul> <p>Mark No if any straw is provided automatically</p> <p>CABGEN003</p>
Links	<a href="#"> OPS-FNB-152</a>

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

Rate Emotional Engagement with your entire stay			
ID	Touchpoint	Category	Point Values
CABSG201	Service General	Touchpoint Service	0
External Notes	<p><b>Rate Emotional Engagement with your entire stay</b></p> <p>Mark N/A if interaction not completed</p> <p>After your entire stay, rate your overall experience:</p> <ul style="list-style-type: none"><li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul> <p>CABSG201</p>		

Children's Menu			
ID	Touchpoint	Category	Point Values
BOH2409	Service General	F&B Product	4
External Notes	<p><b>Children's Menu</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Hotel has a no child policy</li><li>• Hotel restriction/minimum age is above 12 years old</li></ul> <p><b>ALL REGIONS</b></p> <p>Menu for children must be available and minimally include:</p> <ul style="list-style-type: none"><li>• Breakfast: (3) Menu items<ul style="list-style-type: none"><li>◦ If breakfast buffet offered, it is acceptable to not list additional menu items</li></ul></li><li>• Lunch &amp; Dinner:<ul style="list-style-type: none"><li>◦ (6) Main courses<ul style="list-style-type: none"><li>▪ Including (2) Healthy options</li></ul></li><li>◦ (2) Desserts</li></ul></li><li>• Poolside/Beach dining:<ul style="list-style-type: none"><li>◦ (6) Main courses<ul style="list-style-type: none"><li>▪ Including (2) Healthy options</li></ul></li><li>◦ (2) Desserts</li></ul></li></ul> <p>(Lodges &amp; Tented Camps): It is acceptable to provide less than the minimums listed above as long as any children's menu is available</p> <p><b>AP</b></p> <p>Pricing for children must minimally include:</p> <ul style="list-style-type: none"><li>• Children 3 years and younger must eat for free for hotel guests</li></ul>		

	<ul style="list-style-type: none"> <li>Children between the ages of 3 and 12 receive 50% off standard menu pricing</li> </ul> <p><b>Review</b> menu for each meal period and each outlet that allow children</p> <p>BOH2409</p>
Links	<a href="#">OPS-FNB-066</a>

### The associate used proper elevator etiquette

ID	Touchpoint	Category	Point Values
CAB5GEN009	Service General	Touchpoint Service	2
External Notes	<p><b>The associate used proper elevator etiquette</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Hotel does not have an elevator or elevator not used</li> <li>No associates encountered while in elevator</li> </ul> <p>Elevator Etiquette:</p> <ul style="list-style-type: none"> <li>Hold door for guest(s)</li> <li>Allow the guest to enter/exit the elevator first</li> <li>Bell staff using carts will yield to guests (use service elevator when appropriate)</li> </ul> <p>CAB5GEN009</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Associate is the Destination Authority

ID	Touchpoint	Category	Point Values
SG2403	Service General	Touchpoint Service	16
External Notes	<p><b>Associate is the Destination Authority</b></p> <p>Associate <b>must</b> be <b>The Destination Authority</b>, embodying: I am an expert on our hotel and destination, and I create unforgettable experiences for our guests</p> <p>Associate must be familiar with the Hidden Gems and other local information that embodies The Destination Authority.</p> <p>Associate, as the Destination Authority should exhibit these qualities during interaction:</p> <ul style="list-style-type: none"> <li>Acute attention to detail</li> <li>Meaningful connections to my destination (e.g., story of: the destination, the hotel, local recommended events)</li> <li>A sense of culture and luxury through my actions and thoughts</li> </ul> <p><b>Interact</b> with Associate and <b>Mark No</b> if the associate is not the Destination Authority or provides no information and directs you to the Concierge team for assistance</p> <p>SG2403</p>		

Links	<a href="#">OPS-FRO-283</a>		
Housekeeping carts are well-maintained and tidy when visible to guests			
ID CAB5SG001	Touchpoint Service General	Category Touchpoint Service	Point Values 4
External Notes	<p>Housekeeping carts are well-maintained and tidy when visible to guests</p> <p>Mark N/A if housekeeping carts were not visible</p> <p>Housekeeping carts, during all periods of the day (e.g., day service, turndown) must be:</p> <ul style="list-style-type: none"><li>• Clean</li><li>• Well maintained</li><li>• Organized</li><li>• Not overstocked</li><li>• No personal items visible (e.g., sweater, personal beverage)</li></ul> <p><b>Observe</b> all housekeeping carts you encounter during your stay and</p> <p>CAB5SG001</p>		
Links	<a href="#">OPS-HKP-088D</a>		
Attendant provides escort when directions requested			
ID CAB5GEN008	Touchpoint Service General	Category Touchpoint Service	Point Values 4
External Notes	<p>Attendant provides escort when directions requested</p> <p>Mark N/A if directions not requested</p> <p>Attendant must minimally:</p> <ul style="list-style-type: none"><li>• Provide clear directions</li><li>• Escort guests within the hotel when directions are requested</li></ul> <p>CAB5GEN008</p>		
Links	<a href="#">OPS-FRO-175</a>		
No Guest Satisfaction Survey Solicitation Policy Compliance			
ID CABGEN001	Touchpoint Service General	Category MI Initiatives	Point Values 16
External Notes	<p>No Guest Satisfaction Survey Solicitation Policy Compliance</p> <p>Any <b>references to Guest Satisfaction Survey (GSS) scoring is prohibited</b> on all documentation and collateral in guest view to include but not limited to the following examples:</p> <ul style="list-style-type: none"><li>• GM or Staff Welcome Notes</li></ul>		



	<ul style="list-style-type: none"><li>• Letters, etc.</li><li>• Front Desk Signage</li><li>• Associate Attire (E.g., pins, buttons, shirts, nametags)</li><li>• Asking the guest to rate the hotel a particular score (i.e., "rate us a 10")</li><li>• Displaying GSS scoring criteria</li><li>• Associating GSS scoring with an award status or incentive</li><li>• Explaining to the guest that they will receive a future survey and "should consider rating us a 9 or 10"</li><li>• Any references of GSS incentives to guests is prohibited, including Marriott Bonvoy Points</li></ul> <p>Mark YES if there are no observations of references to GSS scoring during the Brand Standards Audit</p> <ul style="list-style-type: none"><li>• <b>A YES answer choice will result in no impact to overall score (0 points earned out of 0 points possible)</b></li></ul> <p>Mark NO if any observations of references to GSS scoring are found during the Brand Standards Audit and attach photo(s)</p> <ul style="list-style-type: none"><li>• <b>A NO answer choice will result in a loss of 16 points (0 points earned out of 16 points possible)</b></li></ul>
Links	<a href="#">OPS-GQA-003</a>

Proactive Additional Assistance Offered			
ID	Touchpoint	Category	Point Values
CABGR010	Service General	Core Service	4
External Notes	<p><b>Proactive Additional Assistance Offered</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Guest Request or Service Recovery interaction did not occur</li><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li></ul> <p>Associates must <b>proactively offer additional assistance</b> to guests, examples include:</p> <ul style="list-style-type: none"><li>• May I assist you with anything else?</li><li>• Is there anything else I may do to ensure you have a pleasant stay?</li><li>• Is there anything else I can get for you to help enjoy your meal?</li><li>• Please let me know if there is anything else I can assist with.</li></ul> <p>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</p>		
Links	<a href="#">OPS-FRO-175B</a>		

## Concierge

First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABLC9901	Concierge	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		

Concierge service is provided promptly			
ID	Touchpoint	Category	Point Values
CAB5LC004-t	Concierge	Touchpoint Service	4
External Notes	<b>Concierge service is provided promptly</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li></ul> Concierge <b>must greet</b> guest and offer assistance within <b>5</b> minutes of arrival to the area <ul style="list-style-type: none"><li>• It is acceptable for others to provide assistance if the concierge is occupied by another guest or has a queue</li></ul> Concierge <b>must call</b> guest back within <b>15</b> minutes if contacted by guest by phone and immediate assistance is not possible  <b>Concierge services</b> must be available to guests <b>24 hours per day, 7 days per week</b> , regardless of Lobby Concierge Desk hours <ul style="list-style-type: none"><li>• It is acceptable for those other than the Lobby Concierge to handle requests after Lobby Concierge Desk is closed</li><li>• It is acceptable for the Lobby Concierge telephone to be forwarded to another department to handle requests</li><li>• The department handling after hours requests, whether in person or by phone, must assist the guest<ul style="list-style-type: none"><li>○ It is not acceptable for the others to take a message rather than assist the guest</li></ul></li></ul>		

CAB5LC004-t

Links	<a href="#">OPS-FRO-290G</a>		
Lobby Concierge is responsive and knowledgeable			
ID CAB5LC002-k	Touchpoint Concierge	Category Touchpoint Service	Point Values 4
External Notes	<p><b>Lobby Concierge is responsive and knowledgeable</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>Area/service not selected for evaluation</li></ul> <p>Lobby Concierge <b>must</b>:</p> <ul style="list-style-type: none"><li><b>Be knowledgeable</b> of hotel/local area (e.g., shopping, entertainment)</li><li><b>Suggest</b> must do or must see items<ul style="list-style-type: none"><li>Recommendations should be customized to meet the needs of the guest (e.g., business traveler looking for weekend stayover activities)</li></ul></li><li><b>Recommend</b> restaurants to guests when asked</li></ul> <p>Mark No if any of the above criteria is not met</p> <p>CAB5LC002-k</p>		
Links	<a href="#">OPS-FRO-290G</a>		
Lobby Concierge is the Destination Authority			
ID LC2401	Touchpoint Concierge	Category Touchpoint Service	Point Values 16
External Notes	<p><b>Lobby Concierge is the Destination Authority</b></p> <p>Lobby Concierge <b>must</b> be <b>The Destination Authority</b>, embodying: I am an expert on our hotel and destination, and I create unforgettable experiences for our guests</p> <p>The Lobby concierge as the Destination Authority should exhibit these qualities during interaction:</p> <ul style="list-style-type: none"><li>Acute attention to detail</li><li>Meaningful connections to my destination (e.g., story of: the destination, the hotel, local recommended events)</li><li>A sense of culture and luxury through my actions and thoughts</li></ul> <p><b>Mark No</b> if any of the above criteria is not met</p> <p>LC2401</p>		
Links	<a href="#">OPS-FRO-175</a>		
Concierge provides reservation services			
ID CAB5LC013	Touchpoint Concierge	Category Touchpoint Service	Point Values 4

<b>External Notes</b>	<p><b>Concierge provides reservation services</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> </ul> <p>Concierge <b>must</b>:</p> <ul style="list-style-type: none"> <li><b>Offer to make reservations/book tickets</b> for suggested venues (e.g., restaurants, local attractions), if applicable</li> <li><b>Make reservation</b> if service is accepted by the guest</li> <li><b>Offer to provide directions/transportation options</b> to the venue</li> </ul> <p>Mark No if you any of the above criteria is not met</p> <p style="text-align: right;">CAB5LC013</p>
<b>Links</b>	<a href="#">OPS-FRO-290G</a>

## Confirmation

ID	Touchpoint	Category	Point Values
CAB5LC003	Concierge	Touchpoint Service	4
<b>External Notes</b>	<p><b>Confirmation</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> <li>A reservation was not made</li> </ul> <p>Employee must:</p> <ul style="list-style-type: none"> <li>Offer to provide a confirmation for every reservation</li> <li>Ask what method of confirmation the guest would prefer <ul style="list-style-type: none"> <li>To wait for the confirmation to be printed, OR</li> <li>To receive an email/text confirmation of the arrangements, OR</li> <li>To offer to deliver confirmation to Guestroom</li> </ul> </li> </ul> <p>Confirmation must be:</p> <ul style="list-style-type: none"> <li>Computer-generated or typed (if not digital)</li> <li>Professional in appearance (no photocopies)</li> <li>Correct in all details, including dates and times</li> <li>Language used must be in Brand Voice</li> <li>Headed with appropriate greetings, which are used in all written communications: <ul style="list-style-type: none"> <li>Correct titles for same sex relationships or marriages</li> <li>Proper spelling of names and titles, (e.g., including the use of lower case versus upper case letters, hyphens, spacing)</li> </ul> </li> </ul> <p style="text-align: right;">CAB5LC003</p>		
<b>Links</b>	<a href="#">OPS-FRO-290G</a>		

## Concierge owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5LC005-r	Concierge	Touchpoint Service	16

<b>External Notes</b>	<p><b>Concierge owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• No problem or concern was encountered</li> </ul> <p>Concierge <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem within 10 minutes and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> <p style="text-align: right;">CAB5LC005-r</p>
<b>Links</b>	<a href="#">OPS-FRO-175J</a>

### Concierge uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5LC009-a	Concierge	Touchpoint Service	4
<b>External Notes</b>	<p><b>Concierge uses appropriate verbiage and shows genuine care and interest</b></p> <p>Beyond the delivery of universal service elements of good posture, smile, eye contact, and attentive listening maintained throughout the interaction Concierge <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>◦ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li>• <b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p style="text-align: right;">CAB5LC009-a</p>		
<b>Links</b>	<a href="#">HR-205</a>		

### Concierge does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5LC016	Concierge	Touchpoint Service	2
<b>External Notes</b>	<p><b>Concierge does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• No request is made above and beyond normal services offered</li> <li>• Concierge meets request</li> </ul> <p>If guest makes a special request Concierge <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Not just say "No" but use a polite denial, e.g., "I am afraid that we are unable to do that at this time"</li> </ul>		

	<ul style="list-style-type: none"> <li>Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5LC016</p>
Links	<a href="#">HR-205</a>

### Concierge delivered personalized service during interaction

ID	Touchpoint	Category	Point Values
CAB5LC7020	Concierge	Touchpoint Service	4
External Notes	<p><b>Concierge delivered personalized service during interaction</b></p> <p>Mark N/A if opportunity for delivery of personalized service during interaction not available</p> <p>Concierge must deliver personalized service during interaction, using something the associate learned about the guest</p> <p>Mark No if personalized service not delivered during interaction</p> <p style="text-align: right;">CAB5LC7020</p>		
Links	<a href="#">HR-205</a>		

### Concierge thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5LC7030	Concierge	Touchpoint Service	4
External Notes	<p><b>Concierge thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Concierge <b>must be</b>:</p> <ul style="list-style-type: none"> <li>Thoughtful</li> <li>Intuitive</li> <li>Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>Sending additional information to the Guestroom on an attraction that the guest asked about</li> <li>Arranging to get a CD of a performance that the guest is attending and sending it to the room before the guest returns</li> <li>Researching where a guest can buy a local product that a guest said that they loved (e.g., a piece of artwork)</li> </ul> <p>It is acceptable if Concierge does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5LC7030</p>		

Links	<a href="#">OPS-FRO-175B</a>		
Concierge provides a professional persona			
ID CAB5LC7040	Touchpoint Concierge	Category Touchpoint Service	Point Values 4
External Notes	<b>Concierge provides a professional persona</b>  Concierge <b>must</b> : <ul style="list-style-type: none"><li>Only engage in <b>work-related</b> conversation with other associates when guests present<ul style="list-style-type: none"><li>Includes cell phone and radio conversations</li><li>Earpiece must be used for all radio conversations</li></ul></li><li>Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li></ul> Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met  CAB5LC7040		
Links	<a href="#">HR-205</a>		
Guest name used during the experience, when known			
ID CABLC9902	Touchpoint Concierge	Category Core Service	Point Values 4
External Notes	<b>Guest name used during the experience, when known</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>Guest name not known</li><li>Area not staffed during evaluation</li><li>Facility not present or not available for guest use</li></ul> The associate must <b>use the guest's name</b> , when known		
Links	<a href="#">OPS-FRO-175B</a>		
Proactive Additional Assistance Offered			
ID CABLC001	Touchpoint Concierge	Category Core Service	Point Values 4
External Notes	<b>Proactive Additional Assistance Offered</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>Area not staffed during evaluation</li><li>Facility not present or not available for guest use</li></ul> Associates must <b>proactively offer additional assistance</b> to guests, examples include: <ul style="list-style-type: none"><li>May I assist you with anything else?</li></ul>		

	<ul style="list-style-type: none"> <li>• Is there anything else I may do to ensure you have a pleasant stay?</li> <li>• Is there anything else I can get for you to help enjoy your meal?</li> <li>• Please let me know if there is anything else I can assist with.</li> </ul> <p>A minimum of (1) associate must make a proactive offer of additional assistance during the concierge interaction</p>
Links	<a href="#">OPS-FRO-175B</a>

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABLC9906	Concierge	Core Service	4
External Notes	<p><b>Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>○ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>○ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul>		

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

ID	Touchpoint	Category	Point Values
CABLC9907	Concierge	Core Service	0
Links	<a href="#">OPS-FRO-175B</a>		

### Rate Emotional Engagement with interaction

ID	Touchpoint	Category	Point Values
CABLC201	Concierge	Touchpoint Service	0
External Notes	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if interaction not completed</p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"> <li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> <p>Scoring Methodology:</p>		



	<ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul> <div>CABLC201</div>
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## Service Recovery

Telephone Greeting			
ID	Touchpoint	Category	Point Values
CABSRC9912	Service Recovery	Touchpoint Service	4
External Notes	<b>Telephone Greeting</b> Mark N/A if any of the following: <ul style="list-style-type: none"><li>Service Recovery interaction did not take place</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>Answer within 3 rings</li><li>Provide a warm greeting with a smile in their voice</li><li>Speak in an efficient, yet unhurried manner</li><li>Ask first to be placed on hold, if applicable</li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		
Operator reacts as appropriate and sets expectation for resolution			
ID	Touchpoint	Category	Point Values
CAB5SRC002	Service Recovery	Touchpoint Service	4
External Notes	<b>Operator reacts as appropriate and sets expectation for resolution</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>Service or area is not evaluated</li></ul> Operator <b>must</b> : <ul style="list-style-type: none"><li>Question effectively to uncover the guest's need (e.g., repair in room, towel delivery)</li><li>Offer apology if guest is calling due to a defect</li><li><b>Provide time quote</b> for response<ul style="list-style-type: none"><li>It is acceptable if quote is non-specific (e.g., "Immediately", "They will be right up")</li></ul></li></ul> Mark No if you experience or observe any of the above criteria not met <div>CAB5SRC002</div>		
Links	<a href="#">OPS-FRO-175J</a>		
Operator is knowledgeable and confident			
ID	Touchpoint	Category	Point Values
CAB5SRC001	Service Recovery	Touchpoint Service	2
External Notes	<b>Operator is knowledgeable and confident</b>		

	<p>Mark N/A if interaction did not allow question</p> <p>Operator is knowledgeable and confident in interaction</p> <p><b>Ask</b> a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer</p> <p style="text-align: right;">CAB5SRC001</p>
Links	<a href="#">OPS-FRO-175</a>

### Telephone - Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABSRC9902	Service Recovery	Core Service	4
External Notes	<p><b>Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Guest name not known</li> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Telephone - Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABSRC9906	Service Recovery	Core Service	4
External Notes	<p><b>Telephone - Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Service Recovery interaction did not take place</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>◦ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>◦ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"</li> </ul> </li> </ul> <p style="text-align: right;">CABSRC9906</p>		
Links	<a href="#">OPS-FRO-175</a>		

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

ID	Touchpoint	Category	Point Values
CABSRC9907	Service Recovery	Core Service	0
Links	<a href="#">OPS-FRO-175B</a>		

### First Impression - Service Behaviors

ID	Touchpoint	Category	Point Values
CABSRC9901	Service Recovery	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Service Recovery interaction did not take place</li> <li>Individual previously encountered during consecutive interactions</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li><b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li><b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>Provide a warm greeting/welcome</li> </ul> </li> <li><b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li><b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		

### Timely response and service provided

ID	Touchpoint	Category	Point Values
CAB5GR003	Service Recovery	Touchpoint Service	4
External Notes	<b>Timely response and service provided</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Service or area is not evaluated</li> <li>Not present during service response</li> </ul> Associate <b>must</b> minimally: <ul style="list-style-type: none"> <li><b>Rectify</b> problem within <b>10 minutes</b> after arriving or provide time estimate for resolution if applicable</li> </ul> <div style="text-align: right;">CAB5GR003</div>		

### Guest's requests and opportunities are owned and resolved immediately

ID	Touchpoint	Category	Point Values
CAB5RS004	Service Recovery	Touchpoint Service	16
External Notes	Guest's requests and opportunities are owned and resolved immediately		

	<p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Service or area is not evaluated</li> <li>• Not present during service</li> <li>• Call was not a problem resolution</li> </ul> <p>Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem within 10 minutes and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> <p>Mark No if any of the above criteria is not met</p> <p style="text-align: right;">CAB5RS004</p>
Links	<a href="#">OPS-FRO-175J</a>

### Service Recovery Resolution

ID	Touchpoint	Category	Point Values
CAB5RAP015	Service Recovery	Touchpoint Service	4
External Notes	<p><b>Service Recovery Resolution</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Service Recovery interaction did not take place</li> </ul> <p>Associate <b>must minimally</b>:</p> <ul style="list-style-type: none"> <li>• <b>Request</b> permission to <b>enter the room</b>, if applicable</li> <li>• If the call was for a defect/problem, <b>rectify</b> problem (e.g., repair plumbing issue, bring batteries for remote control)</li> </ul>		
Links	<a href="#">OPS-FRO-175J</a>		

### Appropriate verbiage used and genuine care and interest shown

ID	Touchpoint	Category	Point Values
CAB5RAP011-a	Service Recovery	Touchpoint Service	4
External Notes	<p><b>Appropriate verbiage used and genuine care and interest shown</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Service or area is not evaluated</li> <li>• Not present during service</li> </ul> <p>Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>○ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>• <b>Engage in warm conversation</b> to show genuine concern and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Does not engage in warm conversation</li> <li>• Inappropriate verbiage or jargon used</li> </ul> <p style="text-align: right;">CAB5RAP011-a</p>
Links	<a href="#">HR-205</a>

### Request is not declined without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5RAP014	Service Recovery	Touchpoint Service	4
External Notes	<p><b>Request is not declined without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• No request is made above and beyond normal services offered</li> <li>• Request met</li> </ul> <p>If guest makes a special request:</p> <ul style="list-style-type: none"> <li>• Not just say “No” but use a polite denial, e.g., “I am afraid that we are unable to do that at this time”</li> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5RAP014</p>		
Links	<a href="#">HR-205</a>		

### Personalized service delivered during interaction

ID	Touchpoint	Category	Point Values
CAB5RAP7020	Service Recovery	Touchpoint Service	4
External Notes	<p><b>Personalized service delivered during interaction</b></p> <p>Mark N/A if opportunity for delivery of personalized service during interaction not available</p> <p>Personalized service must be delivered during interaction, using something the associate learned about the guest</p> <p>Mark No if personalized service not delivered during interaction</p> <p style="text-align: right;">CAB5RAP7020</p>		
Links	<a href="#">HR-205</a>		

### Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5RAP7030	Service Recovery	Touchpoint Service	4
<b>External Notes</b>	<p><b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Opportunity for anticipatory service did not exist in encounter</li> </ul> <p>Service <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Offering to remove used plates and utensils when leaving the room</li> <li>• Offering to take down laundry if guest is filling the laundry bag</li> <li>• Offering to have more towels delivered if current towels were used to mop up a plumbing emergency</li> </ul> <p>It is acceptable if service is not anticipated for the "set-up" need or provides any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p style="text-align: right;">CAB5RAP7030</p>		
<b>Links</b>	<a href="#">OPS-FRO-175B</a>		

### Associate provides a professional persona

ID	Touchpoint	Category	Point Values
CAB5RAP7040	Service Recovery	Touchpoint Service	4
<b>External Notes</b>	<p><b>Associate provides a professional persona</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Service Recovery interaction did not take place</li> </ul> <p>Associate <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p style="text-align: right;">CAB5RAP7040</p>		
<b>Links</b>	<a href="#">HR-205</a>		

### Follow up call was received

ID	Touchpoint	Category	Point Values
CAB5GR004	Service Recovery	Touchpoint Service	2

<b>External Notes</b>	<p><b>Follow up call was received</b></p> <p>Mark N/A if service or area is not evaluated</p> <p>Hotel <b>must place a follow up call</b> within 30 minutes of problem resolution</p> <ul style="list-style-type: none"> <li>It is not acceptable if calls are made after 9 pm</li> <li>It is not acceptable if calls are made before 8 am</li> </ul> <p style="text-align: right;">CAB5GR004</p>
<b>Links</b>	<a href="#">OPS-FRO-175B</a>

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABSRCD9906	Service Recovery	Core Service	4
<b>External Notes</b>	<p><b>Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Service Recovery interaction did not take place</li> <li>Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li><b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li><b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul> <p style="text-align: right;">CABSRCD9906</p>		
<b>Links</b>	<a href="#">OPS-FRO-175</a>		

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

ID	Touchpoint	Category	Point Values
CABSRCD9907	Service Recovery	Core Service	0
<b>Links</b>	<a href="#">OPS-FRO-175B</a>		

### Rate Emotional Engagement with interaction

ID	Touchpoint	Category	Point Values
CABSRC201	Service Recovery	Touchpoint Service	0
<b>External Notes</b>	Rate Emotional Engagement with interaction		



	<p>Mark N/A if interaction not completed</p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"><li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul> <p>CABRAP201</p>
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## Housekeeping – Turndown Service

Turndown service is provided on time			
ID	Touchpoint	Category	Point Values
TD2405	Housekeeping – Turndown Service	Touchpoint Service	4
External Notes	<p><b>Turndown service is provided on time</b></p> <p>Turndown service <b>must</b> be provided:</p> <ul style="list-style-type: none"><li>• By 9:30 pm if no request is made</li></ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"><li>• No turndown service is provided</li><li>• Room is not turned down by the required time</li></ul> <p>TD2405</p>		
Links	<a href="#">OPS-HKP-088F</a>		

Guestroom is set to an evening ambiance			
ID	Touchpoint	Category	Point Values
CAB5TD007	Housekeeping – Turndown Service	Brand - Culture	4
External Notes	<p><b>Guestroom is set to an evening ambiance</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• (W Hotels): Property is an urban location and guest is not Marriott Bonvoy Elite, VIP or suite guest</li></ul> <p>Evening ambiance <b>must</b> include:</p> <ul style="list-style-type: none"><li>• <b>Curtains</b>, shutters or equivalent are closed<ul style="list-style-type: none"><li>◦ It is acceptable in a city hotel that provides an exceptional view to leave blinds/curtains open</li></ul></li><li>• <b>Light</b> - minimum of bedside lamp or entry light left on<ul style="list-style-type: none"><li>◦ For hotels that have key systems that automatically turn off lights, the lighting should be set so that the ambiance is crated once the guest places or swipes their key</li></ul></li></ul>		
Links	<a href="#">OPS-HKP-088F</a>		

Guestroom living area receives second service			
ID	Touchpoint	Category	Point Values
TD2407	Housekeeping – Turndown Service	Touchpoint Service	2
External Notes	<p><b>Guestroom living area receives second service</b></p>		

	<p>Guestroom second service <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• In-Room Dining articles removed, if applicable</li> <li>• Floor and carpets free from debris and vacuumed, if necessary</li> <li>• Trash cans emptied and clean</li> <li>• Glassware replenished, if used</li> <li>• Collateral, notepads, pens, etc. neatly straightened <ul style="list-style-type: none"> <li>◦ It is acceptable if item(s) not replenished</li> </ul> </li> </ul> <p>Mark No if any of the above criteria is not met</p> <p style="text-align: right;">TD2407</p>
Links	<a href="#">OPS-HKP-088F</a>

### Guest belongings have been straightened

ID	Touchpoint	Category	Point Values
TD2404	Housekeeping – Turndown Service	Touchpoint Service	2
External Notes	<p><b>Guest belongings have been straightened</b></p> <p>Guest belongings <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Shoes</b> are neatly paired and straightened</li> <li>• Guest <b>clothing</b> left on floor or furnishings is neatly folded and left within immediate guest view</li> <li>• Guest <b>jackets</b> or coats are hung on valet stand or neatly arranged</li> <li>• <b>Newspapers</b> are neatly arranged</li> <li>• Personal <b>toiletries</b> left out on counter are neatly <b>straightened</b> <ul style="list-style-type: none"> <li>◦ Placed on a washcloth or linen towel</li> </ul> </li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Personal belongings have not been straightened</li> <li>• No turndown service is provided</li> </ul> <p style="text-align: right;">TD2404</p>		
Links	<a href="#">OPS-HKP-088F</a>		

### Bed Turndown

ID	Touchpoint	Category	Point Values
TD2406	Housekeeping – Turndown Service	Touchpoint Service	4
External Notes	<p><b>Bed Turndown</b></p> <p>Bed turndown <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• If bed has been used, the duvet is smoothed <ul style="list-style-type: none"> <li>◦ It is acceptable if bed linens are turned back or signature Z-fold is used</li> </ul> </li> <li>• Decorative pillow(s) and throw/decorative scarf are removed and stowed (never on the floor)</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Bed turndown does not meet required standard</li> <li>• No turndown service is provided</li> </ul>		

	TD2406		
Links	<a href="#">OPS-HKP-088F</a>		
Bottled water is placed by bedside			
ID TD2409	Touchpoint Housekeeping – Turndown Service	Category Touchpoint Service	Point Values 2
External Notes	<p><b>Bottled water is placed by bedside</b></p> <p>Bottled water <b>must</b> minimally be:</p> <ul style="list-style-type: none"><li>• (2) Bottles<ul style="list-style-type: none"><li>◦ Turndown water is in addition to any water provided for coffee set-up</li></ul></li><li>• Placed on each side of the bed</li></ul> <p>It is acceptable in a single occupancy room to place the (2) waters just on the side of the bed that the guest is using</p> <p>TD2409</p>		
Links	<a href="#">OPS-HKP-088F</a>		
Slippers placed by bedside			
ID TD2408	Touchpoint Housekeeping – Turndown Service	Category Touchpoint Service	Point Values 2
External Notes	<p><b>Slippers placed by bedside</b></p> <p>Slippers <b>must</b> minimally be:</p> <ul style="list-style-type: none"><li>• Placed by bed<ul style="list-style-type: none"><li>◦ When bedside mat is used, slippers are place on mat</li></ul></li><li>• If presented in a bag, the bag must be cloth</li><li>• Facing away from bed</li></ul> <p>It is acceptable after the first night to resuse slippers if they remain in good condition after guest's use</p> <p>TD2408</p>		
Links	<a href="#">OPS-HKP-088F</a>		
Bathroom receives second cleaning			
ID CAB5TD008	Touchpoint Housekeeping – Turndown Service	Category Touchpoint Service	Point Values 4

External Notes	<b>Bathroom receives second cleaning</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• (W Hotels): Property is an urban location and guest is not Marriott Bonvoy Elite, VIP or suite guest</li></ul> Bathroom second service <b>must</b> include: <ul style="list-style-type: none"><li>• <b>Countertops</b> - clean and dry</li><li>• <b>Toilet</b> and <b>floor</b> - clean</li><li>• <b>Sink</b> - clean</li><li>• <b>Tub</b> and <b>shower</b> - clean</li></ul>		
Links	<a href="#">OPS-HKP-088F</a>		
<b>Bathroom products are refreshed</b>			
ID TD2403	Touchpoint Housekeeping – Turndown Service	Category Touchpoint Service	Point Values 4
External Notes	<b>Bathroom products are refreshed</b>  Bathroom second service must include: <ul style="list-style-type: none"><li>• Amenities<ul style="list-style-type: none"><li>○ Refreshed if more than 1/2 empty</li><li>○ Neatly arranged</li><li>○ (Mainland China): Replaced when the bath amenity level reaches the replacement line.</li></ul></li><li>• Bathmat - placed on floor in front of tub/shower<ul style="list-style-type: none"><li>○ It is acceptable if mat is placed during day service</li></ul></li><li>• Glasses - replenished, spot free and placed on coaster</li><li>• Paper products - replenished</li><li>• Toilet paper - tipped</li><li>• Towels<ul style="list-style-type: none"><li>○ Replenished to original stock</li><li>○ Used terry handled according to Terry Reuse Program<ul style="list-style-type: none"><li>▪ Left on floor, tub, or vanity – replace</li><li>▪ Hung for reuse – neatly straighten</li></ul></li></ul></li></ul> <div>TD2403</div>		
Links	<a href="#">OPS-HKP-088F</a>  <a href="#">GC</a>		

## Housekeeping - Day Service

Housekeeping service is provided on time			
ID	Touchpoint	Category	Point Values
CAB5HSK2404	Housekeeping - Day Service	Touchpoint Service	16
External Notes	<p><b>Housekeeping service is provided on time</b></p> <p>Housekeeping <b>must</b> be provided:</p> <ul style="list-style-type: none"><li>• By 3:00 p.m. or within 1 hour of guest hanging/activating the 'service room' sign/light</li></ul> <p>Mark No for any of the following:</p> <ul style="list-style-type: none"><li>• Room not cleaned by 3:00 p.m.</li><li>• Room not cleaned within 1 hour of guest service request</li></ul> <p>CAB5HSK2404</p>		
Links	<a href="#">OPS-HKP-088</a>		
Guest belongings have been straightened			
ID	Touchpoint	Category	Point Values
CAB5HSK2405	Housekeeping - Day Service	Touchpoint Service	2
External Notes	<p><b>Guest belongings have been straightened</b></p> <p>Guest belongings <b>must</b> be straightened in the following manner:</p> <ul style="list-style-type: none"><li>• <b>Shoes</b> neatly paired and straightened</li><li>• Guest <b>clothing</b> left on the floor or furnishings are neatly folded and left within immediate guest view</li><li>• <b>Guest jackets or coats hung on valet stand or neatly arranged</b></li><li>• <b>Newspapers/magazines</b> neatly arranged</li><li>• Personal <b>toiletries</b> neatly <b>straightened</b><ul style="list-style-type: none"><li>◦ Placed on a washcloth or linen towel</li></ul></li></ul> <p><b>Review</b> cleaned room and Mark No if personal belongings have not been straightened</p> <p>CAB5HSK2405</p>		
Links	<a href="#">OPS-HKP-088</a>		
Furnishings are straightened			
ID	Touchpoint	Category	Point Values
CAB5HSK004	Housekeeping - Day Service	Touchpoint Service	2

<b>External Notes</b>	<p><b>Furnishings are straightened</b></p> <p>Guestroom <b>furnishings must</b> be returned to their original place or position:</p> <ul style="list-style-type: none"> <li>• Curtains or shutters open</li> <li>• TV armoire closed, if applicable</li> <li>• Phone cords – coiled or hung; not tangled</li> <li>• Ice bucket – empty, dry and clean</li> </ul> <p><b>Review</b> cleaned room and Mark No if furnishings have not been straightened</p> <p style="text-align: right;">CAB5HSK004</p>
<b>Links</b>	<p><a href="#">OPS-HKP-088</a></p>

### Products in the room are replenished and straightened

ID	Touchpoint	Category	Point Values
CAB5HSK030	Housekeeping - Day Service	Touchpoint Service	2
<b>External Notes</b>	<p><b>Products in the room are replenished and straightened</b></p> <p><b>Products must</b> be replaced if missing/used:</p> <ul style="list-style-type: none"> <li>• Laundry bag</li> <li>• Laundry order form</li> <li>• Coffee set up and amenities (e.g., coffee, sweetener) - clean, replenished</li> <li>• Glassware</li> <li>• Stationery and envelopes, if applicable</li> <li>• Notepads/cards and pens</li> <li>• Collateral and brochures</li> <li>• Products must be returned to original position <ul style="list-style-type: none"> <li>○ If <b>guest has obviously arranged items</b> to their liking (e.g., cleared the desk for their computer, moved the magazine to the bedside table to read) items should be <b>straightened</b> in the new location</li> </ul> </li> </ul> <p><b>Review</b> cleaned room and Mark No if <b>2 or more</b> items have not been straightened, replenished or returned</p> <p style="text-align: right;">CAB5HSK030</p>		
<b>Links</b>	<p><a href="#">OPS-HKP-093</a></p>		

### Bedding is properly serviced and is clean and in good condition

ID	Touchpoint	Category	Point Values
CAB5HSK010	Housekeeping - Day Service	Touchpoint Service	4
<b>External Notes</b>	<p><b>Bedding is properly serviced and is clean and in good condition</b></p> <p><b>Evaluate adherence</b> to hotel's linen re-use program</p> <ul style="list-style-type: none"> <li>• To check pillows: <ul style="list-style-type: none"> <li>○ Check outside of all pillow cases</li> </ul> </li> <li>• To check bedding: <ul style="list-style-type: none"> <li>○ Check both sides of bed scarf or bedspread/comforter/duvet, if applicable</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>○ <b>Check</b> top side of decorative top sheet (US/CAN, CALA, EMEA) (when present) (W, LC)</li> <li>○ <b>Fold down</b> each layer to the <b>bottom quarter</b> of the bed and <b>check</b> each layer</li> <li>○ Stop after you have evaluated the bottom/fitted sheet</li> </ul> <p>Mark No if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Linens were replaced outside of hotel's re-use program</li> <li>• Significant cleanliness issues</li> <li>• Condition issues</li> <li>• Excessive wrinkled linens or bedding</li> </ul> <p style="text-align: right;">CAB5HSK010</p>
<b>Links</b>	<a href="#">OPS-HKP-088</a>

### Carpet/floor is clean

ID	Touchpoint	Category	Point Values
CAB5HSK011	Housekeeping - Day Service	Touchpoint Service	4
<b>Links</b>	<a href="#">OPS-HKP-088</a>		

### Balcony/patio furniture is clean and straightened

ID	Touchpoint	Category	Point Values
CAB5HSK012	Housekeeping - Day Service	Touchpoint Service	2
<b>External Notes</b>	<p><b>Balcony/patio furniture is clean and straightened</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Guestroom/suite does not have a balcony/patio</li> </ul> <p><b>Check</b> balcony, ceiling, furniture, lights, patio, railings and walls and Mark No if you find any cleanliness issues</p> <p style="text-align: right;">CAB5HSK012</p>		
<b>Links</b>	<a href="#">OPS-HKP-088</a>		

### Odor is neutral

ID	Touchpoint	Category	Point Values
CAB5HSK005	Housekeeping - Day Service	Touchpoint Service	4
<b>External Notes</b>			
<b>Links</b>	<a href="#">OPS-HKP-088</a>		





Trash cans are emptied			
ID	Touchpoint	Category	Point Values
CAB5HSK018	Housekeeping - Day Service	Touchpoint Service	4
External Notes	<p><b>Trash cans are emptied</b></p> <p>All trash cans <b>must</b> be emptied and cleaned during housekeeping service</p> <p><b>Check all</b> trash cans and Mark No if you find any of the following:</p> <ul style="list-style-type: none"><li>Any trash can not emptied</li><li>Trash/debris left in room</li></ul> <p>CAB5HSK018</p>		
Links	<a href="#">OPS-HKP-088</a>		

Bath amenities/terry replaced/straightened			
ID	Touchpoint	Category	Point Values
CAB5HSK2403	Housekeeping - Day Service	Touchpoint Service	4
External Notes	<p><b>Bath amenities/terry replaced/straightened</b></p> <p>Bath terry and amenity service must minimally include:</p> <ul style="list-style-type: none"><li>Bud vase flowers maintained, if provided</li><li>Guest amenities (e.g., shampoo, soap, lotion):<ul style="list-style-type: none"><li>Refreshed with new set if less than 2/3 full<ul style="list-style-type: none"><li>Reveal on side of bottle should be used to determine how full amenities are, if applicable</li></ul></li><li>Neatly arranged</li><li>It is acceptable if any used amenities are present in addition to the new, refreshed set<ul style="list-style-type: none"><li>It is acceptable if the new amenities are placed elsewhere in the bathroom (i.e. counter) rather than in the bath/shower</li></ul></li></ul></li><li>Hair dryer cord properly coiled and neatly placed or neatly bundled with appropriate cord tie</li><li>Glasses replenished, spot free and placed on coaster</li><li>Towels replaced to original stock<ul style="list-style-type: none"><li>Used terry handled according to Terry Reuse Program<ul style="list-style-type: none"><li>Left on floor, tub, or vanity – replace</li><li>Hung for reuse – neatly straighten</li></ul></li></ul></li><li>Bathroom area rugs fresh and neatly in place</li><li>Robes available for guest</li><li>Bathroom tissue tipped</li></ul> <p>Review cleaned room and Mark No if items have not been straightened</p> <p>CAB5HSK2403</p>		
Links	<a href="#">OPS-HKP-088</a>  <a href="#">OPS-HKP-093</a>		

Vanity, sink, mirrors, cabinets and drawers are clean			
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ID	Touchpoint	Category	Point Values
CAB5HSK007	Housekeeping - Day Service	Touchpoint Service	4
Toilet, tub/shower and shower curtain are clean			
ID	Touchpoint	Category	Point Values
CAB5HSK008	Housekeeping - Day Service	Touchpoint Service	4
External Notes	<p><b>Toilet, tub/shower and shower curtain are clean</b></p> <p><b>Rub</b> your hand:</p> <ul style="list-style-type: none"><li>• On the bathtub bottom to <b>check</b> for dirt build-up</li><li>• On and under the soap dishes to <b>check</b> for soap residue</li><li>• On the shower walls/surround to <b>check</b> for soap residue</li></ul> <p><b>Rub</b> the inside of the shower curtain and/or liner together to <b>check</b> for buildup</p> <p><b>Check</b> both sides of liner and curtain and pay particular attention to the bottom seam</p> <p><b>Check</b> bathtub, bidet, caps, caulking, grout, hinges, hooks, lid, liner, seat, shower curtain, shower doors, shower walls/surround, soap dishes, tank and toilet and Mark No if you find any cleanliness issues</p> <p>CAB5HSK008</p>		
Links	<a href="#">OPS-HKP-088</a>		
Bathroom floor is clean			
ID	Touchpoint	Category	Point Values
CAB5HSK009	Housekeeping - Day Service	Touchpoint Service	4
Links	<a href="#">OPS-HKP-088</a>		
First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABHSK9901	Housekeeping - Day Service	Core Service	8
External Notes	<p><b>First Impression - Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		

Links	<a href="#"> OPS-FRO-175B</a>		
First Impression - Service Behaviors			
ID CABHSK9901a	Touchpoint Housekeeping - Day Service	Category Core Service	Point Values 8
External Notes	<p><b>First Impression - Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		
Links	<a href="#"> OPS-FRO-175B</a>		

## Fitness Center

First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABFC9901	Fitness Center	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		
Attendant is knowledgeable and confident			
ID	Touchpoint	Category	Point Values
CAB5FC7010	Fitness Center	Touchpoint Service	2
External Notes	<b>Attendant is knowledgeable and confident</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Interaction did not allow question</li><li>• Attendant not encountered</li><li>• Fitness center not staffed (JW)</li></ul> Attendant is knowledgeable and confident in interaction  <b>Ask</b> attendant a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer  CAB5FC7010		
Links	<a href="#">OPS-FRO-175</a>		
Attendant owns and resolves guest's requests and opportunities immediately			
ID	Touchpoint	Category	Point Values
CAB5FC004-r	Fitness Center	Touchpoint Service	4

<b>External Notes</b>	<p><b>Attendant owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area not present at hotel</li> <li>• Hotel does not have a Fitness Center (LC, W)</li> <li>• No problem or concern was encountered</li> <li>• Attendant not encountered</li> </ul> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem within 10 minutes and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> <p style="text-align: right;">CAB5FC004-r</p>
<b>Links</b>	<a href="#">OPS-FRO-175J</a>

### Attendant uses appropriate verbiage and shows genuine care and interest

ID CAB5FC003	Touchpoint Fitness Center	Category Touchpoint Service	Point Values 4
<b>External Notes</b>	<p><b>Attendant uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area not present at hotel</li> <li>• Hotel does not have a Fitness Center</li> <li>• Attendant not encountered</li> </ul> <p>Beyond the delivery of universal service elements of good posture, smile, eye contact, and attentive listening maintained throughout the interaction Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>○ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li>• <b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p style="text-align: right;">CAB5FC003</p>		
<b>Links</b>	<a href="#">HR-205</a>		

### Attendant does not decline a request without offering alternatives

ID CAB5FC017	Touchpoint Fitness Center	Category Touchpoint Service	Point Values 2
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<b>External Notes</b>	<p><b>Attendant does not decline a request without offering alternatives</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• No request is made above and beyond normal services offered</li> <li>• Area not present at hotel</li> <li>• Attendant meets request</li> <li>• Attendant not encountered</li> </ul> <p>If guest makes a special request, attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Not just say "No" but use a polite denial, e.g., "I am afraid that we are unable to do that at this time"</li> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p>
<b>Links</b>	<a href="#">HR-205</a>

<b>Personalized service delivered during interaction</b>			
<b>ID</b>	<b>Touchpoint</b>	<b>Category</b>	<b>Point Values</b>
CAB5FC7020	Fitness Center	Touchpoint Service	4
<b>External Notes</b>	<p><b>Personalized service delivered during interaction</b></p> <p>Mark N/A if you find:</p> <ul style="list-style-type: none"> <li>• Opportunity for delivery of personalized service during interaction not available</li> <li>• Attendant not encountered</li> </ul> <p>Attendant must deliver personalized service during interaction, using something the associate learned about the guest</p> <p style="text-align: right;">CAB5FC7020</p>		
<b>Links</b>	<a href="#">HR-205</a>		

<b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b>			
<b>ID</b>	<b>Touchpoint</b>	<b>Category</b>	<b>Point Values</b>
CAB5FC7030	Fitness Center	Touchpoint Service	4
<b>External Notes</b>	<p><b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Mark N/A if Attendant not encountered</p> <p>Attendant <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p>		

	<ul style="list-style-type: none"> <li>• Offering to get a different type of fruit if the guest doesn't like the ones provided</li> <li>• Offering to book an upcoming exercise class for the guest</li> <li>• Offering to lower the temperature in the fitness center if the guest seems overheated</li> </ul> <p>It is acceptable if Attendant does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5FC7030</p>
Links	<a href="#">OPS-FRO-175B</a>

### Attendant provides a professional persona

ID	Touchpoint	Category	Point Values
CAB5FC004	Fitness Center	Touchpoint Service	4
External Notes	<p><b>Attendant provides a professional persona</b></p> <p>Mark N/A if Attendant not encountered</p> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the criteria not met</p> <p style="text-align: right;">CAB5FC004</p>		
Links	<a href="#">HR-205</a>		

### Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABFC9902	Fitness Center	Core Service	4
External Notes	<p><b>Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Guest name not known</li> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABFC9906	Fitness Center	Core Service	4
<b>External Notes</b>	<b>Closing Guest Interaction – Service Behaviors</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Facility not present</li> <li>Area is under complete renovation and not available for guest use</li> <li>Individual previously encountered during consecutive interactions</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li><b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li><b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul>		
<b>Links</b>	<a href="#">OPS-FRO-175B</a>		

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

ID	Touchpoint	Category	Point Values
CABFC9907	Fitness Center	Core Service	0
<b>Links</b>	<a href="#">OPS-FRO-175B</a>		

**Rate Emotional Engagement with interaction**

ID	Touchpoint	Category	Point Values
CABFC201	Fitness Center	Touchpoint Service	0
<b>External Notes</b>	<b>Rate Emotional Engagement with interaction</b> Mark N/A if you find: <ul style="list-style-type: none"> <li>Interaction not completed</li> <li>(JW) Fitness center not staffed</li> <li>(LC) Attendant not encountered</li> </ul> After your experience, rate your interaction: <ul style="list-style-type: none"> <li><b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li><b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li><b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> Scoring Methodology: <ul style="list-style-type: none"> <li>Positive – 2 of 0 points</li> <li>Neutral – 0 of 0 points</li> <li>Negative – -2 of 0 points</li> </ul>		

CABFC201



Fitness Equipment Vendor			
ID	Touchpoint	Category	Point Values
CABFC002	Fitness Center	MI Initiatives	4
External Notes	<p><b>Fitness Equipment Vendor</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Facility is leased and not operated by hotel</li> <li>• Facility is outside/adjacent to hotel</li> </ul> <p>Fitness center cardio and strength equipment must be:</p> <ul style="list-style-type: none"> <li>• From the following approved manufacturers: <ul style="list-style-type: none"> <li>○ Life Fitness</li> <li>○ Matrix Fitness</li> <li>○ Technogym</li> <li>○ Peloton Commercial (Bike only)</li> </ul> </li> <li>• Consistent manufacturer for that type of equipment (e.g., cardio) <ul style="list-style-type: none"> <li>○ Having Peloton Bikes would not be considered mixing cardio equipment</li> </ul> </li> <li>• For brands requiring specific manufacturers from the above, those manufacturers must only be in place</li> <li>• Each equipment manufacturer must have one of the corresponding dumb bell or accessories brands, when dumb bells or accessories are present: <ul style="list-style-type: none"> <li>○ Life Fitness: <ul style="list-style-type: none"> <li>▪ Australian Barbell Company</li> <li>▪ Cybex</li> <li>▪ (GC): Do It</li> <li>▪ Eleiko</li> <li>▪ Escape</li> <li>▪ Hammer Strength</li> <li>▪ Hampton</li> <li>▪ Ivanko</li> <li>▪ JoinFit</li> <li>▪ Livepro</li> <li>▪ Recoil</li> <li>▪ Troy</li> <li>▪ TRX</li> <li>▪ Umax</li> <li>▪ Xscape</li> <li>▪ ZIVA</li> </ul> </li> <li>○ Matrix: <ul style="list-style-type: none"> <li>▪ Australian Barbell Company (Australia)</li> <li>▪ Blk box</li> <li>▪ Elbesport</li> <li>▪ Eleiko</li> <li>▪ Escape</li> <li>▪ Hampton</li> <li>▪ Ifitfun,</li> <li>▪ Iphifun</li> <li>▪ Joinfit</li> <li>▪ Jordan</li> <li>▪ Origin</li> <li>▪ Physical company</li> <li>▪ Reebok</li> <li>▪ Rockit</li> <li>▪ Spri</li> <li>▪ TKO</li> <li>▪ TRX</li> <li>▪ Wolverson</li> <li>▪ Xult</li> <li>▪ Ziva</li> </ul> </li> <li>○ Technogym: <ul style="list-style-type: none"> <li>▪ Hampton</li> </ul> </li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>▪ Technogym</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Unapproved manufacturer is present</li> <li>• Cardio equipment manufacturers are mixed and matched</li> <li>• Strength equipment manufacturers are mixed and matched</li> <li>• Brand approved manufacturer(s) are not present</li> </ul>
Links	<a href="#">OPS-FIT-011B</a>

### Fitness Center Hours of Operation

ID	Touchpoint	Category	Point Values
CABFC003	Fitness Center	Touchpoint Service	2
External Notes	<p><b>Fitness Center Hours of Operation</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Property does not have a fitness center</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Facility is leased and not operated by hotel</li> <li>• Facility is outside/adjacent to hotel</li> </ul> <p>Fitness Center must be accessible to all guests:</p> <ul style="list-style-type: none"> <li>• 24-hours, daily <ul style="list-style-type: none"> <li>○ It is acceptable if hours of operation are 6:00 a.m. to 11:00 p.m. if any of the following: <ul style="list-style-type: none"> <li>▪ Access is through the swimming pool that is not staffed at all times</li> <li>▪ (CALA, AP, EMEA): Fitness Center is adjacent to guest rooms</li> </ul> </li> </ul> </li> </ul>		
Links	<a href="#">OPS-FIT-011A</a>		

### Fitness Center music is provided

ID	Touchpoint	Category	Point Values
CAB6FC2403	Fitness Center	Brand - Culture	2
External Notes	<p><b>Fitness Center music is provided</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Hotel is located in Saudi Arabia</li> </ul> <p>Fitness Center <b>must</b> provide audible background music</p> <p>CAB6FC2403</p>		
Links	<a href="#">OPS-FIT-011</a>		

Fitness Center Amenities			
ID	Touchpoint	Category	Point Values
CAB5FC2404	Fitness Center	Operations - Product	4
External Notes	<p><b>Fitness Center Amenities</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li><li>• Area is under complete renovation and not available for guest use</li></ul> <p>Fitness center amenities must minimally include:</p> <ul style="list-style-type: none"><li>• Headphones</li><li>• Hand towels</li><li>• Bottled water or water cooler with cup dispenser</li><li>• Disinfectant wipes</li><li>• Waste basket</li><li>• Towel receptacle</li><li>• Wall clock</li><li>• (1) Clearly marked emergency telephone or "call box"</li><li>• Fitness Center rules must be prominently posted in English (at a minimum)</li></ul> <p>CAB5FC2404</p>		
Links	<a href="#">OPS-FIT-011</a>		

Cardio and Strength Equipment			
ID	Touchpoint	Category	Point Values
CAB5FC2405	Fitness Center	Operations - Product	4
External Notes	<p><b>Cardio and Strength Equipment</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li><li>• Area is under complete renovation and not available for guest use</li></ul> <p>Fitness Center equipment <b>must</b> minimally include:</p> <ul style="list-style-type: none"><li>• (8) pieces of cardio &amp; weight training equipment<ul style="list-style-type: none"><li>◦ Including (2) different types of cardio equipment (e.g., treadmill, elliptical, stepper, bicycle)</li></ul></li></ul> <p>Mark No if above criteria is not met</p> <p>CAB5FC2405</p>		
Links	<a href="#">OPS-FIT-011B</a>		

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
<b>External Notes</b>	<p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area is closed and completely inaccessible to guests</li> <li>• Facility is leased and not operated by hotel</li> <li>• Facility is outside/adjacent to hotel</li> </ul> <p>Up to (5) pieces of equipment will be tested for functionality including the television, when present, it must be in working order</p> <p>Any piece of equipment that is noted as Out of Order will be considered in to the total of equipment not functioning properly</p> <p><u>Scoring Definition</u></p> <ul style="list-style-type: none"> <li>• (1) piece of equipment not functioning or Out of Order = 2 points earned out of 4</li> <li>• (2) pieces or more not functioning or Out of Order = 0 points earned out of 4 total)</li> </ul>		

# Pool

First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABPL9901	Pool	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Facility not present or not available for guest use</li> <li>Individual previously encountered during consecutive interactions</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li><b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li><b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>Provide a warm greeting/welcome</li> </ul> </li> <li><b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li><b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		

Pool Attendant offers complimentary amenity or service			
ID	Touchpoint	Category	Point Values
CAB5PL001	Pool	Touchpoint Service	4
External Notes	<b>Pool Attendant offers complimentary amenity or service</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Area is under complete renovation and unavailable for guest use</li> <li>Area is not evaluated</li> <li>Property does not have a pool and whirlpool</li> <li>Outdoor pool and whirlpool are closed due to seasonality</li> <li>Auditor did not experience or observe attendant interaction</li> </ul> Employee <b>must minimally offer 1 complimentary amenity or service</b> (e.g., chilled face towels, food offering, cold water spritz)  <b>Evaluate</b> your service and <b>observe</b> others and mark No if any of the above is not met  <div>CAB5PL001</div>		
Links	<a href="#">OPS-FIT-033A</a>		

Pool Towels			
ID	Touchpoint	Category	Point Values

CABPL009	Pool	Touchpoint Service	2
External Notes	<p><b>Pool Towels</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Facility not present</li><li>• Area is under complete renovation and unavailable for guest use</li><li>• Area is not evaluated</li><li>• Outdoor pool and whirlpool are closed due to seasonality</li></ul> <p>Pool towels must be:</p> <ul style="list-style-type: none"><li>• Available</li><li>• Clearly displayed</li><li>• Visible to guests</li></ul> <p>CABPL009</p>		
Links	<a href="#">OPS-FIT-033B</a>		
Pool Attendant must offer timely service			
ID PL2608	Touchpoint Pool	Category Touchpoint Service	Point Values 4
External Notes	<p><b>Pool Attendant must offer timely service</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li><li>• Area is under complete renovation and not available for guest use</li><li>• Property has no outdoor pool and whirlpool</li><li>• Outdoor pool and whirlpool are closed due to seasonality</li><li>• Encounter occurred outside of operating hours</li></ul> <p>Poolside dining ordering <b>must</b> minimally include:</p> <ul style="list-style-type: none"><li>• Ability for guest to place order within 5 minutes</li></ul> <p>Mark No if any of the above criteria is not met</p> <p>PL2608</p>		
Links	<a href="#">OPS-FIT-033A</a>		
Poolside dining delivery must offer timely service			
ID CAB5PL026	Touchpoint Pool	Category Touchpoint Service	Point Values 4
External Notes	<p><b>Poolside dining delivery must offer timely service</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Facility not present</li><li>• Area is under complete renovation and unavailable for guest use</li></ul>		

	<ul style="list-style-type: none"> <li>• Area is not evaluated</li> <li>• Outdoor pool and whirlpool are closed due to seasonality</li> <li>• Pool is an indoor pool</li> </ul> <p>Poolside dining service <b>must</b> minimally include:</p> <ul style="list-style-type: none"> <li>• Drinks delivered within 15 minutes of order</li> <li>• Food delivered within 30 minutes of order</li> <li>• Check presented or credit established (e.g., room number, credit card) at delivery <ul style="list-style-type: none"> <li>◦ (All-Inclusive and Lodges &amp; Tented Camps): Check presentation only required if guest purchases premium items not included in package</li> </ul> </li> </ul>
Links	<a href="#">OPS-FIT-033A</a>

### Poolside Dining is Available

ID	Touchpoint	Category	Point Values
PL2402	Pool	Touchpoint Service	4
External Notes	<p><b>Poolside Dining is Available</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Property has no outdoor pool and whirlpool</li> <li>• Auditor did not experience or observe attendant interaction</li> </ul> <p>Poolside dining <b>must</b> minimally be:</p> <ul style="list-style-type: none"> <li>• Available <ul style="list-style-type: none"> <li>◦ 11am to 5pm</li> </ul> </li> <li>• Menu available <ul style="list-style-type: none"> <li>◦ It is acceptable for poolside/beach menu to be separate menu or in-room/private dining</li> <li>◦ If electronic menu is utilized it must be easy and intuitive to use <ul style="list-style-type: none"> <li>▪ A printed menu must still be available upon request</li> </ul> </li> </ul> </li> <li>• Children's menu items/portions available</li> <li>• Hours of operation listed on menu or separate signage</li> </ul> <p>PL2402</p>		
Links	<a href="#">OPS-FIT-033A</a>		

### Poolside dining uses non-breakable service/table ware

ID	Touchpoint	Category	Point Values
CAB5PL020	Pool	Operations - Product	4
External Notes	<p><b>Poolside dining uses non-breakable service/table ware</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Property has no outdoor pool and whirlpool</li> </ul> <p>Poolside dining service <b>must</b> minimally use:</p>		

	<ul style="list-style-type: none"> <li>• High quality acrylic ware or other non-breakable product</li> </ul> <p>Mark No if any of the above criteria not being followed</p> <p style="text-align: right;">CAB5PL020</p>
Links	<a href="#">OPS-FIT-033A</a>

### Attendant owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5PL004-r	Pool	Touchpoint Service	4
External Notes	<p><b>Attendant owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Club/hotel does not have a pool (RCC, JW)</li> <li>• No problem or concern was encountered</li> <li>• Pool area not staffed (JW)</li> </ul> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> <p>Mark No if the attendant:</p> <ul style="list-style-type: none"> <li>• Does not actively listen to you</li> <li>• Does not express empathy</li> <li>• Does not offer an apology</li> <li>• Does not solve the problem within 10 minutes</li> <li>• Does not provide any special touch beyond mere resolution</li> <li>• Does not confirm your satisfaction</li> </ul> <p style="text-align: right;">CAB5PL004-r</p>		
Links	<a href="#">OPS-FRO-175J</a>		

### Attendant does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5PL022	Pool	Touchpoint Service	4
External Notes	<p><b>Attendant does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• No request is made above and beyond normal services offered</li> <li>• Attendant meets request</li> </ul>		



	<p>If guest makes a special request Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Not just say “No” but use a polite denial, e.g., “I am afraid that we are unable to do that at this time”</li> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Alternatives not offered</li> <li>• Attendant says “No” without polite denial</li> </ul> <p style="text-align: right;">CAB5PL022</p>
Links	<a href="#">HR-205</a>

### Pool Attendant assists with guest's needs

ID	Touchpoint	Category	Point Values
CAB5PL002	Pool	Touchpoint Service	4
External Notes	<p><b>Pool Attendant assists with guest's needs</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Property has no outdoor pool and whirlpool</li> <li>• Outdoor pool and whirlpool are closed due to seasonality</li> <li>• Auditor did not experience or observe attendant interaction</li> </ul> <p>Attendant <b>must minimally</b>:</p> <ul style="list-style-type: none"> <li>• <b>Offer</b> or <b>provide</b>: <ul style="list-style-type: none"> <li>○ <b>Towels</b> to each guest</li> <li>○ <b>Umbrella or canopy</b>, when available at outdoor pools <ul style="list-style-type: none"> <li>▪ It is acceptable if associate directs guests to shaded seating</li> </ul> </li> </ul> </li> <li>• <b>Clear</b> and <b>straighten</b> vacated chairs</li> </ul> <p>It is acceptable if you are not greeted immediately upon arrival to the pool</p> <p><b>Evaluate</b> your service and <b>observe</b> others and Mark No if you find any of the above criteria is not met</p>		
Links	<a href="#">OPS-FIT-033A</a>		

### Pool Attendant uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5PL008-a	Pool	Touchpoint Service	4
External Notes	<p><b>Pool Attendant uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Property has no outdoor pool and whirlpool</li> <li>• Club does not have a pool attendant and no other was in the area (RCC)</li> <li>• Outdoor pool and whirlpool are closed due to seasonality</li> </ul>		

	<ul style="list-style-type: none"> <li>Auditor did not experience or observe attendant interaction</li> </ul> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li><b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li> </ul> <p><b>Destination Clubs</b> are not required to have a pool attendant, however service must be available from any other in the area. Evaluate this line item on interaction with any other providing any service or assistance in the pool area (RCC)</p> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>
Links	<a href="#">HR-205</a>

### Attendant is knowledgeable and confident

ID	Touchpoint	Category	Point Values
CAB5PL7010	Pool	Touchpoint Service	2
External Notes	<p><b>Attendant is knowledgeable and confident</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> <li>Attendant not present</li> <li>Interaction did not allow question</li> </ul> <p>Attendant is knowledgeable and confident in interaction</p> <p><b>Ask</b> attendant a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer</p> <p style="text-align: right;">CAB5PL7010</p>		
Links	<a href="#">OPS-FRO-175</a>		

### Personalized service delivered during interaction

ID	Touchpoint	Category	Point Values
CAB5PL7020	Pool	Touchpoint Service	4
External Notes	<p><b>Personalized service delivered during interaction</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> <li>Attendant not present</li> <li>Opportunity for delivery personalized service during interaction not available</li> </ul> <p>Attendant must deliver personalized service during interaction, using something the associate learned about the guest</p>		


Links	<a href="#">HR-205</a>		
Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful			
ID CAB5PL7030	Touchpoint Pool	Category Touchpoint Service	Point Values 4
External Notes	<p>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li><li>• Attendant not present</li></ul> <p>Attendant <b>must be</b>:</p> <ul style="list-style-type: none"><li>• Thoughtful</li><li>• Intuitive</li><li>• Demonstrate anticipatory service when appropriate and helpful</li></ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"><li>• Explaining amenities and services offered at the pool (e.g., rental equipment)</li><li>• Offering guests shaded seating as it opens up if they have been in the sun for a while</li></ul> <p>It is acceptable if Attendant does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p>CAB5PL7030</p>		
Links	<a href="#">OPS-FRO-175B</a>		

Attendant provides a professional persona			
ID CAB5PL7040	Touchpoint Pool	Category Touchpoint Service	Point Values 4
External Notes	<p>Attendant provides a professional persona</p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li><li>• Attendant not present</li></ul> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"><li>• Only engage in <b>work-related</b> conversation with other associates when guests present<ul style="list-style-type: none"><li>○ Includes cell phone and radio conversations</li><li>○ Earpiece must be used for all radio conversations</li></ul></li><li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li></ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p>CAB5PL7040</p>		

Links	<a href="#">HR-205</a>		
<b>Guest name used during the experience, when known</b>			
<b>ID</b> CABPL9902	<b>Touchpoint</b> Pool	<b>Category</b> Core Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Guest name used during the experience, when known</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Guest name not known</li> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> The associate must <b>use the guest's name</b> , when known		
Links	<a href="#">OPS-FRO-175B</a>		
<b>Closing Guest Interaction – Service Behaviors</b>			
<b>ID</b> CABPL9906	<b>Touchpoint</b> Pool	<b>Category</b> Core Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Closing Guest Interaction – Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>◦ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>◦ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"</li> </ul> </li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		
<b>The overall experience met guest expectations and was free of negative detractors</b>			
<b>ID</b> CABPL9907	<b>Touchpoint</b> Pool	<b>Category</b> Core Service	<b>Point Values</b> 0
Links	<a href="#">OPS-FRO-175B</a>		
<b>Rate Emotional Engagement with interaction</b>			

ID	Touchpoint	Category	Point Values
CABPL201	Pool	Touchpoint Service	0
External Notes	<b>Rate Emotional Engagement with interaction</b>		
	Mark N/A if interaction not completed  After your experience, rate your interaction:  <ul style="list-style-type: none"><li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul> Scoring Methodology:  <ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul> <div>CABPL201</div>		
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

## Beach

First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABBCH9901	Beach	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		
Links	 <a href="#">OPS-FRO-175B</a>		

Beach Attendant assists with guest's needs			
ID	Touchpoint	Category	Point Values
BCH2402	Beach	Touchpoint Service	4
External Notes	<b>Beach Attendant assists with guest's needs</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li><li>• Area is under complete renovation and not available for guest use</li><li>• Property does not have a beach</li><li>• Auditor did not experience or observe attendant interaction</li></ul> Attendant <b>must</b> minimally: <ul style="list-style-type: none"><li>• <b>Offer or provide:</b><ul style="list-style-type: none"><li>○ <b>Towels</b> to each guest</li><li>○ Clear and straighten vacated chairs</li></ul></li></ul> Facility must offer: <ul style="list-style-type: none"><li>• A way to indicate that a guest needs service (e.g., flag on chair)</li><li>• <b>Beach wheelchair</b> to guests that need assistance with access to the beach</li></ul> <b>Evaluate</b> your service and <b>observe</b> others and Mark No if any of the above criteria is not met		

BCH2402

Links	<a href="#">OPS-FIT-033A</a>		
Beach Attendant offers complimentary amenity or service			
ID CAB5BCH001	Touchpoint Beach	Category Touchpoint Service	Point Values 4
External Notes	<b>Beach Attendant offers complimentary amenity or service</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Area is not evaluated</li><li>• Property does not have a beach</li><li>• Auditor unable to experience complimentary amenity or service</li></ul> Employee <b>must minimally offer 1 complimentary amenity or service</b> (e.g., chilled face towels, food offering, cold water spritz)  <b>Evaluate</b> your service and <b>observe</b> others and Mark No if you find any of the above criteria is not met  CAB5BCH001		
Links	<a href="#">OPS-FIT-033A</a>		
Beach Attendant must offer timely service			
ID CAB5BCH003	Touchpoint Beach	Category Touchpoint Service	Point Values 4
External Notes	<b>Beach Attendant must offer timely service</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Area is not evaluated</li><li>• Property does not have a beach</li><li>• Auditor did not experience or observe attendant interaction</li></ul> Guest must be able to place an order with a server without waiting more than 5 minutes  Evaluate your service and <b>observe</b> others and  CAB5BCH003		
Links	<a href="#">OPS-FIT-033A</a>		
Beach Dining is Available			
ID BCH2401	Touchpoint Beach	Category Touchpoint Service	Point Values 4
External Notes	<b>Beach Dining is Available</b>		

	<p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area is not evaluated</li> <li>• Property does not have a beach</li> <li>• Auditor did not experience or observe attendant interaction</li> </ul> <p>Beach dining <b>must</b> minimally be:</p> <ul style="list-style-type: none"> <li>• Available 11am – 5 pm</li> <li>• Menu available <ul style="list-style-type: none"> <li>○ It is acceptable for poolside/beach menu to be separate menu or in-room/private dining</li> <li>○ If electronic menu is utilized it must be easy and intuitive to use <ul style="list-style-type: none"> <li>▪ A printed menu must still be available upon request</li> </ul> </li> </ul> </li> <li>• Children's menu items/portions available</li> <li>• Hours of operation listed on menu or separate signage</li> </ul> <p style="text-align: right;">BCH2401</p>
Links	<a href="#">OPS-FIT-033A</a>

### Beachside dining delivery must offer timely service

ID	Touchpoint	Category	Point Values
CAB5BCH004	Beach	Touchpoint Service	4
External Notes	<p><b>Beachside dining delivery must offer timely service</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area is not evaluated</li> <li>• Property does not have a beach</li> </ul> <p>Beachside dining delivery must minimally include:</p> <ul style="list-style-type: none"> <li>• Drinks delivered within 15 minutes of order</li> <li>• Food delivered within 30 minutes of order</li> <li>• Check presented or credit established at delivery</li> </ul> <p>Evaluate your service and <b>observe</b> others and</p> <p style="text-align: right;">CAB5BCH004</p>		
Links	<a href="#">OPS-FIT-033A</a>		

### Beach Attendant owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5BCH004-r	Beach	Touchpoint Service	4
External Notes	<p><b>Beach Attendant owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Property does not have a beach</li> </ul>		



	<ul style="list-style-type: none"> <li>• No problem or concern was encountered</li> <li>• Club/Hotel does not have a beach attendant and no other employee was in the area (RCC, JW)</li> </ul> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> <p>Mark No if the attendant:</p> <ul style="list-style-type: none"> <li>• Does not actively listen to you</li> <li>• Does not express empathy</li> <li>• Does not offer an apology</li> <li>• Does not solve the problem within 10 minutes</li> <li>• Does not provide any special touch beyond mere resolution</li> <li>• Does not confirm your satisfaction</li> </ul> <p style="text-align: right;">CAB5BCH004-r</p>
Links	<a href="#">OPS-FRO-175J</a>

### Beach Attendant does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5BCH014	Beach	Touchpoint Service	2
External Notes	<p><b>Beach Attendant does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• No request is made above and beyond normal services offered</li> <li>• Attendant meets request</li> </ul> <p>If guest makes a special request Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Not just say "No" but use a polite denial, e.g., "I am afraid that we are unable to do that at this time"</li> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Alternatives not offered</li> <li>• Attendant says "No" without polite denial</li> </ul> <p style="text-align: right;">CAB5BCH014</p>		
Links	<a href="#">HR-205</a>		

### Beach Attendant uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5BCH008-a	Beach	Touchpoint Service	4

<b>External Notes</b>	<p><b>Beach Attendant uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area is not evaluated</li> <li>• Property does not have a beach</li> <li>• Club does not have a beach attendant and no other employee was in the area</li> <li>• Auditor did not experience or observe attendant interaction</li> </ul> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>◦ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li>• <b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li> </ul> <p><b>Destination Clubs</b> are not required to have a beach attendant, however service must be available from any employee in the area. Evaluate this line item on interaction with any employee providing any service or assistance in the beach area</p> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>
<b>Links</b>	<a href="#">HR-205</a>

### Beach Attendant is knowledgeable and confident

ID	Touchpoint	Category	Point Values
CAB5BCH7010	Beach	Touchpoint Service	2
<b>External Notes</b>	<p><b>Beach Attendant is knowledgeable and confident</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Attendant not present</li> <li>• Interaction did not allow question</li> </ul> <p>Attendant is knowledgeable and confident in interaction</p> <p><b>Ask</b> attendant a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer</p> <p style="text-align: right;">CAB5BCH7010</p>		
<b>Links</b>	<a href="#">OPS-FRO-175</a>		

### Personalized service delivered during interaction

ID	Touchpoint	Category	Point Values
CAB5BCH7020	Beach	Touchpoint Service	4
<b>External Notes</b>	<p><b>Personalized service delivered during interaction</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> </ul>		

	<ul style="list-style-type: none"> <li>• Attendant not present</li> <li>• Opportunity for delivery personalized service during interaction not available</li> </ul> <p>Attendant must deliver personalized service during interaction, using something the associate learned about the guest</p>
Links	<a href="#">HR-205</a>

### Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5BCH7030	Beach	Touchpoint Service	4
External Notes	<p><b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Attendant not present</li> </ul> <p>Attendant <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Explaining amenities and services offered at the beach (e.g., rental equipment)</li> <li>• Offering guests shaded seating as it opens up if they have been in the sun for a while</li> </ul> <p>It is acceptable if Attendant does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p style="text-align: right;">CAB5BCH7030</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Attendant provides a professional persona

ID	Touchpoint	Category	Point Values
CAB5BCH7040	Beach	Touchpoint Service	4
External Notes	<p><b>Attendant provides a professional persona</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area is not evaluated</li> <li>• Property does not have a beach</li> <li>• Attendant not present</li> </ul> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>o Earpiece must be used for all radio conversations</li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5BCH7040</p>
Links	<a href="#">OPS-FRO-175</a>

### Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABBCH9902	Beach	Core Service	4
External Notes	<b>Guest name used during the experience, when known</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Area is not evaluated</li> <li>• Property does not have a beach</li> </ul> The associate must <b>use the guest's name</b> , when known		
Links	<a href="#">OPS-FRO-175B</a>		

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABBCH9906	Beach	Core Service	4
External Notes	<b>Closing Guest Interaction – Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Area is not evaluated</li> <li>• Property does not have a beach</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>o E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>o E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		

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

ID	Touchpoint	Category	Point Values
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CABBCH9907	Beach	Core Service	0
Links	<a href="#">OPS-FRO-175B</a>		
Rate Emotional Engagement with interaction			
ID CABBCH201	Touchpoint Beach	Category Touchpoint Service	Point Values 0
External Notes	<div>Rate Emotional Engagement with interaction</div> <div>Mark N/A if interaction not completed</div> <div>After your experience, rate your interaction:</div> <div><ul style="list-style-type: none"><li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul></div> <div>Scoring Methodology:</div> <div><ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul></div> <div>CABBCH201</div>		
Beach Cleanliness - General			
ID CABBCH002	Touchpoint Beach	Category Public Areas	Point Values 2
External Notes	<div>Beach Cleanliness - General</div> <div>Check all areas of the beach including but not limited to:</div> <div><ul style="list-style-type: none"><li>• Chairs/lounges cleared of used towels when vacant</li><li>• Area free of debris</li><li>• Chairs/lounges/tables arranged neatly and organized</li></ul></div>		
Beach Maintenance & Upkeep - General			
ID CABBCH003	Touchpoint Beach	Category Public Areas	Point Values 2
External Notes	<div>Beach Cleanliness - General</div> <div>Check all areas of the beach including but not limited to:</div> <div><ul style="list-style-type: none"><li>• Chairs/lounges/tables</li><li>• Any other FF&amp;E</li></ul></div>		

## Laundry

Laundry service is available seven days a week			
ID	Touchpoint	Category	Point Values
CAB5LV002	Laundry	Touchpoint Service	4
External Notes	<p><b>Laundry service is available seven days a week</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li><li>• Club does not offer Valet Laundry service (RCC)</li></ul> <p>Same day <b>laundry</b> and <b>dry cleaning</b> is minimally available:</p> <ul style="list-style-type: none"><li>• 7 days a week</li><li>• Clothing must be delivered by 6:00pm if picked up before 9:00am</li></ul> <p>Pressing service <b>must</b> be available:</p> <ul style="list-style-type: none"><li>• 1 hour - hotel</li><li>• 2 hour - resort</li></ul> <p>It is acceptable if laundry hours are listed in Guest Service Directory or on laundry ticket</p> <p><b>Check</b> Guest Service Directory and laundry ticket and Mark No if any required standard not met</p> <p>CAB5LV002</p>		
Links	<a href="#">OPS-HKP-091</a>		

Telephone Greeting			
ID	Touchpoint	Category	Point Values
CABBPS9911	Laundry	Touchpoint Service	4
External Notes	<p><b>Telephone Greeting</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li></ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"><li>• Answer within 3 rings</li><li>• Provide a warm greeting with a smile in their voice</li><li>• Speak in an efficient, yet unhurried manner</li><li>• Ask first to be placed on hold, if applicable</li></ul>		
Links	<a href="#">OPS-FRO-175</a>		

Laundry attendant is available to take calls for laundry service			
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ID	Touchpoint	Category	Point Values
CAB5LV003	Laundry	Touchpoint Service	4
External Notes	<p><b>Laundry attendant is available to take calls for laundry service</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Area/service not selected for evaluation</li><li>• Club does not offer Valet Laundry service (RCC)</li></ul> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"><li>• <b>Advise of pick up time</b> for laundry<ul style="list-style-type: none"><li>○ It is acceptable if quote non-specific (e.g., immediately, I'll be right up)</li></ul></li><li>• <b>Provide time quote</b> for return of laundry<ul style="list-style-type: none"><li>○ It is acceptable to provide an estimate (e.g., your laundry will be back between 1:00 and 2:00 this afternoon)</li><li>○ If not provided, Mark No and ask for delivery time</li></ul></li></ul> <p>It is acceptable for a call center agent to take the call</p> <p><b>Contact</b> attendant and Mark No any of the above criteria are not met</p> <p>CAB5LV003</p>		
Links	<a href="#">OPS-HKP-091</a>		

Telephone - Guest name used during the experience, when known			
ID	Touchpoint	Category	Point Values
CABBPS9902	Laundry	Core Service	4
External Notes	<p><b>Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Guest name not known</li><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li></ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

Telephone - Closing Guest Interaction – Service Behaviors			
ID	Touchpoint	Category	Point Values
CABBPS9906	Laundry	Core Service	4
External Notes	<p><b>Telephone - Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present</li><li>• Individual previously encountered during consecutive interactions</li></ul>		

	<p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>○ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>○ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul>
Links	<a href="#">OPS-FRO-175B</a>

### Pickup/Delivery - Announcement

ID	Touchpoint	Category	Point Values
CABLV9910	Laundry	Touchpoint Service	4
Links	<a href="#">OPS-FRO-175</a>		

### Attendant follows the correct procedures for picking up laundry

ID	Touchpoint	Category	Point Values
CAB5LV005	Laundry	Touchpoint Service	4
External Notes	<p><b>Attendant follows the correct procedures for picking up laundry</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Club does not offer Valet Laundry service (RCC)</li> <li>• Not present during laundry pick-up</li> </ul> <p>Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Provide</b> a proper <b>greeting</b> and/or salutation</li> <li>• Take correct laundry items</li> </ul> <p>Laundry <b>must</b> be picked-up within 10 minutes of quoted time</p> <ul style="list-style-type: none"> <li>• If quote is non-specific, pick-up must be within 10 minutes of call</li> </ul> <p><b>Answer</b> door and either hand Attendant item or indicate location</p> <p><b>Interact</b> with Attendant and Mark No if Attendant does not follow the pick-up procedures</p> <p style="text-align: right;">CAB5LV005</p>		
Links	<a href="#">OPS-HKP-091B</a>		

### Pickup/Delivery - First Impression - Service Behaviors

ID	Touchpoint	Category	Point Values
CABBPS9901	Laundry	Core Service	8



<b>External Notes</b>	<b>First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>○ Provide a warm greeting/welcome</li> </ul> </li> <li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>
<b>Links</b>	<a href="#">OPS-FRO-175B</a>

### Attendant follows correct procedures for dropping off laundry

ID	Touchpoint	Category	Point Values
CAB5LV006	Laundry	Touchpoint Service	4
<b>External Notes</b>	<b>Attendant follows correct procedures for dropping off laundry</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Not present during laundry drop-off</li> <li>• (RCC): Club does not offer Valet Laundry service</li> </ul> Laundry must be delivered by 6:00 p.m. if picked up before 9:00 a.m <ul style="list-style-type: none"> <li>• If laundry was picked up outside of that time, delivery must occur by the time quoted during the pick-up call</li> </ul> If present for delivery, Attendant must: <ul style="list-style-type: none"> <li>• Knock and announce department</li> <li>• Request permission to enter the room</li> </ul>		
<b>Links</b>	<a href="#">OPS-HKP-091</a>  <a href="#">OPS-FRO-175B</a>		

CAB5LV006

### Laundry is presented professionally

ID	Touchpoint	Category	Point Values
CAB5LV2401	Laundry	Touchpoint Service	4
<b>External Notes</b>	<b>Laundry is presented professionally</b>  Mark N/A if you find any of the following:		

	<ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> </ul> <p>Pressed laundry returned to Guestroom must have/be:</p> <ul style="list-style-type: none"> <li>Suits or jackets placed on upgraded hangers (e.g., wooden, plastic with wider shoulders)</li> <li>Folded items must be presented professionally (e.g., in box, basket, tissue wrapped)</li> <li>Personal items returned, if applicable</li> <li>Free of staples or laundry tags</li> </ul> <p>Review returned items and Mark No if any of the above standards are not met</p> <p style="text-align: right;">CAB5LV2401</p>
Links	<a href="#">OPS-HKP-091B</a>

### Pickup/Delivery – Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5BPS7030	Laundry	Touchpoint Service	4
External Notes	<p><b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Service <b>must be</b>:</p> <ul style="list-style-type: none"> <li>Thoughtful</li> <li>Intuitive</li> <li>Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>Offering guest bottled water if it is hot out</li> <li>Asking if guest will need transportation/their vehicle later that day</li> <li>Providing information on charging stations to owners of electric cars</li> </ul> <p>It is acceptable if service is not anticipated for the "set-up" need or provides any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>		
Links	<a href="#">HR-205</a>		

### Delivery - Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABBPS9906-a	Laundry	Core Service	4
External Notes	<p><b>Delivery - Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Individual previously encountered during consecutive interactions</li> <li>Not present during laundry drop-off</li> </ul>		

	<p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>○ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>○ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul>
Links	<a href="#">OPS-FRO-175B</a>

### Delivery - Guest name used during the experience

ID	Touchpoint	Category	Point Values
CABBPS9902-a	Laundry	Core Service	4
External Notes	<p><b>Delivery - Guest name used during the experience</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> <li>• Not present during laundry drop-off</li> </ul> <p>The associate must <b>use the guest’s name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

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

ID	Touchpoint	Category	Point Values
CABBPS9907	Laundry	Core Service	0
Links	<a href="#">OPS-FRO-175B</a>		

### Rate Emotional Engagement with interaction

ID	Touchpoint	Category	Point Values
CABLV201	Laundry	Touchpoint Service	0
External Notes	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if interaction not completed</p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"> <li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> <p>Scoring Methodology:</p>		

	<ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul> <div>CABLV201</div>
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## Spa – Reservation

Telephone Greeting			
ID	Touchpoint	Category	Point Values
CABSR9912	Spa – Reservation	Touchpoint Service	4
External Notes	<b>Telephone Greeting</b>  Telephone call must be answered within three (3) rings and associate must minimally: <ul style="list-style-type: none"><li>• Offer a warm welcome/greeting (e.g., Good Morning, Evening, Hello) with a smile in their voice<ul style="list-style-type: none"><li>◦ It is acceptable for the greeting to be regionally appropriate for the destination (e.g., Aloha)</li></ul></li><li>• Speak in an efficient, yet unhurried manner</li><li>• Ask first to be placed on hold, if applicable</li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		

Telephone - Reservation Agent follows luxury phone etiquette			
ID	Touchpoint	Category	Point Values
CAB5SR002	Spa – Reservation	Touchpoint Service	2
External Notes	<b>Telephone - Reservation Agent follows luxury phone etiquette</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is fully booked and does not have availability for any treatments or services</li><li>• Area is under complete renovation and not available for guest use</li></ul> Agent must minimally: <ul style="list-style-type: none"><li>• Not place the guest on hold longer than 2 minutes<ul style="list-style-type: none"><li>◦ If hold is longer than 30 seconds, Agent must offer to call back</li></ul></li><li>• Avoid dead space (i.e., a long pause in speaking) and have an enthusiastic tone of voice</li></ul> <div>CAB5SR002</div>		
Links	<a href="#">OPS-SPA-010H</a>		

Reservation Agent questions effectively to book reservation			
ID	Touchpoint	Category	Point Values
CAB5SR004	Spa – Reservation	Touchpoint Service	4
External Notes	<b>Reservation Agent questions effectively to book reservation</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is fully booked and does not have availability for any treatments or services</li></ul>		

	<ul style="list-style-type: none"> <li>Area is under complete renovation and not available for guest use</li> </ul> <p>Agent must <b>ask</b> for guest preferences (e.g., types of services or preferences)</p> <p>Agent <b>must reconfirm</b> reservation:</p> <ul style="list-style-type: none"> <li><b>Guest name</b></li> <li><b>Date</b> and <b>time</b> of treatment</li> <li><b>Services</b> booked and <b>preferences</b></li> </ul> <p><b>Interact</b> with Agent and Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>Agent does not ask for preferences</li> <li>Agent does not reconfirm information</li> </ul> <p style="text-align: right;">CAB5SR004</p>
Links	<a href="#">OPS-SPA-010H</a>

### Reservation Agent is knowledgeable about the services and offered to book reservation

ID	Touchpoint	Category	Point Values
CAB5SR003-k	Spa – Reservation	Touchpoint Service	4
External Notes	<p><b>Reservation Agent is knowledgeable about the services offered to book reservation</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Hotel does not have the facility on premises</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> </ul> <p>Agent <b>must minimally</b>:</p> <ul style="list-style-type: none"> <li><b>Exhibit knowledge</b> of services available</li> <li><b>Describe/explain key features, such as:</b> <ul style="list-style-type: none"> <li><b>Any packages</b> available (if applicable)</li> <li><b>Services/treatments</b> available</li> <li><b>Spa facilities</b> (e.g., sauna, pool)</li> </ul> </li> <li><b>Offer</b> to make reservations</li> <li><b>Educate</b> guest on Spa service booked</li> <li>Invite guest to arrive early to use the other facilities</li> </ul> <p><b>State</b> that you are interested in Spa services and facilities</p> <p><b>Book</b> a Spa treatment that is 60 minutes or less (e.g., massage, facial)</p> <ul style="list-style-type: none"> <li>You must reserve a single service treatment (e.g., facial not a facial/massage combination)</li> </ul> <p><b>Interact</b> with Agent and Mark No if the agent did not attempt to book reservation and meet minimum standards</p> <p style="text-align: right;">CAB5SR003-k</p>		
Links	<a href="#">OPS-SPA-010H</a>		

### Reservation Agent quotes rates and inclusions

ID	Touchpoint	Category	Point Values
SR2401	Spa – Reservation	Touchpoint Service	2
External Notes	<b>Reservation Agent quotes rates and inclusions</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is fully booked and does not have availability for any treatments or services</li><li>• Area is under complete renovation and not available for guest use</li></ul> Agent <b>must minimally</b> : <ul style="list-style-type: none"><li>• <b>Quote</b> rates and inclusions (e.g., gratuity, service charge)<ul style="list-style-type: none"><li>◦ It is acceptable if applicable taxes are not quoted</li></ul></li></ul> <b>Interact</b> with Agent and Mark No if the above criteria are not met  <div>SR2401</div>		
Links	<a href="#">OPS-SPA-010H</a>		

Reservation Agent explains cancellation policy			
ID	Touchpoint	Category	Point Values
CAB5SR005	Spa – Reservation	Touchpoint Service	4
External Notes	<b>Reservation Agent explains cancellation policy</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li><li>• Area is fully booked and does not have availability for any treatments or services</li><li>• Area is under complete renovation and not available for guest use</li></ul> Agent <b>explains</b> Spa's cancellation policy  <b>Interact</b> with Agent and Mark No if the Agent did not explain cancellation policy  <div>CAB5SR005</div>		
Links	<a href="#">OPS-SPA-010H</a>		

Reservation Agent uses appropriate verbiage and shows genuine care and interest			
ID	Touchpoint	Category	Point Values
CAB5SR007-a	Spa – Reservation	Touchpoint Service	4
External Notes	<b>Reservation Agent uses appropriate verbiage and shows genuine care and interest</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Hotel does not have the facility on premises</li></ul>		

	<ul style="list-style-type: none"> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> </ul> <p>Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li>Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>For example "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li><b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above</p> <p style="text-align: right;">CAB5SR007-a</p>
Links	<a href="#">HR-205</a>

### Confirmation sent to guest

ID	Touchpoint	Category	Point Values
CAB5SR011	Spa – Reservation	Touchpoint Service	2
External Notes	<p><b>Confirmation sent to guest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Area is under complete renovation and not available for guest use</li> <li>Hotel does not have the facility on premises</li> <li>Area is fully booked and does not have availability for any treatments or services</li> </ul> <p>Written confirmation is given to the guest prior to the service in one of the following manners:</p> <ul style="list-style-type: none"> <li>E-mail</li> <li>Text</li> <li>Hard copy delivered to Guestroom</li> <li>Hard copy given to guest prior to leaving Spa, when booking in person</li> </ul> <p>Confirmation must be professionally presented:</p> <ul style="list-style-type: none"> <li>Printed and not hand-written</li> <li>Appropriate verbiage and titles are used in e-mails and texts</li> </ul> <p>Interact with the Agent and Mark No if you find the following:</p> <ul style="list-style-type: none"> <li>Confirmation not provided</li> <li>Confirmation hand-written</li> <li>Appropriate verbiage/titles not used</li> </ul>		
Links	<a href="#">OPS-SPA-010H</a>		

### Agent is knowledgeable and confident

ID	Touchpoint	Category	Point Values
CAB5SR7010	Spa – Reservation	Touchpoint Service	2
External Notes	<p><b>Agent is knowledgeable and confident</b></p> <p>Mark N/A if interaction did not allow question</p>		



	<p>Agent is knowledgeable and confident in interaction</p> <p><b>Ask</b> Agent a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer</p> <p style="text-align: right;">CAB5SR7010</p>
Links	<a href="#">OPS-FRO-175</a>

### Agent delivered personalized service during interaction

ID	Touchpoint	Category	Point Values
CAB5SR7020	Spa – Reservation	Touchpoint Service	4
External Notes	<p><b>Agent delivered personalized service during interaction</b></p> <p>Mark N/A if opportunity for delivery personalized service during interaction not available</p> <p>Agent must deliver personalized service during interaction, using something the associate learned about the guest</p> <p>Mark No if personalized service not delivered during interaction</p> <p style="text-align: right;">CAB5SR7020</p>		
Links	<a href="#">HR-205</a>		

### Rate Emotional Engagement with interaction

ID	Touchpoint	Category	Point Values
CABSR201	Spa – Reservation	Touchpoint Service	0
External Notes	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have the facility on premises</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Interaction not completed</li> </ul> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"> <li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"> <li>• Positive – 2 of 0 points</li> <li>• Neutral – 0 of 0 points</li> <li>• Negative – -2 of 0 points</li> </ul> <p style="text-align: right;">CABSR201</p>		

Links	<a href="#">HR-205</a>		
Telephone - Closing Guest Interaction – Service Behaviors			
ID CABSR9906	Touchpoint Spa – Reservation	Category Core Service	Point Values 4
External Notes	<b>Telephone - Closing Guest Interaction – Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Provide a warm and sincere closing</b><ul style="list-style-type: none"><li>◦ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li></ul></li><li>• <b>Demonstrate appreciation</b><ul style="list-style-type: none"><li>◦ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li></ul></li></ul>		
Links	<a href="#">OPS-FRO-175</a>		
Telephone - Guest name used during the experience, when known			
ID CABSR9902	Touchpoint Spa – Reservation	Category Core Service	Point Values 4
External Notes	<b>Telephone - Guest name used during the experience, when known</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Guest name not known</li><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li></ul> The associate must <b>use the guest’s name</b> , when known		
Links	<a href="#">OPS-FRO-175B</a>		
Telephone - The overall experience met guest expectations and was free of negative detractors			
ID CABSR9907	Touchpoint Spa – Reservation	Category Core Service	Point Values 0
Links	<a href="#">OPS-FRO-175B</a>		

## Spa – Arrival

First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABSPA9901	Spa – Arrival	Core Service	16
External Notes	<b>First Impression - Service Behaviors</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Facility not present or not available for guest use</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li><b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li><b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>Provide a warm greeting/welcome</li> </ul> </li> <li><b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li><b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		

Associate provides check-in experience			
ID	Touchpoint	Category	Point Values
CAB5SPA002	Spa – Arrival	Touchpoint Service	4
External Notes	<b>Associate provides check-in experience</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Property does not have a spa facility on premises</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> </ul> Associate <b>must</b> minimally: <ul style="list-style-type: none"> <li><b>Confirm</b> service(s) booked                             <ul style="list-style-type: none"> <li>Spa reservation details must be correct</li> </ul> </li> <li><b>Briefly describe</b> amenities and/or treatment flow(e.g., complimentary beverages, use of relaxation lounge while waiting for treatment)</li> <li><b>Complete</b> check-in experience in 5 minutes or less</li> <li><b>Escort</b> you to locker room                             <ul style="list-style-type: none"> <li>Escort is <b>required</b>, but it is acceptable to be conducted by any agent</li> <li>In 2 level Spas, it is acceptable for the agent to escort you to within sight of the locker room</li> </ul> </li> </ul>		
Links	<a href="#">OPS-SPA-010G</a>		

Associate upsells additional services			
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ID	Touchpoint	Category	Point Values
CAB5SPA024	Spa – Arrival	Touchpoint Service	2
<b>External Notes</b>	<b>Associate upsells additional services</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Property does not have a spa facility on premises</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> </ul> Agent <b>must minimally upsell</b> additional services (e.g., add a facial, increase treatment time, add an in-treatment enhancement) It is acceptable if either the Agent or Therapist upsells additional services Evaluate your service and <b>observe</b> others being checked-in and Mark No if no upsell attempt was made		
<b>Links</b>	<a href="#">OPS-SPA-010</a>		

### Escort to Locker Area

ID	Touchpoint	Category	Point Values
CAB5SPA023	Spa – Arrival	Touchpoint Service	4
<b>External Notes</b>	<b>Escort to Locker Area</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Property does not have a spa facility on premises</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> </ul> Associate <b>must minimally</b> : <ul style="list-style-type: none"> <li><b>Provide</b> key to locker or <b>explain</b> locking device</li> <li><b>Offer</b> tour of facility <ul style="list-style-type: none"> <li>If accepted, tour is helpful and unrushed</li> </ul> </li> <li><b>Offer</b> escort to locker</li> </ul>		
<b>Links</b>	<a href="#">OPS-SPA-010G</a>		

### Associate owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5SPAA009-r	Spa – Arrival	Touchpoint Service	4
<b>External Notes</b>	<b>Associate owns and resolves guest's requests and opportunities immediately</b> Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>Property does not have a spa facility on premises</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> <li>No problem or concern was encountered</li> </ul>		

	<ul style="list-style-type: none"> <li>• (JW): Spa is a licensed concept</li> </ul> <p>Agent/Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul>
Links	<a href="#">OPS-FRO-175J</a>

### Associate does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5SPA022	Spa – Arrival	Touchpoint Service	2
External Notes	<p><b>Associate does not decline a request without offering alternatives</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• No request is made above and beyond normal services offered</li> <li>• Agent meets request</li> <li>• Property does not have a spa facility on premises</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>If guest makes a special request agent/attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Not just say “No” but use a polite denial, e.g., “I am afraid that we are unable to do that at this time”</li> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Alternatives not offered</li> <li>• Agent says “No” without polite denial</li> </ul>		
Links	<a href="#">HR-205</a>		

### Associate uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5SPA006-a	Spa – Arrival	Touchpoint Service	4
External Notes	<p><b>Associate uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Property does not have a spa facility on premises</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Agent/Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>○ For example: “Certainly”, “My Pleasure”, “Immediately”, “I would be happy to”</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> <li><b>Engage in warm conversation</b> to show genuine care and interest in the guest</li> </ul>
Links	<a href="#">HR-205</a>

### Associate is knowledgeable and confident

ID	Touchpoint	Category	Point Values
CAB5SPA7010	Spa – Arrival	Touchpoint Service	2
External Notes	<b>Associate is knowledgeable and confident</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> <li>Agent not present</li> <li>Interaction did not allow question</li> </ul> Agent is knowledgeable and confident in interaction <b>Ask</b> Agent a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer		
Links	<a href="#">OPS-FRO-175</a>		

### Personalized service delivered during interaction

ID	Touchpoint	Category	Point Values
CAB5SPA7020	Spa – Arrival	Touchpoint Service	4
External Notes	<b>Personalized service delivered during interaction</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> <li>Agent not present</li> <li>Opportunity for delivery personalized service during interaction not available</li> </ul> Agent or attendant must deliver personalized service during interaction, using something the associate learned about the guest during the arrival experience		
Links	<a href="#">HR-205</a>		

### Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful

ID	Touchpoint	Category	Point Values
CAB5SPA7030	Spa – Arrival	Touchpoint Service	4
External Notes	<b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b>		

	<p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> </ul> <p>Agent and/or attendant <b>must be</b>:</p> <ul style="list-style-type: none"> <li>Thoughtful</li> <li>Intuitive</li> <li>Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>Offering to hold a retail item for the guest until after their treatment</li> <li>Asking the guest if they are interested in ordering in-room dining to the Spa if it is close to a meal time</li> <li>Offering to ship a retail item for the guest if it is large enough to be inconvenient to pack in luggage</li> </ul> <p>It is acceptable if Agent does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>
Links	<a href="#">HR-205</a>

### Spa Attire Provided

ID	Touchpoint	Category	Point Values
CAB5SPA011	Spa – Arrival	Touchpoint Service	4
External Notes	<p><b>Spa Attire Provided</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Property does not have a spa facility on premises</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> </ul> <p>Associate <b>must minimally</b> supply <b>spa attire</b>:</p> <ul style="list-style-type: none"> <li>Appropriately sized <b>robe</b></li> <li>Appropriately sized <b>slippers</b> <ul style="list-style-type: none"> <li>(W): It is acceptable to have slippers or sandals</li> <li>Associate must <b>ask</b> shoe size of guest to provide slippers <ul style="list-style-type: none"> <li>If slippers are handed out at desk, provide the correct size</li> <li>If slippers are pre-set in lockers, provide a locker with the correct slipper size</li> </ul> </li> </ul> </li> </ul>		
Links	<a href="#">OPS-SPA-010</a>		

### Professional persona provided

ID	Touchpoint	Category	Point Values
CAB5SPA7040	Spa – Arrival	Touchpoint Service	4
External Notes	<p><b>Professional persona provided</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> </ul>		

	<ul style="list-style-type: none"> <li>• Agent not present</li> </ul> <p>Agent/Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Escort not offered</li> <li>• Non-work related matters discussed in your presence</li> <li>• Earpiece not used</li> </ul>
Links	<a href="#">HR-205</a>

### Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABSPAZ9902	Spa – Arrival	Core Service	16
External Notes	<p><b>Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Guest name not known</li> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABSPAZ9906	Spa – Arrival	Core Service	2
External Notes	<p><b>Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>◦ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>◦ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul>		



Links	<a href="#">OPS-FRO-175</a>		
Spa Front Desk Agent - The overall experience met guest expectations and was free of negative detractors			
ID CABSPAZ9907	Touchpoint Spa – Arrival	Category Core Service	Point Values 0
Links	<a href="#">OPS-FRO-175B</a>		
Rate Emotional Engagement with interaction			
ID CABSPA201	Touchpoint Spa – Arrival	Category Touchpoint Service	Point Values 0
External Notes	<div>Rate Emotional Engagement with interaction</div> <div>Mark N/A if you find any of the following:</div> <div><ul style="list-style-type: none"><li>Interaction not completed</li><li>Property does not have a spa facility on premises</li><li>Area is under complete renovation and not available for guest use</li></ul></div> <div>After your experience, rate your interaction:</div> <div><ul style="list-style-type: none"><li><b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li><b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li><b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul></div> <div>Scoring Methodology:</div> <div><ul style="list-style-type: none"><li>Positive – 2 of 0 points</li><li>Neutral – 0 of 0 points</li><li>Negative – -2 of 0 points</li></ul></div> <div>CABSPA201</div>		
Links	<a href="#">HR-205</a>		

## Spa – Treatment

Enter type of Treatment (e.g., Swedish massage, signature facial)			
ID	Touchpoint	Category	Point Values
CAB5SPAT002	Spa – Treatment	Touchpoint Service	
External Notes	Enter type of Treatment (e.g., Swedish massage, signature facial)  <div style="text-align: right;">CAB5SPAT002</div>		
First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABSPAT9901	Spa – Treatment	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> The associate must minimally: <ul style="list-style-type: none"> <li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>○ Provide a warm greeting/welcome</li> </ul> </li> <li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul>		
Links	<a href="#">OPS-FRO-175B</a>		
Therapist begins treatment to standard			
ID	Touchpoint	Category	Point Values
CAB5SPAT004	Spa – Treatment	Touchpoint Service	4
External Notes	<b>Therapist begins treatment to standard</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"> <li>• Property does not have a spa facility on premises</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> Therapist <b>must minimally</b> : <ul style="list-style-type: none"> <li>• <b>Escort</b> guest to treatment area</li> <li>• <b>Ask</b> guest to <b>remove all jewelry</b>, as applicable to treatment type</li> <li>• <b>Explain treatment</b> you are receiving                             <ul style="list-style-type: none"> <li>○ Offer guest to smell treatment products being used</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>○ If guest is receiving an aromatherapy treatment, allow guest to <b>choose their own scent</b></li> <li>● <b>Explain disrobing</b> and draping process, if required by treatment</li> <li>● <b>Advise</b> guest of proper <b>body positioning</b> (e.g., face down) to begin treatment</li> </ul> <p>Mark No if any of the above standards are not met</p> <p style="text-align: right;">CAB5SPAT004</p>
Links	<a href="#">OPS-SPA-010</a>

### Therapist provides you with privacy during the disrobing process

ID	Touchpoint	Category	Point Values
CAB5SPAT005	Spa – Treatment	Touchpoint Service	4
External Notes	<p><b>Therapist provides you with privacy during the disrobing process</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>● Property does not have a spa facility on premises</li> <li>● Area is fully booked and does not have availability for any treatments or services</li> <li>● Area is under complete renovation and not available for guest use</li> <li>● Treatment does not require disrobing</li> </ul> <p><b>Therapist must leave the room</b> to provide privacy during disrobing and knock before coming back into the room</p> <p><b>Mark NO</b> if therapist does not leave room and privacy was not provided</p> <p style="text-align: right;">CAB5SPAT005</p>		
Links	<a href="#">OPS-SPA-010</a>		

### Therapist asks questions to ensure comfort and safety of the guest

ID	Touchpoint	Category	Point Values
CAB5SPAT015	Spa – Treatment	Touchpoint Service	4
External Notes	<p><b>Therapist asks questions to ensure comfort and safety of the guest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>● Property does not have a spa facility on premises</li> <li>● Area is fully booked and does not have availability for any treatments or services</li> <li>● Area is under complete renovation and not available for guest use</li> </ul> <p>Therapist <b>must minimally</b>:</p> <ul style="list-style-type: none"> <li>● <b>Inquire</b> about health issues or recent injuries that they should be aware of</li> <li>● At beginning of treatment <b>ask</b> a minimum of one question about comfort, for example: <ul style="list-style-type: none"> <li>○ Degree of pressure (e.g., hard, soft) (treatment specific)</li> <li>○ Type and volume of music (private room)</li> <li>○ Room lighting level (private room)</li> <li>○ Temperature (private room)</li> </ul> </li> </ul>		

	<p>Mark No if any of the above standards are not met</p> <p style="text-align: right;">CAB5SPAT015</p>
Links	<a href="#">OPS-SPA-010</a>

## Treatment

ID	Touchpoint	Category	Point Values
CAB5SPAT006	Spa – Treatment	Touchpoint Service	16
External Notes	<p><b>Treatment</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Property does not have a spa facility on premises</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> </ul> <p>Treatment/Therapist <b>must minimally</b>:</p> <ul style="list-style-type: none"> <li><b>Honor requests/concerns</b> (pressure, focus areas)</li> <li><b>Verify</b> your comfort a <b>minimum of 1</b> time during treatment</li> <li>Keep additional <b>conversation</b> to a minimum, speaking only when prompted</li> <li>Answer any questions that the guest asks accurately without offering medical advice</li> <li><b>Perform</b> treatment as described</li> <li>Ensure that areas that are not being worked on are appropriately covered with towels/sheets, if applicable</li> </ul> <p><b>Interact</b> with Therapist and Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>Area not being worked on uncovered during treatment</li> <li>Comfort not verified</li> <li>Conversation occurred not prompted by guest, other than comfort verification</li> <li>Questions not answered or given medical advice</li> <li>Requests/concerns not honored</li> <li>Treatment not performed as described</li> </ul> <p style="text-align: right;">CAB5SPAT006</p>		
Links	<a href="#">OPS-SPA-010</a>		

## Therapist concludes treatment to standard

ID	Touchpoint	Category	Point Values
CAB5SPAT016	Spa – Treatment	Touchpoint Service	2
External Notes	<p><b>Therapist concludes treatment to standard</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Property does not have a spa facility on premises</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> </ul> <p>After concluding the treatment, therapist <b>must minimally</b>:</p> <ul style="list-style-type: none"> <li><b>Offer beverage</b> to the guest</li> </ul>		

	<ul style="list-style-type: none"> <li>• <b>Provide</b> beverage if accepted</li> <li>• <b>Offer to escort</b> the guest to the relaxation room</li> <li>• <b>Provide escort</b>, if accepted</li> </ul> <p><b>Interact</b> with Therapist and Mark No if any of the above criteria are not met</p> <p style="text-align: right;">CAB5SPAT016</p>
Links	<a href="#">OPS-SPA-010</a>

### Therapist does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5SPAT017	Spa – Treatment	Touchpoint Service	2
External Notes	<p><b>Therapist does not decline a request without offering alternatives</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• No request is made above and beyond normal services offered</li> <li>• Therapist meets request</li> </ul> <p>If guest makes a special request Therapist <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Not just say “No” but use a polite denial, e.g., “I am afraid that we are unable to do that at this time”</li> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Alternatives not offered</li> <li>• Therapist says “No” without polite denial</li> </ul> <p style="text-align: right;">CAB5SPAT017</p>		
Links	<a href="#">HR-205</a>		

### Therapist uses appropriate verbiage shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5SPAT011-a	Spa – Treatment	Touchpoint Service	4
External Notes	<p><b>Therapist uses appropriate verbiage shows genuine care and interest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Property does not have a spa facility on premises</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Therapist <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>◦ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>• <b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above</p> <p style="text-align: right;">CAB5SPAT011-a</p>		
Links	<a href="#">HR-205</a>		
<b>Personalized service delivered during interaction</b>			
<b>ID</b> CAB5SPAT7020	<b>Touchpoint</b> Spa – Treatment	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<p><b>Personalized service delivered during interaction</b></p> <p>Mark N/A if opportunity for delivery personalized service during interaction not available</p> <p>Therapist must deliver personalized service during interaction, using something the associate learned about the guest</p> <p>Mark No if personalized service not delivered during interaction</p> <p style="text-align: right;">CAB5SPAT7020</p>		
Links	<a href="#">HR-205</a>		
<b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b>			
<b>ID</b> CAB5SPAT7030	<b>Touchpoint</b> Spa – Treatment	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<p><b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Therapist <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Offering to change the temperature of the room if the guest seems warm</li> <li>• Asking how often the guest experiences treatments and tailoring the amount of information provided by how experienced the guest is</li> <li>• Provide a dish to hold the guest's jewelry and remind guest to take it again when leaving</li> </ul> <p>It is acceptable if Therapist does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p> <p style="text-align: right;">CAB5SPAT7030</p>		

Links	<a href="#">HR-205</a>		
<b>Professional persona provided</b>			
<b>ID</b> CAB5SPAT7040	<b>Touchpoint</b> Spa – Treatment	<b>Category</b> Touchpoint Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Professional persona provided</b> Therapist <b>must</b> : <ul style="list-style-type: none"> <li>Only engage in <b>work-related</b> conversation with other associates when guests present                             <ul style="list-style-type: none"> <li>Includes cell phone and radio conversations</li> <li>Earpiece must be used for all radio conversations</li> </ul> </li> <li>Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> Mark No if you <b>encounter</b> or <b>observe</b> any of the following: <ul style="list-style-type: none"> <li>Escort not offered</li> <li>Non-work related matters discussed in your presence</li> <li>Earpiece not used</li> </ul> <div style="text-align: right;">CAB5SPAT7040</div>		
Links	<a href="#">HR-205</a>		
<b>Guest name used during the experience, when known</b>			
<b>ID</b> CABSPAT9902	<b>Touchpoint</b> Spa – Treatment	<b>Category</b> Core Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Guest name used during the experience, when known</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>Guest name not known</li> <li>Area not staffed during evaluation</li> <li>Facility not present or not available for guest use</li> </ul> The associate must <b>use the guest's name</b> , when known		
Links	<a href="#">OPS-FRO-175B</a>		
<b>Closing Guest Interaction – Service Behaviors</b>			
<b>ID</b> CABSPAT9906	<b>Touchpoint</b> Spa – Treatment	<b>Category</b> Core Service	<b>Point Values</b> 4
<b>External Notes</b>	<b>Closing Guest Interaction – Service Behaviors</b> Mark N/A if any of the following:		

	<ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>◦ E.g., "Enjoy your stay", "Enjoy your afternoon", "Have a great night"</li> </ul> </li> <li>• <b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>◦ E.g., "Thank you for joining us today", "We appreciate you staying with us", "It was a pleasure", "Thank you for your loyalty"</li> </ul> </li> </ul>
<b>Links</b>	<a href="#">OPS-FRO-175</a>

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

ID	Touchpoint	Category	Point Values
CABSPAT9907	Spa – Treatment	Core Service	0
<b>Links</b>	<a href="#">OPS-FRO-175B</a>		

### Rate Emotional Engagement with interaction

ID	Touchpoint	Category	Point Values
CABSPAT201	Spa – Treatment	Touchpoint Service	0
<b>External Notes</b>	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if interaction not completed</p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"> <li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"> <li>• Positive – 2 of 0 points</li> <li>• Neutral – 0 of 0 points</li> <li>• Negative – -2 of 0 points</li> </ul>		
<b>Links</b>	<a href="#">HR-205</a>		



## Spa – Departure

First Impression - Service Behaviors			
ID	Touchpoint	Category	Point Values
CABSPAD9901	Spa – Departure	Core Service	8
External Notes	<b>First Impression - Service Behaviors</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li><li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b><ul style="list-style-type: none"><li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li><li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li><li>○ Provide a warm greeting/welcome</li></ul></li><li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li><li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li></ul>		
Links	<a href="#">OPS-FRO-175B</a>		

Associate determines satisfaction with treatment			
ID	Touchpoint	Category	Point Values
CAB5SPAD007	Spa – Departure	Touchpoint Service	2
External Notes	<b>Associate determines satisfaction with treatment</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Property does not have a spa facility on premises</li><li>• Area is fully booked and does not have availability for any treatments or services</li><li>• Area is under complete renovation and not available for guest use</li></ul> Associate <b>must</b> ask how the treatment was  Evaluate your service and <b>observe</b> others being checked-in and Mark No if Agent does not verify satisfaction		
Links	<a href="#">OPS-SPA-010</a>		

Associate informs guest of gratuity (US/CAN)			
ID	Touchpoint	Category	Point Values
CAB5SPAD030	Spa – Departure	Touchpoint Service	4

<b>External Notes</b>	<p><b>Associate informs guest of gratuity (US/CAN)</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel is located in APEC, CALA, GC, EMEA</li> <li>• Property does not have a spa facility on premises</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Gratuity/Service charge not included automatically</li> </ul> <p>Agent <b>must minimally</b> inform you of the Spa <b>service charge</b> (gratuity)</p> <ul style="list-style-type: none"> <li>• Aggressive <b>gratuity solicitation</b> is not acceptable</li> </ul> <p>Evaluate your service and <b>observe</b> others being checked-in and Mark No if any of the above criteria are not met</p>
<b>Links</b>	<a href="#">OPS-SPA-010</a>

### Spa Check-Out Experience

ID	Touchpoint	Category	Point Values
CAB5SPAD008-t	Spa – Departure	Touchpoint Service	4
<b>External Notes</b>	<p><b>Spa Check-Out Experience</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Property does not have a spa facility on premises</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• Area is under complete renovation and not available for guest use</li> </ul> <p>Associate <b>must</b> :</p> <ul style="list-style-type: none"> <li>• <b>Conduct</b> entire transaction in less than <b>5 minutes</b> <ul style="list-style-type: none"> <li>○ Excluding time waiting in line</li> </ul> </li> <li>• <b>Provide</b> a copy of bill: <ul style="list-style-type: none"> <li>○ Neat and legible</li> <li>○ Accurate</li> <li>○ In a folio or envelope</li> </ul> </li> </ul>		
<b>Links</b>	<a href="#">OPS-SPA-010</a>		

### Associate owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5SPAD009-r	Spa – Departure	Touchpoint Service	4
<b>External Notes</b>	<p><b>Associate owns and resolves guest's requests and opportunities immediately</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Property does not have a spa facility on premises</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• Area is under complete renovation and not available for guest use</li> </ul>		

	<ul style="list-style-type: none"> <li>No problem or concern was encountered</li> <li>Spa is a licensed concept (JW)</li> </ul> <p>Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li><b>Listen actively</b></li> <li><b>Empathize</b> - Express empathy</li> <li><b>Apologize</b> and assume ownership</li> <li><b>Resolve/Solve</b> the problem and also provide an extra touch that goes beyond mere resolution</li> <li><b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> <p>Mark No if the Agent or Attendant:</p> <ul style="list-style-type: none"> <li>Does not actively listen to you</li> <li>Does not express empathy</li> <li>Does not offer an apology</li> <li>Does not solve the problem within 10 minutes</li> <li>Does not provide any special touch beyond mere resolution</li> <li>Does not confirm your satisfaction</li> </ul>
Links	<a href="#">OPS-FRO-175J</a>

### Associate does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5SPAD028	Spa – Departure	Touchpoint Service	2
External Notes	<p><b>Associate does not decline a request without offering alternatives</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>No request is made above and beyond normal services offered</li> <li>Associate meets request</li> </ul> <p>If guest makes a special request Agent/Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>Not just say “No” but use a polite denial, e.g., “I am afraid that we are unable to do that at this time”</li> <li>Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>Alternatives not offered</li> <li>Agent says “No” without polite denial</li> </ul>		
Links	<a href="#">HR-205</a>		

### Associate uses appropriate verbiage and shows genuine care and interest

ID	Touchpoint	Category	Point Values
CAB5SPAD005-a	Spa – Departure	Touchpoint Service	4
External Notes	<p><b>Associate uses appropriate verbiage and shows genuine care and interest</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Property does not have a spa facility on premises</li> </ul>		

	<ul style="list-style-type: none"> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>Area is under complete renovation and not available for guest use</li> <li>Valet not present at Fitness &amp; Massage Center or RCC</li> </ul> <p>Agent and Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li><b>Engage</b> in <b>warm conversation</b> to show genuine care and interest in the guest</li> </ul>
Links	<a href="#">HR-205</a>

### Associate is knowledgeable and confident

ID	Touchpoint	Category	Point Values
CAB5SPAD7010	Spa – Departure	Touchpoint Service	2
External Notes	<p><b>Associate is knowledgeable and confident</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> <li>Agent not present</li> <li>Interaction did not allow question</li> </ul> <p>Associate is knowledgeable and confident during interaction</p> <p><b>Ask</b> either the Agent or Attendant a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer</p>		
Links	<a href="#">OPS-FRO-175</a>		

### Personalized service delivered during interaction

ID	Touchpoint	Category	Point Values
CAB5SPAD7020	Spa – Departure	Touchpoint Service	4
External Notes	<p><b>Personalized service delivered during interaction</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area/service not selected for evaluation</li> <li>Agent not present</li> <li>Opportunity for delivery personalized service during interaction not available</li> </ul> <p>Agent or Attendant must deliver personalized service during interaction, using something the associate learned about the guest</p>		
Links	<a href="#">HR-205</a>		

Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful			
ID	Touchpoint	Category	Point Values
CAB5SPAD7030	Spa – Departure	Touchpoint Service	4
External Notes	<p><b>Service is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Agent not present</li> </ul> <p>Agent and attendant <b>must be</b>:</p> <ul style="list-style-type: none"> <li>• Thoughtful</li> <li>• Intuitive</li> <li>• Demonstrate anticipatory service when appropriate and helpful</li> </ul> <p>Examples of acceptable anticipatory actions include:</p> <ul style="list-style-type: none"> <li>• Offering to hold a retail item for the guest until after their treatment</li> <li>• Asking the guest if they are interested in ordering in-room dining to the Spa if it is close to a meal time</li> <li>• Offering to ship a retail item for the guest if it is large enough to be inconvenient to pack in luggage</li> </ul> <p>It is acceptable if Agent or Attendant does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction</p> <p><b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed</p>		
Links	<a href="#">HR-205</a>		

Associate provides a professional persona			
ID	Touchpoint	Category	Point Values
CAB5SPAD7040	Spa – Departure	Touchpoint Service	4
External Notes	<p><b>Associate provides a professional persona</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area/service not selected for evaluation</li> <li>• Agent not present</li> </ul> <p>Agent and Attendant <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>◦ Includes cell phone and radio conversations</li> <li>◦ Earpiece must be used for all radio conversations</li> </ul> </li> <li>• Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Escort not offered</li> <li>• Non-work related matters discussed in your presence</li> <li>• Earpiece not used</li> </ul>		

Links	<a href="#">HR-205</a>		
Guest name used during the experience, when known			
ID CABSPAD9902	Touchpoint Spa – Departure	Category Core Service	Point Values 4
External Notes	Guest name used during the experience, when known  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Guest name not known</li><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li></ul> The associate must <b>use the guest’s name</b> , when known		
Links	<a href="#">OPS-FRO-175B</a>		
Closing Guest Interaction – Service Behaviors			
ID CABSPAD9906	Touchpoint Spa – Departure	Category Core Service	Point Values 4
External Notes	Closing Guest Interaction – Service Behaviors  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li><li>• Individual previously encountered during consecutive interactions</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• <b>Provide a warm and sincere closing</b><ul style="list-style-type: none"><li>◦ E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li></ul></li><li>• <b>Demonstrate appreciation</b><ul style="list-style-type: none"><li>◦ E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li></ul></li></ul>		
Links	<a href="#">OPS-FRO-175</a>		
Spa Front Desk Agent - The overall experience met guest expectations and was free of negative detractors			
ID CABSPAD9907	Touchpoint Spa – Departure	Category Core Service	Point Values 0
Links	<a href="#">OPS-FRO-175B</a>		

Rate Emotional Engagement with interaction			
ID	Touchpoint	Category	Point Values
CABSPAD201	Spa – Departure	Touchpoint Service	0
External Notes	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if interaction not completed</p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"> <li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li> <li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li> <li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li> </ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"> <li>• Positive – 2 of 0 points</li> <li>• Neutral – 0 of 0 points</li> <li>• Negative – -2 of 0 points</li> </ul> <p>CABSPAD201</p>		
Links	<a href="#">🔗 HR-205</a>		

## Spa – Facility

Spa Menu and Offerings			
ID	Touchpoint	Category	Point Values
SPAF2401	Spa – Facility	Operations - Product	4
External Notes	<p><b>Spa Menu and Offerings</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Property does not have a spa facility on premises</li><li>• Area is fully booked and does not have availability for any treatments or services</li><li>• Area is under complete renovation and not available for guest use</li></ul> <p>Spa menu <b>must minimally be</b>/include:</p> <ul style="list-style-type: none"><li>• On display</li><li>• 1 signature indigenous massage treatment</li><li>• 1 signature indigenous body treatment</li><li>• 1 signature indigenous package treatment</li></ul> <p>Check the relaxation lounge amenities and Mark No if above criteria not met</p> <p>SPAF2401</p>		
Links	<p><a href="#">OPS-SPA-010G</a></p> <p><a href="#">OPS-SPA-010J</a></p>		

Relaxation Lounge Amenities			
ID	Touchpoint	Category	Point Values
CAB5SPAF2402	Spa – Facility	Operations - Product	4
External Notes	<p><b>Relaxation Lounge Amenities</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Facility not present</li><li>• Area is under complete renovation and not available for guest use</li><li>• Area is fully booked and does not have availability for any treatments or services</li><li>• (Residences): Spa is operated by a Co-located hotel</li></ul> <p>Relaxation lounges amenities <b>must minimally</b> include:</p> <ul style="list-style-type: none"><li>• Hospitality set-up as follows:<ul style="list-style-type: none"><li>◦ Beverage:<ul style="list-style-type: none"><li>▪ Water</li><li>▪ Bottled</li><li>▪ Water cooler may be present in addition to bottled water</li></ul></li><li>◦ Food item (e.g., dry snacks, fresh fruit)</li></ul></li><li>• (2) Reading materials - current (e.g., newspaper, magazines, PressReader)</li></ul> <p>It is acceptable if the provision of items is prohibited by local code</p>		



	<ul style="list-style-type: none"> <li>If selected items are prohibited, check only those that apply</li> </ul> <p><b>Check</b> the relaxation lounge amenities and Mark No if you find any of the following:</p> <ul style="list-style-type: none"> <li>Hospitality station not available</li> <li>Hospitality items missing</li> </ul> <p style="text-align: right;">CAB5SPAF2402</p>
<b>Links</b>	<a href="#">OPS-SPA-010G</a>

### Spa Locker and Locker Room Set-up

ID	Touchpoint	Category	Point Values
CAB5SPAF2403	Spa – Facility	Operations - Product	4
<b>External Notes</b>	<p><b>Spa Locker and Locker Room Set-up</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Facility not present</li> <li>Area is under complete renovation and not available for guest use</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>(Residences): Spa is operated by a Co-located hotel</li> </ul> <p>Guest <b>locker areas</b> must minimally include:</p> <ul style="list-style-type: none"> <li><b>Music</b> playing in the background at all times</li> <li><b>Bath towels</b></li> <li><b>Spa robe</b> <ul style="list-style-type: none"> <li>Must be branded (Luxury Collection, property or spa)</li> </ul> </li> <li><b>Spa slippers</b> with non-slip soles <ul style="list-style-type: none"> <li>It is acceptable if slippers are not placed in locker and are provided by attendant</li> <li>Must be branded (Luxury Collection, property or spa)</li> </ul> </li> </ul> <p><b>Check</b> the guest locker and locker areas and Mark No if any item missing</p> <p style="text-align: right;">CAB5SPAF2403</p>		
<b>Links</b>	<a href="#">OPS-SPA-010G</a>		

### Spa locker room provides personal grooming items

ID	Touchpoint	Category	Point Values
CAB5SPAF015	Spa – Facility	Operations - Product	4
<b>External Notes</b>	<p><b>Spa locker room provides personal grooming items</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>Facility not present</li> <li>Area is under complete renovation or not available for guest use</li> <li>Area is fully booked and does not have availability for any treatments or services</li> <li>(Residences): Spa is operated by a Co-located hotel</li> </ul> <p>Vanity areas must minimally include: (Randomly select 5 to verify)</p> <ul style="list-style-type: none"> <li>Combs and/or brushes, sealed or sanitized</li> </ul>		

	<ul style="list-style-type: none"> <li>• Cotton swabs and/or cotton balls in display containers</li> <li>• Deodorant</li> <li>• Hair dryers</li> <li>• Hair spray</li> <li>• Moisturizer</li> <li>• Shaving Cream (optional for Ladies' locker room)</li> <li>• Styling products (e.g., gel)</li> <li>• Towel hamper</li> <li>• Trash container                             <ul style="list-style-type: none"> <li>○ It is acceptable if items are placed anywhere in Locker Room</li> </ul> </li> </ul> <p>It is acceptable for the following items not to be on display but be available upon request:</p> <ul style="list-style-type: none"> <li>• Ladies hygiene products (available in female locker room only)</li> <li>• Razor - double-bladed</li> </ul> <p>It is acceptable if the provision of items is prohibited by local code (documentation required)</p> <ul style="list-style-type: none"> <li>• If selected items are prohibited, check only those that apply</li> </ul> <p>Check the guest locker and locker areas and Mark No if any item missing</p> <p style="text-align: right;">CAB5SPAF015</p>
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<b>Links</b>	<a href="#">OPS-SPA-030E</a>
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### Spa locker room offers additional grooming items

ID	Touchpoint	Category	Point Values
CAB5SPAF022	Spa – Facility	Operations - Product	2
<b>External Notes</b>	<p><b>Spa locker room offers additional grooming items</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation or not available for guest use</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• (Residences): Spa is operated by a Co-located hotel</li> </ul> <p>Vanity areas must minimally include/be:</p> <ul style="list-style-type: none"> <li>• Hand soap</li> <li>• Hand towels</li> <li>• Tissues in tissue box cover</li> <li>• All personal grooming products in the locker room (e.g., soap, shampoo, conditioner) from a single product line (e.g., Aromatherapy, ESPA)                             <ul style="list-style-type: none"> <li>○ It is acceptable if hairspray and deodorant are not from the same product line if the product line does not carry these products</li> </ul> </li> </ul> <p>It is acceptable if the provision of items is prohibited by local code (documentation required). If selected items are prohibited, check only those that apply</p> <p style="text-align: right;">CAB5SPAF022</p>		
<b>Links</b>	<a href="#">OPS-SPA-030E</a>		

### Spa Locker Room Showers

ID	Touchpoint	Category	Point Values
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CAB5SPAF016	Spa – Facility	Operations - Product	4
<b>External Notes</b>	<b>Spa Locker Room Showers</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation or not available for guest use</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• (Residences): Spa is operated by a Co-located hotel</li> </ul> Shower area must minimally include: <ul style="list-style-type: none"> <li>• Bath towel(s)</li> <li>• Amenities: <ul style="list-style-type: none"> <li>○ Body wash/shower gel</li> <li>○ Shampoo</li> <li>○ Conditioner</li> </ul> </li> </ul> It is acceptable if the provision of items is prohibited by local code (documentation required). If selected items are prohibited, check only those that apply CAB5SPAF016		
<b>Links</b>	<a href="#">OPS-SPA-030F</a>		

### Spa Locker Room Wet Areas

<b>ID</b> CAB5SPAF020	<b>Touchpoint</b> Spa – Facility	<b>Category</b> Operations - Product	<b>Point Values</b> 2
<b>External Notes</b>	<b>Spa Locker Room Wet Areas</b> Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Area is fully booked and does not have availability for any treatments or services</li> <li>• Locker room does not include sauna/whirlpool area</li> <li>• (Residences): Spa is operated by a Co-located hotel</li> </ul> Sauna/whirlpool area must minimally include: <ul style="list-style-type: none"> <li>• Bath towels</li> <li>• Towel display unit</li> <li>• Chilled face cloths: <ul style="list-style-type: none"> <li>○ Aromatic</li> <li>○ Displayed on ice or refrigerated</li> </ul> </li> </ul> It is acceptable if the provision of items is prohibited by local code (documentation required). If selected items are prohibited, check only those that apply CAB5SPAF020		
<b>Links</b>	<a href="#">OPS-SPA-030F</a>		

### Spa Facility Cleanliness - General

<b>ID</b>	<b>Touchpoint</b>	<b>Category</b>	<b>Point Values</b>
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CABSPALR003	Spa – Facility	Public Areas	4
<b>Spa Facility Maintenance &amp; Upkeep - General</b>			
<b>ID</b> CABSPALR004	<b>Touchpoint</b> Spa – Facility	<b>Category</b> Public Areas	<b>Point Values</b> 2

## Bell – Departure

Telephone Greeting			
ID	Touchpoint	Category	Point Values
CABLD9911	Bell – Departure	Touchpoint Service	4
External Notes	<b>Telephone Greeting</b>  Mark N/A if any of the following: <ul style="list-style-type: none"><li>• Area not staffed during evaluation</li><li>• Facility not present or not available for guest use</li></ul> The associate must minimally: <ul style="list-style-type: none"><li>• Answer within 3 rings</li><li>• Provide a warm greeting with a smile in their voice</li><li>• Speak in an efficient, yet unhurried manner</li><li>• Ask first to be placed on hold, if applicable</li></ul>		
Links	<a href="#">OPS-FRO-175</a>		

Bell Staff Luggage Retrieval Request			
ID	Touchpoint	Category	Point Values
CAB5LD002	Bell – Departure	Touchpoint Service	4
External Notes	<b>Bell Staff Luggage Retrieval Request</b>  Bell Staff <b>must</b> meet the following standards: <ul style="list-style-type: none"><li>• <b>Offer</b> to retrieve car or arrange other transportation</li><li>• Estimated <b>time</b> of pick-up provided<ul style="list-style-type: none"><li>◦ It is acceptable if quote non-specific (e.g., immediately, I'll be right up)</li></ul></li></ul> <b>Place</b> call to have luggage picked up prior to check out  <b>Call</b> and Mark No if any of the required standards are not met  <div>CAB5LD002</div>		
Links	<a href="#">OPS-FRO-282</a>		

Bell staff arrives in a timely fashion			
ID	Touchpoint	Category	Point Values
CAB5LD003-t	Bell – Departure	Touchpoint Service	4
External Notes	<b>Bell staff arrives in a timely fashion</b>		

	<p>Bell Staff <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Arrive at room within 5 minutes of time requested if pre-arranged</li> <li>• Arrive at room within 8 minutes of departure call if not pre-arranged</li> </ul> <p>If quote is non-specific, pick-up must be within 5 minutes of call</p> <p><b>It is acceptable if follow up call is made to advise you of new arrival time</b></p> <p>It is acceptable if someone other than the bell staff provides luggage assistance</p> <p>Mark No if any of the required standards are not met</p> <p style="text-align: right;">CAB5LD003-t</p>
Links	<a href="#">OPS-FRO-282</a>

### Delivery - Room Delivery Announcement

ID	Touchpoint	Category	Point Values
CABLD9910	Bell – Departure	Touchpoint Service	4
Links	<a href="#">OPS-FRO-175</a>		

### First Impression - Service Behaviors

ID	Touchpoint	Category	Point Values
CABLD9901	Bell – Departure	Core Service	8
External Notes	<p><b>First Impression - Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Facility not present or not available for guest use</li> <li>• Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li>• <b>Attempt to acknowledge the guest when standing in a queue</b>, either verbally or non-verbally</li> <li>• <b>Follow the 15 / 5 (4.6m / 1.5 m) Rule</b> <ul style="list-style-type: none"> <li>○ Make eye contact and smile at 15 feet (4.6m or 15 steps)</li> <li>○ Maintain eye contact at 5 feet (1.5m or 5 steps)</li> <li>○ Provide a warm greeting/welcome</li> </ul> </li> <li>• <b>Maintain good posture and eye contact</b> through visible engagement and attentive listening</li> <li>• <b>Be well-groomed and professional</b> wearing clean attire that is in good condition</li> </ul> <p style="text-align: right;">CABLD9901</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Bell staff requests permission to enter

ID	Touchpoint	Category	Point Values
CAB5LD004	Bell – Departure	Touchpoint Service	4

<b>External Notes</b>	<b>Bell staff requests permission to enter</b>  Bell staff <b>must</b> : <ul style="list-style-type: none"> <li>• <b>Request</b> permission to <b>enter the room</b></li> </ul> It is acceptable if someone other than the bell staff provides luggage assistance  CAB5LD004
<b>Links</b>	<a href="#">OPS-FRO-282</a>

### Bell staff owns and resolves guest's requests and opportunities immediately

ID	Touchpoint	Category	Point Values
CAB5LD006-r	Bell – Departure	Touchpoint Service	4
<b>External Notes</b>	<b>Bell staff owns and resolves guest's requests and opportunities immediately</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• No problem or concern was encountered</li> </ul> Bell staff <b>must</b> : <ul style="list-style-type: none"> <li>• <b>Listen actively</b></li> <li>• <b>Empathize</b> - Express empathy</li> <li>• <b>Apologize</b> and assume ownership</li> <li>• <b>Resolve/Solve</b> the problem and also provide an extra touch that goes beyond mere resolution</li> <li>• <b>Notify/Thank</b> the guest to confirm their satisfaction</li> </ul> Mark No if the Bell staff : <ul style="list-style-type: none"> <li>• Does not actively listen to you</li> <li>• Does not express empathy</li> <li>• Does not offer an apology</li> <li>• Does not solve the problem within 10 minutes</li> <li>• Does not provide any special touch beyond mere resolution</li> <li>• Does not confirm your satisfaction</li> </ul> CAB5LD006-r		
<b>Links</b>	<a href="#">OPS-FRO-175J</a>		

### Bell Staff does not decline a request without offering alternatives

ID	Touchpoint	Category	Point Values
CAB5LD016	Bell – Departure	Touchpoint Service	2
<b>External Notes</b>	<b>Bell Staff does not decline a request without offering alternatives</b>  Mark N/A if any of the following: <ul style="list-style-type: none"> <li>• No request is made above and beyond normal services offered</li> <li>• Bell staff meets request</li> </ul> If guest makes a special request Bell staff <b>must</b> :		

	<ul style="list-style-type: none"> <li>• Not just say “No” but use a polite denial, e.g., “I am afraid that we are unable to do that at this time”</li> <li>• Offer alternatives that may help meet the need in another way</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Alternatives not offered</li> <li>• Bell staff says “No” without polite denial</li> </ul> <p style="text-align: right;">CAB5LD016</p>
Links	<a href="#">HR-205</a>

### Appropriate verbiage used and genuine care and interest shown

ID	Touchpoint	Category	Point Values
CAB5LD010-a	Bell – Departure	Touchpoint Service	4
External Notes	<p><b>Appropriate verbiage used and genuine care and interest shown</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Area not staffed during evaluation</li> <li>• Service or area is not evaluated</li> </ul> <p>Agent <b>must</b>:</p> <ul style="list-style-type: none"> <li>• Use <b>appropriate verbiage</b> with genuine delivery <ul style="list-style-type: none"> <li>◦ For example: "Certainly", "My Pleasure", "Immediately", "I would be happy to" <ul style="list-style-type: none"> <li>▪ It is not acceptable to use slang or hotel jargon (e.g., 86'd, DND, "What's up?", "dude", "habibi", "OMG")</li> </ul> </li> </ul> </li> <li>• <b>Engage</b> in <b>warm conversation</b> to show genuine concern and interest in the guest</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the following:</p> <ul style="list-style-type: none"> <li>• Does not engage in warm conversation</li> <li>• Inappropriate verbiage or jargon used</li> </ul> <p style="text-align: right;">CAB5RAP011-a</p>		
Links	<a href="#">HR-205</a>		

### Bell staff is knowledgeable and confident

ID	Touchpoint	Category	Point Values
CAB5LD7010	Bell – Departure	Touchpoint Service	2
External Notes	<p><b>Bell staff is knowledgeable and confident</b></p> <p>Mark N/A if interaction did not allow question</p> <p>Bell staff is knowledgeable and confident in interaction</p> <p><b>Ask</b> Bell staff a general, position/interaction appropriate question during the interaction and Mark No if they are unable to answer</p> <p style="text-align: right;">CAB5LD7010</p>		



Links	<a href="#">OPS-FRO-175</a>		
Bell staff delivered personalized service during interaction			
ID CAB5LD7020	Touchpoint Bell – Departure	Category Touchpoint Service	Point Values 4
External Notes	<b>Bell staff delivered personalized service during interaction</b>  Mark N/A if opportunity for delivery of personalized service during interaction not available  Bell staff must deliver personalized service during interaction, using something the associate learned about the guest		
Links	<a href="#">HR-205</a>		
Bell staff thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful			
ID CAB5LD7030	Touchpoint Bell – Departure	Category Touchpoint Service	Point Values 4
External Notes	<b>Bell staff thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful</b>  Bell staff <b>must be</b> : <ul style="list-style-type: none"><li>• Thoughtful</li><li>• Intuitive</li><li>• Demonstrate anticipatory service when appropriate and helpful</li></ul> Examples of acceptable anticipatory actions include: <ul style="list-style-type: none"><li>• Reminding guest to check the safe for their computer</li><li>• Asking guest if they have all of their charger cables</li><li>• Bringing in the newspaper if the guest has it hanging on their door do that they have the option to take it with them</li></ul> It is acceptable if Bell Staff does not anticipate the "set-up" need or provide any of the examples above, as long as <b>any</b> need is anticipated during interaction  <b>Mark No</b> if you <b>encounter</b> or <b>observe</b> any of the above criteria not being followed  CAB5LD7030		
Links	<a href="#">OPS-FRO-175B</a>		
Bell staff provides a professional persona			
ID CAB5LD7040	Touchpoint Bell – Departure	Category Touchpoint Service	Point Values 4
External Notes	<b>Bell staff provides a professional persona</b>		

	<p>Bell staff <b>must</b>:</p> <ul style="list-style-type: none"> <li>Only engage in <b>work-related</b> conversation with other associates when guests present <ul style="list-style-type: none"> <li>Includes cell phone and radio conversations</li> <li>Earpiece must be used for all radio conversations</li> </ul> </li> <li>Offer an <b>escort</b> as well as directions if a location that the guest asked about is not in visible sight</li> </ul> <p>Mark No if you <b>encounter</b> or <b>observe</b> any of the above criteria not met</p> <p style="text-align: right;">CAB5LD7040</p>
Links	<a href="#">OPS-FRO-175</a>


### Guest name used during the experience, when known

ID	Touchpoint	Category	Point Values
CABLD9902	Bell – Departure	Core Service	4
External Notes	<p><b>Guest name used during the experience, when known</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Facility not present or not available for guest use</li> </ul> <p>The associate must <b>use the guest's name</b>, when known</p>		
Links	<a href="#">OPS-FRO-175B</a>		

### Closing Guest Interaction – Service Behaviors

ID	Touchpoint	Category	Point Values
CABLD9906	Bell – Departure	Core Service	4
External Notes	<p><b>Closing Guest Interaction – Service Behaviors</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Area not staffed during evaluation</li> <li>Individual previously encountered during consecutive interactions</li> </ul> <p>The associate must minimally:</p> <ul style="list-style-type: none"> <li><b>Provide a warm and sincere closing</b> <ul style="list-style-type: none"> <li>E.g., “Enjoy your stay”, “Enjoy your afternoon”, “Have a great night”</li> </ul> </li> <li><b>Demonstrate appreciation</b> <ul style="list-style-type: none"> <li>E.g., “Thank you for joining us today”, “We appreciate you staying with us”, “It was a pleasure”, “Thank you for your loyalty”</li> </ul> </li> </ul> <p style="text-align: right;">CABLD9906</p>		
Links	<a href="#">OPS-FRO-175B</a>		




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

<b>ID</b> CABLD9907	<b>Touchpoint</b> Bell – Departure	<b>Category</b> Core Service	<b>Point Values</b> 0
<b>Links</b>	<a href="#"> OPS-FRO-175B</a>		

<b>Rate Emotional Engagement with interaction</b>			
<b>ID</b> CABLD201	<b>Touchpoint</b> Bell – Departure	<b>Category</b> Touchpoint Service	<b>Point Values</b> 0
<b>External Notes</b>	<p><b>Rate Emotional Engagement with interaction</b></p> <p>Mark N/A if interaction not completed</p> <p>After your experience, rate your interaction:</p> <ul style="list-style-type: none"><li>• <b>Positively engaged:</b> positive emotional experience - Pampered, Special, Indulged, Delighted, Appreciated, Individual</li><li>• <b>Neutral engagement:</b> Respected, Understood, Content – not swayed positively or negatively</li><li>• <b>Negative emotional engagement:</b> Disinterested, Disconnected, Disappointed, Ignored, Stressed, Frustrated</li></ul> <p>Scoring Methodology:</p> <ul style="list-style-type: none"><li>• Positive – 2 of 0 points</li><li>• Neutral – 0 of 0 points</li><li>• Negative – -2 of 0 points</li></ul> <p>CABLD201</p>		

## Bedroom

Entry door safety features are fully functional			
ID	Touchpoint	Category	Point Values
CABFLS049	Bedroom	Safety & Security	0
External Notes	<p><b>Entry door safety features are fully functional</b></p> <p>To comply with this requirement property must:</p> <p><b><u>1. GUEST ROOM KEY CARDS</u></b></p> <p>All key cards must be purchased from PLI, RRD, or vendors of certified Lock Systems</p> <p><b><u>2. GUEST ROOM/SUITE ENTRY DOOR FEATURES</u></b></p> <p>All Guest room/suite entry doors must have:</p> <ul style="list-style-type: none"> <li>• A single mortise lock with automatic deadbolt <ul style="list-style-type: none"> <li>○ After deadbolt is engaged there must be one releasing operation to retract deadbolt</li> <li>○ (CALA, Australia, New Zealand): It is acceptable if property does not have an automatic deadbolt</li> </ul> </li> <li>• Evacuation graphics <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Entry doors that open directly to the exterior/outside are not required to have evacuation graphics posted</li> </ul> </li> <li>• Secondary locking device/privacy latch (e.g., night latch, additional deadbolt) <ul style="list-style-type: none"> <li>○ (AC - JV Hotels): A secondary locking device is not required</li> </ul> </li> <li>• Self-closing device</li> <li>• View port is secured and cannot be easily removed from the corridor side of the door</li> </ul> <p><b><u>3. TESTING GUEST ROOM/SUITE ENTRY DOOR FEATURES</u></b></p> <p>Marriott property representative will check the following criteria in addition to the above:</p> <p><b>Determine</b> if entry door is self-closing or not</p> <p><b>Check</b> all self-closing doors in the following manner:</p> <ul style="list-style-type: none"> <li>• Attempt the following steps once for each door: <ul style="list-style-type: none"> <li>○ Open door 90 degrees</li> <li>○ Release door</li> <li>○ Door must close and latch/lock on first attempt</li> <li>○ Confirm deadbolt engages and secondary locking device functions properly <ul style="list-style-type: none"> <li>▪ Automatic deadbolt must automatically engage</li> <li>▪ If manual deadbolt is present, manually engage to measure functionality.</li> </ul> </li> <li>○ Open door to ensure deadbolt and secondary locking device/privacy latch operates properly <ul style="list-style-type: none"> <li>▪ Deadbolt must retract upon turning the door handle to open the door</li> </ul> </li> <li>○ Look through the view port to ensure visibility</li> <li>○ Inspect door to ensure no kick-down or other device is installed that holds door open, defeating self-closer</li> </ul> </li> </ul> <p>If required self-closing device not in place, <b>Check</b> all doors without self-closing devices in the following manner:</p> <ul style="list-style-type: none"> <li>• Attempt the following steps for each door: <ul style="list-style-type: none"> <li>○ Confirm deadbolt engages and secondary locking device functions properly <ul style="list-style-type: none"> <li>▪ Automatic deadbolt must automatically engage</li> <li>▪ If manual deadbolt is present, manually engage to measure functionality</li> </ul> </li> <li>○ Open door to ensure deadbolt and secondary locking device/private latch operates properly <ul style="list-style-type: none"> <li>▪ Deadbolt must retract upon turning the door handle to open the door</li> </ul> </li> </ul> </li> </ul>		

	o Look through the view port to ensure visibility/functionality		
Links	<a href="#"> RSK-FRP-006</a>		
Hangers & Shopping Bag			
ID CAB5BD2405	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>Hangers &amp; Shopping Bag</b>  Closet area must minimally have: <ul style="list-style-type: none"><li>• Hangers<ul style="list-style-type: none"><li>o (4) Satin</li><li>o (5) Clip – wooden</li><li>o (5) Bar/Regular – wooden</li><li>o (5) Additional hangers added for stays of 5 days or more</li></ul></li><li>• (1) Large shopping bag</li></ul> Hanger count above is in addition to hanger(s) used by bathrobe(s)  <div>CAB5BD2405</div>		
Links	<a href="#"> OPS-HKP-094H</a>  <a href="#"> OPS-HKP-094X</a>		
Iron/Ironing Board			
ID CAB5BD2421	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>Iron/Ironing Board</b>  Closet area must minimally have: <ul style="list-style-type: none"><li>• Iron:<ul style="list-style-type: none"><li>o If organizer is not available, it is acceptable if iron is placed on shelf</li><li>o It is acceptable if a steaming iron is provided as well as the iron and board</li></ul></li><li>• Ironing board and cover:<ul style="list-style-type: none"><li>o Full size, minimally 27 in. (68.5 cm.)<ul style="list-style-type: none"><li>▪ Accesible rooms may have tabletop boards</li></ul></li></ul></li></ul> If iron and ironing board are not present in guestroom, the hotel must offer: <ul style="list-style-type: none"><li>• Iron/ironing board available upon request AND</li><li>• A minimum of (2) pieces of complimentary pressing per person per day, regardless of rate plan and room type</li></ul> <div>CAB5BD2421</div>		

Links	<a href="#">OPS-HKP-094K</a>		
Valet/laundry amenities			
ID CAB5BD2404	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>Valet/laundry amenities</b>  Closet area <b>must minimally</b> have: <ul style="list-style-type: none"><li>• (2) <b>Valet/laundry bags</b>:<ul style="list-style-type: none"><li>◦ (1) Plastic or sustainable material (e.g., must be takeaway friendly)<ul style="list-style-type: none"><li>▪ (EMEA): Must not be plastic</li></ul></li><li>◦ (1) Cotton bag with drawstring</li></ul></li><li>• (2) <b>Valet/laundry ticket</b></li></ul>		
Links	<a href="#">OPS-HKP-094L</a>		
Complimentary Shoeshine Elements			
ID BD2409	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>Complimentary Shoeshine Elements</b>  Shoeshine elements <b>must minimally</b> be/include: <ul style="list-style-type: none"><li>• Complimentary shoeshine service</li><li>• Shoeshine card</li><li>• Shoeshine bag</li><li>• Shoehorn</li></ul> <div>BD2409</div>		
Links	<a href="#">OPS-HKP-094L</a>		
Umbrella			
ID BD2420	Touchpoint Bedroom	Category Brand - Identity	Point Values 2
External Notes	<b>Umbrella</b>  Mark N/A if CALA, EMEA, US/CAN standard guestroom is evaluated  Umbrella must minimally be: <ul style="list-style-type: none"><li>• (CALA, EMEA, US/CAN): Present in all suites</li><li>• (AP Resorts): Present in all guest room types</li><li>• (AP City/Urban): Available at hotel front entrance/front desk during inclement weather</li><li>• In hotel brand voice or The Luxury Collection brand specification</li></ul>		

Links	<a href="#">OPS-HKP-094X</a>		
Bathrobes and Slippers			
ID CAB5BD2410	Touchpoint Bedroom	Category Operations - Product	Point Values 4
External Notes	<b>Bathrobes and Slippers</b>  The Andrea Collection by Frette bathrobes and slippers must be in use in all Guestrooms  Room must minimally provide: <ul style="list-style-type: none"><li>• (2) Bathrobes<ul style="list-style-type: none"><li>○ (1) Closet on a hanger</li><li>○ (1) Bathroom on a hanger</li></ul></li><li>• Slippers<ul style="list-style-type: none"><li>○ (2) Pairs<ul style="list-style-type: none"><li>▪ Plain white</li><li>▪ In separate, non-plastic travel bag or non-plastic band/wrap</li></ul></li><li>○ (AP): It is acceptable if Slippers are not The Andrea Collection by Frette</li></ul></li></ul> <div>CAB5BD2410</div>		
Links	<a href="#">OPS-HKP-094B</a>		
Luggage Rack			
ID CAB5BD2417	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>Luggage Rack</b>  Closet area <b>must minimally</b> have: <ul style="list-style-type: none"><li>• (1) <b>Luggage rack, folding or built-in</b> dedicated luggage bench<ul style="list-style-type: none"><li>○ A bench at the foot of the bed does not count as a luggage rack</li></ul></li></ul> <div>CAB5BD2417</div>		
Links	<a href="#">OPS-HKP-094N</a>		
In-room Safe			
ID CAB5BD054	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>In-room Safe</b>  Guest room must minimally have: <ul style="list-style-type: none"><li>• In-room safe</li></ul>		

	<ul style="list-style-type: none"> <li>○ Permanently fixed to floor, wall, or furniture</li> <li>○ Large enough to fit lap top computer</li> <li>• Liability clause card/sticker</li> </ul> <p style="text-align: right;">CAB5BD054</p>
<b>Links</b>	<a href="#">OPS-HKP-094G</a>

## Ice Bucket

ID	Touchpoint	Category	Point Values
BD2424	Bedroom	Operations - Product	2
<b>External Notes</b>	<p><b>Ice Bucket</b></p> <p>Mark N/A if you find:</p> <ul style="list-style-type: none"> <li>• Hotel does not have ice machines on guest floors</li> <li>• Room is a standard guest room</li> </ul> <p>Ice buckets are required in:</p> <ul style="list-style-type: none"> <li>• All suites</li> <li>• All other room categories where ice machines are present on guest floors</li> </ul> <p>If ice bucket is required, it must include:</p> <ul style="list-style-type: none"> <li>• Ice bucket present with lid</li> <li>• Ice tongs</li> </ul>		
<b>Links</b>	<a href="#">OPS-HKP-094R</a>		

## Glasses

ID	Touchpoint	Category	Point Values
BD2426	Bedroom	Operations - Product	2
<b>External Notes</b>	<p><b>Glasses meet standard</b></p> <p>Guest room must minimally have:</p> <ul style="list-style-type: none"> <li>• (2) Rocks glasses</li> <li>• (2) Highball glasses</li> <li>• (2) Wine glasses</li> </ul> <p>It is acceptable for glasses to be placed anywhere in the guestroom</p> <p>Glasses must be:</p> <ul style="list-style-type: none"> <li>• Placed upside down on coasters <ul style="list-style-type: none"> <li>○ It is acceptable to use stancaps (plastic or paper) in place of coasters</li> <li>○ It is acceptable for glasses housed in purpose-built glass holders to not be displayed with coasters <ul style="list-style-type: none"> <li>▪ A glass shelf is not considered purpose built housing</li> </ul> </li> </ul> </li> <li>• Not bagged/wrapped <ul style="list-style-type: none"> <li>○ It is acceptable for hotels in California to have bagged/wrapped glasses</li> </ul> </li> <li>• Same size by type</li> </ul>		



	BD2426		
Links	<a href="#">OPS-HKP-094R</a>		
Bottled Water			
ID BD2413	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>Bottled Water</b>  Mark N/A if hotel is an MGM Collection  Guest room must minimally have: <ul style="list-style-type: none"><li>• (2) Water bottles<ul style="list-style-type: none"><li>◦ Additional 2 bottles offered in bathroom of hotels that do not have potable water</li><li>◦ Complimentary</li><li>◦ It is acceptable:<ul style="list-style-type: none"><li>▪ To offer water for sale, in addition to the complimentary water at hotels that are not all-inclusive</li><li>▪ To offer non-logoed on-property filtered water in glass bottles</li></ul></li></ul></li></ul>		
Links	<a href="#">OPS-HKP-094T</a>		
In-room Coffee & Tea			
ID BD2416	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>In-room Coffee &amp; Tea</b>  Mark N/A if hotel is an MGM Collection  Complimentary coffee must be delivered via in-room maker, lobby display or Room Service <ul style="list-style-type: none"><li>• When coffee is not delivered via in-room maker, a professionally made notice must be placed in the room to communicate where coffee is available complimentary</li></ul> In-Room coffee & tea setup, when present, must follow the below minimum guidelines: <ul style="list-style-type: none"><li>• Coffee machine</li><li>• Coffee tray, optional<ul style="list-style-type: none"><li>◦ If present, must be either black matte acrylic or black leather or match room design</li></ul></li><li>• (6) Coffee capsules/pods<ul style="list-style-type: none"><li>◦ Coffee capsules/pods must be the same brand as the coffee machine</li></ul></li><li>• Teaspoon or stir sticks</li><li>• (4) Tea bags<ul style="list-style-type: none"><li>◦ (2) Different types of tea must be provided</li></ul></li><li>• (4) Creamers</li><li>• Sugar</li><li>• Artificial Sweetener (e.g., Sweet n' Low, Equal)</li><li>• Raw sugar</li></ul>		
BD2416			

Links	<a href="#">OPS-HKP-094Y</a>		
Honor Bar/Refreshment Center Elements			
ID BD2427	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>Honor Bar/Refreshment Center Elements</b>  Honor Bar/Refreshment Center <b>must</b> minimally have: <ul style="list-style-type: none"><li>• (2) cocktail stirrers</li><li>• (2) cotton or linen napkins</li><li>• Wine and bottle opener/corkscrew<ul style="list-style-type: none"><li>◦ It is acceptable if this is one device</li><li>◦ It is acceptable if this is in Honor Bar/Refreshment Bar</li></ul></li><li>• Refreshment Center price list</li></ul> <div>BD2427</div>		
Links	<a href="#">OPS-HKP-094R</a>		
Honor Bar/Refreshment Center			
ID BD2429	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	<b>Honor Bar/Refreshment Center</b>  Honor Bar/Refreshment Center must minimally have: <ul style="list-style-type: none"><li>• Snack food items</li><li>• Sparkling and still water, soft drinks, and juices</li><li>• Premium beer</li><li>• Premium spirits</li><li>• Premium wine</li></ul> All items must be: <ul style="list-style-type: none"><li>• Neat and organized</li><li>• Facing out with labels in the same direction</li><li>• Not opened, used or expired</li></ul>		
Links	<a href="#">OPS-HKP-094R</a>		
Television Size			
ID CAB5BD002	Touchpoint Bedroom	Category Operations - Product	Point Values 2
External Notes	Television Size		

	Televisions must minimally meet the following size requirements based on hotel opening dates:  <b>CALA, EUR, US/CAN</b> <ul style="list-style-type: none"><li>• Opening On or After 1/1/2017 must be <b>55" (139.7 cm)</b></li><li>• Opening Before 1/1/2017 must be <b>48" (121.92 cm)</b></li></ul> <b>APEC, GC</b> <ul style="list-style-type: none"><li>• Must be <b>55" (139.7 cm) minimum</b></li><li>• All conversions hotels opened within in the past 5 years must be 48 inch minimum</li></ul> <b>MEA</b> <ul style="list-style-type: none"><li>• Opening On or After 1/1/2017 must be <b>55" (139.7 cm)</b></li><li>• Opening Before 1/1/2017 must be <b>49" (124.46 cm)</b></li></ul>		
Links	<a href="#">OPS-FRO-069</a>		

Guest Services Directory			
ID CAB5BD2411	Touchpoint Bedroom	Category Brand - Identity	Point Values 4
External Notes	<b>Guest Services Directory</b>  Mark N/A if property is a Lodge or Tented Camp  Guest Services Directory, either printed or digital, must be present and in Brand Voice  CAB5BD2411		
Links	<a href="#">OPS-HKP-094E</a>		

In-Room Dining Menu			
ID BD2418	Touchpoint Bedroom	Category F&B Product	Point Values 2
External Notes	<b>In-Room Dining Menu</b>  In-Room/Private Dining guide/menu must be present <ul style="list-style-type: none"><li>• It is acceptable for the In-Room Dining guide/menu to be in an electronic form<ul style="list-style-type: none"><li>◦ (EMEA): Printed copy must be available upon request</li></ul></li><li>• Menu must highlight any gratuity charged, if applicable</li></ul>		
Links	<a href="#">OPS-FNB-104B</a>		

Telephones			
ID CAB5BD2414	Touchpoint Bedroom	Category Operations - Product	Point Values 2

<b>External Notes</b>	<b>Telephones</b> Guestroom/suite must minimally have: <ul style="list-style-type: none"> <li>• (1) Telephone <ul style="list-style-type: none"> <li>○ It is acceptable if phone is cordless</li> <li>○ Pre-programmed buttons</li> <li>○ Placed on nightstand</li> </ul> </li> <li>• 2-room suites must have (2) telephones</li> </ul> Faceplates, if present, must minimally have: <ul style="list-style-type: none"> <li>• Dialing instructions or long-distance surcharge information provided (US/CAN) <ul style="list-style-type: none"> <li>○ Reference to Guest Service Directory acceptable, if present</li> </ul> </li> <li>• Unit/room/suite number typed, or computer generated</li> </ul> <p style="text-align: right;">CAB5BD2414</p>
<b>Links</b>	<a href="#">OPS-FRO-297A</a>  <a href="#">OPS-HKP-094Q</a>

### Note Pad and Pen

ID	Touchpoint	Category	Point Values
CAB5BD2412	Bedroom	Brand - Identity	2
<b>External Notes</b>	<b>Note Pad and Pen</b> Every bedroom/suite must minimally have: <ul style="list-style-type: none"> <li>• Note pad <ul style="list-style-type: none"> <li>○ Note pad holders</li> <li>○ Must have both the property logo and The Luxury Collection sign-off in Simple Text</li> </ul> </li> <li>• Pen <ul style="list-style-type: none"> <li>○ In Brand Voice</li> <li>○ (EMEA): It is acceptable to provide a pencil instead of a pen</li> </ul> </li> </ul>		
<b>Links</b>	<a href="#">OPS-HKP-094W</a>		

### Assouline Book & Bookmark

ID	Touchpoint	Category	Point Values
BD2401	Bedroom	Brand - Program	0
<b>External Notes</b>	<b>Assouline Book &amp; Bookmark</b> Guestroom must minimally include: <ul style="list-style-type: none"> <li>• (1) Bookmark - Assouline</li> <li>• (1) Assouline book (hard or soft cover): <ul style="list-style-type: none"> <li>○ Current edition <ul style="list-style-type: none"> <li>▪ It is acceptable for the prior year's edition to be present if the property has not received the current version</li> </ul> </li> </ul> </li> </ul>		

	<p>○ In visible location</p> <p>It is acceptable if previous editions are present <b>in addition to</b> current edition</p> <p>BD2401</p>
Links	<a href="#">OPS-HKP-094W</a>

## Reading Materials

ID	Touchpoint	Category	Point Values
CAB5BD2415	Bedroom	Operations - Product	2
External Notes	<p><b>Reading Materials</b></p> <p>Reading materials must <b>minimally include</b>:</p> <ul style="list-style-type: none"> <li>• (2) Reading materials (e.g., lifestyle magazines, books within the lifestyle realm) <ul style="list-style-type: none"> <li>○ The Assouline book does not count towards the minimum (2) reading materials</li> </ul> </li> <li>• It is acceptable if reading materials are provided in digital format</li> </ul> <p>Mark No if you find any of the following:</p> <ul style="list-style-type: none"> <li>• Required reading materials not present</li> <li>• Required reading materials not placed consistently or current</li> </ul> <p>CAB5BD2415</p>		
Links	<a href="#">OPS-HKP-094W</a>		

## Privacy Sign and Other Brand Collateral Present

ID	Touchpoint	Category	Point Values
BD2430	Bedroom	Brand - Identity	2
External Notes	<p><b>Privacy Sign and Other Brand Collateral Present</b></p> <p>The DND sign must <b>minimally</b> be present in each guestroom</p> <p>It is acceptable if electronic DND systems are in use</p> <p>BD2430</p>		
Links	<a href="#">OPS-HKP-094E</a>		

## Guest Room Recycling Bin

ID	Touchpoint	Category	Point Values
CABBD051	Bedroom	MI Initiatives	4
External Notes	<p><b>Guest Room Recycling Bin</b></p>		

	<p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Hotel brand is PH</li> </ul> <p>Guest room recycling must minimally include:</p> <ul style="list-style-type: none"> <li>Recycling bin or recycling portion of split waste/recycling bin <ul style="list-style-type: none"> <li>Recycling bin/portion meets <a href="#">brand specification</a></li> </ul> </li> </ul> <p>Mark No if property:</p> <ul style="list-style-type: none"> <li>Is on Excel spreadsheet and does not meet instructed criteria in the spreadsheet</li> <li>Is not on Excel spreadsheet and does not meet the question criteria</li> </ul>
Links	<a href="#">OPS-SUS-020</a>

### Guest Room Recycling Bin Labels

ID	Touchpoint	Category	Point Values
CABBD052	Bedroom	MI Initiatives	4
External Notes	<p><b>Guest Room Recycling Bin Labels</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Hotel brand is ED or PH</li> </ul> <p>Guest room recycling bin labels must minimally include:</p> <ul style="list-style-type: none"> <li>Recycling bin/portion is labeled with the appropriate image(s) depicting what should be recycled (e.g., paper, glass)</li> </ul> <p><b>Ask</b> associate to:</p> <ul style="list-style-type: none"> <li>Using the <a href="#">Resources &amp; Tools (marriott.com)</a> in the <a href="#">Compliance tab</a> of the <a href="#">Serve 360 Resources &amp; Tools</a> page on MGS, enter/search for the hotel's MARSHA code</li> <li>If property has an approved exemption/exception, please follow instructions in Excel spreadsheet</li> </ul> <p>Mark No if property:</p> <ul style="list-style-type: none"> <li>Is on Excel spreadsheet and does not meet instructed criteria in the spreadsheet</li> <li>Is not on Excel spreadsheet and does not meet the question criteria</li> </ul> <p style="text-align: right;">CABBD052</p>		
Links	<a href="#">OPS-SUS-020</a>		

### Book of Mormon and Bible

ID	Touchpoint	Category	Point Values
CABBD004	Bedroom	Operations - Product	2
External Notes	<p><b>Book of Mormon and Bible</b></p> <p>Mark N/A Book of Mormon and/or Bible are prohibited by culture/law</p> <p>The following items must be present:</p> <ul style="list-style-type: none"> <li>Bible</li> </ul>		

	<ul style="list-style-type: none"> <li>• Book of Mormon</li> </ul> <p>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</p> <p>(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</p>
<b>Links</b>	<a href="#">OPS-HKP-094P</a>

### Alarm Clock/Audio System

ID	Touchpoint	Category	Point Values
CAB5BD2425	Bedroom	Operations - Product	2
<b>External Notes</b>	<p><b>Alarm Clock/Audio System</b></p> <p>Alarm clock/audio system must be present and include/be:</p> <ul style="list-style-type: none"> <li>• Alarm in the off position</li> <li>• Battery installed for alarm clock/audio system with battery back-up option</li> <li>• Set to correct time (within 2 minutes)</li> </ul> <p>It is acceptable for a Bluetooth speaker to be present in lieu of an alarm clock</p> <p>It acceptable for alarm clock to be on TV/tablet, as long as time is displayed, and alarm operates while TV/tablet is in an OFF position</p>		
<b>Links</b>	<a href="#">OPS-HKP-094A</a>		

### Easily accessed outlets are available for guests to use

ID	Touchpoint	Category	Point Values
CAB5BD040	Bedroom	Operations - Product	2
<b>External Notes</b>	<p><b>Easily accessed outlets are available for guests to use</b></p> <p>Easy to access plugs for guests' personal devices must be available for the guest's use:</p> <ul style="list-style-type: none"> <li>• At least one set must be at one of the nightstands.</li> <li>• Must include both A/C and USB plugs <ul style="list-style-type: none"> <li>◦ It is acceptable for the USB charger to be supplied by a music playing device, e.g., radio</li> </ul> </li> </ul> <p style="text-align: right;">CAB5BD040</p>		
<b>Links</b>	<a href="#">OPS-HKP-094A</a>		

### Bedding and Mattress

ID	Touchpoint	Category	Point Values
CAB5BD2403	Bedroom	Operations - Product	4

<b>External Notes</b>	<p><b>Bedding and Mattress</b></p> <p>Each bed must minimally have:</p> <ul style="list-style-type: none"> <li>• Mattress protector/bed pad</li> <li>• If not platform bed or decorative bed frame, Bed skirt</li> <li>• Down duvet with duvet cover</li> <li>• Sheets: <ul style="list-style-type: none"> <li>○ (AP): (1) Flat sheet (bottom sheet)</li> <li>○ (CALA, EMEA, US/CAN): (2) Flat sheets</li> </ul> </li> </ul> <p>(CALA, EMEA, US/CAN): The Andrea Collection by Frette linen and duvet must be in use in all Guestrooms per Frette Global Bedding Guidelines</p> <ul style="list-style-type: none"> <li>• If The Andrea Collection by Frette linen is in use: <ul style="list-style-type: none"> <li>○ Tags on linen must indicate Frette linens</li> </ul> </li> <li>• If The Andrea Collection by Frette linen is not in use: <ul style="list-style-type: none"> <li>○ Linen must be white</li> <li>○ (AP, US): 400 thread count</li> <li>○ (CALA, EMEA): 300 thread count</li> </ul> </li> </ul> <p style="text-align: right;">CAB5BD2403</p>
<b>Links</b>	<a href="#">OPS-HKP-094C</a>

## Pillows & Pillowcases

ID	Touchpoint	Category	Point Values
BD2408	Bedroom	Operations - Product	2
<b>External Notes</b>	<p><b>Pillows</b></p> <p>(CALA, EMEA, US/CAN): The Andrea Collection by Frette linen must be in use in all guestrooms per Frette Global Bedding Guidelines</p> <p>Pillows must minimally have/be:</p> <ul style="list-style-type: none"> <li>• Down and feather pillows: <ul style="list-style-type: none"> <li>○ King bed - (4) King pillows</li> <li>○ Queen bed - (4) Queen pillows</li> <li>○ (AP): Double bed: <ul style="list-style-type: none"> <li>▪ (4) Standard size or (2) king size pillows each</li> </ul> </li> </ul> </li> <li>• Pillowcases: <ul style="list-style-type: none"> <li>○ (CALA, EMEA, US/CAN): (4) Sham style (2-border/2-sides)</li> <li>○ (AP): (4) Sham style OR (2) sham style and (2) bag style if using linen of thread count of 400 or more</li> <li>○ If The Andrea Collection by Frette linen is not present: <ul style="list-style-type: none"> <li>▪ Linen must be white</li> <li>▪ (AP, US): 400 thread count</li> <li>▪ (CALA, EMEA): 300 thread count</li> </ul> </li> </ul> </li> <li>• Pillow protectors</li> </ul> <p style="text-align: right;">BD2408</p>		
<b>Links</b>	<a href="#">OPS-HKP-094C</a>		

## Pillow Fold Test

ID	Touchpoint	Category	Point Values
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CABBD002	Bedroom	Guestroom	4
External Notes	<p><b>Pillow Fold Test</b></p> <p>With the pillow case and protector removed, conduct pillow fold test on all pillows on bed that was evaluated</p> <ul style="list-style-type: none"><li>• Conduct pillow test on a hard surface</li><li>• Do not conduct pillow test on decorative pillows</li></ul> <p>To complete the pillow fold test:</p> <ul style="list-style-type: none"><li>• Place pillow on a flat surface</li><li>• Place both hands palms up, under each end of the pillow<ul style="list-style-type: none"><li>◦ Make sure hands are 2 inches from the end of the pillow when folding</li></ul></li><li>• <b>Fold</b> one hand on top of the other, but do not push down</li><li>• <b>Hold</b> for a count of 3 seconds and then <b>release</b> by removing hands</li><li>• If your pillow opens flat within 8 seconds, it will pass the test</li><li>• If your pillow does not open flat within 8 seconds, it will not pass the test</li></ul> <p>Mark No if any pillow does not open flat within 8 seconds</p>		
Bedroom Cleanliness - Perimeter/FF&E			
ID CABBD200	Touchpoint Bedroom	Category Guestroom	Point Values 16
External Notes	<p><b>Bedroom Cleanliness - Perimeter/FF&amp;E</b></p> <p>Bedroom Perimeter includes the evaluation of the following, but not limited to sections of bedroom, kitchen and living areas (as applicable):</p> <ul style="list-style-type: none"><li>• Walls/Doors/Windows/Ceiling</li><li>• Mirrors/Artwork/Decor</li><li>• Floor/Carpet &amp; Carpet Cleanliness Test</li><li>• Closet Area</li></ul> <p>FF&amp;E (Furniture, Fixtures &amp; Equipment) includes the evaluation of the following, but not limited to sections of bedroom and living areas:</p> <ul style="list-style-type: none"><li>• Case Goods/Desk/Tables/Cabinetry</li><li>• Upholstered Furniture</li><li>• HVAC/PTAC/Fireplace</li><li>• Patio/Balcony Furniture</li><li>• Electronics/Accessories/Appliances</li><li>• Lamps/Lighting</li></ul> <p><b>Compliance = No Observations</b></p> <ul style="list-style-type: none"><li>• 16 points earned out of 16 points possible</li></ul> <p><b>Observations = Points deducted from 16 points total for each observation selected</b></p> <ul style="list-style-type: none"><li>• Hair or Any Evidence of Previous Guests = -8 points</li><li>• Level 1 – Two instances observed of any other cleanliness deficiency = -4 points</li><li>• Level 2 – Three or more instances of any cleanliness deficiency or second hair/evidence of previous guest observed = -4 points</li></ul>		
Bedroom Maintenance & Upkeep - Perimeter/FF&E			
ID CABBD201	Touchpoint Bedroom	Category Guestroom	Point Values 16

External Notes	<b>Bedroom Maintenance &amp; Upkeep - Perimeter/FF&amp;E</b>  Bedroom Perimeter includes the evaluation of the following, but not limited to sections of bedroom, kitchen and living areas (as applicable): <ul style="list-style-type: none"><li>• Walls/Doors/Windows/Ceiling</li><li>• Mirrors/Artwork/Decor</li><li>• Floor/Carpet</li><li>• Closet Area</li></ul> FF&E (Furniture, Fixtures & Equipment) includes the evaluation of the following, but not limited to sections of bedroom and living areas: <ul style="list-style-type: none"><li>• Case Goods/Desk/Tables/Cabinetry</li><li>• Upholstered Furniture</li><li>• HVAC/PTAC/Fireplace</li><li>• Patio/Balcony Furniture</li><li>• Electronics/Accessories/Appliances</li><li>• Lamps/Lighting</li></ul> <b>Compliance = No Observations</b> <ul style="list-style-type: none"><li>• 16 points earned out of 16 points possible</li></ul> <b>Observations = Points deducted from 16 points total for each observation selected</b> <ul style="list-style-type: none"><li>• Any Item Not Functioning Properly = -8 points</li><li>• Level 1 – Two instances observed of any other maintenance &amp; upkeep deficiency = -4 points</li><li>• Level 2 – Three or more instances of maintenance &amp; upkeep deficiencies or a second malfunctioning item = -4 points</li></ul>		
<b>Bedroom Cleanliness - Bed/Bedding</b>			
ID CABBD202	Touchpoint Bedroom	Category Guestroom	Point Values 16
External Notes	<b>Bedroom Cleanliness - Bed/Bedding</b>  <b>Compliance = No Observations</b> <ul style="list-style-type: none"><li>• 16 points earned out of 16 points possible</li></ul> <b>Observations = Points deducted from 16 points total for each observation selected</b> <ul style="list-style-type: none"><li>• Any Hair or Evidence of Previous Guests = -8 points</li><li>• Level 1 - Additional hair/evidence of previous guest on separate layer(s), Debris = -4 points</li><li>• Bedding wrinkled or not neatly made = -4 points</li></ul>		
<b>Bedroom Maintenance &amp; Upkeep - Bed/Bedding</b>			
ID CABBD203	Touchpoint Bedroom	Category Guestroom	Point Values 16
External Notes	<b>Bedroom Maintenance &amp; Upkeep - Bed/Bedding</b>  <b>Compliance = No Observations</b> <ul style="list-style-type: none"><li>• 16 points earned out of 16 points possible</li></ul> <b>Observations = Points deducted from 16 points total for each observation selected</b> <ul style="list-style-type: none"><li>• Level 1 - One instance observed of any maintenance &amp; upkeep deficiency = -8 points</li></ul>		

	<ul style="list-style-type: none"><li>• Level 2 - Two instances observed of any other maintenance &amp; upkeep deficiency = -8 points</li></ul>
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# Bathroom

The Luxury Collection Shower/Bathtub Amenities			
ID	Touchpoint	Category	Point Values
CAB5BTH2415	Bathroom	Brand - Program	16
External Notes	<p><b>The Luxury Collection Shower/Bathtub Amenities</b></p> <p>Residential bath amenities (RBA) must be present in the shower and minimally meet the following:</p> <ul style="list-style-type: none"><li>• (3) Residential bottles, tamper proof seals, refill stickers and active refill program<ul style="list-style-type: none"><li>○ (1) Shampoo</li><li>○ (1) Conditioner</li><li>○ (1) Body wash/Shower gel</li></ul></li><li>• (Mainland China): Properties do not participate in a refill program and must only use tamper proof bottles<ul style="list-style-type: none"><li>○ It is acceptable to not have refill stickers and tamper proof seals</li></ul></li></ul> <p>If separate bathtub is present, the following must be present:</p> <ul style="list-style-type: none"><li>• (1) Bath Soap bar</li></ul> <p>The above amenities must be custom, indigenous, or local</p> <ul style="list-style-type: none"><li>• Brands/sizes may not be mixed within bathroom</li><li>• Must not be an active program for other MI brands</li></ul> <p>CAB5BTH2415</p>		
Links	<p><a href="#">Residential Bath Amenity Program</a></p> <p><a href="#">The Luxury Collection Bath Amenity Program</a></p> <p><a href="#">OPS-HKP-093B</a></p>		

The Luxury Collection Vanity/Sink Amenities			
ID	Touchpoint	Category	Point Values
CAB5BTH2416	Bathroom	Brand - Program	4
External Notes	<p><b>The Luxury Collection Vanity/Sink Amenities</b></p> <p>Vanity/Sink amenities must be present and minimally meet the following:</p> <ul style="list-style-type: none"><li>• (1) Body Lotion<ul style="list-style-type: none"><li>○ Tamper proof seals</li><li>○ Active refill program with refill stickers</li></ul></li><li>• (1) Soap bar</li><li>• (Mainland China): Properties do not participate in a refill program and must only use tamper proof bottles<ul style="list-style-type: none"><li>○ It is acceptable to not have refill stickers and tamper proof seals</li></ul></li></ul> <p>The above amenities must be custom, indigenous, or local</p> <ul style="list-style-type: none"><li>• Brands/sizes may not be mixed within bathroom</li></ul>		




	<ul style="list-style-type: none"> <li>• Must not be an active program for other MI brands</li> </ul> <p style="text-align: right;">CAB5BTH2416</p>
<b>Links</b>	<a href="#">Residential Bath Amenity Program</a> <a href="#">Luxury Collection Bath Amenity Program</a> <a href="#">OPS-HKP-093B</a>

### Shower Amenity Sequence

ID	Touchpoint	Category	Point Values
CABBTH027	Bathroom	Operations - Product	2
<b>External Notes</b>	<p><b>Shower Amenity Sequence</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel brand is PH</li> <li>• All required residential amenities are not present</li> </ul> <p>Residential amenities must be presented in the following sequence:</p> <p><b>Brands with (3) required amenities:</b></p> <ul style="list-style-type: none"> <li>• Left: Shampoo</li> <li>• Middle: Conditioner</li> <li>• Right: Body Wash/Shower Gel</li> </ul> <p><b>ELMT</b></p> <ul style="list-style-type: none"> <li>• Left: Conditioning Shampoo</li> <li>• Right: Body Wash</li> </ul> <p><b>FF (AP)</b></p> <ul style="list-style-type: none"> <li>• Left: Conditioning Shampoo</li> <li>• Right: Shower Gel</li> </ul> <p><b>MX</b></p> <p>(EMEA, US/CAN): When Muk products present:</p> <ul style="list-style-type: none"> <li>• Left: Shampoo Hair/Body Wash</li> <li>• Right: Conditioner</li> </ul>		
<b>Links</b>	<a href="#">Guest Room Bathroom: Amenities</a>		

### The Luxury Collection Additional Amenities

ID	Touchpoint	Category	Point Values
CAB5BTH2401	Bathroom	Operations - Product	2
<b>External Notes</b>	<b>The Luxury Collection Additional Amenities</b>		

	<p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• (EMEA): standard guest room is evaluated</li></ul> <p>Additional bathroom amenities must minimally include:</p> <p><b>APEC</b></p> <ul style="list-style-type: none"><li>• All guest rooms:<ul style="list-style-type: none"><li>○ Razor</li><li>○ Shaving cream</li><li>○ Toothbrush</li><li>○ Toothpaste</li><li>○ Shower cap</li></ul></li></ul> <p><b>CALA</b></p> <ul style="list-style-type: none"><li>• All guest rooms:<ul style="list-style-type: none"><li>○ Cotton pads/rounds</li><li>○ Mouthwash</li></ul></li><li>• Suites:<ul style="list-style-type: none"><li>○ Toothbrush</li><li>○ Toothpaste</li><li>○ Loofah</li><li>○ Shower cap</li><li>○ If bathtub present, bath salts</li></ul></li></ul> <p><b>EMEA</b></p> <ul style="list-style-type: none"><li>• Suites:<ul style="list-style-type: none"><li>○ Mouthwash</li><li>○ Toothbrush</li><li>○ Toothpaste</li><li>○ If bathtub present, bath salts</li></ul></li></ul> <p><b>GC</b></p> <ul style="list-style-type: none"><li>• Enhanced bathroom accessories must be in correct specification when amenities are present</li></ul> <p><b>US/CAN</b></p> <ul style="list-style-type: none"><li>• All guest rooms:<ul style="list-style-type: none"><li>○ Cotton pads/rounds</li><li>○ Emery board</li><li>○ Makeup remover wipes</li><li>○ Shower cap</li></ul></li><li>• Suites:<ul style="list-style-type: none"><li>○ Mouthwash</li><li>○ Toothpaste</li><li>○ Loofah</li><li>○ If bathtub present, bath salts</li></ul></li></ul>
Links	<a href="#"> OPS-HKP-093B</a>  <a href="#"> Bath Amenity Program</a>  <a href="#"> GC - Enhanced Accessories</a>

Bath/Vanity Furnishings			
ID	Touchpoint	Category	Point Values
CAB5BTH2402	Bathroom	Operations - Product	4

External Notes	<b>Bath/Vanity Furnishings</b>  Bathroom furnishings must minimally include: <ul style="list-style-type: none"><li>• Facial tissue in a tissue box holder</li><li>• (2) Glasses<ul style="list-style-type: none"><li>○ On coasters or stancaps</li><li>○ Not bagged or wrapped<ul style="list-style-type: none"><li>▪ It is acceptable for hotels in California to have bagged/wrapped glasses</li></ul></li></ul></li><li>• Mirror - make-up/shaving</li><li>• Toilet paper, white (2) rolls</li><li>• Waste basket<ul style="list-style-type: none"><li>○ No plastic bag liners</li></ul></li></ul> <div>CAB5BTH2402</div>		
Links	<a href="#">OPS-HKP-093</a>  <a href="#">OPS-HKP-088D</a>		

Hair Dryer			
ID CAB5BTH2405	Touchpoint Bathroom	Category Operations - Product	Point Values 2
External Notes	<b>Hair Dryer</b>  Hair dryer must minimally be: <ul style="list-style-type: none"><li>• <b>1875 watts</b><ul style="list-style-type: none"><li>○ It is acceptable for hotels to minimally have lower wattage in the following regions/countries:<ul style="list-style-type: none"><li>▪ (Japan &amp; Taiwan): 1200 watts</li><li>▪ (GC, except Taiwan): 1600 watts</li><li>▪ (EUR): 1800 watts</li></ul></li><li>○ It is acceptable if a Dyson hair dryer is present and does not meet the minimum watts requirement</li></ul></li><li>• <b>Presented in a dryer bag or box</b></li></ul>		
Links	<a href="#">OPS-HKP-093E</a>		

Live Plant/Flowers			
ID CAB5BTH2406	Touchpoint Bathroom	Category Brand - Culture	Point Values 2
External Notes	<b>Live Plant/Flowers</b>  Bathroom furnishings must minimally include: <ul style="list-style-type: none"><li>• Fresh flower in bud vase or live plant</li></ul> It is acceptable to be located in bathroom or guestroom  Mark No if any of the above is not met		

	CAB5BTH2406
Links	<a href="#">OPS-FRO-295A</a>

## Bath Terry

ID	Touchpoint	Category	Point Values
CAB5BTH2404	Bathroom	Operations - Product	2
External Notes	<p><b>Bath Terry</b></p> <p>Each full bath must minimally have:</p> <ul style="list-style-type: none"> <li>• (3) Bath towels</li> <li>• (3) Face towels</li> <li>• (3) Hand towels</li> <li>• (1) Bath mat</li> <li>• (2) Bath sheets</li> </ul> <p>Towels must be:</p> <ul style="list-style-type: none"> <li>• Consistent in color and quality</li> <li>• Neatly folded</li> <li>• Logo centered, if applicable</li> </ul> <p>Mark No if any of the above criteria is not met</p> <p>CAB5BTH2404</p>		
Links	<a href="#">OPS-HKP-093H</a>		

## Bathroom Cleanliness - Perimeter/FF&E

ID	Touchpoint	Category	Point Values
CABBTH202	Bathroom	Guestroom	16
External Notes	<p><b>Bathroom Cleanliness - Perimeter/FF&amp;E</b></p> <p>Bathroom Perimeter includes the evaluation of the following, but not limited to sections of the bathroom area:</p> <ul style="list-style-type: none"> <li>• Walls/Doors/Windows/Ceiling</li> <li>• Mirrors/Artwork/Decor</li> <li>• Floor</li> </ul> <p>FF&amp;E (Furniture, Fixtures &amp; Equipment) includes the evaluation of the following, but not limited to sections of the bathroom area:</p> <ul style="list-style-type: none"> <li>• Towel Bars/Racks</li> <li>• Trashcan</li> <li>• Hairdryer</li> <li>• Toilet Paper Dispenser</li> <li>• Robe Hooks</li> <li>• Lighting</li> </ul> <p><b>Compliance = No Observations</b></p> <ul style="list-style-type: none"> <li>• 16 points earned out of 16 points possible</li> </ul>		



	<b>Observations = Points deducted from 16 points total for each observation selected</b> <ul style="list-style-type: none"><li>Any Hair or Evidence of Previous Guests = -8 points</li><li>Level 1 – Two instances observed of any other cleanliness deficiency = -4 points</li><li>Level 2 – Three or more instances of any cleanliness deficiency or second hair/evidence of previous guest observed = -4 points</li></ul>		
<b>Bathroom Maintenance &amp; Upkeep - Perimeter/FF&amp;E</b>			
<b>ID</b> CABBTH203	<b>Touchpoint</b> Bathroom	<b>Category</b> Guestroom	<b>Point Values</b> 16
<b>External Notes</b>	<b>Bathroom Maintenance &amp; Upkeep - Perimeter/FF&amp;E</b> <p>Bathroom Perimeter includes the evaluation of the following, but not limited to sections of the bathroom area:</p> <ul style="list-style-type: none"><li>Walls/Doors/Windows/Ceiling</li><li>Mirrors/Artwork/Decor</li><li>Floor</li></ul> <p>FF&amp;E (Furniture, Fixtures &amp; Equipment) includes the evaluation of the following, but not limited to sections of the bathroom area:</p> <ul style="list-style-type: none"><li>Towel Bars/Racks</li><li>Trashcan</li><li>Hairdryer</li><li>Toilet Paper Dispenser</li><li>Robe Hooks</li><li>Lighting</li></ul> <p><b>Compliance = No Observations</b></p> <ul style="list-style-type: none"><li>16 points earned out of 16 points possible</li></ul> <p><b>Observations = Points deducted from 16 points total for each observation selected</b></p> <ul style="list-style-type: none"><li>Any Item Not Functioning Properly = -8 points</li><li>Level 1 – Two instances observed of any other maintenance &amp; upkeep deficiency = -4 points</li><li>Level 2 – Three or more instances of maintenance &amp; upkeep deficiencies or a second malfunctioning item = -4 points</li></ul>		
<b>Bathroom Cleanliness - Toilet/Shower/Bathtub/Vanity/Terry/Rugs/Amenities</b>			
<b>ID</b> CABBTH200	<b>Touchpoint</b> Bathroom	<b>Category</b> Guestroom	<b>Point Values</b> 16
<b>External Notes</b>	<b>Bathroom Cleanliness - Toilet/Shower/Bathtub/Vanity/Terry/Rugs/Amenities</b> <p><b>Compliance = No Observations</b></p> <ul style="list-style-type: none"><li>16 points earned out of 16 points possible</li></ul> <p><b>Observations = Points deducted from 16 points total for each observation selected</b></p> <ul style="list-style-type: none"><li>Hair or Any Evidence of Previous Guests = -8 points</li><li>Level 1 – Two instances observed of any other cleanliness deficiency = -4 points</li><li>Level 2 – Three or more instances of any cleanliness deficiency or second hair/evidence of previous guest observed = -4 points</li></ul>		
<b>Bathroom Maintenance &amp; Upkeep - Toilet/Shower/Bathtub/Vanity/Terry/Rugs/Amenities</b>			

ID	Touchpoint	Category	Point Values
CABBTH201	Bathroom	Guestroom	16
External Notes	<p><b>Bathroom Maintenance &amp; Upkeep - Toilet/Shower/Bathtub/Vanity/Terry/Rugs/Amenities</b></p> <p><b>Compliance = No Observations</b></p> <ul style="list-style-type: none"> <li>• 16 points earned out of 16 points possible</li> </ul> <p><b>Observations = Points deducted from 16 points total for each observation selected</b></p> <ul style="list-style-type: none"> <li>• Any Item Not Functioning Properly = -8 points</li> <li>• Level 1 – Two instances observed of any other maintenance &amp; upkeep deficiency = -4 points</li> <li>• Level 2 – Three or more instances of maintenance &amp; upkeep deficiencies or a second malfunctioning item = -4 points</li> </ul>		

## Exterior

Exterior Cleanliness - Parking Area/Walkways/Curbs			
ID	Touchpoint	Category	Point Values
CABEXT006	Exterior	Public Areas	2
Exterior Maintenance & Upkeep - Parking Area/Walkways/Curbs			
ID	Touchpoint	Category	Point Values
CABEXT007	Exterior	Public Areas	4
Exterior Cleanliness - Furniture/Equipment/Recreation/Landscaping			
ID	Touchpoint	Category	Point Values
CABEXT008	Exterior	Public Areas	2
Exterior Maintenance & Upkeep - Furniture/Equipment/Recreation/Landscaping			
ID	Touchpoint	Category	Point Values
CABEXT009	Exterior	Public Areas	4
Exterior Cleanliness - Building Facade/Porte Cochere/Windows			
ID	Touchpoint	Category	Point Values
CABEXT010	Exterior	Public Areas	2
Exterior Maintenance & Upkeep - Building Facade/Porte Cochere/Windows			
ID	Touchpoint	Category	Point Values
CABEXT011	Exterior	Public Areas	4

## Elevator

Elevators Cleanliness - General			
ID	Touchpoint	Category	Point Values
CABE001	Elevator	Public Areas	4
Elevators Maintenance & Upkeep - General			
ID	Touchpoint	Category	Point Values
CABE002	Elevator	Public Areas	4

## Corridors

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


# Lobby


Florals and Botanicals			
ID	Touchpoint	Category	Point Values
CAB5LOB2404	Lobby	Brand - Culture	2
External Notes	<b>Florals and Botanicals</b>  Throughout the public space, botanicals and florals must minimally be: <ul style="list-style-type: none"><li>• In fresh condition</li><li>• Not artificial</li></ul> Mark No if any of the above is not met		
Links	<a href="#">OPS-FRO-295</a>		

Lobby lighting transition from day to night			
ID	Touchpoint	Category	Point Values
LOB2405	Lobby	Brand - Culture	2
External Notes	<b>Lobby lighting transition from day to night</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>• Lobby is under complete renovation and not available for guest use</li></ul> Main lobby <b>must</b> transition from day to night by: <ul style="list-style-type: none"><li>• Adjusting lighting to reflect the transition of day to night and night to day</li></ul> Visit lobby area during both daytime and evening hours and		
Links	<a href="#">OPS-FRO-291C</a>		

The Luxury Collection Brand Plaque			
ID	Touchpoint	Category	Point Values
LOB2401	Lobby	Brand - Identity	16
External Notes	<b>The Luxury Collection Brand Plaque</b>  The Luxury Collection brand plaque must minimally be: <ul style="list-style-type: none"><li>• Mounted on hotel's façade</li></ul> The Luxury Collection plaque must feature <b>only</b> The Luxury Collection logo		

	LOB2401		
Links	<a href="#">SMRM-058</a>		
Unapproved Lock Up Logo Present			
ID LOB2402	Touchpoint Lobby	Category Brand - Identity	Point Values 16
External Notes	Unapproved Lock Up Logo Present  Mark N/A if all logos observed are unlocked  All logos throughout the property must be unlocked and feature either the: <ul style="list-style-type: none"><li>• Correct The Luxury Collection logo, OR</li><li>• Property-specific logo</li></ul> <div>LOB2402</div>		
Lobby Cleanliness - General			
ID CABLOB16	Touchpoint Lobby	Category Public Areas	Point Values 4
Lobby Maintenance & Upkeep - General			
ID CABLOB17	Touchpoint Lobby	Category Public Areas	Point Values 4
Dedicated Lobby Concierge desk is present			
ID LC2402	Touchpoint Lobby	Category Touchpoint Service	Point Values 2
External Notes	Dedicated Lobby Concierge desk is present  Mark N/A if Area is under complete renovation and not available for guest use  Dedicated Lobby Concierge desk must be present and set apart from the Reception Desk/Area  <div>LC2402</div>		
Links	<a href="#">OPS-FRO-290G</a>		
Dedicated Lobby Concierge Services			
ID CAB5PCB031	Touchpoint Lobby	Category Touchpoint Service	Point Values 2

External Notes	<b>Dedicated Lobby Concierge Services</b>  Mark N/A if you find any of the following: <ul style="list-style-type: none"><li>Lobby Concierge is under complete renovation and not available for guest use</li></ul> Lobby Concierge desk services <b>must minimally</b> be: <ul style="list-style-type: none"><li>Staffed 12 hours a day<ul style="list-style-type: none"><li>Hotels should staff according to market demands</li></ul></li><li>Provide services 24 hours/day, 7 days/week</li></ul> <b>Inquire</b> about staffing and services and  <div>CAB5PCB031</div>		
Links	<a href="#"> OPS-FRO-290G</a>		

Destination Discoveries, A Concierge Curated Experience			
ID	Touchpoint	Category	Point Values
PCB2402	Lobby	Brand - Program	16
External Notes	<b>Destination Discoveries, A Concierge Curated Experience</b>  Destination Discoveries, A Concierge Curated Experience must minimally be: <ul style="list-style-type: none"><li>Offered at a minimum once a week</li><li>Hosted by a concierge<ul style="list-style-type: none"><li>It is acceptable if the event is led/hosted by another hotel associate (e.g., bartender, front desk manager)</li></ul></li><li>Include storytelling that connects the guest to the destination's culture/heritage/traditions<ul style="list-style-type: none"><li>Must include an <b>educational element</b> to teach something unique (i.e. the destination's history, culture, local traditions, environment, or property-specific heritage)</li><li>Must include moments of <b>intrigue, connection, transformation, and reflection</b></li></ul></li><li>Last 30-60 minutes</li><li>Complimentary for the guest</li></ul> Destination Discoveries, A Concierge Curated Experience must <b>NOT BE</b> : <ul style="list-style-type: none"><li>Excursion with local vendor (e.g., bus tour)</li><li>Something found in any guide book (e.g., cable car ride in San Francisco)</li><li>Showcase local vendor<ul style="list-style-type: none"><li>It is acceptable if local vendor is used in conjunction with the hotel Concierge hosting</li></ul></li><li>Cocktail hour</li></ul> Inquire about Destination Discoveries, A Concierge Curated Experience and Mark No if any of the above is not met  <div>PCB2402</div>		
Links	<a href="#"> OPS-FRO-290G</a>		



## Public Restrooms

Public Restroom Products & Amenities			
ID	Touchpoint	Category	Point Values
PR2401	Public Restrooms	Operations - Product	4
External Notes	<p><b>Public Restroom Products &amp; Amenities</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>Area is under complete renovation and not available for guest use</li></ul> <p>If multiple restrooms are present, <b>select 1</b> set to evaluate</p> <p>All restrooms <b>must</b> minimally have:</p> <ul style="list-style-type: none"><li>Hand towels - cloth or upgraded paper<ul style="list-style-type: none"><li>Cloth/terry hand towels do not need to be logo'd</li></ul></li><li>Wastebasket</li><li>(1) Box facial tissue</li><li>(1) Soap dispenser<ul style="list-style-type: none"><li>Soap dispenser must not be empty</li></ul></li><li>Toilet paper in each stall</li></ul> <p>Mark No if any of the above criteria is not met</p> <p>PR2401</p>		
Links	<a href="#">OPS-HKP-070</a>		

Public Restroom Live Botanicals			
ID	Touchpoint	Category	Point Values
PR2402	Public Restrooms	Brand - Culture	2
External Notes	<p><b>Public Restroom Live Botanicals</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>Area is under complete renovation and not available for guest use</li></ul> <p>Public restroom live botanicals must minimally be present</p> <p>It is not acceptable to use silk or artificial plants/flowers</p> <p>Mark No if above criteria not met</p> <p>PR2402</p>		
Links	<a href="#">OPS-FRO-295</a>		

Public Restrooms Cleanliness - General			
ID	Touchpoint	Category	Point Values

CABPR004	Public Restrooms	Public Areas	4
<b>Public Restrooms Maintenance &amp; Upkeep - General</b>			
<b>ID</b>	<b>Touchpoint</b>	<b>Category</b>	<b>Point Values</b>
CABPR005	Public Restrooms	Public Areas	4

## Brand Programs

Daily Epicurean Moments			
ID	Touchpoint	Category	Point Values
CAB5BOH2407	Brand Programs	Brand - Program	16
External Notes	<b>Daily Epicurean Moments</b>  Epicurean Moments are indigenous, standalone culinary moments that occur daily  Epicurean Moments must minimally: <ul style="list-style-type: none"><li>• Occur daily</li><li>• Be offered complimentary</li><li>• Include a rich storytelling component to communicate the connection to the culture/destination</li></ul>		
Links	<a href="#">OPS-FRO-290G</a>		

Epicurean Moments occur weekly			
ID	Touchpoint	Category	Point Values
CAB5BOH2408	Brand Programs	Brand - Program	4
External Notes	<b>Epicurean Moments occur weekly</b>  Weekly Epicurean Moments is a guest expedition, on or off property, that allows the guest to learn about the local culture through culinary arts <ul style="list-style-type: none"><li>• These explorations must minimally occur once a week</li><li>• These may or may not have a cost</li></ul> During walk-through, ask Front of House associate (e.g., front desk agent, concierge, server, supervisor, manager) what the weekly Epicurean Moment is  Mark No for any of the following: <ul style="list-style-type: none"><li>• Epicurean Moments not conducted weekly</li><li>• Associate is not aware of weekly Epicurean Moment</li></ul> <div>CAB5BOH2408</div>		
Links	<a href="#">OPS-FRO-290G</a>		

## Property Detail

Hotel has been owned or managed by the same owner or management company for the last 13 months			
ID	Touchpoint	Category	Point Values
CABBOH001	Property Detail	MI Initiatives	
External Notes	<p><b>Hotel has been owned or managed by the same owner or management company for the last 13 months</b></p> <p><b>Ask</b> if hotel has had same owner or management company for the last 13 months</p> <p>If a change in owner or management company has taken place, ask for documentation showing the following minimum information:</p> <ul style="list-style-type: none"> <li>• Date of the change in owner or management company</li> <li>• Name of new owner or management company</li> </ul> <p>Documentation may be in any form, the most common used examples are:</p> <ul style="list-style-type: none"> <li>• Management company agreement</li> <li>• Marriott's e-mail announcement of change</li> <li>• News Release</li> <li>• Public Record</li> <li>• Franchise agreement</li> </ul> <p>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</p> <ul style="list-style-type: none"> <li>• Timing of N/A option is from 30 days to 13 months, please review the individual criteria</li> </ul> <p>If hotel has been opened for less than 13 months and has not had an owner/management change, MARK YES to this item</p> <p>If hotel has been opened for less than 13 months and had an owner/management change, Mark No to this item</p> <p style="text-align: right;">CABBOH001</p>		

# Training

Brand & Service Excellence (BASE) Coaches are Certified to Facilitate Program			
ID	Touchpoint	Category	Point Values
CABBOH004	Training	MI Initiatives	16
External Notes	<p><b>Brand &amp; Service Excellence (BASE) Coaches are Certified to Facilitate Program</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Compliance impacted or unable to verify due to system outage or downtime</li><li>• Hotel has provided documentation that an owner or management company change has occurred within the last (90) days</li><li>• Hotel is open less than (90) days</li><li>• All associates hire dates within the last (30) days</li><li>• Hotel is an MGM Collection</li></ul> <p><b>Premium &amp; Luxury Brands</b></p> <p><b>Two BASE coaches</b> have been certified to facilitate BASE training</p> <ul style="list-style-type: none"><li>• Property is required to have a minimum of (2) leaders certified to facilitate the BASE program that are actively only payroll</li></ul> <p>Required course completion for the following training by brand segment:</p> <ul style="list-style-type: none"><li>• Brand and Service Excellence (BASE) Train-the-Trainer for Premium Brands</li><li>• Brand and Service Excellence (BASE) Train-the-Trainer for Luxury Brands</li></ul> <p><b>Select Brands</b></p> <p><b>One BASE coach</b> has been certified to facilitate BASE training</p> <ul style="list-style-type: none"><li>• Property is required to have a minimum of (1) leader certified to facilitate the BASE program that is actively on payroll</li></ul> <p>Required course completion for the following training by brand segment:</p> <ul style="list-style-type: none"><li>• Brand and Service Excellence (BASE) Train-the-Trainer for Select Brands</li></ul> <p>DOCUMENTATION REQUIRED</p> <ul style="list-style-type: none"><li>• miDATA - BSA Report - Milestone Completions must be uploaded to BSA Property Prework</li></ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"><li>• Two BASE Coaches not identified/documented for Premium/Luxury Brands or One for Select Brands</li><li>• BASE Train the Trainer completion not documented for identified coaches</li><li>• BSA Property Prework not uploaded</li><li>• BSA Property Prework submission not relevant</li></ul>		
Brand & Service Excellence (BASE) Training			
ID	Touchpoint	Category	Point Values
CABBOH053	Training	MI Initiatives	16
External Notes	<p><b>Brand &amp; Service Excellence (BASE) Training</b></p> <p>Mark N/A if any of the following:</p>		

	<ul style="list-style-type: none"> <li>• Compliance impacted or unable to verify due to system outage or downtime</li> <li>• Hotel has provided documentation that an owner or management company change has occurred within the last (90) days</li> <li>• Hotel is open less than (90) days</li> <li>• All associates hire dates within the last (60) days</li> <li>• All associates hire dates before the brand-specific hire dates listed</li> <li>• Hotel is an MGM Collection</li> </ul> <p>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:</p> <ul style="list-style-type: none"> <li>• <b>(AMB):</b> All associates regardless of start date</li> <li>• <b>(LC, LM, SHER, SR, WSTN):</b> February 28, 2023</li> <li>• <b>(MH):</b> July 10, 2023 <ul style="list-style-type: none"> <li>◦ All associates hired before July 10, 2023 must only complete BASE: Incumbents training course</li> </ul> </li> <li>• <b>(AC, AH, ELMT, MX):</b> November 1, 2023</li> <li>• <b>(AUTO, JW, RH, TRB):</b> August 5, 2024</li> </ul> <p>Required BASE Training courses:</p> <ul style="list-style-type: none"> <li>• BASE Part 1: (Welcome)</li> <li>• BASE Part 2: (Service Essentials)</li> <li>• BASE Part 3: (Engaging Service)</li> <li>• BASE Part 4: (Service Recovery)</li> </ul> <p><b>Select (1) Associate:</b></p> <ul style="list-style-type: none"> <li>• On hotel's payroll</li> <li>• In position at least (60) days or after the following start dates: <ul style="list-style-type: none"> <li>◦ (LC, LM, SHER, SR, WSTN): After February 28, 2023</li> <li>◦ (AC, AH, ELMT, MX): After November 1, 2023</li> <li>◦ (AUTO, JW, RH, TRB): After August 5, 2024</li> </ul> </li> </ul> <p><b><u>DOCUMENTATION REQUIRED</u></b></p> <ul style="list-style-type: none"> <li>• miDATA - BSA Report - Milestone Completions must be uploaded to BSA Property Prework</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Randomly selected associate(s) have not completed required training</li> <li>• BSA Property Prework not uploaded</li> <li>• BSA Property Prework submission not relevant</li> </ul>
Links	<a href="#">BASE MGS</a>  <a href="#">HR-021</a>

Luxury GXP Property Administrator Certification			
ID	Touchpoint	Category	Point Values
CAB5BOH002	Training	MI Initiatives	0
External Notes	<p><b>Luxury GXP Property Administrator Certification</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Compliance impacted or unable to verify due to system outage or downtime</li> <li>• Hotel does not participate in GXP</li> <li>• Hotel is listed as N/A on the GXP Performance Report</li> </ul>		

	<p><b>Minimally (2) GXP Property Administrators</b> must be active and have completed Luxury GXP Property Administrator Certification</p> <p><b><u>DOCUMENTATION REQUIRED</u></b></p> <ul style="list-style-type: none"> <li>Documentation must be uploaded to BSA Property Pework in the form of ALL of the following: <ol style="list-style-type: none"> <li>GXP - Active Property Administrator Report</li> <li>miDATA - BSA Report - Subject &amp; Topic Completions</li> </ol> </li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>Any of the above criteria is not met</li> <li>BSA Property Pework not uploaded</li> <li>BSA Property Pework submission not relevant</li> </ul>
Links	<a href="#">OPS-FRO-306</a>

### Cleaning Learning: Conducted and Documented for all Housekeeping Associates & Housekeeping Leader

ID	Touchpoint	Category	Point Values
CABBOH006	Training	MI Initiatives	16
External Notes	<p><b>Cleaning Learning: Conducted and Documented for all Housekeeping Associates &amp; Housekeeping Leader</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Compliance impacted or unable to verify due to system outage or downtime</li> <li>Hotel is open less than 90 days</li> <li>Hotel is an MGM Collection</li> <li>Hotel has provided documentation that an owner or management company change has occurred within the last 90 days</li> <li>Hotel has a fully outsourced housekeeping operation, including supervisors, managers and all housekeeping associates</li> <li>All Housekeeping associates hired within the last 90 days AND all Housekeeping leaders hired within the last 180 days</li> <li>All Housekeeping Associates AND all Housekeeping Leaders (Supervisors/Managers) hired before January 1, 2024</li> </ul> <p>All Housekeeping associates (within 90 days of hire) must complete <b>"Power of Clean - Associates"</b> or Franchise Management Company equivalent training</p> <p><b>Select</b> (1) Housekeeping Non-Management Associate:</p> <ul style="list-style-type: none"> <li>Hired on or after January 1, 2024</li> <li>In position at least 90 days</li> <li>On hotels payroll</li> </ul> <p><b>Ask</b> to see documentation that <b>"Power of Clean - Associates"</b> training was conducted for (1) selected associate</p> <p>Minimally (1) Housekeeping Leader (within 180 days of hire) must complete the required learning <b>"Power of Clean - Managing Housekeeping Operations"</b></p> <p><b>Determine</b> the Housekeeping Leader who has completed the required training:</p> <ul style="list-style-type: none"> <li>Hired on or after January 1, 2024</li> <li>In position at least 6 months</li> <li>On hotel's payroll</li> </ul> <p><b>DOCUMENTATION REQUIRED</b></p> <p>Documentation must be uploaded to BSA Property Pework in any of the following form:</p>		

	<ul style="list-style-type: none"> <li>• miDATA - BSA Report - Milestone Completion</li> <li>• Attendance Roster or Sign-In Sheet</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Either the selected housekeeping associate OR leader have not completed the required training</li> <li>• BSA Property Prework not uploaded</li> <li>• BSA Property Prework submission not relevant</li> </ul>
Links	<a href="#">OPS-HKP-265D</a>

### Marriott Bonvoy Training

ID	Touchpoint	Category	Point Values
CABBOH025	Training	MI Initiatives	4
External Notes	<p><b>Marriott Bonvoy Training</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Compliance impacted or unable to verify due to system outage or downtime</li> <li>• Hotel has provided documentation that an owner or management company change has occurred within the last 90 days</li> <li>• Hotel is open less than 90 days</li> <li>• All associate hire dates within the last 90 days</li> <li>• Hotel is a non-branded property</li> <li>• Hotel does not participate in Marriott Bonvoy</li> </ul> <p>All associates on hotel's payroll must complete Marriott Bonvoy training with the following components:</p> <ul style="list-style-type: none"> <li>• Introducing Marriott Bonvoy</li> <li>• The Value of Marriott Bonvoy</li> <li>• The Member Experience</li> <li>• Marriott Operational Excellence</li> <li>• Membership Tiers and Benefits</li> <li>• Redeeming Points</li> </ul> <p>DOCUMENTATION REQUIRED</p> <p>Documentation must be uploaded to BSA Property Prework in the form of:</p> <ul style="list-style-type: none"> <li>• miDATA - BSA REPORT - Milestone Completions</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Selected associate has not completed training</li> <li>• BSA Property Prework not uploaded</li> <li>• BSA Property Prework submission not relevant</li> </ul>		
Links	<a href="#">OPS-FRO-304</a>		

### Concierge Training Compliance and Documentation

ID	Touchpoint	Category	Point Values
T2401	Training	Brand - Culture	0
External Notes	Concierge Training Compliance and Documentation		



	<p>Mark N/A if:</p> <ul style="list-style-type: none"><li>• Compliance impacted or unable to verify due to system outage or downtime</li><li>• All concierges have been in position less than 90 days</li></ul> <p>The Luxury Collection Destination Authority Concierge Knowledge Check is completed and documented for all concierges, ensuring a high level of service quality and adherence to brand expectations</p> <p>All concierges must complete specific-related training modules based on their role within 90 days of hire or role transition:</p> <ul style="list-style-type: none"><li>• Forbes Concierge Training Toolkit</li><li>• Destination Discoveries Experience Guide</li><li>• Knowledge Check</li></ul> <p><u>DOCUMENTATION REQUIRED</u></p> <ul style="list-style-type: none"><li>• Documentation must be uploaded to BSA Property Prework in the following formats:<ul style="list-style-type: none"><li>◦ miDATA - BSA Report - Subject &amp; Topic Completions</li></ul></li></ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"><li>• Any of the above criteria is not met</li><li>• BSA Property Prework not uploaded</li><li>• BSA Property Prework submission not relevant</li></ul>
<b>Links</b>	<a href="#">🔗 HR-021</a>

## Digital Guest Experience

Mobile Key Compliance			
ID	Touchpoint	Category	Point Values
CABBOH029	Digital Guest Experience	MI Initiatives	16
External Notes	<p><b>Mobile Key Compliance</b></p> <p>Mark N/A if:</p> <ul style="list-style-type: none"> <li>Compliance impacted or unable to verify due to system outage or downtime</li> <li>Hotel is MGM Collection</li> </ul> <p><b>Property must:</b></p> <ol style="list-style-type: none"> <li>Meet continent and tier thresholds, as listed on the <b>DGE GXP Performance Report on MGS</b>, for the Mobile Keys Delivered % in the last reporting period (13 week rolling)</li> <li>Maintain Mobile Key capability for all guest-accessible locked doors (e.g., guest room, public space), verified by BSA Auditor through <a href="#">Mobile Key Validation Testing Guide</a></li> </ol> <p><b>1. PERFORMANCE REPORTING</b></p> <p>Locate the <a href="#">Performance Reporting</a> page of the Digital Guest Experience MGS page and access the <a href="#">performance report</a>:</p> <ul style="list-style-type: none"> <li>Select the BSA tab</li> <li>Verify the "Mobile Key Compliance" column <ul style="list-style-type: none"> <li>If marked <b>N/A</b>, no points are added or deducted, mark N/A</li> <li>If marked <b>Not Compliant</b>, Above / (Below) Target under Mobile Keys Delivered % is <b>"RED"</b>, deduct 16 points</li> <li>If marked <b>Compliant</b>, Verify the Above/ (Below) Target under Mobile Keys Deliver % is <b>"GREEN"</b> on the report</li> </ul> </li> </ul> <p><b>2. MOBILE KEY DOOR LOCK VALIDATION TESTING</b></p> <p>Property representative must perform the following steps for Mobile Key Validation Testing with BSA Auditor observing the representative:</p> <ul style="list-style-type: none"> <li>Request Mobile Key through the Marriott Bonvoy App</li> <li>Process Mobile Check-In</li> <li>Create and send Mobile Key</li> <li>Test Mobile Key using the Marriott Bonvoy App and show the "Green" Success indication for the following doors: <ul style="list-style-type: none"> <li>(1) Guest Room</li> <li>(3) Public Spaces from the following locations: <ul style="list-style-type: none"> <li>Elevator</li> <li>Fitness Center</li> <li>Club Lounge Access</li> <li>Exterior Door Entrance</li> <li>Pool Entrance</li> <li>Parking Gate</li> </ul> </li> </ul> </li> </ul> <p>It is acceptable to only conduct testing for (1) guest room only if property does not have public space doors to test</p> <p>If any door tests result in failure to open successfully using Mobile Key, property must open a ticket with DGE GXP Help Desk</p> <ul style="list-style-type: none"> <li>Contact DGE GXP Help Desk for issues relating to Digital Guest Experiences through the Marriott Service Portal</li> <li>Digital Guest Experience issues and follow the steps outlined in this <a href="#">DGE + GXP Help Desk Process Job Aid</a></li> </ul> <p>Mark No if any of the following:</p>		

	<ul style="list-style-type: none"> <li>• Mobile Keys Delivered % metric is not green on the performance report</li> <li>• Property representative does not successfully open all (4) doors</li> <li>• Mobile Key is not implemented on Property.</li> <li>• Associate does not know how to send Mobile Key</li> </ul>
Links	<a href="#">OPS-FRO-282E</a>  <a href="#">DGE + GXP Help Desk Job Aid</a>

## Empower: Guest Experience (GXP) Case Management

ID	Touchpoint	Category	Point Values
CABBOH230	Digital Guest Experience	MI Initiatives	8
External Notes	<p><b>Empower: Guest Experience (GXP) Case Management</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Compliance impacted or unable to verify due to system outage or downtime</li> <li>• Hotel does not participate in GXP</li> <li>• Hotel is listed as N/A on the GXP Performance Report</li> </ul> <p>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)</p> <p><b>Locate</b> the <a href="#">Performance Reporting</a> page of the Digital Guest Experience MGS page and access the <a href="#">performance report</a>:</p> <ul style="list-style-type: none"> <li>• <b>Select</b> the BSA tab</li> <li>• <b>Verify</b> the below metric is "GREEN" on the report <ul style="list-style-type: none"> <li>◦ Cases Created Per 100 Rooms Per Day</li> </ul> </li> </ul> <p><u>Continent and Tier Thresholds must be met during rolling 13-week period at time of BSA:</u></p> <ul style="list-style-type: none"> <li>• <b>US/CAN</b> <ul style="list-style-type: none"> <li>◦ Luxury = 25</li> <li>◦ Premium = 10</li> <li>◦ Select = 4</li> </ul> </li> <li>• <b>CALA</b> <ul style="list-style-type: none"> <li>◦ Luxury = 20</li> <li>◦ Premium = 8</li> <li>◦ Select = 4</li> </ul> </li> <li>• <b>EMEA</b> <ul style="list-style-type: none"> <li>◦ Luxury = 15</li> <li>◦ Premium = 8</li> <li>◦ Select = 4</li> </ul> </li> <li>• <b>APEC</b> <ul style="list-style-type: none"> <li>◦ Luxury = 25</li> <li>◦ Premium = 15</li> <li>◦ Select = 8</li> </ul> </li> <li>• <b>GC</b> <ul style="list-style-type: none"> <li>◦ Luxury = 25</li> <li>◦ Premium = 10</li> <li>◦ Select = 8</li> </ul> </li> </ul> <p>Mark No if the # of Cases per Day (per 100 Rooms) metric is not green on the performance report</p>		
Links	<a href="#">OPS-FRO-306</a>		

## Average Chat Response Rate Percentage

ID	Touchpoint	Category	Point Values
CABBOH017	Digital Guest Experience	MI Initiatives	16
<b>External Notes</b>	<p><b>Average Chat Response Rate Percentage</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Compliance impacted or unable to verify due to system outage or downtime</li> <li>• Hotel does not participate in GXP</li> <li>• Hotel is listed as N/A on the GXP Performance Report</li> </ul> <p>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 (<b>13 week rolling</b>)</p> <p><b>Locate</b> the <a href="#">Performance Reporting</a> page of the Digital Guest Experience MGS page and access the <a href="#">performance report</a>:</p> <ul style="list-style-type: none"> <li>• <b>Select</b> the BSA tab</li> <li>• <b>Verify</b> the below metric is "GREEN" on the report <ul style="list-style-type: none"> <li>◦ Chats Responded to in Goal Time %</li> </ul> </li> </ul> <p><u>Continent and Tier Thresholds must be met during rolling 13-week period at time of BSA:</u></p> <ul style="list-style-type: none"> <li>• <b>US/CAN</b> <ul style="list-style-type: none"> <li>◦ Luxury = 75%</li> <li>◦ Premium &amp; Select = 70%</li> </ul> </li> <li>• <b>CALA</b> <ul style="list-style-type: none"> <li>◦ Luxury = 85%</li> <li>◦ Premium = 80%</li> <li>◦ Select = 70%</li> </ul> </li> <li>• <b>EMEA</b> <ul style="list-style-type: none"> <li>◦ Luxury = 82%</li> <li>◦ Premium &amp; Select = 70%</li> </ul> </li> <li>• <b>APEC</b> <ul style="list-style-type: none"> <li>◦ All Tiers = 80%</li> </ul> </li> <li>• <b>GC</b> <ul style="list-style-type: none"> <li>◦ Luxury = 85%</li> <li>◦ Premium &amp; Select = 80%</li> </ul> </li> </ul> <p>Mark No if the Chats Responded to in Goal Time % metric is not green on the performance report</p> <p style="text-align: right;">CABBOH017</p>		
<b>Links</b>	<a href="#">OPS-FRO-290N</a>		

### Pre-Arrival Planning - High Actionable Insight Ratings

ID	Touchpoint	Category	Point Values
CABBOH032	Digital Guest Experience	MI Initiatives	16
<b>External Notes</b>	<p><b>Pre-Arrival Planning - High Actionable Insight Ratings</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Compliance impacted or unable to verify due to system outage or downtime</li> <li>• Hotel does not participate in GXP</li> <li>• Hotel is listed as N/A on the DGE/GXP Performance Report</li> </ul> <p>Property must meet continent and tier thresholds, as listed on the <b>DGE/GXP Performance Report on MGS</b>, for % of guests with high actionable insights marked as reviewed % metric in the last reporting period (13 week -rolling)</p>		

	<p><b>Locate</b> the Performance Reporting page of the Digital Guest Experience MGS page and access the performance report:</p> <p><b>Select</b> the BSA tab</p> <p>Verify the below metric is "GREEN" on the report</p> <ul style="list-style-type: none"> <li>• % of guest with high actionable insights marked as reviewed</li> </ul> <p>Mark No if the % of guest with high actionable insights marked as reviewed metric is not green on the performance report</p>
Links	<a href="#">OPS-FRO-306</a>


### Empower: Guest Experience (GXP) Setup


ID	Touchpoint	Category	Point Values
CABBOH061	Digital Guest Experience	MI Initiatives	8
External Notes	<p><b>Empower: Guest Experience (GXP) Setup</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Compliance impacted or unable to verify due to system outage or downtime</li> <li>• Hotel does not participate in GXP</li> </ul> <p>Property must meet GXP Setup Compliance via the Health Check Dashboard listed within GXP.</p> <p>Locate the GXP Setup Health Check Dashboard in GXP:</p> <p><b>Select</b> drop down menu and select GXP Setup Health Check. Ensure dashboard is refreshed displaying most recent results.</p> <p><b>Verify</b> the below metrics are "GREEN" on the Dashboard.</p> <ul style="list-style-type: none"> <li>• 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)</li> </ul> <p>Mark No if any of the following setup criteria reflect red:</p> <ul style="list-style-type: none"> <li>• Property Admin</li> <li>• View CEC Sensitive Cases</li> <li>• Active Escalation Rules</li> </ul>		
Links	<a href="#">OPS-FRO-306</a>		

### Property Internet: Bandwidth and GPNS Compliance

ID	Touchpoint	Category	Point Values
CABDGE001	Digital Guest Experience	MI Initiatives	16
External Notes	<p><b>Property Internet: Bandwidth and GPNS Compliance</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel provided documentation that an owner or management company change has occurred within the last 90 days</li> </ul> <p>Property must <b>meet both</b> of the following requirements for <b>GPNS</b> and <b>Internet Bandwidth</b>:</p>		

	<p><b>1. Global Property Network Standard (GPNS) technical solution must be:</b></p> <ul style="list-style-type: none"> <li>• Installed <ul style="list-style-type: none"> <li>○ 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</li> <li>○ (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</li> </ul> </li> <li>• Documented through the signed GPNS System Installation Certificate with the following required fields <b>completed</b>: <ul style="list-style-type: none"> <li>○ Property Name</li> <li>○ MARSHA Code</li> <li>○ Vendor Signature, Name, Title, Date</li> <li>○ GPNS Installation/Certification Date with correct version date (e.g., "GPNS Version 20##", or "20## GPNS Standard", "Certified expiration date"): <ul style="list-style-type: none"> <li>▪ Version must <b>be on/after</b> the following dates: <ul style="list-style-type: none"> <li>▪ (AP, CALA, US/CAN): January 1, 2020</li> <li>▪ (EMEA): January 1, 2021</li> </ul> </li> </ul> </li> </ul> </li> </ul> <p><u>DOCUMENTATION REQUIRED, 1 of 2</u></p> <p>GPNS Installation Certificate must be uploaded via BSA Property Prework</p> <ul style="list-style-type: none"> <li>• Auditor will verify the correct certificate was uploaded and evaluate all required fields are present and correct version date is listed</li> <li>• It is acceptable if: <ul style="list-style-type: none"> <li>○ GPNS System Installation Certification is a copy, fax, or scan</li> <li>○ Vendor signature, on the GPNS System Installation Certificate is electronic</li> <li>○ Operator signature area, on the GPNS System Installation Certificate is blank</li> </ul> </li> </ul> <p><b>2. Minimum internet bandwidth requirements must be met</b></p> <p><u>DOCUMENTATION REQUIRED, 2 of 2</u></p> <p>Documentation showing the <b>hotel's internet bandwidth size</b> must be uploaded from one of the following documents:</p> <ul style="list-style-type: none"> <li>• <b>Internet Provider Invoice</b> (<i>Preferred Document</i>) <ul style="list-style-type: none"> <li>○ Must be within (3) months <ul style="list-style-type: none"> <li>▪ (EMEA): It is acceptable to provide an annual invoice showing the billing cycle period</li> </ul> </li> </ul> </li> <li>• <b>Internet Bandwidth Utilization Report</b> <ul style="list-style-type: none"> <li>○ Must be within (3) months</li> </ul> </li> <li>• <b>Internet Bandwidth Subscription Contract</b></li> </ul> <p>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)</p> <p>Auditor will verify the correct documentation was uploaded and evaluate for the required bandwidth size</p> <ul style="list-style-type: none"> <li>• Internet Bandwidth documentation will not be accepted after the BSA is complete</li> </ul> <p><b>(CALA, EMEA, US/CAN):</b> It is acceptable if a hotel has a stable bandwidth or a flexible bandwidth with bursting capacity to meet the guestroom bandwidth minimums</p> <ul style="list-style-type: none"> <li>• 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</li> </ul> <p><u>The following minimum bandwidth sizes must be met based on region and number of guestrooms:</u></p> <p><b>AP, CALA</b></p> <ul style="list-style-type: none"> <li>• <b>500 kbps per guestroom</b> <ul style="list-style-type: none"> <li>○ Multiply the number of rooms by 500 Kbps and then divide by 1024 (1024 Kbps = 1 Mb)</li> <li>○ Example: 250 rooms x 500 Kbps = 125,000; 125,000/1024 = 122 Mbps is the minimum required</li> </ul> </li> </ul> <p><b>EMEA</b></p> <ul style="list-style-type: none"> <li>• <b>1 Mbps per guestroom</b> <ul style="list-style-type: none"> <li>○ Multiply the number of rooms by 1 Mbps</li> </ul> </li> </ul>
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	<div>○ Example: 250 rooms x 1 Mbps = 250 Mbps is the minimum required bandwidth</div> <div>US/CAN</div> <div><ul style="list-style-type: none"><li>• 1500+ guestrooms - <b>1 Gbps</b></li><li>• 1000-1499 guestrooms - <b>800 Mbps</b></li><li>• 500-999 guestrooms - <b>600 Mbps</b></li><li>• 350-499 guestrooms - <b>450 Mbps</b></li><li>• 150-349 guestrooms - <b>250 Mbps</b></li><li>• 75-149 rooms - <b>150 Mbps</b></li><li>• 1-74 guestrooms - <b>100 Mbps</b></li></ul></div> <div>Mark No if any of the following:</div> <div><ul style="list-style-type: none"><li>• GPNS System Installation Certificate not presented or required fields are blank</li><li>• GPNS Installation/Certification Date is blank</li><li>• GPNS Installation/Certification documentation provided does not have a compliant version date</li><li>• Hotel does not have documentation confirming internet bandwidth</li><li>• Internet Bandwidth is not correct for hotel type</li><li>• BSA Property Prework not uploaded</li><li>• BSA Property Prework submission not correct paperwork</li></ul></div>
Links	<div> <a href="#">OPS-TECH-002</a></div>

Property Internet Portal			
ID	Touchpoint	Category	Point Values
CABDGE002	Digital Guest Experience	MI Initiatives	8
External Notes	<div>Property Internet Portal</div> <div>All hotels must redirect guests to the property portal page when accessing property internet</div> <div><ul style="list-style-type: none"><li>• A Terms of Use acceptance must be present prior to connecting</li></ul></div> <div>CABDGE002</div>		
Links	<div> <a href="#">OPS-TECH-002</a></div>		

# Engineering

Associate Alert Device System Installed (US/CAN)			
ID	Touchpoint	Category	Point Values
CABBOH200	Engineering	MI Initiatives	4
External Notes	<p><b>Associate Alert Device System Installed (US/CAN)</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Compliance impacted or unable to verify due to system outage or downtime</li> <li>Hotel is located in AP, CALA, EMEA</li> </ul> <p><b>Identify the following:</b></p> <ul style="list-style-type: none"> <li>Which Associate Alert Device System vendor is used</li> <li>Geolocation capability is present</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>AAD system is not installed</li> <li>Property confirmed geolocation capability not installed</li> </ul> <p>CABBOH200</p>		
Links	<a href="#">OPS-FRO-283P</a>		

Marriott Environmental Sustainability HUB (MESH)			
ID	Touchpoint	Category	Point Values
CABBOH023	Engineering	MI Initiatives	16
External Notes	<p><b>Marriott Environmental Sustainability HUB (MESH)</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Compliance impacted or unable to verify due to system outage or downtime</li> <li>Marriott Environmental Sustainability HUB (MESH) site is unavailable due to technical issues</li> <li>Ownership change occurred 1 month prior to visit</li> <li>Property indicated as "Ineligible - New Property" on MESH homepage (Newly opened property within the last 16 months)</li> </ul> <p>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.</p> <p>Marriott Environmental Sustainability HUB (MESH) requires all properties:</p> <ul style="list-style-type: none"> <li>To track relevant energy and water sources</li> <li>Enter 12 months of data for these sources in the current 12-month compliance period</li> <li>Complete the SPROUT sustainability survey to at least 90%</li> </ul> <p>Additional information on compliance can be found on the MESH landing page and <a href="#">MGS</a></p> <p>The MESH dashboard will indicate the overall compliance status of the property:</p>		



	<ul style="list-style-type: none"> <li>• <b>BSA Compliance Icon</b> <ul style="list-style-type: none"> <li>○ Green with checkmark symbol = PASS</li> <li>○ Red with an alert exclamation symbol = FAIL</li> </ul> </li> </ul> <p>If a property feels they should be classified as non-reportable for Energy or Water, please contact <a href="mailto:GOSEngineering@Marriott.com">GOSEngineering@Marriott.com</a>. 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.</p> <p><b><u>DOCUMENTATION REQUIRED</u></b></p> <ul style="list-style-type: none"> <li>• BSA Auditor will review MESH Dashboard and determine compliance the night of the BSA</li> <li>• MESH Dashboard Instructions <ul style="list-style-type: none"> <li>○ Log on to <a href="#">MESH</a> to access the dashboard <ul style="list-style-type: none"> <li>▪ Verify compliance status from the OVERALL STATUS THIS PERIOD field</li> </ul> </li> </ul> </li> </ul>
Links	<a href="#">OPS-ENG-047</a>

## Rooms Preventative Maintenance (RPM) Program

ID	Touchpoint	Category	Point Values
CABBOH022	Engineering	MI Initiatives	16
External Notes	<p><b>Rooms Preventative Maintenance (RPM) Program</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Compliance impacted or unable to verify due to system outage or downtime</li> <li>• Hotel has opened within the last 12 months</li> <li>• Hotel has provided documentation that an owner or management company change has occurred within the last 12 months</li> <li>• System is unavailable due to technical issues</li> <li>• (Residences): Hotel is not a condo unit</li> </ul> <p>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.</p> <p>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</p> <p>Once in each of the following periods:</p> <ul style="list-style-type: none"> <li>• Jan, Feb, Mar, Apr</li> <li>• May, Jun, Jul, Aug</li> <li>• Sep, Oct, Nov, Dec</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Once every 17 weeks</li> </ul> <p>Randomly <b>select</b> a room</p> <p><b>Ask</b> to see documentation and verify:</p> <p>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)</p> <ul style="list-style-type: none"> <li>• It is acceptable for the GC and/or RPM/PM process to be completed within 2 weeks of each other for the same room</li> </ul> <p>The carpet has been cleaned at least 3 times within the past 12 months</p> <ul style="list-style-type: none"> <li>• If only rugs are present, evaluate the rugs as if they are carpets</li> <li>• If no carpets or rugs are present, only evaluate GC and PM</li> </ul>		

	<p>Marriott Managed properties must use Transcendent to schedule, track and document PM activities. The <a href="#">Transcendent Job Aid</a> will assist properties with providing the required reports.</p> <ul style="list-style-type: none"> <li>It is acceptable if General Cleaning (GC) and Carpet Cleaning are tracked outside of Transcendent</li> </ul> <p>Franchise properties may use any form of documentation but documentation presented must show each of the following tasks were completed:</p> <ul style="list-style-type: none"> <li>General Cleaning (GC)</li> <li>Preventative Maintenance (PM)</li> <li>Carpet Cleaning</li> </ul> <p>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).</p> <p>Mark No if any of the above criteria is not met</p> <p style="text-align: right;">CABBOH022</p>
Links	<a href="#">OPS-ENG-023</a>

## Rooms Preventative Maintenance (RPM) Inspections

ID	Touchpoint	Category	Point Values
CABRPM001	Engineering	MI Initiatives	4
External Notes	<p><b>Rooms Preventative Maintenance (RPM) Program</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Hotel has opened within the last 12 months</li> <li>Hotel has provided documentation that an owner or management company change has occurred within the last 12 months</li> <li>System is unavailable due to technical issues</li> </ul> <p>The Rooms Preventative Maintenance (RPM) Program includes <b>inspecting 10% of all RPM completed</b>:</p> <ul style="list-style-type: none"> <li><b>Marriott managed properties:</b> <ul style="list-style-type: none"> <li>Inspections must be completed by a manager or supervisor</li> <li>Transcendent must be utilized for inspections and synchronize scores and deficiencies</li> </ul> </li> <li><b>Franchised properties:</b> <ul style="list-style-type: none"> <li>Must have a process to track and document inspections</li> </ul> </li> </ul> <p><b>DOCUMENTATION REQUIRED</b></p> <ul style="list-style-type: none"> <li>Documentation will be verified during the BSA walkthrough <ul style="list-style-type: none"> <li>Managed properties - Through Transcendent report "<b>RPM QA For Standards Compliance</b>"</li> <li>Franchise properties - Any form of documentation is acceptable <ul style="list-style-type: none"> <li>GXP or any other manually tracking method</li> <li><a href="#">RPM Resources</a></li> <li><a href="#">Sample RPM Inspection (XLS)</a></li> </ul> </li> <li>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</li> </ul> </li> </ul>		
Links	<a href="#">OPS-ENG-023</a>		


## Other Documentation

Point of Sales (POS)			
ID	Touchpoint	Category	Point Values
CABBOH026	Other Documentation	MI Initiatives	8
External Notes	<p><b>Point of Sales (POS)</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>Property does not have a POS or retail/market kiosk</li> <li>Property is an AUTO or PH</li> <li>All property outlets with a POS and/or kiosks are managed by a third-party</li> <li>Hotel has a contract signed before April 1, 2021 with a non-GPOS solution</li> <li>Property is listed as having an approved alternative on the <a href="#">GPOS BSA Hotel List</a></li> <li>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</li> <li>Property has written approval (email) of alternative from Laura Misko (VP, Property Management Systems)</li> </ul> <p>Property must utilize one of the following POS standard solutions:</p> <p><b>US/CAN</b></p> <ul style="list-style-type: none"> <li>Marriott-Hosted Symphony</li> <li>Marriott-Hosted InfoGenesis by Agilysys</li> <li>(US): Marriott-Hosted Toast</li> </ul> <p><b>APEC, CALA, EMEA, GC</b></p> <ul style="list-style-type: none"> <li>Marriott-Hosted Symphony</li> <li>It is acceptable if Hosted Shiji Infrasy is utilized</li> </ul> <p>If hosted systems are not permitted or available regionally, property must utilize one of the following on-premise solutions:</p> <ul style="list-style-type: none"> <li>MICROS (9700 or Symphony)</li> <li>Infrasy Gourmate (Shiji)</li> </ul> <p><u>DOCUMENTATION REQUIRED</u></p> <p><b>Any of the following options can be used to confirm Symphony Version &amp; Hosting Location:</b></p> <ul style="list-style-type: none"> <li><b>Option #1:</b> <a href="#">GPOS BSA Hotel List</a> <ul style="list-style-type: none"> <li>Mark Yes if property is listed as compliant</li> <li>If property is not listed on the GPOS BSA Hotel List, refer to Option #2</li> </ul> </li> <li><b>Option #2:</b> Invoice from the last 90 days           <ul style="list-style-type: none"> <li>Must indicate the system</li> <li>Mark Yes if system matches one of the on-premises solutions listed above               <ul style="list-style-type: none"> <li>It is acceptable in the UK to provide a yearly invoice that shows the billing cycle period</li> </ul> </li> </ul> </li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>One of the above solutions is not present</li> <li>BSA Property Pework not uploaded</li> <li>BSA Property Pework submission not relevant</li> </ul>		
Links	<a href="#">OPS-FRO-296A</a>		

guestVoice Alert Response Rate			
ID	Touchpoint	Category	Point Values
CABBOH005	Other Documentation	MI Initiatives	8
External Notes	<p><b>guestVoice Alert Response Rate</b></p> <p>Mark N/A if you find any of the following:</p> <ul style="list-style-type: none"><li>• Compliance impacted or unable to verify due to system outage or downtime</li><li>• Hotel provided documentation that an owner or management company change has occurred within the last 3 months</li><li>• Hotel opened within the last 90 days</li><li>• guestVoice is unavailable due to technical issues</li><li>• Property does not participate in guestVoice program</li></ul> <p>Property <b>must respond to guestVoice Alerts within 72 hours</b> by an approved response method for <b>GSS, TripAdvisor and Marriott Verified Reviews (MVR)</b></p> <ul style="list-style-type: none"><li>• Property <b>must maintain a minimum 90% response rate</b> for all GSS, TripAdvisor, and MVR</li><li>• Compliance will be measured on <b>total rolling 3-month performance</b> at or above 90%</li><li>• An alert is a negative survey/review from a guest.<ul style="list-style-type: none"><li>◦ Guest Satisfaction Survey (GSS); triggered by scores &lt; 6</li><li>◦ Marriott Verified Reviews (MVR); triggered by scores &lt; 3</li><li>◦ TripAdvisor; triggered by scores &lt; 3</li></ul></li></ul> <p>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.</p> <p><b>Approved Response Methods</b></p> <p>Hotel must respond to guestVoice Alerts using ONE of the following approved response methods:</p> <ul style="list-style-type: none"><li>• Email to the guest using a rapid response template within the guestVoice platform for GSS</li><li>• Response posted to a MVR through guestVoice</li><li>• TripAdvisor review response posted online</li></ul> <p><u>BSA EVALUATION METHOD</u></p> <p>Property will be asked to:</p> <ul style="list-style-type: none"><li>• Log-on to guestVoice</li><li>• From guestVoice home page, access the Property Dashboard</li><li>• Scroll down to the Guest Alert Response Standard Compliance (3 Month Rolling) box</li></ul> <p>Verify Total rolling 3-month performance is 90.0% or higher</p> <ul style="list-style-type: none"><li>• Mark Yes if Total rolling 3-month performance is higher than 90%</li><li>• Mark No if Total rolling 3-month performance is lower than 90%<ul style="list-style-type: none"><li>◦ <i>Effective January 1, 2025: Properties will no longer be marked N/A if below 90%, 8 points will be deducted</i></li></ul></li></ul>		
Links	<a href="#">OPS-GQA-006</a>		
Quarterly Global Food Safety Audit (GFSA) is completed and documented			
ID	Touchpoint	Category	Point Values
CABFS108_2	Other Documentation	MI Initiatives	16
External Notes	Quarterly Global Food Safety Audit (GFSA) is completed and documented		

	<p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Compliance impacted or unable to verify due to system outage or downtime</li> <li>• Facility not present</li> <li>• All Kitchen Facilities were under complete renovation and not available for food production during the previous completed quarter</li> <li>• Hotel provided documentation that an owner or management company change occurred within the last 90 days</li> <li>• Local code prohibits/supersedes any standard, documentation must be provided to verify</li> <li>• QA website was unavailable due to technical issues</li> <li>• Hotel open less than one complete quarter</li> <li>• Restaurant is operated by a third party</li> </ul> <p>Hotel must complete a Global Food Safety Audit (GFSA) self-inspection each calendar quarter</p> <ul style="list-style-type: none"> <li>• Quarters are as follows: <ul style="list-style-type: none"> <li>○ 1st Quarter: January-March</li> <li>○ 2nd Quarter: April-June</li> <li>○ 3rd Quarter: July-September</li> <li>○ 4th Quarter: October-December</li> </ul> </li> </ul> <p>GFSAs must be completed and uploaded to the QA website</p> <p>A printed GFSA will not be acceptable</p> <p><b>Ask</b> to see documentation of most recent GFSA</p> <ul style="list-style-type: none"> <li>• <b>Verify</b> quarterly GFSA was completed and uploaded for the most recently completed quarter</li> <li>• Documentation must only be in one of the specific electronic forms listed below: <ul style="list-style-type: none"> <li>○ Global Food Safety Audit - Summary Results (electronic)</li> <li>○ Global Food Safety Audit - Detail Results (electronic)</li> </ul> </li> </ul> <p>It is acceptable to use the prior year's form during Q1 only</p> <p>Q2, Q3, Q4 must use current form</p> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Documentation not available</li> <li>• Paper forms only available</li> <li>• Incorrect form used</li> <li>• Requested GFSA not conducted or documented</li> <li>• GFSA not uploaded to QA website</li> </ul> <p style="text-align: right;">CABFS108_2</p>
Links	<a href="#">OPS-FNB-057A</a>

Threat Condition Program Self-Audit (APEC, CALA, EMEA, GC)			
ID	Touchpoint	Category	Point Values
CABSEC002	Other Documentation	MI Initiatives	16
External Notes	<p><b>Threat Condition Program Self-Audit (APEC, CALA, EMEA, GC)</b></p> <p>Mark N/A if any of the following</p> <ul style="list-style-type: none"> <li>• The hotel has provided documentation that an owner or management company change occurred within the last 90 days.</li> <li>• Property located in US/CAN</li> <li>• Property opened within the past 13 months</li> </ul> <p><b><u>Properties in APEC, CALA, EMEA &amp; GC</u></b> must complete:</p>		

	<ul style="list-style-type: none"><li>• Annual Threat Condition Program Self-Audit during the first quarter of each year</li></ul> <p><u>EVALUATION METHOD</u></p> <ul style="list-style-type: none"><li>• The property is not required to provide any documentation</li><li>• 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<ul style="list-style-type: none"><li>◦ BSA Auditor will answer this question based only on the list provided by the Risk Management team</li></ul></li><li>• <b>BSA During Q1 2025:</b> The list of compliance will be determined by the Q1 2024 self-audit</li><li>• <b>BSA Between Q2 2025 to Q1 2026:</b> The list of compliance will be determined by the Q1 2025 self-audit completion</li></ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"><li>• No record of a completed Threat Condition Program self-audit from the most recently completed Q1</li></ul>		
<b>Accessible Hospitality Attestation Completed (US)</b>			
<b>ID</b> CABUS001	<b>Touchpoint</b> Other Documentation	<b>Category</b> MI Initiatives	<b>Point Values</b> 16
<b>External Notes</b>	<p><b>Accessible Hospitality Attestation Completed (US)</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Property located in APEC, CALA, CAN, EMEA, GC</li></ul> <p>Properties must have completed the Accessible Hospitality Attestation before December 31, 2024</p> <p><u>DOCUMENTATION REQUIRED</u></p> <ul style="list-style-type: none"><li>• Accessible Hospitality Attestation submission must be confirmed through BSA Property Prework</li><li>• BSA Property Prework submission must be marked Yes confirming GM attestation that hotel is in compliance</li></ul> <p>If property opened after November 30, 2024 and there is no BSA Property Prework upload, property must provide confirmation at time of BSA</p> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"><li>• Accessible Hospitality Attestation not completed prior to December 31, 2024</li><li>• BSA Property Prework not completed</li><li>• BSA Property Prework submission marked No – Hotel not in compliance</li></ul>		
<b>Links</b>	<a href="#"> OPS-FRO-181</a>		

## Marriott Bonvoy

16 BONUS POINTS   Property Meets Marriott Bonvoy Enrollment Goal			
ID	Touchpoint	Category	Point Values
CABCK009	Marriott Bonvoy	MI Initiatives	0
External Notes	<p><b>16 BONUS POINTS   Property Meets Marriott Bonvoy Enrollment Goal</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Hotel is not meeting their goal</li><li>• Hotel does not participate in Marriott Bonvoy</li><li>• Hotel is a non-branded property</li><li>• Hotel is not listed on the Enrollment Goal Report</li><li>• Current Year-to-Date report not yet published</li></ul> <p>Property must meet or exceed the enrollment goal</p> <p>Locate <a href="#">Hotel Simplified Report</a> available on the <a href="#">MGS Enrollment Reports page</a></p> <ul style="list-style-type: none"><li>• <b>Select</b> the Single Hotel View tab<ul style="list-style-type: none"><li>◦ <b>Input</b> property's MARSHA</li><li>◦ <b>Verify</b> YTD percent to goal either meets or exceeds 100%</li></ul></li></ul> <p><u>BSA Scoring Notice</u></p> <ul style="list-style-type: none"><li>• 16 bonus points will be earned out of 0 points possible if property meets or exceeds YTD percent to goal</li><li>• No points will be lost if property is not meeting YTD percent to goal, the score will be 0 out of 0</li></ul>		
Links	<p><a href="#">OPS-FRO-304</a></p> <p><a href="#">Enrollment Reports</a></p> <p><a href="#">Hotel Simplified Report</a></p>		
Associate can explain Marriott Bonvoy member benefits			
ID	Touchpoint	Category	Point Values
CABBOH019	Marriott Bonvoy	MI Initiatives	16
External Notes	<p><b>Associate can explain Marriott Bonvoy member benefits</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Property is non-branded</li><li>• Property does not participate in Marriott Bonvoy</li></ul> <p>BSA Evaluation will measure associate knowledge during the BSA walkthrough via question &amp; answer with a front desk associate on property's payroll</p> <ul style="list-style-type: none"><li>• 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</li></ul> <p><b>Ask</b> associate to name (2) benefits Silver Elite members receive at the Brand Hotel you are at:</p>		

	<ul style="list-style-type: none"> <li>• 10% bonus points</li> <li>• Priority late check-out</li> <li>• Ultimate Reservation guarantee</li> <li>• Member rates</li> <li>• Gift Shop discount (AUTO/DH/GH/JW/MEA/MH/MX/RH/LC/LM/SHER/SR/TRB/W/WSTN) <ul style="list-style-type: none"> <li>◦ RC and ED (only applies to logo merchandise)</li> </ul> </li> <li>• Free Wi-Fi</li> </ul> <p><b>Ask</b> associate to name (2) benefits Gold Elite members receive in addition to Silver Elite tier at the Brand Hotel you are at:</p> <ul style="list-style-type: none"> <li>• 25% bonus points</li> <li>• 2pm late check-out (based on availability)</li> <li>• Gold Elite welcome gift</li> <li>• Room Upgrade (based on availability)</li> <li>• Free enhanced Wi-Fi</li> </ul> <p><b>Ask</b> associate to name (2) benefits Platinum Elite members receive in addition to Gold Elite tier at the Brand Hotel you are at:</p> <ul style="list-style-type: none"> <li>• 50% bonus points</li> <li>• Platinum Elite Welcome Gift Choice, e.g., breakfast or amenity or points</li> <li>• Access to concierge/club/executive lounge only applies to the following Brands <ul style="list-style-type: none"> <li>◦ MH, JW, DH, AUTO, RH, CY (Outside US/CAN), excluding resorts and hotels without a lounge</li> <li>◦ SHER, LM, WSTN (including resorts at these brands)</li> </ul> </li> <li>• 4pm late check-out (except Resorts and Convention hotels)</li> <li>• Annual Choice Benefit</li> <li>• Guaranteed Room Type</li> </ul> <p><b>Ask</b> associate to name (2) benefits Titanium Elite members receive in addition to Platinum Elite tier at the Brand Hotel you are at:</p> <ul style="list-style-type: none"> <li>• 75% bonus points</li> <li>• 48-hour Guarantee</li> </ul> <p><b>Ask</b> associate to name (2) benefits Ambassador Elite members receive in addition to Titanium Elite tier at the Brand Hotel you are at:</p> <ul style="list-style-type: none"> <li>• Ambassador Service</li> <li>• Your24</li> </ul> <p style="text-align: right;">CABBOH019</p>
Links	<a href="#">OPS-FRO-304</a>

Elite Welcome Gift for Platinum Elite, Titanium Elite, and Ambassador Elite Members			
ID	Touchpoint	Category	Point Values
CABBOH020	Marriott Bonvoy	MI Initiatives	4
External Notes	<p><b>Elite Welcome Gift for Platinum Elite, Titanium Elite, and Ambassador Elite Members</b></p> <p>Mark N/A if hotel does not participate in Marriott Bonvoy (Refer to <a href="#">Loyalty Program Terms &amp; Conditions</a>)</p> <p>Elite Welcome Gift must be offered to Elite guests :</p> <ul style="list-style-type: none"> <li>• Following required choices for the specific brand</li> <li>• Collateral, if present as approved and outlined in the <a href="#">Marriott Bonvoy Collateral Guide</a></li> </ul> <p>BSA Evaluation will measure associate knowledge through one of the following methods:</p> <ul style="list-style-type: none"> <li>• During the anonymous check-in experience, OR</li> <li>• During the BSA walkthrough via question &amp; answer with a front desk associate</li> </ul>		



	<ul style="list-style-type: none"><li>○ 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</li></ul> <div>CABBOH020</div>
Links	<a href="#">OPS-FRO-304</a>

## Culture

Associate #1 participated in Daily Authentic Moments Meeting			
ID	Touchpoint	Category	Point Values
CAB5BOH2410	Culture	Brand - Culture	16
External Notes	<p><b>Associate #1 participated in Daily Authentic Moments Meeting</b></p> <p>Mark N/A if all employees have worked less than 90 days</p> <p>Daily meetings must minimally include:</p> <ul style="list-style-type: none"><li>• Authentic Moments must minimally be attended by employees working that day</li></ul> <p>Select (1) Associate and ask:</p> <p>If they attended their daily Authentic Moments meeting</p> <ul style="list-style-type: none"><li>• To recite the Cultural Element of the Day</li><li>• To recite (2) additional topics discussed in the Authentic Moments meeting (list below)</li><li>• To direct you to, or tell you where, the Authentic Moments packet is available</li></ul> <p><b>Verify</b> that Authentic Moments daily meeting packet minimally contains:</p> <ul style="list-style-type: none"><li>• Correct packet for the day<ul style="list-style-type: none"><li>○ Cultural Element of the Day</li><li>○ Theme of the Week</li><li>○ Hotel-specific information, such as:</li><li>○ VIP's in hotel</li><li>○ Ambassador Members</li><li>○ Other Bonvoy Elite Members</li><li>○ Hotel Forecast</li><li>○ News to note</li><li>○ Team recognition</li><li>○ Birthdays, anniversaries, new team members</li></ul></li><li>• It is acceptable if other similar information is provided instead</li></ul>		
Links	<a href="#">🔗 HR-021</a>		

Associate #2 participated in Daily Authentic Moments Meeting			
ID	Touchpoint	Category	Point Values
CAB5BOH2411	Culture	Brand - Culture	16
External Notes	<p><b>Associate #2 participated in Daily Authentic Moments Meeting</b></p> <p>Mark N/A if all employees have worked less than 90 days</p> <p>Daily meetings must minimally include:</p> <ul style="list-style-type: none"><li>• Authentic Moments must minimally be attended by employees working that day</li></ul> <p>Select (1) Associate and ask:</p> <p>If they attended their daily Authentic Moments meeting</p> <ul style="list-style-type: none"><li>• To recite the Cultural Element of the Day</li><li>• To recite (2) additional topics discussed in the Authentic Moments meeting (list below)</li></ul>		

	<ul style="list-style-type: none"> <li>To direct you to, or tell you where, the Authentic Moments packet is available</li> </ul> <p><b>Verify</b> that Authentic Moments daily meeting packet minimally contains:</p> <ul style="list-style-type: none"> <li>Correct packet for the day <ul style="list-style-type: none"> <li>Cultural Element of the Day</li> <li>Theme of the Week</li> <li>Hotel-specific information, such as: <ul style="list-style-type: none"> <li>VIP's in hotel</li> <li>Ambassador Members</li> <li>Other Bonvoy Elite Members</li> <li>Hotel Forecast</li> <li>News to note</li> <li>Team recognition</li> <li>Birthdays, anniversaries, new team members</li> </ul> </li> </ul> </li> <li>It is acceptable if other similar information is provided instead</li> </ul>
<b>Links</b>	<a href="#">HR-021</a>

### Associate #1 carries property customized Pocket Card on their person

ID	Touchpoint	Category	Point Values
BOH2401	Culture	Touchpoint Service	4
<b>External Notes</b>	<p><b>Associate #1 carries property customized Pocket Card on their person</b></p> <p>Mark N/A if all associates have worked less than 6 months</p> <p>Associate must carry property customized Pocket Card on their person as part of their uniform</p> <p>Pocket Card design must meet The Luxury Collection Pocket Card Guidelines with unlocked brand logo</p> <p>Randomly select (1) associate, on hotel's payroll:</p> <ul style="list-style-type: none"> <li>Identify yourself as the Quality Assurance Auditor <ul style="list-style-type: none"> <li>Ask associate "How long have you been working at the hotel?" <ul style="list-style-type: none"> <li>If less than 6 months, select another associate</li> </ul> </li> </ul> </li> <li>Ask following questions: <ul style="list-style-type: none"> <li>Please show me your Pocket Card <ul style="list-style-type: none"> <li>For associates whose uniform/clothing does not allow (e.g., does not have pockets), the Pocket Card must be immediately accessible (without having to leave presence of auditor)</li> </ul> </li> </ul> </li> </ul> <p>It is acceptable to select a supervisor or manager if all associates encountered do not speak English</p> <p>It is not acceptable for Pocket Card to be electronic (e.g., mobile device, phone)</p> <p>Mark No if you encounter or observe any of the above criteria not being followed</p> <p style="text-align: right;">BOH2401</p>		
<b>Links</b>	<a href="#">OPS-FRO-283</a>		

### Associate #2 carries property customized Pocket Card on their person

ID	Touchpoint	Category	Point Values
BOH2402	Culture	Touchpoint Service	4

<p><b>External Notes</b></p>	<p><b>Associate #2 carries property customized Pocket Card on their person</b></p> <p>Mark N/A if all associates have worked less than 6 months</p> <p>Associate must carry property customized Pocket Card on their person as part of their uniform</p> <p>Pocket Card design must meet The Luxury Collection Pocket Card Guidelines with unlocked brand logo</p> <p>Randomly select (1) associate, on hotel's payroll:</p> <ul style="list-style-type: none"> <li>• Identify yourself as the Quality Assurance Auditor <ul style="list-style-type: none"> <li>○ Ask associate "How long have you been working at the hotel?"</li> <li>○ If less than 6 months, select another associate</li> </ul> </li> <li>• Ask following questions: <ul style="list-style-type: none"> <li>○ Please show me your Pocket Card <ul style="list-style-type: none"> <li>▪ For associates whose uniform/clothing does not allow (e.g., does not have pockets), the Pocket Card must be immediately accessible (without having to leave presence of auditor)</li> </ul> </li> </ul> </li> </ul> <p>It is acceptable to select a supervisor or manager if all associates encountered do not speak English</p> <p>It is not acceptable for Pocket Card to be electronic (e.g., mobile device, phone)</p> <p>Mark No if you encounter or observe any of the above criteria not being followed</p> <p style="text-align: right;">BOH2402</p>
<p><b>Links</b></p>	<p><a href="#">OPS-FRO-283</a></p>

## Risk Management

Smoke Detector Tests Completed & Documented			
ID	Touchpoint	Category	Point Values
CABFLS048	Risk Management	Safety & Security	0
External Notes	<p><b>Smoke Detector Tests Completed &amp; Documented</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel provided documentation that an owner or management company change occurred in the month prior to or during the BSA tracking period</li> <li>• Hotel opened within the last 30 days</li> </ul> <p>Smoke detector tests of <b>100% of total smoke detectors</b> must be completed and documented</p> <ul style="list-style-type: none"> <li>• Monthly inspection required for the last six months: <ul style="list-style-type: none"> <li>◦ If smoke alarms <b>NOT</b> connected to fire alarm system</li> </ul> </li> <li>• Annual inspection required within the last 13 months: <ul style="list-style-type: none"> <li>◦ If smoke detectors <b>ARE</b> connected to fire alarm system</li> </ul> </li> </ul> <p><u>DOCUMENTATION REQUIRED</u></p> <ul style="list-style-type: none"> <li>• Documentation displaying completed inspections for the required time period listed above must be uploaded to BSA Property Prework</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Inspections not completed for the required time period</li> <li>• BSA Property Prework not uploaded</li> <li>• BSA Property Prework submission not relevant</li> </ul>		
Links	<a href="#">OPS-ENG-028</a>		
Fire exits and stairwells are identified and unobstructed			
ID	Touchpoint	Category	Point Values
CABPCFLS004	Risk Management	Safety & Security	0
External Notes	<p><b>Fire exits and stairwells are identified and unobstructed</b></p> <p><b>Check fire</b> exits and stairwells</p> <p>It is acceptable for corridor and stairwell doors to be held open by magnets that are released upon alarm</p> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Fire exits and stairwells cluttered/blocked</li> <li>• Fire exit and stairwell doors are not closed (except for those held open by magnets that release upon alarm)</li> <li>• Fire exit and stairwell doors are locked or inoperable</li> <li>• Fire exit and stairwell exit signs are not present</li> <li>• Fire exit and stairwell exit signs are damaged, obstructed or blocked</li> </ul>		

<b>Kitchen hood suppression systems have been tested and kitchen hoods have been cleaned</b>			
<b>ID</b>	<b>Touchpoint</b>	<b>Category</b>	<b>Point Values</b>
CABFLS010	Risk Management	Safety & Security	0
<b>External Notes</b>	<p><b>Kitchen hood suppression systems have been tested and kitchen hoods have been cleaned</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Hotel does not have commercial cooking facilities</li> <li>• Hotel opened within the last 6 months</li> <li>• Hotel provided documentation that an owner or management company change has occurred within the last 90 days</li> <li>• Kitchen hood(s) not present</li> <li>• Hotel is CEX or FPX</li> </ul> <p>Kitchen hoods must have:</p> <ul style="list-style-type: none"> <li>• Suppression system(s) present and operable</li> <li>• Suppression system tested with current inspection date within the past six months</li> <li>• Been cleaned with a current cleaning date within the past six months</li> </ul> <p><u><b>DOCUMENTATION REQUIRED</b></u></p> <ul style="list-style-type: none"> <li>• Any document detailing testing and cleaning within the past six months must be uploaded to BSA Property Prewrite</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Kitchen hood suppression system not installed in hoods over grease-producing cooking (e.g., fryers, griddles, ovens)</li> <li>• Kitchen hood suppression system not tested within past six months</li> <li>• Kitchen hood not cleaned within past six months</li> <li>• Kitchen hood suppression system damaged or not operable</li> </ul>		
<b>Carbon monoxide detector is present</b>			
<b>ID</b>	<b>Touchpoint</b>	<b>Category</b>	<b>Point Values</b>
CABPCFLS013	Risk Management	Safety & Security	0
<b>External Notes</b>	<p><b>Carbon monoxide detector is present</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• 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)</li> </ul> <p>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)</p> <p>Ask if the hotel has any fuel burning or fuel fired (e.g., gas, natural gas-propane) equipment, appliances or fireplaces</p> <ul style="list-style-type: none"> <li>• If fuel burning/fuel fired equipment is present in a guest room, randomly select a guest room to evaluate</li> <li>• 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</li> </ul> <p><b>Functionality is not to be tested during the third-party Brand Standards Audit</b></p> <p><b>Functionality is to be tested in Practice Audits</b></p>		

	<p>Testing may cause the hotel alarm/pre-alarm/fire panel system to activate</p> <ul style="list-style-type: none"> <li>Do not test in public spaces</li> </ul> <p><b>If evaluating in guestroom, ask</b> if testing the carbon monoxide detector will activate the hotel alarm system:</p> <ul style="list-style-type: none"> <li><b>If YES, DO NOT TEST FUNCTIONALITY</b></li> <li>If NO, continue testing and push test button, listen for the alert <ul style="list-style-type: none"> <li>It is acceptable if detector is present, but not accessible (e.g., too high, on ceiling)</li> <li>It is acceptable if the carbon monoxide detector is integrated with the smoke detector</li> </ul> </li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>Carbon monoxide detector missing</li> <li>Carbon monoxide detector does not sound alarm when tested (Practice Audits Only)</li> </ul>
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### Property Security Management Plan

ID	Touchpoint	Category	Point Values
CABSEC001b	Risk Management	Safety & Security	0
<b>External Notes</b>	<p><b>Property Security Management Plan</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>The hotel has provided documentation that an owner or management company change occurred within the last 90 days.</li> <li>Property is franchised</li> <li>Property is a Select Service brand</li> </ul> <p><b>All Managed</b> hotels must have a property-specific operational security management plan that must minimally include:</p> <ul style="list-style-type: none"> <li>Property details</li> <li>Security leadership and team structure</li> <li>Assigned threat condition level and procedures</li> <li>Local Standard Operating Procedures</li> </ul> <p><u>REQUIRED DOCUMENTATION</u></p> <ul style="list-style-type: none"> <li>Property Security Management Plan, printed or electronic will be verified for all criteria</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>Property-specific security plan not developed.</li> <li>Required sections not available</li> </ul>		
<b>Links</b>	<p><a href="#">OPS-ENG-028</a></p> <p><a href="#">RSK-GSS-002</a></p>		

### Property Crisis Management Plan

ID	Touchpoint	Category	Point Values
CABSEC001a	Risk Management	Safety & Security	0
<b>External Notes</b>	<b>Property Crisis Management Plan</b>		

	<p>Mark N/A if hotel has provided documentation that an owner or management company change occurred within the last 90 days</p> <p><b>All hotels</b> 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:</p> <ul style="list-style-type: none"> <li>• Active shooter/ armed attacker procedures</li> <li>• Bomb threat procedures</li> <li>• Evacuation procedures</li> <li>• Fire and fire alarm activation procedures</li> <li>• Marriott Crisis Hotline phone number <ul style="list-style-type: none"> <li>◦ Marriott Crisis Hotline phone number must be one of the following: <ul style="list-style-type: none"> <li>▪ +1 (703) 319-1814</li> <li>▪ 888-8CRISIS may be used (US/CAN)</li> </ul> </li> </ul> </li> </ul> <p><u>REQUIRED DOCUMENTATION</u></p> <ul style="list-style-type: none"> <li>• Property Crisis Management Plan, printed or electronic, must be uploaded to BSA Property Prework and will be verified for all criteria</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Marriott Crisis Hotline phone number not available</li> <li>• Property-specific Crisis Management Plan not developed</li> <li>• Minimum required procedures not available</li> <li>• BSA Property Prework not uploaded</li> <li>• BSA Property Prework submission not relevant</li> </ul>
Links	<p><a href="#">OPS-ENG-028</a></p> <p><a href="#">RSK-GSS-002</a></p>

### Threat Condition Program Procedures (AP, CALA, EMEA)

ID	Touchpoint	Category	Point Values
CABSEC001d	Risk Management	Safety & Security	0
External Notes	<p><b>Threat Condition Program Procedures (AP, CALA, EMEA)</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• The hotel has provided documentation that an owner or management company change occurred within the last 90 days</li> <li>• Property is located in US/CAN</li> </ul> <p><b>All properties</b> are assigned a threat condition level and must comply with all assigned procedures</p> <p><u>REQUIRED DOCUMENTATION</u></p> <p><b>All properties are required to provide imagery of the:</b></p> <ul style="list-style-type: none"> <li>• Property's threat condition level and assigned procedures, either printed or electronic</li> </ul> <p>Based on the threat condition level, the property must upload images/files according to the assigned procedures within their threat condition level:</p> <p><u><b>Threat Condition Low Properties are required to provide imagery of:</b></u></p> <ul style="list-style-type: none"> <li>• <a href="#">Vault Domestic Exposure Portal</a> including Safety &amp; Security Leader (SSL) details</li> <li>• An in-date patrol report or log no older than 30 days <ul style="list-style-type: none"> <li>◦ Any form of documentation is acceptable</li> </ul> </li> <li>• Vendor registration document with entries no older than 30 days <ul style="list-style-type: none"> <li>◦ Any form of documentation is acceptable</li> </ul> </li> </ul>		



	<p><b><u>Threat Condition Moderate Properties are required to provide imagery of the:</u></b></p> <ul style="list-style-type: none"> <li>• Plan that formalizes the emergency inspection procedures initiation process, either printed or electronic</li> <li>• Page documenting completion of an annual emergency lockdown exercise no older than 12 months from date of Prework</li> </ul> <p><b><u>Threat Condition High Properties are required to provide imagery of:</u></b></p> <ul style="list-style-type: none"> <li>• Security Officer at post in the vicinity of the Main Building Entrance (not the perimeter gate)</li> <li>• Latest annual benchmarking report no older than 12 months from date of Prework</li> <li>• Surveillance Detection Plan, printed or electronic</li> </ul> <p><b><u>Threat Condition Critical Properties are required to provide imagery of:</u></b></p> <ul style="list-style-type: none"> <li>• CCTV screens being monitored</li> <li>• Latest penetration testing/inspection report no older than 12 months from date of Prework</li> <li>• Property's Walk-Through Metal Detector(s) in place</li> <li>• Vehicle inspection team at guest/vehicle checkpoint</li> </ul> <p>Mark No if any of the required documentation criteria is not met unless procedure is not included in the property's assigned procedures</p> <p>Mark No if the Security item is not compliant</p> <ul style="list-style-type: none"> <li>• If compliant, <b>indicate</b> which item was selected for evaluation from predefined comments</li> <li>• If non-complaint, <b>indicate</b> reason in pre-defined comment or type reason in findings</li> </ul>
Links	<p><a href="#">RSK-GSS-002</a></p> <p><a href="#">RSK-GSS-002</a></p>

## Food Safety

Personal hygiene procedures are followed			
ID	Touchpoint	Category	Point Values
CABFS101	Food Safety	Safety & Security	0
External Notes	<p><b>Personal hygiene procedures are followed</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Facility is under complete renovation and not available for guest use</li><li>• Local code prohibits/supersedes any standard, documentation must be provided to verify</li><li>• No kitchen or food preparation/storage area present</li></ul> <p>This item will be evaluated whenever it is encountered or observed during the BSA process, including the evening service experience (e.g., if an unsanitary practice was observed during the evening Lounge experience, this would be evaluated and scored as part of the food safety evaluation)</p> <p>Personal hygiene must include:</p> <ul style="list-style-type: none"><li>• Proper handwashing procedure</li><li>• No bare hand contact with ready-to-eat-foods<ul style="list-style-type: none"><li>◦ When gloves are required, food handlers do not contact ready-to-eat foods with bare hands</li></ul></li><li>• No eating, drinking, smoking, or tobacco use in areas with exposed food, food contact surfaces, food contact packaging<ul style="list-style-type: none"><li>◦ 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</li><li>◦ No evidence of eating or uncovered drinks</li></ul></li><li>• All dedicated hand washing sinks are stocked (disposable towels or air dryer, soap, trash can nearby), hot and cold water supplied, and accessible (not blocked, used for food prep)</li></ul> <p>Health policy poster must be present or Culinary/Food &amp; Beverage Manager must be able to explain reporting of symptoms of illness policy</p>		
Links	<a href="#">OPS-FNB-057A</a>		

Cold potentially hazardous foods maintained at 41F (5C) or below in all cold holding devices			
ID	Touchpoint	Category	Point Values
CABFS103	Food Safety	Safety & Security	0
External Notes	<p><b>Cold potentially hazardous foods maintained at 41F (5C) or below in all cold holding devices</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Local code prohibits/supersedes any standard, documentation must be provided to verify</li><li>• No food items present</li></ul> <p>Cold foods must be held at or below 41F (5C)</p> <p><b>Select</b> cold unit/units (walk-in, reach-in, cold holding units, salad bars, ice wells):</p> <p><b>AC, AH, ELMT, FF, RI, SHS, TPS, XE, XF:</b></p>		


	<ul style="list-style-type: none"> <li>• (1) Refrigerator</li> </ul> <p><b>AUTO, CY, DH, ED, FP, GH, JW, LC, LM, MH, MX, NB, PH, RC, RCC, RH, SHER, SR, TRB, W, WSTN</b></p> <ul style="list-style-type: none"> <li>• (2) Refrigerators/cold holding units</li> </ul> <p><b>Check</b> (2) temperatures per unit of high risk products</p> <p>If hotel uses optional Time in Lieu of Temperature procedures:</p> <ul style="list-style-type: none"> <li>• 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:             <ul style="list-style-type: none"> <li>○ <b>Ask</b> to see HACCP Form A-20</li> <li>○ <b>Verify</b> food product evaluated is:                 <ul style="list-style-type: none"> <li>▪ Listed on HACCP Form A-20</li> <li>▪ "Time item is displayed" listed is less than (4) hours from current time</li> </ul> </li> </ul> </li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• (2) or more products are 42-55F (6-13C)</li> <li>• Any product is over 55F (13C)</li> <li>• Time in Lieu of Temperature is used and no food items are documented</li> <li>• Time in Lieu of Temperature is in place and HACCP Form A-20 is not used</li> <li>• Time in Lieu of Temperature is in place and log entry not filled out correctly</li> <li>• Time in Lieu of Temperature is in place and documentation not 90%+ complete</li> </ul> <p style="text-align: right;">CABFS103</p>
<b>Links</b>	<a href="#">OPS-FNB-05Z</a>

### Dishwashing machines/compartment sinks are properly maintained and operated

ID	Touchpoint	Category	Point Values
CABFS105	Food Safety	Safety & Security	0
<b>External Notes</b>	<p><b>Dishwashing machines/compartment sinks are properly maintained and operated</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Area is under complete renovation and not available for guest use</li> <li>• Local code prohibits/supersedes any standard, documentation must be provided to verify</li> <li>• Hotel does not have a dishwashing machine or compartment sink</li> </ul> <p><b>LOW TEMP DISHWASHING MACHINES</b></p> <ul style="list-style-type: none"> <li>• Test using the appropriate non-damaged strips used by hotel to test sanitizer level (e.g., chlorine test strip)</li> <li>• Run machine twice with full rack of equipment, plates or glasses</li> <li>• Immerse test strip in the residual rinse water on a glass, dish, or plate             <ul style="list-style-type: none"> <li>○ Do not agitate the test strip</li> <li>○ Do not contact foam on top of the solution</li> </ul> </li> <li>• 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</li> </ul> <p><b>HIGH TEMP DISHWASHING MACHINES</b></p> <p>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</p> <ul style="list-style-type: none"> <li>• Test using a waterproof maximum-reading thermometer</li> <li>• Non-chemical high heat sanitizing dishwashing machines must reach 160F (71C) on dish surface</li> <li>• If machine has not been used recently, run through cycle twice</li> <li>• Test High temp machines:             <ul style="list-style-type: none"> <li>○ <b>Place</b> a waterproof thermometer on a dish rack</li> <li>○ <b>Run</b> waterproof thermometer through the machine</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"><li>o <b>Check</b> thermometer for correct temperature of the food contact surface in the machine</li></ul> <p><b>Randomly select</b> (1) dish machine in the food and beverage area</p> <p><b>COMPARTMENT SINKS</b></p> <p>When a mechanical dishwasher is not present or in use and hotel is manually warewashing in a three compartment sink:</p> <ul style="list-style-type: none"><li>• <b>Test</b> the wash compartment tank with a calibrated thermometer and ensure a temperature of at least 110°F (43°C)</li><li>• <b>Test</b> 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</li></ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"><li>• High temp machine - heat tape is not activated or required temperature is not achieved</li><li>• Low temp machine - chemical sanitizer not in correct range</li><li>• Low temp machine - hotel does not have a method to test the dish machine sanitizer (e.g., test strip)</li><li>• Dish machine is not functioning or out of order and no compartment sink is present</li><li>• Compartment sink - wash tank of three compartment sink does not achieve correct temperature</li><li>• Compartment sink - hotel does not have the test strips for the sanitizer product</li><li>• Compartment sink - chemical sanitizer is not in correct range</li></ul> <p>CABFS105</p>		
Links	<a href="#">OPS-FNB-057C</a>		

Ice Machines are clean and in good condition			
ID	Touchpoint	Category	Point Values
CABFS102	Food Safety	Safety & Security	0
External Notes	<p><b>Ice Machines are clean and in good condition</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Area is under complete renovation and not available for guest use</li><li>• Local code prohibits/supersedes any standard, documentation must be provided to verify</li></ul> <p><b>Randomly select</b> (1) ice machine in the food and beverage area</p> <p><b>Open</b> ice machine door and examine all areas of the ice bin including:</p> <ul style="list-style-type: none"><li>• Gaskets, seals, inside lid, and all visible areas inside the bin</li></ul> <p><b>Look</b> up inside the chute for any biofilm, rust, mold of any color or other fungi</p> <p><b>Check</b> ice scoop proper storage on the side of the machine, ice scoop holder is clean, ice scoop is not left in the ice bin</p> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"><li>• Any areas of mold, biofilm, rust or other substance that could contaminate the ice</li><li>• Ice scoop is not present</li><li>• Ice scoop stored inside the ice machine including both in/on the ice or in a holder inside the bin</li></ul> <p>CABFS102</p>		
Links	<a href="#">OPS-FNB-057</a>		

Facility is clean and in good condition			
ID	Touchpoint	Category	Point Values
CABFS104	Food Safety	Safety & Security	0
External Notes	<p><b>Facility is clean and in good condition</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Facility is under complete renovation and not available for guest use</li><li>• Local code prohibits/supersedes any standard, documentation must be provided to verify</li><li>• No kitchen or food preparation/storage area present</li></ul> <p><b>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)</b></p> <p>As you walk through the facility evaluate the cleanliness and condition of food contact surfaces, equipment, and non-food contact surfaces</p> <p><b>Check</b> baseboards, cabinets, ceilings, counters, doors, drains, drain covers, floors (grout lines), equipment, grease traps, hardware, mats, outlet covers, switch plate covers, tables, vents, walls, and windows in all food production, food service, food storage and food transportation areas of the operation</p> <p>There should be no evidence of pests including:</p> <ul style="list-style-type: none"><li>• Active cockroaches or rodents</li><li>• (5) or more pests in a small area (e.g., (6) fruit flies in drain)</li><li>• Evidence of pests breeding</li><li>• Birds nesting inside building</li><li>• Trailing ants in food preparation area</li><li>• Dead pests</li></ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"><li>• (5) or more cleanliness or condition issues were observed or encountered</li><li>• Any evidence of pests</li></ul>		
Links	<a href="#"> OPS-FNB-057C</a>		

Cross-contamination prevention procedures are followed			
ID	Touchpoint	Category	Point Values
CABFS107	Food Safety	Safety & Security	0
External Notes	<p><b>Cross-contamination prevention procedures are followed</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"><li>• Facility is under complete renovation and not available for guest use</li><li>• Local code prohibits/supersedes any standard, documentation must be provided to verify</li><li>• No kitchen or food preparation/storage area present</li></ul> <p><b>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)</b></p> <p>To be Compliant:</p>		

	<ul style="list-style-type: none"> <li>• 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</li> <li>• Food storage and preparation areas must not be located below physical hazards that could fall into food <ul style="list-style-type: none"> <li>◦ 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</li> </ul> </li> <li>• Chemicals cannot be stored above food or food contact surfaces</li> <li>• Cross-contamination or potential for cross-contamination cannot exist with food or food contact surfaces</li> <li>• Food cannot be stored or thawing in a dedicated hand washing sink</li> </ul> <p>Mark No if any of the following are observed or encountered:</p> <ul style="list-style-type: none"> <li>• Raw animal products stored above or commingled with ready-to-eat products</li> <li>• Food items with higher cooking temperature requirements stored over food items with lower-cooking temperature requirements</li> <li>• Physical hazards that would present an imminent health hazard, such as push pins used directly above food prep surfaces</li> <li>• Chemicals stored above food or food contact surfaces</li> <li>• Cross-contamination or potential for cross-contamination exist with food or food contact surfaces</li> <li>• Food stored or thawing in a dedicated hand washing sink</li> </ul> <p style="text-align: right;">CABFS107</p>
Links	<a href="#">OPS-FNB-057A</a>

### Food Safety Training Documentation

ID	Touchpoint	Category	Point Values
CABFS100	Food Safety	Safety & Security	0
External Notes	<p><b>Food Safety Training Documentation</b></p> <p>Mark N/A if any of the following:</p> <ul style="list-style-type: none"> <li>• Facility not present</li> <li>• Area is under complete renovation and not available for guest use</li> <li>• Hotel provided documentation that an owner or management company change has occurred within the last 90 days</li> <li>• Local code prohibits/supersedes any standard, documentation must be provided to verify</li> <li>• All associate hire dates within the last 60 days when evaluating hourly food safety training</li> <li>• All manager hire dates within the last 60 days when evaluating management food safety certification</li> <li>• Restaurant is operated by a third party</li> </ul> <p><b>Review</b> documentation from last inspection, re-inspection, owner/management company change or opening/re-opening date forward</p> <ul style="list-style-type: none"> <li>• Hotel must provide documentation of owner/management company change</li> </ul> <p><b>Select</b> (1) of the following (3) documentation items to review</p> <p><b>1) Proof of Food Safety training for all culinary food handling associates</b></p> <p>All food handlers must minimally be:</p> <ul style="list-style-type: none"> <li>• Trained</li> <li>• Re-trained every 2 years <ul style="list-style-type: none"> <li>◦ Regardless of Governmental or Local renewal timeframe, the required training must be taken every two years</li> <li>◦ Food handlers who have a management certification are exempt from the two-year requirement</li> </ul> </li> </ul>		

	<p>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)</p> <p><b>Select</b> (1) hourly culinary staff member/food handler in current position at least 60 days</p> <ul style="list-style-type: none"> <li>• <b>Verify</b> documentation that the selected culinary staff is food safety trained within the last 2 years</li> </ul> <p><b>Any food safety training is acceptable</b>, the most common examples are:</p> <ul style="list-style-type: none"> <li>• Governmental or local food handler training</li> <li>• ServSafe Food Handlers</li> <li>• MenuTrinfo LLC - Food Handler - Great Food Safe Food</li> <li>• Management certification program (e.g., ServSafe) <ul style="list-style-type: none"> <li>◦ Food handlers who have a management certification are exempt from the two-year re-training requirement</li> </ul> </li> </ul> <p>Documentation must be uploaded to BSA Property Pework and <b>may be in any form</b>, the most common examples are:</p> <ul style="list-style-type: none"> <li>• Roster of training attendees, including date and names</li> <li>• Training certificate</li> <li>• Any other completion documentation</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Training not conducted or documented</li> <li>• Training documentation more than 2 years old</li> </ul> <p><b>2) The appropriate managers are Food Safety Certified through an approved program</b></p> <p>Management staff must minimally complete management food safety certification</p> <ul style="list-style-type: none"> <li>• Minimum number of Food Safety certified management (positions vary by hotel, equivalents acceptable): <ul style="list-style-type: none"> <li>◦ <b>AC, AH, ELMT, FF, SHS, TPS, XE, XF:</b> <ul style="list-style-type: none"> <li>▪ (1) Manager, any position</li> </ul> </li> <li>◦ <b>CY, FP, MX, RI:</b> <ul style="list-style-type: none"> <li>▪ Chief Engineer (management or salaried)</li> <li>▪ GM or Assistant GM</li> <li>▪ (1) Additional food manager or supervisor <ul style="list-style-type: none"> <li>▪ It is acceptable if additional manager certification is obtained from an hourly associate if no other managers present</li> </ul> </li> </ul> </li> <li>◦ <b>AUTO, DH, GH, JW, LC, LM, MH, NB, PH, RC, RCC, RH, SHER, SR, TRB, W, WSTN</b> <ul style="list-style-type: none"> <li>▪ Assistant Engineer</li> <li>▪ Banquet Chef</li> <li>▪ Chief/Executive Steward</li> <li>▪ Culinary managers</li> <li>▪ Director of Engineering</li> <li>▪ Executive Chef</li> <li>▪ Restaurant Managers</li> <li>▪ Sous Chefs</li> </ul> </li> </ul> </li> <li>• Manager certification must be uploaded to BSA Property Pework and be: <ul style="list-style-type: none"> <li>◦ Current within (5) years from validation/completion date</li> <li>◦ From an approved certification training program either in-person or online</li> </ul> </li> <li>• Food handler certification or proof of training is not acceptable (i.e., a roster of attendees is not accepted)</li> <li>• BSA Auditor will verify the following is present either through BSA Property Pework for managers in position at least 60 days: <ul style="list-style-type: none"> <li>◦ <b>AUTO, DH, GH, JW, LC, LM, MH, NB, RC, RCC, RH, SHER, SR, TRB, W, WSTN</b> <ul style="list-style-type: none"> <li>▪ (2) Management staff from the required positions</li> </ul> </li> <li>◦ <b>AC, CY, AH, ELMT, FF, FP, MX, PH, RI, SHS, TPS</b> <ul style="list-style-type: none"> <li>▪ (1) Management staff from the required positions</li> </ul> </li> </ul> </li> </ul> <p><b>AP, CALA, CAN, EMEA</b></p> <p>Documentation may be from any certifying body. Any certificate that indicates it is a <b>Certification</b> is acceptable.</p> <p><b>US</b></p> <p>Management food safety certification must only be from one of the following certifying bodies:</p>
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	<ul style="list-style-type: none"> <li>• 1 AAA Food Safety (AAA Food Safety, LLC)</li> <li>• APS Culinary Dynamics (DBA: World Food Safety Organization)</li> <li>• Certus/StateFoodSafety</li> <li>• Learn2Serve</li> <li>• My Food Service License</li> <li>• Relish Works, Inc (DBA: Trust20)</li> <li>• Responsible Training / Safeway Certifications, LLC</li> <li>• NRFSP (National Registry of Food Safety Professionals)</li> <li>• ServSafe (National Restaurant Association/Educational Foundation)</li> <li>• The Always Food Safe Company, LLC - Food Production Manager Certification</li> </ul> <p>City/County/State certifications may not be substituted unless logos of one of the above certifying bodies is present</p> <p><b>ALL CONTINENTS</b></p> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Required staff not certified in approved program</li> <li>• Certificates not on file and available for review</li> <li>• Certificates older than 5 years</li> <li>• (US): Certificates not from approved program</li> </ul> <p><b>3) Culinary managers are properly trained in food allergy awareness and know how to avoid cross-contact during food preparation and all food on display containing an allergen must have a disclosure reminder</b></p> <p>Food allergy training must minimally be completed by:</p> <ul style="list-style-type: none"> <li>• <b>AUTO, CY, DH, ED, GH, JW, LC, LM, MH, PH, RC, RCC, RI, RH, SHER, SR, TRB, W, WSTN</b> <ul style="list-style-type: none"> <li>◦ (2) Culinary managers</li> </ul> </li> <li>• <b>AC, AH, ELMT, FF, FP, MX, SHS, TPS</b> <ul style="list-style-type: none"> <li>◦ (1) Manager</li> </ul> </li> </ul> <p>Any food allergy training is acceptable from any date or year</p> <ul style="list-style-type: none"> <li>• Examples include: <ul style="list-style-type: none"> <li>◦ AllerTrain or AllerTrain Lite by Menu Trinfo LLC (available through MGS)</li> <li>◦ On-line, self-directed or classroom training</li> </ul> </li> </ul> <p><b>Ask</b> which managers are trained in food allergy training</p> <p><b>Ask</b> to see training certificates of managers in current position at least 60 days</p> <ul style="list-style-type: none"> <li>• <b>AUTO, CY, DH, ED, GH, JW, LC, LM, MH, PH, RC, RCC, RI, RH, SHER, SR, TRB, W, WSTN</b> <ul style="list-style-type: none"> <li>◦ (2) Culinary Managers</li> </ul> </li> <li>• <b>AC, AH, ELMT, FF, FP, MX, SHS, TPS</b> <ul style="list-style-type: none"> <li>◦ (1) Manager</li> </ul> </li> </ul> <p><b>ALLERGEN DISCLOSURE</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• <b>Ask</b> if any food on display (e.g., display counter, buffet, packaged grab &amp; 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</li> </ul> <p>Mark No if any of the following:</p> <ul style="list-style-type: none"> <li>• Required number of managers do not have proof of training</li> <li>• Food on display does not have food allergen disclosure reminder, when present</li> </ul>
Links	<a href="#">OPS-FNB-057</a>