



# Mystery Shopper Report

Actual Points	Possible Points	Overall Score
816.00	854.00	95.55

<b>Client:</b> CSM Lodging - Overnight Stay	Date: Thursday, February 6, 2020
<b>Location:</b> CSM: Aloft Redmond	Check In Time: 4:00PM
Address 1: 15220 NE Shen St. #150	Check Out Time: 10:40AM
Address 2:	Total Time: 18 Hours and 40 Minutes
City, State, Mail Code: Redmond, WA 98052	Room Number: 606

Category Name	Prev	Cur	% Chg
Reservations Handling	83.87	87.50	4.3%
Initial Curb Appeal	100.00	100.00	
Front Desk (Check In)	78.85	90.38	14.6%
Guest Room Appearance	96.00	100.00	4.2%
Problem Resolution (REQUIRED)	85.71	79.59	7.1%
Welfare & Security		100.00	
Front Desk (During Stay)	71.43	100.00	40.0%
Wake-Up Request/Delivery	100.00	97.73	2.3%
Public Areas	100.00	100.00	
Full Service Breakfast		100.00	
Full Service Dining	71.43	90.40	26.6%
Front Desk (Check Out)	72.09	97.67	35.5%
Overall Impressions	84.62	98.57	16.5%

Previous	Time Slot	Score
9/5/2019 4:00PM [Thu]	Overnight Stay (Dining/RC)	84.86
2/6/2020 4:00PM [Thu]	Overnight Stay (Dining/RC)	95.55
	Aggregate	90.27

COLUMN HEADER ABBREVIATIONS: Act = Actual Points Obtained; Pos = Total Possible Points; WF = Weight Factor; N/A = Not Applicable							
Reservations Handling	Act	Pos	WF	YES	NO	NUM	N/A
1. Date of call:	1/23/20						
2. Time of call:	5:15 PM						
3. Name of staff member who answered the phone:	Daphne						
4. Was your call was answered in 4 rings or less?	1.00	1.00	1	X			
5. Did the greeting included the hotel name, the staff member's name, and an offer of assistance?	1.00	1.00	1	X			
6. Exact greeting provided:	"Thank you for calling the Aloft front desk. This is Daphne. How can I help you?"						
7. Did the staff member have a welcoming tone (not neutral), and a smile in their voice?	5.00	5.00	5	X			
8. Were you were asked permission before being placed on hold?	0.00	0.00	1				X
9. Were you offered a call back if the hold would take longer than 30 seconds?	0.00	0.00	5				X
10. Were you were addressed by name at least once during the call?	1.00	1.00	1	X			
11. Did the staff member ask if you had visited the property before?	0.00	1.00	1		X		
12. Did the staff member welcome you back as a return guest if applicable?	0.00	0.00	1				X
13. Did the staff member ask how many guests would be in your party?	0.00	0.00	1				X
14. Did the staff member ask what was bringing you to the area?	0.00	1.00	1		X		
15. Did the staff member mention at least one hotel feature or benefit? (such as a dining outlet, fitness center, transportation services, etc.)	0.00	5.00	5		X		
16. Did the staff member ask for your full address, phone number and email address for booking the reservation?	5.00	5.00	5	X			
17. Did the staff member explain any deposit and cancellation policies and/or penalty fees?	5.00	5.00	5	X			

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Reservations Handling	Act	Pos	WF	YES	NO	NUM	N/A
18. Was the staff member polite and did they maintain an appropriate pace throughout the call?	5.00	5.00	5	X			
19. Did the staff member maintain interest and show concern for your needs?	5.00	5.00	5	X			
20. Was the staff member knowledgeable about the hotel and able to answer any questions asked?	5.00	5.00	5	X			
21. Did the staff member provide detailed and accurate directions upon request?	0.00	0.00	5				X
22. Did the staff member repeat the entire reservation including your name, day, date, room rate, and confirmation?	5.00	5.00	5	X			
23. Did the staff member offer additional assistance before concluding the call?	1.00	1.00	1	X			
24. Did the staff member thank you and provide a friendly and personalized parting remark?	5.00	5.00	5	X			
25. Did you receive an email confirmation for your reservation? (if email was provided)	5.00	5.00	5	X			
				Actual	Possible	Score	
			Total	49.00	56.00	87.50	
COMMENTS: The phone was answered in two rings. Daphne was helpful and answered the questions that I posed when calling. She transferred me to the reservation center when I asked to make a reservation. Fernando took the reservation. I was addressed by my name more than once during the conversation. I was not asked if I had visited before. I was not welcomed as a return guest, since I had not visited nor was asked. I told Fernando there would be two guests before he had the chance to ask. I was not asked what I was visiting for. He did not mention any benefits of the location. I was asked for my address, phone number and email. I only provided my email and phone number. The cancellation policy was explained to me. Fernando was polite and met my needs. He repeated the reservation information back to me confirming the dates. He offered additional help and thanked me. I did not ask for directions.							

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Initial Curb Appeal	Act	Pos	WF	YES	NO	NUM	N/A
1. Was the exterior of the hotel in good repair?	10.00	10.00	10	X			
2. Was the landscaping appealing and well kept?	0.00	0.00	10				X
3. Were the sidewalks and parking lot clean and free of debris?	10.00	10.00	10	X			
4. At night, was the exterior signage was fully lit?	5.00	5.00	5	X			
				Actual	Possible	Score	
			Total	25.00	25.00	100.00	
COMMENTS: The exterior of the hotel was in good repair. There was no landscaping. The walkways and drive were well kept. The exterior signage was fully lit at night. The exterior was free of debris.							

Front Desk (Check In)	Act	Pos	WF	YES	NO	NUM	N/A
1. Name(s) or description(s) of staff members encountered (gender, approximate age & height, hair color):	Daphne, female, mid 20s, 5'2", brown/blonde shoulder length hair						
2. Did the front desk staff member greet you in 2 minutes or less of you approaching the desk or acknowledge you if assisting other guests?	10.00	10.00	10	X			
3. Were all front desk staff members you encountered wearing clean, pressed and professional uniforms with a name tag?	0.00	5.00	5		X		
4. Were all front desk staff members you encountered well groomed and maintaining an alert posture?	5.00	5.00	5	X			
5. Did all front desk staff members you encountered smile and make eye contact with you?	5.00	5.00	5	X			
6. Were you welcomed to the hotel or offered a friendly remark versus simply saying, "checking in?"	1.00	1.00	1	X			
7. Were you asked if you are a first time guest or welcomed back if a return guest?	1.00	1.00	1	X			
8. Were you addressed by name at least once during the interaction?	5.00	5.00	5	X			
9. Was the room number written on the key card slip?	5.00	5.00	5	X			
10. Was the front desk staff member knowledgeable about the hotel and able to answer any questions asked?	5.00	5.00	5	X			
11. Did the front desk staff member mention at least one hotel feature or benefit? (such as a dining outlet, fitness center, transportation services, etc.)	5.00	5.00	5	X			
12. Did the front desk staff member wish you a pleasant/enjoyable stay?	5.00	5.00	5	X			
				Actual	Possible	Score	
				Total	47.00	52.00	90.38
<b>COMMENTS:</b> Daphne was assisting another person when I arrived. She glanced at me with a smile, acknowledging my presence. She finished quickly and greeted me warmly, with a smile and asked how she could help me. She was not wearing a name tag. I asked her name and thanked her for her help. She explained the parking when I asked how to enter the garage. All of the front desk staff we encountered were dressed professionally in clean, pressed attire. They had good posture and greeted us with a smile and a hello each time we passed the desk. My name was used during the check in and checkout process by the front desk staff. The room number was written on the key card slip, and we were directed to the elevators. The front desk staff were knowledgeable about the hotel features and mentioned the pool and workout room, along with the dining area and bar. They were able to answer my questions about the food. We were wished an enjoyable stay.							

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Guest Room Appearance	Act	Pos	WF	YES	NO	NUM	N/A
1. Were there no obvious defects observed upon first glance?	10.00	10.00	10	X			
2. Was the guest room door clean and free of excessive scratches or markings?	5.00	5.00	5	X			
3. Did the door function and lock properly?	5.00	5.00	5	X			
4. Was the carpet free of stains, debris, trash or other defects?	5.00	5.00	5	X			
5. Were the walls and ceilings free of stains, scratches or other defects?	5.00	5.00	5	X			
6. Were the windows and mirrors free of streaks, smudges or other defects?	5.00	5.00	5	X			
7. Was the furniture clean and in good condition? (free of dust, markings, water spots, etc.)	5.00	5.00	5	X			
8. Was the bedding clean and in good condition? (free of stains, debris, hair, etc.)	10.00	10.00	10	X			
9. Did the room have a pleasant smell? (fresh and free of odors)	5.00	5.00	5	X			
10. Was the air conditioning/heating system quiet, working properly, and set at a comfortable level?	5.00	5.00	5	X			
11. Were all lighting fixtures working properly? (no burned out bulbs)	5.00	5.00	5	X			
12. Were the TV, remote control, phone, and other electronics working properly and in good condition?	5.00	5.00	5	X			
13. Were all marketing and printed materials up to date and in good condition?	5.00	5.00	5	X			
14. Was there a functional iron and ironing board?	5.00	5.00	5	X			
15. Were there are at least 3 hangers in the closet?	5.00	5.00	5	X			
16. Were all minibar items stocked, currently dated and neatly packaged? (if applicable)	5.00	5.00	5	X			
17. Were all bathroom surfaces clean? (free of dust, markings, water spots, etc.)	5.00	5.00	5	X			
18. Was the bathroom tiling, caulking and grouting clean and well maintained?	5.00	5.00	5	X			
19. Were the bathroom fixtures working properly and in good condition?	5.00	5.00	5	X			
20. Were the bathroom amenities well stocked and neatly displayed? (including towels, paper products, etc.)	5.00	5.00	5	X			
21. Was the bathroom mirror clean and free of streaks, smudges or other defects?	5.00	5.00	5	X			
22. Was the bathroom commode, sink, tub and shower clean and in good condition? (free of hair, cracks, mildew, stains, etc.)	5.00	5.00	5	X			
23. Was your stay free of loud noises or other disturbances from within or outside of the guestroom?	10.00	10.00	10	X			
				Actual	Possible	Score	
		Total		130.00	130.00	100.00	
COMMENTS: The hotel room had a fresh, nice smell. The room was clean, with no debris or dirt on any surfaces. The lighting was all working. The mirrors and walls were clean. The windows had no smudges or streaks on them. The shower was clean with no stains. It was in good repair with no caulking or tiles loose. The conditioner and body wash were over half full. The toilet was clean and functioned well. The coffee maker and tea were stocked with ample supplies in an orderly manner. The fridge was clean and cool. It was off balanced though. When we opened the door, it rocked back and forth. The door locked and functioned properly. The carpets were clean and without odor. All of the electronics functioned properly. The thermostat was set to a comfortable 68 degrees. It heated nicely and cooled well when we changed the temperature. The TV worked well. The iron and board worked. There were hangers in the closet. There were no loud noises or other disturbances inside or outside of the guestroom.							

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Problem Resolution (REQUIRED)	Act	Pos	WF	YES	NO	NUM	N/A
During your visit you, MUST call the front desk to pose a problem (i.e., need new remote batteries or light bulb etc.) OR to make a request (i.e., extra toiletries). Please check your guidelines or the 'event note' in your e-mail notification for any restrictions/specifics.							
1. Date of call:	2/7/20						
2. Time of call:	8:47 AM						
3. Please indicate the specific problem that was presented or the request that was made:	I requested two additional bath towels						
4. Name of staff member who answered your call:	Victor						
5. Name(s) or description(s) of staff members encountered (gender, approximate age & height, hair color):	Angelina, female, mid 20s, 4'9", dark brown hair						
6. Was your call was answered in 4 rings or less?	1.00	1.00	1	X			
7. Did the greeting include the hotel name/department, the staff member's name, and an offer of assistance?	1.00	1.00	1	X			
8. Did the staff member have a welcoming tone (not neutral), and a smile in their voice?	5.00	5.00	5	X			
9. Did the staff member politely listen to your problem or request?	5.00	5.00	5	X			
10. Was the staff member committed to resolving your situation or meeting your request?	5.00	5.00	5	X			
11. Did the staff member offer additional assistance during the call?	1.00	1.00	1	X			
12. Did the staff member provide a friendly parting remark before ending the call?	5.00	5.00	5	X			
13. Did your requested items arrive within 15 minutes or less of your call request?	0.00	5.00	5		X		
14. Upon arrival to your room, did the staff member who handled your problem or request provide a friendly greeting and introduced themselves?	0.00	5.00	5		X		
15. Was the staff member well groomed and wearing a clean, pressed and professional uniform with a name tag?	5.00	5.00	5	X			
16. Did the staff member smile and make eye contact with you?	5.00	5.00	5	X			
17. Did the staff member offer additional assistance before departing?	1.00	1.00	1	X			
18. Did the staff member provide a friendly farewell remark before departing?	5.00	5.00	5	X			
				Actual	Possible	Score	
	Total			39.00	49.00	79.59	
<b>COMMENTS:</b> I called the front desk at 8:47 AM. The call was answered on the third ring. Victor answered saying, "Front desk. How may I help you?" I asked if we could get two additional bath towels. He replied yes and confirmed my request. He asked if we needed anything else. I said no. He said that he would send them to us. We did not get the towels until 9:40 AM. Angelina the housekeeper knocked on the door. She did not introduce herself. She had three bath towels and an extra bath mat for us. She asked if we needed anything else and asked if we were checking out. I told her we just needed the towels and that we were checking out.							

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Welfare & Security	Act	Pos	WF	YES	NO	NUM	N/A
You are REQUIRED to approach a member of the housekeeping staff and request assistance getting into your room without your key. You will perform this security check in the morning before check out, see Location Guidelines for details. NOTE: It is REQUIRED to NOT have ID available at the time of request. You will indicate you left it in your room.							
1. Date of interaction:	2/7						
2. Time of interaction:	10:33 AM						
3. Name(s) or description(s) of housekeeping staff members encountered (gender, approximate age & height, hair color):	Angelina, female, mid 20s, 4'9", dark brown hair						
4. Name(s) or description(s) of front desk staff members encountered (gender, approximate age & height, hair color):							
5. When you approached a housekeeping staff member and informed them that you had locked yourself out and requested to be admitted to your room, did they advise you that, for security reasons, you must visit the front desk for assistance? (NOTE: If you cannot locate a housekeeping staff member please answer this question N/A and approach the front desk with your key request.)	0.00	0.00	10				X

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Welfare & Security	Act	Pos	WF	YES	NO	NUM	N/A
6. If the housekeeping staff member directed you to the front desk (or if you were unable to locate a housekeeping staff member), when you arrived at the front desk and informed them that you locked yourself out and needed another key to your room, did the front desk staff member request photo identification? (Mark NO if you were not asked for identification.)	0.00	0.00	10				X
7. When you replied that you did not have your identification, how did the staff member respond?							
8. Do you feel that the measures the staff took to properly identify you were sufficient for the welfare and security of guests?	20.00	20.00	20	X			
				Actual	Possible	Score	
				Total	20.00	20.00	100.00
COMMENTS: I approached a housekeeper, Angelina, who was in a room cleaning two doors down from our room. I informed her we locked ourselves out of our room and asked if she could let us in. She asked if our room was close by, and I replied yes. She followed us to our room and unlocked the door. I told her thank you, and she said I was welcome. We were not asked for ID nor were we directed to the front desk for security reasons since we had interacted with her earlier.							

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Front Desk (During Stay)	Act	Pos	WF	YES	NO	NUM	N/A
1. Was the front desk staffed (100% of the time) during your stay?	10.00	10.00	10	X			
2. Did the front desk staff members acknowledged guests within 10 feet and verbally greet guests within 5 feet?	5.00	5.00	5	X			
3. Did all the front desk staff members you encountered have a positive and engaging demeanor?	5.00	5.00	5	X			
4. Were all the front desk staff members you encountered knowledgeable of the hotel and surrounding area when asked questions?	5.00	5.00	5	X			
5. Were no excessive waits observed at the front desk?(an excessive wait time would be considered 2 minutes or more)	10.00	10.00	10	X			
				Actual	Possible	Score	
				Total	35.00	35.00	100.00
COMMENTS: The front desk was staffed every time we walked past and called during our stay. Guests were acknowledged and greeted when they came close to the desk. All of the front desk staff we encountered were friendly, helpful, and positive. They had good eye contact and smiled. They were knowledgeable about the surrounding area, and I did not observe any excessive wait times.							

Wake-Up Request/Delivery	Act	Pos	WF	YES	NO	NUM	N/A
1. Date of call:	2/6						
2. Time of call:	8:30 PM						
3. Name of staff member who answered your call:	Daphne						
4. Was your call was answered in 4 rings or less?	1.00	1.00	1	X			
5. Did the greeting include the hotel name/department, the staff member's name, and an offer of assistance?	1.00	1.00	1	X			
6. Did the staff member have a welcoming tone (not neutral) and a smile in their voice?	5.00	5.00	5	X			
7. Was the staff member happy, willing and able to accommodate your wake up call request?	5.00	5.00	5	X			
8. Did the staff member repeat the day and time of your wake up call, as well as your room number for confirmation?	5.00	5.00	5	X			
9. Did the staff member offer additional assistance?	1.00	1.00	1	X			
10. Did the staff member provide a friendly and personalized farewell remark before ending the call?	5.00	5.00	5	X			
11. Was your wake up call received on time?	10.00	10.00	10	X			
12. If the wake up call was provided by a staff member, did they state the date and time?	5.00	5.00	5	X			
13. If the wake up call was provided by a staff member, did they offer a follow up call?	0.00	1.00	1		X		
14. If the wake up call was provided by a staff member, were you provided a friendly parting remark?	5.00	5.00	5	X			
				Actual		Possible	Score
		Total		43.00		44.00	97.73
COMMENTS: I called the front desk for the wake up call. Daphne answered in a cheerful tone of voice and asked how she could help. I asked for a wake up call, and she asked what time. I told her 8:30 AM, and she confirmed the time and the room number. She asked if there was anything else she could help me with. I replied no, she said goodnight. Victor called in the morning at 8:30 AM. He stated we had requested a wake up call. We replied yes. He gave the time. We thanked him, and he told us to have a good day. He did not offer a follow up call.							

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Public Areas	Act	Pos	WF	YES	NO	NUM	N/A
1. Date of inspection:	2/6						
2. Time of inspection:	8:45 PM						
3. Was the lobby clean and well-presented?	10.00	10.00	10	X			
4. The lobby public restrooms were clean and in good repair	5.00	5.00	5	X			
5. Were the lobby public restrooms fully stocked with supplies?	5.00	5.00	5	X			
6. Was all flooring/carpeting throughout the hotel clean and swept/vacuumed?	5.00	5.00	5	X			
7. Were all windows/mirrors throughout the hotel free of streaks, smudges or other defects?	5.00	5.00	5	X			
8. Was all furniture throughout the hotel clean and in good condition (free of dust, markings, water spots, tears, etc.)?	5.00	5.00	5	X			
9. Were all light fixtures in good working condition (no burned out bulbs)?	5.00	5.00	5	X			
10. Were all elevators clean and in good repair (working properly)?	5.00	5.00	5	X			
11. Was the swimming pool and surrounding area clean, in good repair, and well stocked with towels?	5.00	5.00	5	X			
12. Was the fitness room clean, and was all equipment in good repair?	5.00	5.00	5	X			
13. Was the fitness room fully supplied with water, towels and headphones?	5.00	5.00	5	X			
14. Was the business center well organized and fully operable?	0.00	0.00	5				X
15. Were all corridors clean and in good repair; no excessive markings on questroom doors or wall?	5.00	5.00	5	X			
16. Were all ice machines clean and working properly?	0.00	0.00	5				X
17. Was the temperature comfortable in all areas?	5.00	5.00	5	X			
18. Were all areas free of unpleasant or lingering odors?	5.00	5.00	5	X			
				Actual	Possible	Score	
			Total	75.00	75.00	100.00	
COMMENTS: The lobby was clean and free from odors. The common bathrooms were clean, odor free, and stocked well. All of the corridors were clean and in good repair. There was no ice machine, but a refrigerator with individual bags of ice prepared that we could take to our room. The fridge was stocked with nine bags of ice on our floor. On another floor there were two bags. The temperature was comfortable in all areas. The fitness area and pool areas were clean without debris. They were free from odors. Both were stocked well with towels. The fitness center had a bowl full of earphones. The corridors were clean and in good repair with no markings on the doors or walls. The elevators were clean and well kept. They provided security on floors 3-7 requiring a room key for access. All of the areas were free from unpleasant odors.							



Complimentary Breakfast	Act	Pos	WF	YES	NO	NUM	N/A
1. Date of visit:	NA						
2. Time of visit:	NA						
3. Name(s) or description(s) of staff members encountered (gender, approximate age & height, hair color):	NA						
4. Were all staff members you encountered wearing clean, pressed and professional uniforms with a name tag?	0.00	0.00	5				X
5. Were all staff members you encountered well groomed and did they maintain an alert posture?	0.00	0.00	5				X
6. Did all staff members you encountered smile and make eye contact with you?	0.00	0.00	5				X
7. Was a manager present in the breakfast/dining area during the time of your meal?	0.00	0.00	5				X
8. Please provide the managers name and/or description (gender, approximate age/height, hair color/length):							
9. On a scale of 1-5 (1=Lowest, 5=Highest), name and rate each beverage item:	0.00	0.00	1				X
10. On a scale of 1-5 (1=Lowest, 5=Highest), name and rate each fruit item:	0.00	0.00	1				X
11. On a scale of 1-5 (1=Lowest, 5=Highest), name and rate each pastry/bread item:	0.00	0.00	1				X
12. On a scale of 1-5 (1=Lowest, 5=Highest), name and rate each hot item:	0.00	0.00	1				X
13. On a scale of 1-5 (1=Lowest, 5=Highest), name and rate each additional cold item:	0.00	0.00	1				X
14. Were all carpets/floors, walls, tables, and chairs clean and in good condition?	0.00	0.00	5				X
15. Was all necessary china, linen, silverware, glassware provided?	0.00	0.00	5				X
16. Was all china, linen, silverware, glassware clean and in good condition?	0.00	0.00	5				X
17. Was the eating area continually maintained and kept clean?	0.00	0.00	5				X
18. Was adequate seating was provided?	0.00	0.00	5				X
19. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with your breakfast experience:	0.00	0.00	1				X
				Actual	Possible	Score	
				Total	0.00	0.00	0.00
COMMENTS: There was no complimentary breakfast service							

Full Service Breakfast	Act	Pos	WF	YES	NO	NUM	N/A
1. Date of visit:	2/7						
2. Time of visit:	10:00 AM						
3. Name and/or Description (gender, approximate age & height, hair color/length/style) of you server:	Soreya, female, mid 20s, 5'2" long dark hair						
4. Were you greeted within 1 minute of entering the dining room?	5.00	5.00	5	X			
5. Were you promptly seated and presented with a breakfast menu?	5.00	5.00	5	X			
6. Did the server greet you wearing a professional uniform and with a smile?	5.00	5.00	5	X			
7. Was the server knowledgeable and helpful regarding the breakfast menu and offerings?	5.00	5.00	5	X			
8. Was your meal(s) delivered in an appropriate time?	5.00	5.00	5	X			
9. Was your meal(s) delivered completely and in an attractive manner?	5.00	5.00	5	X			
10. Was your meal(s) served at the proper temperature (i.e. hot food hot and cold food cold)?	5.00	5.00	5	X			
11. Was the server available and attentive to your needs throughout the meal?	5.00	5.00	5	X			
12. Did the server present your check promptly after completing your meal?	0.00	0.00	5				X
13. Did the server/cashier thank you for your business and wish you a pleasant day?	5.00	5.00	5	X			
14. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the appearance of the breakfast food:	5.00	5.00	1			5	
15. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the freshness of the breakfast food:	5.00	5.00	1			5	
16. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction of the breakfast experience:	5.00	5.00	1			5	
				Actual		Possible	Score
Total				60.00		60.00	100.00

**COMMENTS:** We did not get downstairs to breakfast until right at 10:00 AM because we had to wait on towels. We asked Victor at the front desk about ordering breakfast, and he said he would check with the kitchen. In the meantime, Soreya walked up and said she could take our order for breakfast. She was dressed professionally in clean clothes. She was friendly and polite, making eye contact while she spoke to us. She was patient and helpful while we decided what to order. We ordered two bowls and chose two bottles of iced tea. Our meals were delivered within ten minutes. The food looked and tasted fresh and of good quality. Soreya brought us condiments and silverware before our food was delivered. She checked back with us during our meal to ensure that we were satisfied with our food. The bowls were good and filling. The eggs were poached perfectly, the vegetables were fresh and tasted crisp and flavorful. The bowls were visually appealing. We paid for our breakfast when we ordered it. Payment was taken immediately. She processed the payment directly into the cash register and gave me one receipt. Considering that we arrived at the end of the breakfast serving time, we had a good experience.

Full Service Dining	Act	Pos	WF	YES	NO	NUM	N/A
1. Date of visit:	2/6						
2. Time of visit:	6:00 PM						
3. Name(s) or description(s) of staff members encountered (gender, approximate age & height, hair color):	Irene, female, mid 20s, 5'0", long dark brown hair						
4. Were all hosts/servers you encountered wearing clean, pressed and professional uniforms with a name tag?	0.00	5.00	5		X		
5. Were all hosts/servers you encountered well groomed and did they maintain an alert posture?	5.00	5.00	5	X			
6. Did all hosts/servers you encountered smile and make eye contact with you?	5.00	5.00	5	X			
7. Were you greeted by the host within 30 seconds of your arrival (if host is present)?	0.00	0.00	5				X
8. Were all guests assisted with chairs/seating and provided with a menu(s)?	0.00	0.00	5				X
9. Were you greeted by the server within 1 minute of being seated?	0.00	0.00	5				X
10. Did the server interact with you in a friendly and engaging manner?	0.00	0.00	5				X
11. Was the server knowledgeable and helpful regarding the menu and restaurant offerings?	5.00	5.00	5	X			
12. Did the server attempted to upsell beverages and sides where applicable?	5.00	5.00	5	X			
13. Was the timing of the meal well paced; courses were delivered in a steady but prompt manner?	10.00	10.00	10	X			
14. Did the server conduct a verbal quality check within 5 minutes of each course being delivered?	5.00	5.00	5	X			
15. Was the server available and attentive to guest needs throughout the meal?	5.00	5.00	5	X			
16. Were beverage refills offered promptly when glasses were less than half full?	5.00	5.00	5	X			
17. Was the table bussed in a timely manner (within 5 minutes of course completion)?	5.00	5.00	5	X			
18. Was the check delivered promptly once all guests finished their meal, and was payment processed quickly?	5.00	5.00	5	X			
19. Did the server thank you and invite you to return?	5.00	5.00	5	X			
20. Were all carpet/floors, walls, tables and chairs clean and in good condition?	5.00	5.00	5	X			
21. Was all necessary china, linen, silverware, glassware provided?	5.00	5.00	5	X			
22. Were all china, linen, silverware, glassware clean and in good condition (free of chips, spots/stains, etc.)?	5.00	5.00	5	X			
23. Was a manager present in the dining area during the time of your meal?	0.00	5.00	5		X		
24. Please provide the managers name and/or description (gender, approximate age/height, hair color/length):							
25. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the appearance of the food:	10.00	10.00	2			5	
26. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the freshness of the food:	10.00	10.00	2			5	
27. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the flavor of the food:	8.00	10.00	2			4	
28. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the temperature of the food:	10.00	10.00	2			5	
				Actual	Possible	Score	
				Total	113.00	125.00	90.40

**COMMENTS:** We seated ourselves in the lounge area. The tables had a sign stating to step up to the bar to order when ready. The server was not wearing a name tag, so we asked her name. She was dressed in clean clothes and appeared well kept. All of staff had erect posture. They smiled and greeted us warmly. We ordered two glasses of wine that were poured right when we ordered them at the bar. We ordered fish tacos as an appetizer. We were brought plates and silverware before the tacos were served. At that time, we were asked if we wanted to order any other food. We replied yes and ordered the basil tomato linguini and the capricious pizza. A few minutes later Irene returned to say that the kitchen was out of basil but could add spinach or arugula to the pasta. I requested the spinach. She asked if we wanted chicken or shrimp with the pasta, and asked if we wanted a salad. The dinnerware and silverware were in good condition and clean. Our table was bussed in a timely manner after we had finished eating. The fish tacos were served warm and tasted fresh. The breadings was crunchy, and the tacos a little spicy. The cabbage slaw was fresh. The tacos were tasty, I would order them again. The pizza was fresh and decent sized. The toppings were flavorful. The crust was a little crunchy and served how we like it. The pasta was oily and lacked flavor without the basil. The tomatoes were fresh and good. There was a minimal amount of feta cheese. The temperature and freshness of all the food was good. We ordered the chocolate chip cookie with ice cream for dessert, and it was amazing. The cookie was warm and soft, served in a mini cast iron skillet. Overall the meal and service were good. The lounge was at approximately 80% capacity. We were offered more drinks when our glasses were half full. I did not see a manager while we were there.

Bar/Lounge Visit (Cash Integrity)	Act	Pos	WF	YES	NO	NUM	N/A
1. Date of visit:	NA						
2. Time of visit:							
3. Name(s) or description(s) of staff members encountered (gender, approximate age & height, hair color):							
4. Were all bartenders/servers you encountered wearing clean, pressed and professional uniforms with a name tag?	0.00	0.00	5				X
5. Were all bartenders/servers you encountered well groomed and maintaining an alert posture?	0.00	0.00	5				X
6. Did all bartenders/servers you encounter smile and made eye contact with you?	0.00	0.00	5				X
7. Did all bartenders/servers you encounter have a friendly and engaging demeanor?	0.00	0.00	5				X
8. Were all bartenders/servers conversational and attentive to guest needs?	0.00	0.00	5				X
9. Were menus present; if no menus were present, were you offered a menu?	0.00	0.00	5				X
10. Were you greeted by the bartender/server within 1 minute or less of approaching the bar/seating?	0.00	0.00	5				X
11. Was the bartender/server knowledgeable and helpful regarding the menu and restaurant offerings?	0.00	0.00	5				X
12. Did the bartender/server attempted to upsell beverages and offer food?	0.00	0.00	5				X
13. Was an ice scoop used for all drinks? (where applicable)	0.00	0.00	5				X
14. Did the bartender/server refrain from handling glasses by the rim?	0.00	0.00	5				X
15. Was the drink prepared in 5 minutes or less from the time it was ordered?	0.00	0.00	5				X
16. Was the order immediately entered into the POS, and a check provided?	0.00	0.00	5				X
17. Were guests offered refills before drinks were empty?	0.00	0.00	5				X
18. Was your payment was processed quickly?	0.00	0.00	5				X
19. Was cash handled appropriately and placed into POS? (if observed)	0.00	0.00	5				X
20. Were all guests paying cash provided with receipts? (if observed)	0.00	0.00	5				X
21. Did the bartender/server thank you and invited you to return?	0.00	0.00	5				X
22. If you or your guest are under 30 years of age and ordered an alcoholic beverage, did the server ask for ID?	0.00	0.00	5				X
23. List the age of anyone in your party that ordered an alcoholic beverage:							
24. Was the bar area well maintained? (glassware/china/silverware bussed, bar area wiped down, trash/debris removed from bartop, tables and floor)	0.00	0.00	5				X
25. Did the bartenders/servers refrain from eating or drinking behind the bar?	0.00	0.00	5				X
26. Were all carpet/floors/walls/tables and chairs clean and in good condition?	0.00	0.00	5				X
27. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the appearance of the beverage:	0.00	0.00	2				X
28. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the freshness of the beverage:	0.00	0.00	2				X
29. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the flavor of the beverage:	0.00	0.00	2				X
30. On a scale of 1-5, (1=Lowest, 5=Highest), rate your overall satisfaction with the temperature of the beverage:	0.00	0.00	2				X
				Actual	Possible	Score	
	Total			0.00	0.00	0.00	
<b>COMMENTS:</b> There was not a requirement for bar visit with cash integrity.							

COLUMN HEADER ABBREVIATIONS: Act = Actual Points Obtained; Pos = Total Possible Points; WF = Weight Factor; N/A = Not Applicable							
Front Desk (Check Out)	Act	Pos	WF	YES	NO	NUM	N/A
1. Date of departure:	2/7						
2. Time of departure:	10:42 AM						
3. Name(s) or description(s) of staff members encountered (gender, approximate age & height, hair color):	Kate, female, mid 20s, 5'2", brown hair						
4. Did the front desk staff member greet you in 2 minutes or less of arriving to the front desk?(acknowledged you if assisting other guests)	10.00	10.00	10	X			
5. Were all front desk staff members you encountered wearing clean, pressed and professional uniforms with a name tag?	5.00	5.00	5	X			
6. Were all front desk staff members you encountered well groomed and maintaining an alert posture?	5.00	5.00	5	X			
7. Did all front desk staff members you encounter smile and make eye contact with you?	5.00	5.00	5	X			
8. Were you offered a friendly greeting versus simply saying, "checking out?" or another similar statement?	1.00	1.00	1	X			
9. Were you addressed by name at least once during the interaction?	1.00	1.00	1	X			
10. Were you provided with your bill to review before payment was requested?	5.00	5.00	5	X			
11. Did the front desk staff member inquire whether you needed transportation or directions?	0.00	1.00	1		X		
12. Did the front desk staff member thank you and invited you to return?	5.00	5.00	5	X			
13. Did the check-out process take less than 5 minutes?	5.00	5.00	5	X			
				Actual	Possible	Score	
				Total	42.00	43.00	97.67
<b>COMMENTS:</b> We approached the front desk, and Kate immediately greeted us. She asked how she could help us. I told her we were checking out and gave her my name and room number. She confirmed the bill total, confirming that parking was added to the bill. She asked if I wanted a printed receipt, and I said yes. She was dressed professionally, made eye contact, and was pleasant. She asked how our stay was. Kate printed my receipt, handed it to me, thanked me, and used my name. She told us to have a good day. We checked out in less than five minutes. I was not offered directions.							

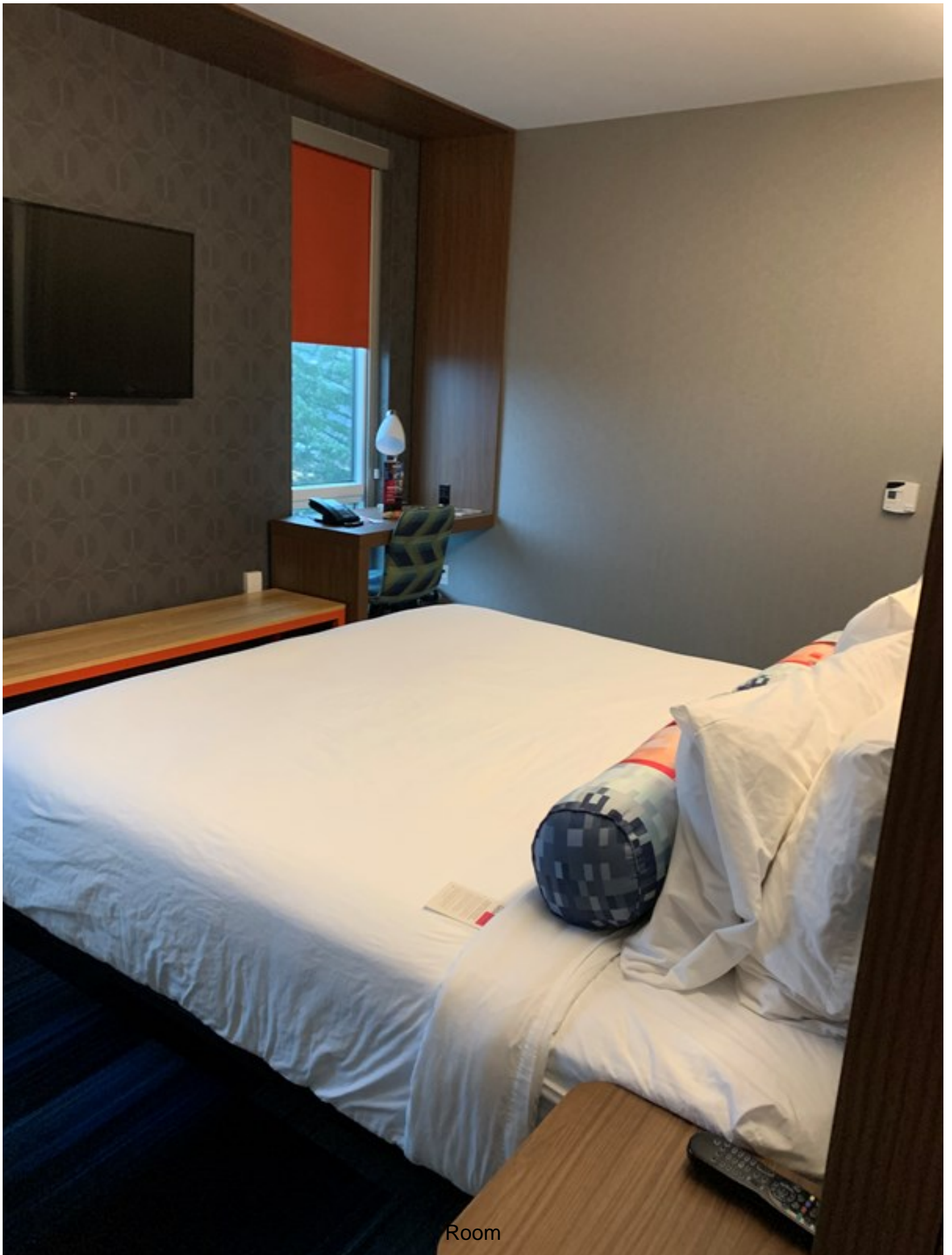
COLUMN HEADER ABBREVIATIONS: Act = Actual Points Obtained; Pos = Total Possible Points; WF = Weight Factor; N/A = Not Applicable							
Overall Impressions	Act	Pos	WF	YES	NO	NUM	N/A
1. On a scale of 1-5 (1=Lowest, 5=Highest), rate your overall experience with making a reservation:	10.00	10.00	2			5	
2. On a scale of 1-5 (1=Lowest, 5=Highest), rate your overall first impression of the hotel upon arrival:	10.00	10.00	2			5	
3. On a scale of 1-5 (1=Lowest, 5=Highest), rate your overall experience at the front desk:	10.00	10.00	2			5	
4. On a scale of 1-5 (1=Lowest, 5=Highest), rate your overall experience with making and receiving phone calls while at the hotel:	10.00	10.00	2			5	
5. On a scale of 1-5 (1=Lowest, 5=Highest), rate your overall impression of the guest room appearance:	10.00	10.00	2			5	
6. On a scale of 1-5 (1=Lowest, 5=Highest), rate your overall satisfaction with your problem/request experience:	8.00	10.00	2			4	
7. On a scale of 1-5 (1=Lowest, 5=Highest), rate your overall impression of the public areas:	10.00	10.00	2			5	
8. On a scale of 1-5 (1=Lowest, 5=Highest), rate your overall experience dining at the restaurant:	10.00	10.00	2			5	
9. On a scale of 1-5 (1=Lowest, 5=Highest), rate your overall experience at the bar/lounge:	10.00	10.00	2			5	
10. On a scale of 1-5 (1=Lowest, 5=Highest), rate the overall performance of the hotel staff:	10.00	10.00	2			5	
11. On a scale of 1-5 (1=Lowest, 5=Highest), rate your likeliness to return to this hotel:	20.00	20.00	4			5	
12. On a scale of 1-5 (1=Lowest, 5=Highest), rate your likeliness to recommend this hotel to others:	20.00	20.00	4			5	
				Actual	Possible	Score	
				Total	138.00	140.00	98.57
<b>COMMENTS:</b> The reservation process was easy and thorough. The hotel was clean and had a modern appeal. It was clean and smelled fresh. The front desk experience was good at both check in and check out. Our phone calls were handled well. The special request for towels took longer than I expected it to. The guest room was nice and smelled good. The public areas were clean, well lit, and odor free. The experience at the lounge was good. The overall performance of staff was good. I would recommend this hotel for others and would return if needing a hotel in the area. Our overall experience was good.							

Report Totals		Actual	Possible	Score
Questionnaire: CSM Overnight Stay (7/24/2019 4:45 PM)		Total	816.00	854.00
				95.55



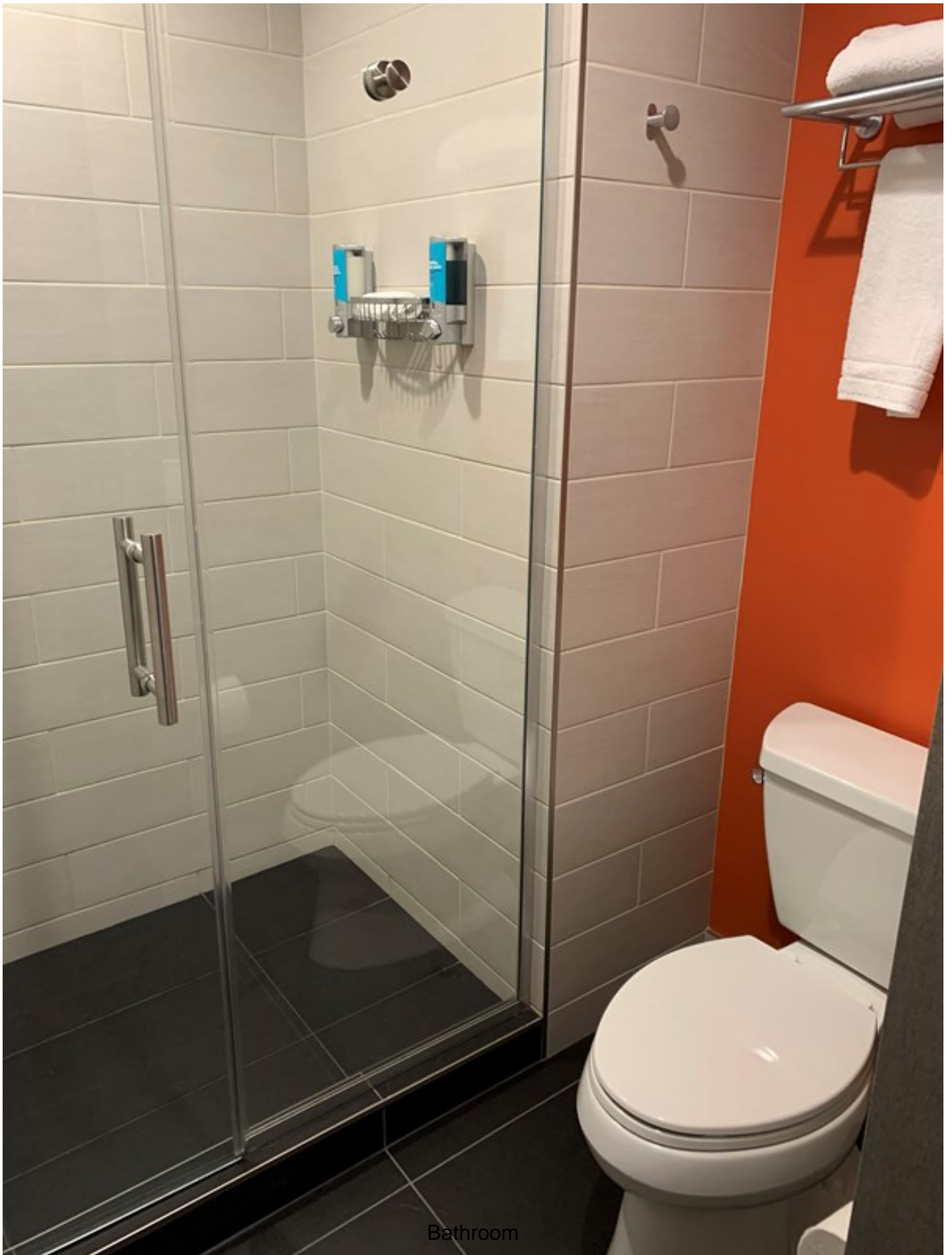


Frontofhotel



Room

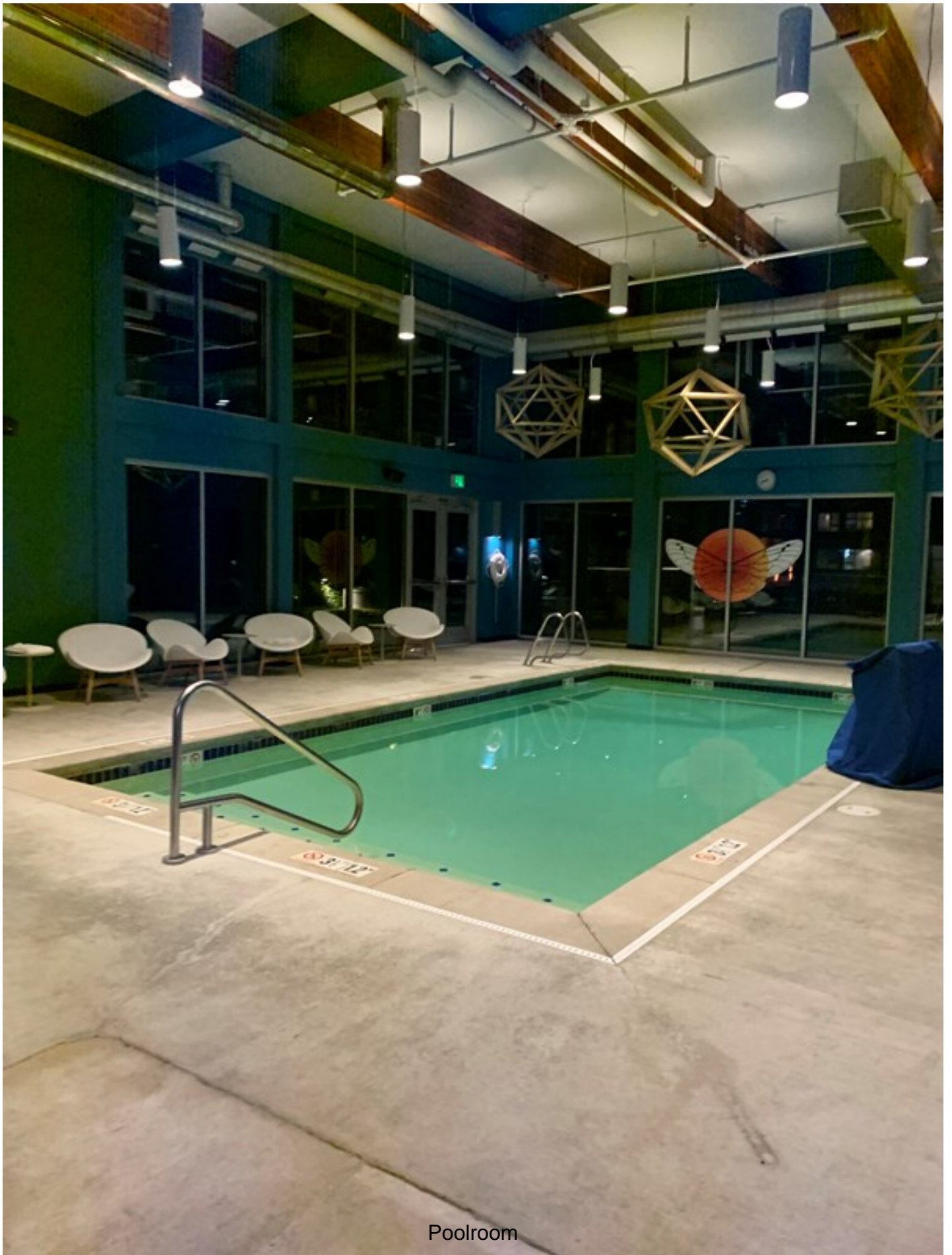




Bathroom





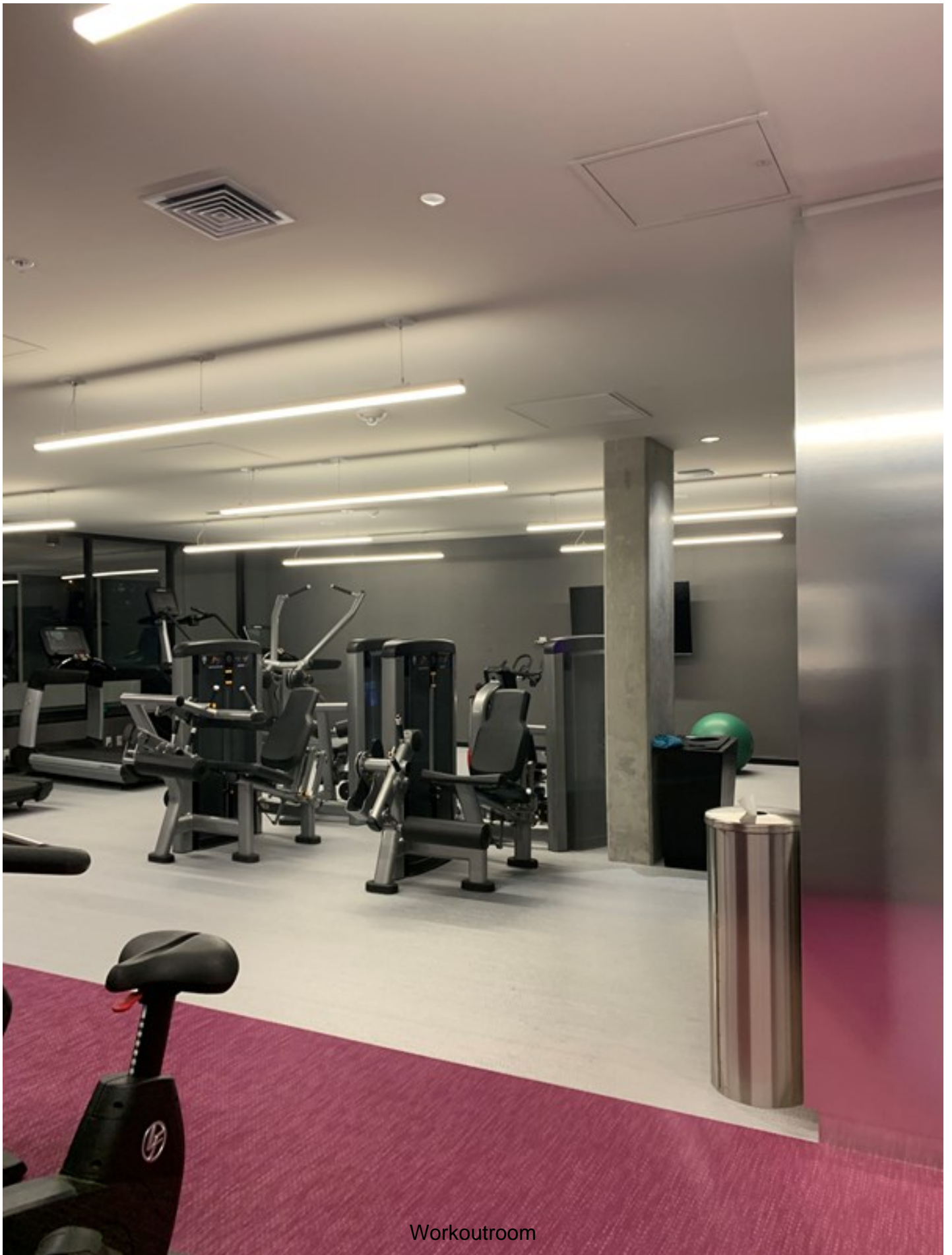


Poolroom

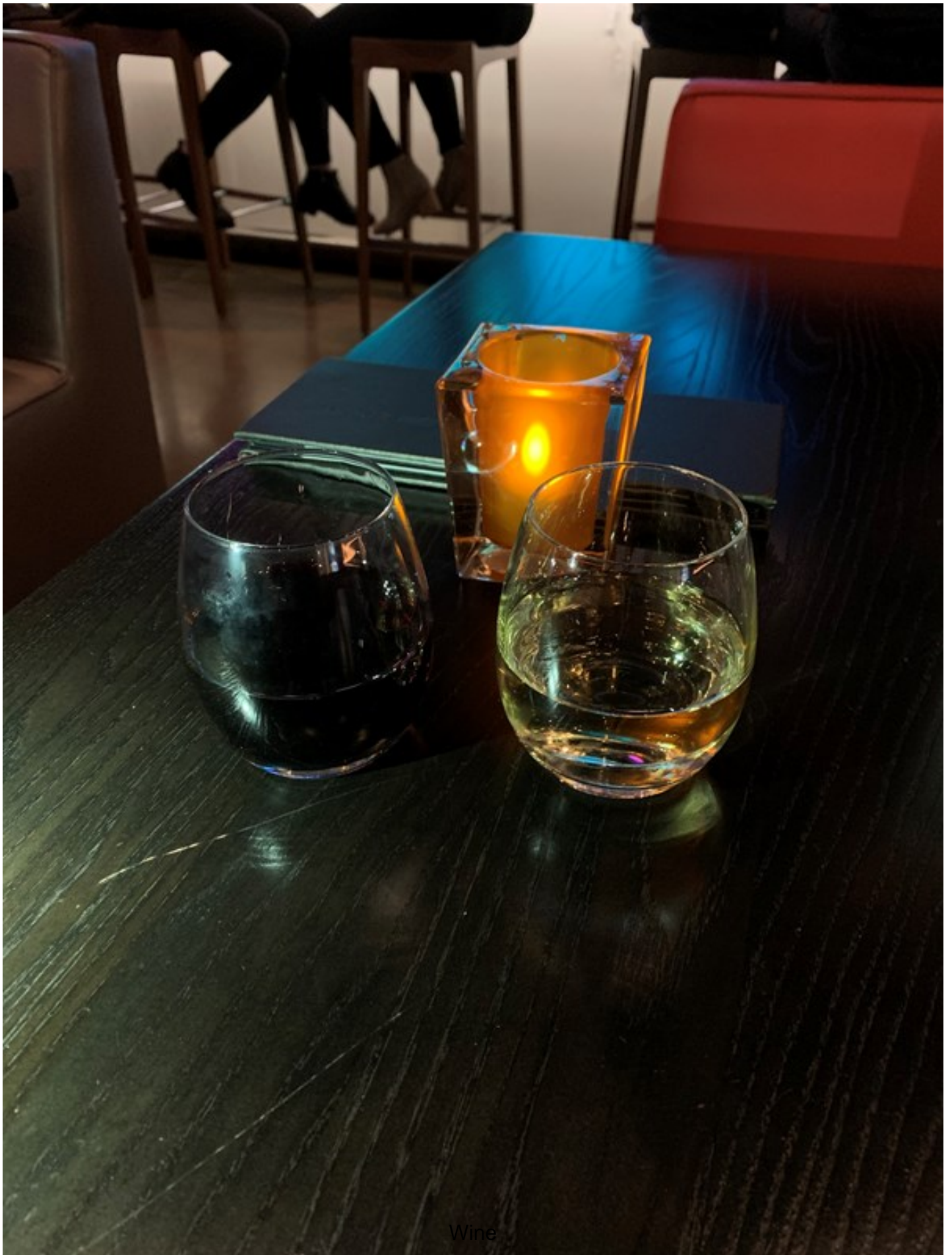


Laundryroom





Workoutroom



Wine





Wine



Mojito





Fishtacosappetizer





Pizza





BasilTomatoLinguini



Chocolatechipcookie





Teaforbreakfast



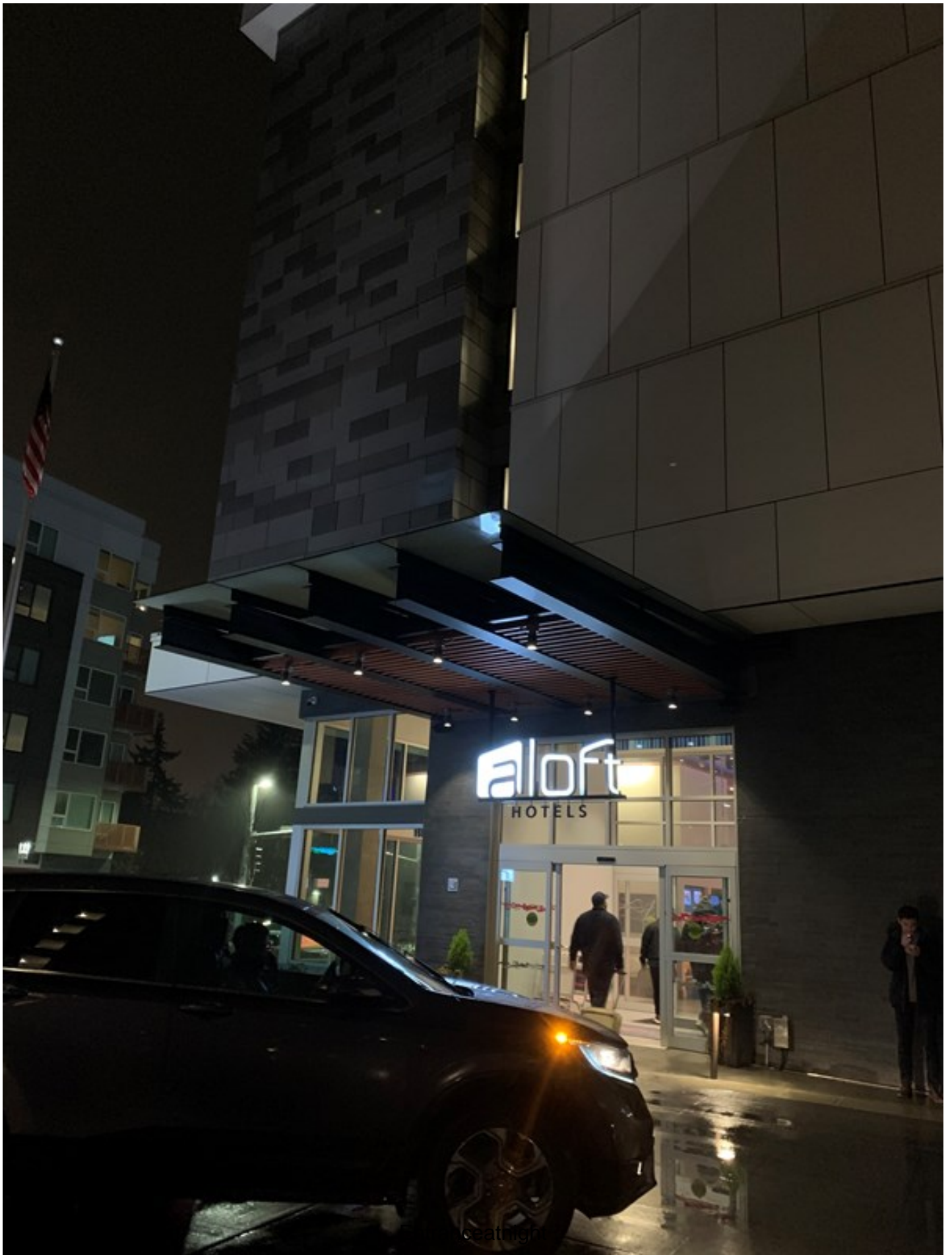


Goodnessbreakfastbowl



Paleobreakfastbowl









Waterleakfromshowerontofloorinbathroom