



SIX SENSES FRONT OFFICE		LQA Score		0.0%	
DATES :					
STANDARD		PERFORMANCE CLASSIFICATION	MET	BELOW	N/A
RESERVATIONS					
1	Were all advance requests seamlessly activated upon arrival and throughout the stay?	EFFICIENCY			
PRE-ARRIVAL					
2	Was the guest contacted a minimum of 3 days in advance of arrival to follow up on arranging any specific requests?	EFFICIENCY			
ARRIVAL					
3	On arrival to the hotel/resort, was the guest personally welcomed by either the GM or Hotel/Resort Manager or Manager on Duty and Guest Experience Maker (if applicable)?	EFFICIENCY			
4	Was there arrival ritual reflecting local culture provided to the guest?	SERVICE			
5	Upon arrival, was arrival amenity i.e. local drink, health conscious alternative or local food snack offered to guest?	FOOD QUALITY			
6	In the case of a late arrival (i.e. after 22h00) was a complimentary light meal/snack with a healthy influence automatically provided?	SERVICE			
7	Was the registration card explained including the OPT IN/OUT function and was the safe box in the room mentioned (clause on registration card regarding personal belongings)?	EFFICIENCY			
GUEST EXPERIENCE MAKER & BUTLER					
8	Were all GEMs/Butlers well trained, able to assist with planning and co-ordinating tours and evenings out and were they available at the appropriate times?	SERVICE			
9	Were the GEMs proficient in assisting with all IT and Technology enquiries within the villa / room?	SERVICE			
10	Did a senior member of the management team or GEM meet the guest during their dining experiences (over and above the outlet manager)?	SERVICE			
11	Did the GEMs/Butlers greet the guest on arrival and enquire if there was anything additional required to make their stay more enjoyable?	SERVICE			
12	Did the GEM/Butler highlight the hotel app featuring all activities, experiences and menus offered? (no more collaterals should be printed in the room except SPA menu and emergency guidelines)	EFFICIENCY			
13	Did the accommodation tour highlight these 5 brand touch points - Sleep with Six Senses, Eat with Six Senses (minibar), Sustainability Toy as part of Sustainability fund, technology including light function and the safe box.?	SERVICE			
14	Did the GEMs promote wellness activities i.e. wellness screening, Sleep With Six Senses or Jet Lag where applicable?	SERVICE			
15	Did the GEMs promote sustainability activities i.e. Earth Lab, garden visit, Back of House tour, water bottling, wildlife or community projects?	SERVICE			
16	Were the GEMs present during breakfast hours and speaking to guests and planning their daily activities or making bookings (If no GEM program, was it a person from Front Office)?	SERVICE			
DEPARTURE					
17	Was a cold towel and drink/sorbet offered to the guest at check out?	SERVICE			
18	Were paper luggage tags secured to the bags with a natural eco friendly rope or string and was all writing done in pencil to ensure maximum privacy?	SERVICE			
19	Was there departure ritual reflecting local culture provided to the guest?	SERVICE			
TELEPHONE					
20	Were all Hosts' mobile phones set to silent and vibrate so as not to disturb the guests at any time?	SERVICE			
TOTAL NO. OF STANDARDS			MET	BELOW	N/A
20					



SIX SENSES HOUSEKEEPING		LQA Score		0.0%	
DATES :					
STANDARD		PERFORMANCE CLASSIFICATION	MET	BELOW	N/A
IN-ROOM EXPERIENCE					
1	Was reading material (i.e. magazines, newspapers, books) organized to ensure it did not dominate the furniture surfaces in the villa and was the Press Reader (or equivalent service provider) QR code present in the room?	EFFICIENCY			
2	Was all reading material (i.e. magazines, newspapers, books) up-to-date and in good condition?	PRODUCT			
3	Was all in-room collateral and guest communications (i.e. information/activity sheets, etc.) up-to-date, grammatically correct on the hotel app (printed version is only on request)?	EFFICIENCY			
4	Did the minibar contain artisanal local products following Eat With Six Senses philosophy and no plastic bottles, Tetra Paks or straws?	PRODUCT			
5	Was a souvenir presented either on arrival/turndown or departure?	PRODUCT			
6	Were all messages sent to the villa, presented in bamboo or environmentally friendly canister/container?	EFFICIENCY			
7	Was a beach bag/rucksack present and was it made from organic fabric?	PRODUCT			
8	Was there an Eco channel present on the television (i.e. Planet Earth, Blue Planet, etc.)?	PRODUCT			
HOUSEKEEPING					
9	Were there no big housekeeping trollies visible in any guest areas and did housekeeping use eco friendly baskets to carry cleaning supplies around the property?	EFFICIENCY			
10	Was a one-hour pressing service or complimentary iron and ironboard available in the guest rooms?	SERVICE			
11	Was the showerhead positioned in a way that ensured the guest was not sprayed when the shower was turned on?	EFFICIENCY			
12	If the guest altered the layout of the room in any way (i.e. moved a chair), did the housekeeping Host respect this and arrange the room to reflect this thereafter?	EFFICIENCY			
TURNDOWN					
13	Where magazines/books were opened, did the room attendant place a resort bookmark in the designated page?	PRODUCT			
TOTAL NO. OF STANDARDS			MET	BELOW	N/A
13					



SIX SENSES FOOD AND BEVERAGE		LQA Score		0.0%	
DATES :					
STANDARD		PERFORMANCE CLASSIFICATION	MET	BELOW	N/A
FOOD AND BEVERAGE					
1	Were lightly scented cold/hot towels offered once to guests at the time of seating from lunch onwards?	PRODUCT			
2	Was at least one authentic home-made savoury or sweet snack offered and replenished during drinks service?	FOOD QUALITY			
3	If a beer was ordered did the server offer to pour the beer?	PRODUCT			
4	Were Hosts able to tell the story of the food offerings - locally sourced ingredients, cooking from scratch, herbs and vegetables from our own gardens, special beverages offered (rocket fuel, kombucha, cold brew, green juice)?	SERVICE			
5	Was the weekly hotel/resort activity list easily visible in outlets and displayed on chalkboards or any other fun notice boards?	PRODUCT			
BREAKFAST BUFFET					
6	Was a range of seeds and dried fruits available?	FOOD QUALITY			
7	Did the breakfast buffet include a wide selection of grains, cereals and nuts?	FOOD QUALITY			
8	Was a honeycomb and drip present (n/a Evason Ana Mandara)?	FOOD QUALITY			
9	Were only homemade jams available?	FOOD QUALITY			
10	Was rocket fuel available with a fun & quirky and clear explanation of its benefits and how to use (self service)?	FOOD QUALITY			
11	Were there loose leaf teas, plant milks, infused waters, freshly squeezed juices all available?	FOOD QUALITY			
12	Were live stations available with the chef able to explain the dishes (where applicable)?	FOOD QUALITY			
13	Was the feeling of Eat With Six Senses philosophy; LESS IS MORE apparent eg. buffet not over excessive, dishes chosen were well represented and not repetitive - keeping waste in mind?	FOOD QUALITY			
14	Was there a wellness touch point visible or on offer during breakfast time eg: energy chair, singing bowl, wellness screening, sleep ambassador, visiting practitioner?	PRODUCT			
FOOD AND BEVERAGE MENUS					
15	Did all menus offer a minimum of 50% wellness focused and vegetarian dishes?	FOOD QUALITY			
16	Were there a minimum of 6 side dishes available on each lunch and dinner menu?	FOOD QUALITY			
17	Do the menus represent current food, drink & wellness philosophies eg. Hot Broths, Superfoods (functional foods) etc.?	FOOD QUALITY			
18	Do the beverage menus observe the Eat With Six Senses philosophies – local-made italian sodas, tinctures, bitters, tonics, shrubs, kombuchas, cold brew, plant milks, freshly squeezed juices?	FOOD QUALITY			
19	Do the cocktail menus have a strong creative selection a minimum of 6 mocktails (using Eat With Six Senses philosophies – Garden Forward, House-made Syrups)?	FOOD QUALITY			
20	Are all menus on brand following Eat With Six Senses labeling guideline – DF, GF, SF, V, VG and also labeling of wellness program offerings – Detox, Sleep, Fitness & Anti-Aging (where applicable)?	FOOD QUALITY			
21	Were attractive food and drink covers utilized (i.e. no plastic wraps allowed) including room service orders and open kitchens, ice cream parlour, bakery shope and all other F&B outlets?	PRODUCT			
DINING EXPERIENCE					
22	Were food and beverage activities/workshops available at least once per week?	SERVICE			
23	Did Hosts create an engaging experience during their meal i.e. salad made at table, chicken cut at table and presented on board, fun table side dessert etc.?	SERVICE			
24	Were the tables set during correct meal periods with location specific accompaniments i.e. Turkey – olive oil, Bali – Sambals, Sea Salt, Rubs, Infused vinegars etc.?	SERVICE			
POOL SERVICE					
25	Were do not disturb signs respected when they were displayed on sun loungers and alternatively was service highly attentive if DND signs were not displayed?	PRODUCT			
TOTAL NO. OF STANDARDS			MET	BELOW	N/A
25					



SIX SENSES OTHER		LQA Score		0.0%	
DATES :					
STANDARD		PERFORMANCE CLASSIFICATION	MET	BELOW	N/A
SPA & WELLNESS					
1	Did the spa receptionist ask what the guest would like to achieve?	SERVICE			
2	Was the guest given the option to have or not have music played during the treatment?	EFFICIENCY			
3	Was a bowl of complimentary fresh fruit or dried fruit available in all communal relaxation areas or spa reception?	FOOD QUALITY			
4	Did all treatments start and end with a Singing bowl being gently play and being placed on your body?	EFFICIENCY			
5	Did any spa host mention other areas of wellness to guest eg. yoga, wellness screening, fitness, sleep, food?	SERVICE			
6	Did spa host ascertain the guest's satisfaction following a treatment and enquire if guest would like to have another treatment during their stay?	SERVICE			
7	Was aftercare advice given after the treatment, and did it include retail up-selling?	SERVICE			
8	Was a wellness screening offered to you in your stay?	SERVICE			
9	Were you aware that the Sleep Tracking is available during your stay (i.e. by host introducing the Sleep Tracker or App)?	PRODUCT			
10	Were wellness programs presented during your stay?	SERVICE			
11	Were there 2 complimentary wellness classes per day?	SERVICE			
RETAIL					
12	Were retail Hosts familiar with all hotel facilities and services?	SERVICE			
13	Were there several logoed items i.e. T-shirts, polo shirts, caps, tote bags, small pouches etc.?	PRODUCT			
14	Was a selection of apparels and and complementary accessories available according to the hotel/resort location and season?	PRODUCT			
15	Were unique local arts and crafts (i.e. not widely available on the streets of the destination) available?	PRODUCT			
16	Was a simple burner with a carefully chosen essential oil lit at all times in a carefully chosen safe place?	PRODUCT			
17	For each skincare brand, were there skincare testers displayed for guest's trial?	PRODUCT			
18	Were the testers free of dust and neatly presented (no sticky oils on containers or dry products on the surface) and were they clearly labeled as TESTERS?	PRODUCT			
19	Were there props to enhance the display of the products such as small trays, cubes, jewelry stands, etc.?	PRODUCT			
20	Were there mannequins (1 male mannequin & 1 female mannequin) to display apparels?	PRODUCT			
21	Are mannequins made of sustainable material i.e. wood and canvas, no plastic material?	PRODUCT			
22	Were all apparels displayed nicely without wrinkles?	PRODUCT			
23	Were all hangers the same style and made of sustainable material i.e. in wood and no plastic?	PRODUCT			
24	Did all products have a price tag or sticker and easily readable by the guest?	PRODUCT			
25	Was there signage to tell the story behind the products / brand using the Six Senses signage template?	PRODUCT			
26	Was there signage to indicate promotion using the Six Senses promotion signage template?	PRODUCT			
27	Were the retail props in sustainable material (no acrylic or plastic material)?	PRODUCT			
28	Were the products put in a Six Senses retail paper bag ?	PRODUCT			
29	Was the retail space free of plastic packaging?	PRODUCT			
30	Was there enough lighting in retail area, all products can be seen clearly?	PRODUCT			
31	Was the retail area clean and well maintained, no dust on shelves and tables?	PRODUCT			
TRANSPORTATION					
32	Did the transfer (i.e. vehicle or boats) reflect the standards of the resort (i.e. interiors, fabric covers, uniform of the driver/boat crew)?	PRODUCT			
33	Did transfer vehicles have phone chargers and WiFi?	PRODUCT			
34	Did transfer vehicles have safety air cushions, including side air cushions and side impact safety features?	PRODUCT			
35	Was the QR code for the Six Senses App promoted to free scan daily activities / experiences?	PRODUCT			
36	Did all transfer limousines / boats (more than 1 hour) have neck pillows, tissue box, compendium with spa program?	PRODUCT			
37	Were guests offered scented face towels upon entering the limousine / boat and by the reception Hosts again upon departure?	SERVICE			
38	Did the bellman cut the heavy duty nylon airport security tape that is sometimes wrapped around suitcases?	SERVICE			
39	On entering the property, did the driver or boat crew welcome the guest to the property?	SERVICE			
40	Did the driver or boat captain advise the anticipated transfer time to the resort?	SERVICE			
41	For late arrival, did the driver or boat captain offer to order in-room dining for the guest if all restaurants were already closed?	SERVICE			
42	Were inflatable life jackets provided (compulsory on longtail boats, rough sea, evening/night transfers) and was this explained as part of the briefing given by the GEM/Butler/Host/Captain before the transfer?	PRODUCT			
43	Was there a minimum of drinking water and one additional beverage offered to the guests on the boat / car transfer in a plastic free bottle?	PRODUCT			
TOTAL NO. OF STANDARDS			MET	BELOW	N/A
43					



SIX SENSES CONCEPT		LQA Score		0.0%	
DATES :					
STANDARD		PERFORMANCE CLASSIFICATION	MET	BELOW	N/A
ENVIRONMENT					
1	Was Styrofoam completely absent from the resort?	PRODUCT			
2	Was an Earth Lab activity available during the stay and hosted in an engaging and inviting Front of House space?	SERVICE			
3	Were there no plastic water bottles and straws (including excursions and transfer vehicles)?	PRODUCT			
EXPERIENCE					
4	Did the weekly activity programme offer a wide variety of activities, suitable for all age groups?	SERVICE			
5	Was a wide variety of excursions available with detailed information on them provided via a brochure/compendium?	SERVICE			
6	Was a recipe presented to the guest at the end of the cooking class?	PRODUCT			
7	Were experience activities (i.e. agriculture and plantation activities) available?	SERVICE			
8	Were at least 2 cinema paradiso experiences offered each week (weather permitting) and was a food and beverage service available which featured authentic, fun and quirky options?	PRODUCT			
9	Was there a minimum of 1 guest gathering/cocktail party hosted every week (during the period of Ramadan, Six Senses Zighy Bay is exempt from hosting the event)?	SERVICE			
10	Was there fire ritual provided to the guest as part of their experience during the stay?	SERVICE			
CHILDREN					
11	Was there space allocated for the GWSS (Grow With Six Senses) Kids Club and name the club?	PRODUCT			
12	Was there a sign in/out sheet at the kids club for all parents to fill out daily and was a child waiver form explained and presented for signature of the parents?	EFFICIENCY			
13	Did the host present a Grow With Six Senses passport and were they able to explain the program?	SERVICE			
14	Were all children's activities and programs original, fun, educational and as much as possible focused on nature, environment, culture and art?	EFFICIENCY			
15	Were the vast majority of children's activities not reliant on computers and television?	EFFICIENCY			
16	Did children's activities promote social interaction and teamwork?	EFFICIENCY			
17	Were any advertised activities only cancelled as a result of poor weather or insufficient numbers?	EFFICIENCY			
PUBLIC AREA					
18	Were aromatherapy scents or incenses present in certain closed areas such as the meeting areas, library, games area, gym, and main building?	PRODUCT			
19	Were umbrellas available at reception and all other central areas such as bars, restaurants, spas, etc.?	PRODUCT			
20	Were bamboo baskets or sustainable alternatives available utilized for landscape cleaning?	PRODUCT			
21	Were hammocks available in various locations in the resort and were they in good condition (where applicable)?	PRODUCT			
LIBRARY					
22	Was a wide selection of contemporary, reference and encyclopaedia books available in the Library?	PRODUCT			
23	Was there a notification within the library which advised guests that they could take away a book if not finished (for the novels and paper back books only)?	EFFICIENCY			
24	Were foreign books (minimum of 3 different foreign languages) available?	PRODUCT			
25	Were children's books available?	PRODUCT			
26	Were children's books available in a range of languages?	PRODUCT			
27	Were reading glasses available in the library and all food and beverage areas?	PRODUCT			
28	Was complimentary drinking water / scented water available to guests visiting the library?	PRODUCT			
TOTAL NO. OF STANDARDS			MET	BELOW	N/A
28					



SIX SENSES NO NOS		LQA Score		0.0%	
DATES :					
STANDARD		PERFORMANCE CLASSIFICATION	MET	BELOW	N/A
NO NO'S					
1	Were all areas free of tent cards and were chalkboard available notifying guests of daily activities, SPA/Wellness and sustainability?	PRODUCT			
2	Were no bottled supermarket sauces used (i.e. only use homemade ketchup, homemade mustard presented in special containers)?	PRODUCT			
3	Were fresh juices free of sugar, water or ice, unless the guest requests it?	FOOD QUALITY			
4	Was all water served free of ice, but offered to the guest separately during the initial ordering process?	SERVICE			
5	Was the use of table skirting kept to a minimum and if used was it done in a simple white/off-white organic cotton only?	PRODUCT			
6	Were no artificial flower arrangements or plants present?	PRODUCT			
7	Did Hosts refrain from using the following terminology 'have a nice, happy, pleasant day' and instead use local greetings?	SERVICE			
8	Did the resort refrain from offering banana boat, jet ski, waverunners, etc. (i.e. any noisy motorized activities)?	PRODUCT			
9	Did the resort refrain from offering any imported mineral water (only Six Senses water should be available)?	PRODUCT			
10	Did the boutique or any other outlet in the hotel refrain from selling any unethical items (such as coral/shells/turtles/animal skins)?	PRODUCT			
TOTAL NO. OF STANDARDS			MET	BELOW	N/A
10					



SIX SENSES VISIONS AND VALUES				
DATES :			LQA Score	0.0%
STANDARD	PERFORMANCE CLASSIFICATION	MET	BELOW	N/A
VISION				
1 TO HELP PEOPLE RECONNECT WITH THEMSELVES, OTHERS AND THE WORLD AROUND THEM. Scoring Guidelines; Each value should be marked with a score between 0-2; Score of 0 indicates none of the brand value was met; Score of 1 indicates some of the brand value was met; Score of 2 indicates all the brand value was met; State in comment box which elements of the brand value were met or not met and give explanation/examples.	SERVICE			
VALUES				
2 LOCAL SENSITIVITY, GLOBAL SENSIBILITY - part of the local fabric and culture, yet in tune with the wider world.	SERVICE			
3 RESPONSIBLE AND CARING - caring for employees and local communities. Committed to preserving the environment through sustainable operations.	SERVICE			
4 CRAFTED EXPERIENCES - an all encompassing and unique range of experiences to stimulate, energize and restore.	SERVICE			
5 PIONEERING WELLNESS - delivering the most effective high tech, high touch wellness programmes and experiences in partnership with leading experts.	SERVICE			
6 EMOTIONAL HOSPITALITY - an emotionally intelligent approach to service that begins with empathy.	SERVICE			
7 FUN AND QUIRKY - aesthetics and experiences which are always unique, often unexpected and sometimes unusual. Delivered out of our constant curiosity and willingness to experiment.	SERVICE			
TOTAL NO. OF STANDARDS		MET	BELOW	N/A
7				