

**AMER - Full QE Report**

Activity Number 722605

GL Stage 2 - Quality Evaluation

DALSF Candlewood Suites - Dallas Market Cntr-Love Field

7930 North Stemmons Freeway

Dallas, Texas 75247US

Completed By:

Latesha Jones

Start Date:

April 2, 2024 2:00 PM

(Central Standard Time)

End Date:

April 3, 2024 1:52 PM

(Central Standard Time)

Brand:

CDLW

Region:

AMER

General Manager:

David Moore

Overall Summary

Executive Summary:

Guest Love:

Rolling 6 Months – 71.23 Reputable

Quality Evaluation Walk-through Conducted with:

David Moore- General Manager

Kynn Robinson- AGM

Carlos Gallegos- Chief Engineer

Yadira Aguinaga- Executive Housekeeping Manager

Waivers:

N/A

Area not available –

N/A

If the hotel fails the Quality Evaluation (84.99% or lower) for the Brand Standard Major, Brand Standard Important, Brand Safety Standards, Cleanliness or Condition categories or the 6-month rolling Guest Love score is in the Unsatisfactory brand threshold, a fee may be assessed, and a Quality visit may be scheduled.

Please ensure that all non-compliant items are corrected and updated in your hotel's Corrective Action Plan (CAP) within 7 days of the V/QE visit. For all items, and particularly Brand Safety Standards items, this deadline should not be treated as a target date, and all non-compliant issues should be rectified without delay. For Brand Safety Standard items, this might include taking immediate (interim) action to ensure the relevant issue is made safe until the issue is permanently rectified.

The in-person and virtual evaluations are limited in scope and time frame. It is conducted at a frequency determined by IHG and only covers approximately five guestrooms, public and back of house areas and the exterior. Hotels should be prepared to be inspected at any time. This report can only address issues identified during the evaluation. This report is not an indication of com-



pliance with IHG standards, requirements or the license agreement and does not change obligations to comply with the license agreement and all IHG standards.

Report Category Summary

Brand Safety Standard	100.00% (As Observed)
Brand Standard Important	94.58% (Pass "Good")
Brand Standard Major	100.00% (Pass "Excellent")
Cleanliness	96.77% (Pass "Excellent")
Condition	80.61% (*PIP)

Question Details

Tier and Type

Question	Observation
Tier and Type -Tier - What form tier is this hotel?	Answer: T3 - Unsat & At Risk
Tier and Type -NHOPCO - Is this a NHOP or Change of Ownership?	Answer: No
Tier and Type -PIP - Is this hotel under a Property Improvement Plan(PIP)?	Answer: Yes
Tier and Type -Virtual - Is this a Virtual Evaluation?	Answer: No

Pre-Walk Through

Question	Observation
Pre-Walk Through -TRIG-CLUB - Does this property have a Guest Club Lounge?	Answer: No
Pre-Walk Through -TRIG-LAUN - Does this property have a Guest Laundry?	Answer: Yes
Pre-Walk Through -TRIG-GAME - Does this property have a Game Room?	Answer: No
Pre-Walk Through -TRIG-MR - Does this property have Meeting Room(s)?	Answer: No
Pre-Walk Through -TRIG-PF - Does this property have a Pre-function Space?	Answer: No
Pre-Walk Through -TRIG-POOL - Does this property have a Pool?	Answer: Yes
Pre-Walk Through -TRIG-RET - Does this property have Retail Space?	Answer: Yes
Pre-Walk Through -TRIG-SHUT - Does this property have a	Answer: No

Question Details

Pre-Walk Through

Question	Observation
Shuttle?	
Pre-Walk Through -TRIG-SPOR - Does this property have a Sports Court?	Answer: No
Pre-Walk Through -TRIG-WHIRL - Does this property have a Whirlpool?	Answer: No

Employee Areas

Question	Observation
Employee Areas -SE-56058 - During the Quality Evaluation walk through, was emergency egress possible through all designated Emergency Exit doors viewed?	Answer: Yes
Employee Areas -SE-56059 - During the Quality Evaluation walk through exit signs were provided at each designated Emergency Exit door location viewed.	Answer: Yes
Employee Areas -SE-56061 - During the Quality Evaluation walk through all emergency exit signs seen, including directional signs were illuminated by normal and emergency lighting.	Answer: Yes
Employee Areas -SE-55915 - During the Quality Evaluation walk through, did the hotel have a Crisis Management Plan?	Answer: Yes
Employee Areas -SE-55945 - During the Quality Evaluation walk through, did the hotel have a Fire Emergency and Evacuation Plan?	Answer: Yes
Employee Areas -SE-55952 - During the Quality Evaluation walk through, were you able to confirm that evacuation drills are held every six months?	Answer: Yes
Employee Areas -SE-55926 - During the Quality Evaluation walk through, did the hotel have at least one colleague trained in first-aid on duty at all times?	Answer: Yes
Back Office -872077 - The IHG Quality Self-Audit must be fully completed and uploaded twice yearly as follows: (872077)	Answer: Compliant
Back Office -5715 - The following items must be completed using the IHG's Green Engage® website: (5715) 01 Jun 2024 NOTED NOT SCORED	Answer: Compliant
Back Office -1110094 - The IHG® Connect Wi-Fi programme for Guest Internet Access must be implemented using an IHG approved hardware platform and comply with IHG Connect Wi-Fi specifications. (1110094)	Answer: Compliant
Back Office -1089054 - Hotels must respond in Medallia to all HeartBeat Guest Recovery Alerts (GRAs) within 72 hours. (1089054)	Answer: Compliant
Back Office -37 - All negative guest reviews (one and two	Answer: Compliant

Question Details

Employee Areas



Question	Observation
stars) posted on IHG's branded websites must be responded to within 72 hours. (37)	
Back Office -957258 - All colleagues must complete the IHG approved Preventing Human Trafficking Training. (957258)	Answer: Compliant
Back Office -5555 - Each hotel must have a General Manager. (5555)	Answer: Compliant
Back Office -5742 - All General Managers must complete the IHG® General Manager Program Onboarding Level within the first six months of becoming an IHG General Manager. (5742)	Answer: Compliant
Back Office -798 - General Managers, hotel leaders, and colleagues must complete the following: (798)	Answer: Compliant
Back Office -21935 - The Guest Service Manager / Front Office Manager (or equivalent) must complete the following: (21935)	Answer: Compliant
Back Office -605056 - For hotels with more than 100 guest rooms not enrolled in IHG Revenue Management for Hire (RMH), IHG Revenue Management certification is required through one of the following: (605056)	Answer: Compliant
Back Office -605054 - For hotels with less than 100 guest rooms not enrolled in IHG Revenue Management for Hire (RMH), IHG Revenue Management certification is required through one of the following: (605054)	Answer: Not Applicable
Back Office -12500 - Each hotel must have a dedicated Director of Sales as follows: (12500)	Answer: Compliant
Back Office -5680 - Directors of Sales (or equivalent sales roles) new to the IHG® system must participate in IHG® Sales Professional Onboarding training and Solution Selling training. (5680)	Answer: Compliant
Back Office -1014101 - All management colleagues must complete the IHG® Way of Clean Program training as follows: (1014101)	Answer: Compliant
Back Office -1014112 - All non-management housekeeping colleagues (in-house or outsourced) must complete the IHG® Way of Clean Program training as follows: (1014112)	Answer: Compliant
Back Office -1013070 - All non-management non-housekeeping colleagues (in-house or outsourced) must complete the IHG® Way of Clean for Non-Housekeeping Colleagues as follows: (1013070)	Answer: Compliant
Back Office -1013065 - The following documented inspections must be completed as directed by the IHG® Way of Deep Clean and Preventative Maintenance programs: (1013065)	Answer: Compliant
Back Office -1013094 - The following guest room cleaning tools must be used as directed by the IHG® Way of Clean Program: (1013094)	Answer: Non-Compliant Issue Notes:

Question Details

Employee Areas




Question	Observation
	<ul style="list-style-type: none"> • Universal extendable pole with attachments for dusting, hair-removal, multi-purpose cleaning (1013095) Notes: Missing duster
Back Office -1013075 - The following guest room cleaning products must be used as directed by the IHG® Way of Clean Program: (1013075)	Answer: Compliant
Back Office -443520 - For stays of seven nights or longer, full service housekeeping must be completed weekly as follows: (443520)	Answer: Compliant
Back Office -957289 - An IHG approved Safety Device must be provided. (957289)	Answer: Compliant
Back Office -30082 - Signage is required during renovation and must meet the following: (30082)	Answer: Not Applicable
Back Office -716-1 - The Back Office structure and fixtures must be clean. (716-1)	Answer: Yes
Back Office -716-2 - The Back Office structure and fixtures must be well maintained. (716-2)	Answer: Yes

Exterior

Question	Observation
Building/Façade -716-92 - The Building/Façade structure and fixtures must be clean. (716-92)	Answer: No Issue Notes: <ul style="list-style-type: none"> • Walls • Ceiling
 <p>Cob webs (Walls)</p>	 <p>Dust (Other)</p>
Building/Façade -716-93 - The Building/Façade structure and fixtures must be well maintained. (716-93)	Answer: No Issue Notes:





Question Details

Exterior

Question	Observation
	<ul style="list-style-type: none"> • Repair/Replace: Canopy / Awning
	 <p>(Repair/Replace: Canopy / Awning)</p>
Grounds & Landscaping -443509 - An outdoor grill area is required as follows: (443509)	<p>Answer: Non-Compliant</p> <p>Issue Notes:</p> <ul style="list-style-type: none"> • Clear written instructions provided for proper use of grills (446182)
Grounds & Landscaping -548239 - A table and chair set must be provided in the Candlewood Gazebo Grill. (548239)	<p>Answer: Compliant</p>
Grounds & Landscaping -467084 - A pet waste station is required and must include the following: (467084)	<p>Answer: Compliant</p>
Grounds & Landscaping -127-1 - Gardens and landscaping must be free from litter (127-1)	<p>Answer: Yes</p>
Grounds & Landscaping -127-2 - Gardens and landscaping must be well presented (127-2)	<p>Answer: No</p> <p>Issue Notes:</p> <ul style="list-style-type: none"> • Repair/Replace: Landscaping • Repair/Replace: Fence
 <p>(Repair/Replace: Landscaping, Repair/Replace: Landscaping)</p>	 <p>(Repair/Replace: Landscaping, Repair/Replace: Landscaping)</p>




Question Details

Exterior

Question	Observation
 <p>(Repair/Replace: Landscaping)</p>	 <p>(Repair/Replace: Fence)</p>
<p>Parking Area -SE-56755 - During the Quality Evaluation walk through, was access for elevators that go from basement car park to guest room floors access controlled?</p>	<p>Answer: Not Applicable</p>
<p>Parking Area -716-94 - Car park must be clean. (716-94)</p>	<p>Answer: Yes</p>
<p>Parking Area -716-95 - Car park must be well maintained. (716-95)</p>	<p>Answer: No</p> <p>Issue Notes:</p> <ul style="list-style-type: none"> • Repair/Replace: Pavement • Repair/Replace: Striping / Line
 <p>(Repair/Replace: Striping / Line)</p>	 <p>(Repair/Replace: Striping / Line)</p>

Question Details

Exterior

Question	Observation
 <p>(Repair/Replace: Pavement)</p>	 <p>(Repair/Replace: Striping / Line)</p>
Main Entrance -112-1 - Main entrance furniture and accessories must be clean. (112-1)	Answer: Yes
Main Entrance -112-2 - Main entrance furniture and accessories must be well maintained. (112-2)	Answer: Yes
Main Entrance -112-3 - Main entrance structure and fixtures in must be clean. (112-3)	Answer: Yes
Main Entrance -112-4 - Main entrance structure and fixtures in must be well maintained. (112-4)	Answer: Yes
Sidewalks/Walkways -716-19 - The Sidewalks/Walkways must be clean. (716-19)	Answer: Yes
Sidewalks/Walkways -716-20 - The Sidewalks/Walkways must be well maintained. (716-20)	Answer: No Issue Notes: • Repair/Replace: Flooring / Surface
 <p>(Repair/Replace: Flooring / Surface)</p>	

Question Details

Exterior


Question	Observation
 <p>(Repair/Replace: Flooring / Surface)</p>	 <p>(Repair/Replace: Flooring / Surface)</p>
Signage and Flags -134-1 - The External Signage and Flags must be clean. (134-1)	Answer: Yes
Signage and Flags -134-2 - The External Signage and Flags must be well maintained. (134-2)	Answer: Yes

Guest Floor

Question	Observation
Guest Floor -SE-56058 - During the Quality Evaluation walk through, was emergency egress possible through all designated Emergency Exit doors viewed?	Answer: Yes
Guest Floor -SE-56059 - During the Quality Evaluation walk through exit signs were provided at each designated Emergency Exit door location viewed.	Answer: Yes
Guest Floor -SE-56061 - During the Quality Evaluation walk through all emergency exit signs seen, including directional signs were illuminated by normal and emergency lighting.	Answer: Yes
Guest Floor -SE-56212 - During the Quality Evaluation walk through all viewed doorways intended for entrance by guests from the parking areas into interior guest room corridors have access control fitted.	Answer: Yes
Guest Floor -716-70 - The Guest Floor furniture and accessories must be clean. (716-70)	Answer: Yes
Guest Floor -716-71 - The Guest Floor furniture and accessories must be well maintained. (716-71)	Answer: Yes
Guest Floor -716-72 - The Guest Floor structure and fixtures must be clean. (716-72)	Answer: Yes
Guest Floor -716-73 - The Guest Floor structure and fixtures must be well maintained. (716-73)	Answer: No Issue Notes: • Repair/Replace: Ceiling

Question Details

Guest Floor #


Question	Observation
	

Guestroom 384

Question	Observation
Guestroom # -TRIG-KITCH - Does this room/suite have a Kitchenette Zone?	Answer: Yes
Guestroom # -TRIG-CDLW - What Room type is being inspected?	Answer: Studio Suite
Bath Zone -1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	Answer: Compliant
Bath Zone -1088082 - Bathroom terry is required as follows: (1088082)	Answer: Compliant
Bath Zone -716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	Answer: Yes
Bath Zone -428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	Answer: Yes
Bath Zone -716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	Answer: No Issue Notes: • Toilet Tank / Bowl

Question Details

Guestroom 384

Question	Observation
	 <p>(Toilet Tank / Bowl)</p>
Bath Zone -428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	Answer: Yes
Bed Zone -1121162 - Top of bed linens and bedding must meet the following: (1121162)	Answer: Compliant
Bed Zone -55209 - Mattress must be fitted with a mattress pad. (55209)	Answer: Compliant
Bed Zone -1120857 - Pillows must meet the following: (1120857)	Answer: Compliant
Bed Zone -340067 - The IHG® bed set must be provided. (340067)	Answer: Compliant
Bed Zone -13555 - Mattresses and / or box springs / foundations must be replaced with an IHG® approved set, in accordance with the mattress replacement schedule, if any of the following occur: (13555)	Answer: Yes
Bed Zone -281-1 - All mattresses and bed sets must be clean, stain-free. (281-1)	Answer: Yes
Bed Zone -310-1 - Bedding must be free from visible stains and clean. (310-1)	Answer: Yes
Bed Zone -310-2 - Bedding must be well maintained. (310-2)	Answer: Yes
Bed Zone -716-108 - The Bed Zone furniture and accessories must be clean. (716-108)	Answer: Yes
Bed Zone -428-4 - The Bed Zone furniture and accessories must be well maintained. (428-4)	Answer: Yes
Kitchenette Zone -443516 - The following housekeeping procedures must be completed upon guest Check out: (443516)	Answer: Compliant
Kitchenette Zone -517056 - The following dishwashing amenities are required: (517056)	Answer: Compliant
Kitchenette Zone -517051 - The following kitchen linens must	Answer: Compliant



Question Details

Guestroom 384

Question	Observation
be provided: (517051)	
Kitchenette Zone -508048 - The following kitchen accessories are required: (508048)	Answer: Compliant
Kitchenette Zone -446155 - One set of salt and pepper shakers is required. (446155)	Answer: Non-Compliant Issue Notes: • Each shaker filled with a minimum of 10 salt and 10 pepper packets. (550281) Notes: Missing salt
Kitchenette Zone -446153 - One set of cookware is required with minimum sizes as indicated: (446153)	Answer: Compliant
Kitchenette Zone -446154 - The following utensils must be provided: (446154)	Answer: Compliant
Kitchenette Zone -446195 - One cutlery tray is required for the following items: (446195)	Answer: Compliant
Kitchenette Zone -446197 - Each studio suite must have the following stainless steel flatware: (446197)	Answer: Compliant
Kitchenette Zone -446203 - Each studio suite must have the following glassware with minimum sizes as indicated: (446203)	Answer: Compliant
Kitchenette Zone -446200 - Each studio suite must have the following dinnerware with minimum sizes as indicated: (446200)	Answer: Compliant
Kitchenette Zone -448188 - One bedroom and studio suites must be stocked with the following hot beverage amenities: (448188)	Answer: Compliant
Kitchenette Zone -716-104 - The Kitchenette Zone furniture and accessories must be clean. (716-104)	Answer: Yes
Kitchenette Zone -428-12 - The Kitchenette Zone furniture and accessories must be well maintained. (428-12)	Answer: No Issue Notes: • Repair/Replace: Cooking Equipment • Repair/Replace: Coffee Maker


Question Details

Guestroom 384

Question	Observation
 <p>(Repair/Replace: Cooking Equipment)</p>	 <p>(Repair/Replace: Coffee Maker)</p>
Kitchenette Zone -716-105 - The Kitchenette Zone structure and fixtures must be clean. (716-105)	Answer: Yes
Kitchenette Zone -428-13 - The Kitchenette Zone structure and fixtures must be well maintained. (428-13)	Answer: Yes
Living Zone -SE-581073 - During the Quality Evaluation walk through, each Guest Room that was visited had a smoke detector installed.	Answer: Yes
Living Zone -SE-56514 - During the Quality Evaluation walk through, all rooms that were visited had window stops fitted to limit the opening of windows to 4ins (100 mm) OR, where window stops are prohibited; suitable signage is in place.	Answer: Yes
Living Zone -SE-56523 - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?	Answer: Not Applicable
Living Zone -SE-56052 - During the Quality Evaluation walk through a diagram showing the emergency exit path to the nearest emergency exit was seen displayed on the room side of the guest room door.	Answer: Yes
Living Zone -112844 - If the horizontal packaged terminal air conditioning (PTAC) or packaged terminal heat pump (PTHP) unit exhibits any of the following and cannot be corrected it must be replaced in accordance with the replacement schedule: (112844)	Answer: Yes
Living Zone -1018160 - IHG® Clean Promise must be implemented as follows: (1018160)	Answer: Compliant
Living Zone -716-109 - The Living Zone furniture and accessories must be clean. (716-109)	Answer: Yes
Living Zone -428-5 - The Living Zone furniture and accessories must be well maintained. (428-5)	Answer: Yes
Living Zone -716-110 - The Living Zone structure and fixtures must be clean. (716-110)	Answer: Yes


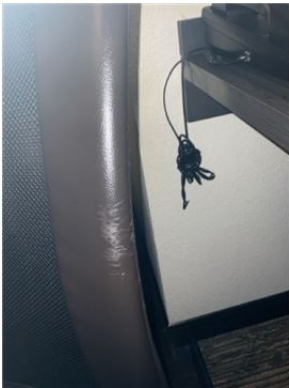
Question Details

Guestroom 384

Question	Observation
Living Zone -428-6 - The Living Zone structure and fixtures must be well maintained. (428-6)	Answer: Yes
Living Zone -23464-1 - Expendable items must be clean. (23464-1)	Answer: Yes
Living Zone -23464-2 - Expendable items must be well maintained. (23464-2)	Answer: Yes
Wardrobe Zone -38002 - Hangers must be provided as follows: (38002)	Answer: Non-Compliant Issue Notes: <ul style="list-style-type: none"> • Six skirt hangers and six additional coat hangers (547218)
Wardrobe Zone -716-111 - The Wardrobe Zone furniture and accessories must be clean. (716-111)	Answer: No Issue Notes: <ul style="list-style-type: none"> • Iron
 <p>Water (Iron)</p>	
Wardrobe Zone -428-7 - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	Answer: No Issue Notes: <ul style="list-style-type: none"> • Repair/Replace: Ironing Board / Cover

Question Details

Guestroom 384


Question	Observation
	 <p>(Repair/Replace: Ironing Board / Cover)</p>
Wardrobe Zone -716-112 - The Wardrobe Zone structure and fixtures must be clean. (716-112)	Answer: Yes
Wardrobe Zone -428-8 - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	Answer: Yes
Work & Entertainment Zone -50240 - Channel listings must be available as follows: (50240)	Answer: Compliant
Work & Entertainment Zone -549118 - A wall board is required as follows: (549118)	Answer: Compliant
Work & Entertainment Zone -716-113 - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	Answer: Yes
Work & Entertainment Zone -428-11 - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	Answer: No Issue Notes: <ul style="list-style-type: none"> • Repair/Replace: Desk Seating
	 <p>(Repair/Replace: Desk Seating)</p>

Guestroom 384-2

Question	Observation
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Question Details

Guestroom 384-2

Question	Observation
Guestroom # -TRIG-KITCH - Does this room/suite have a Kitchenette Zone?	Answer: Yes
Guestroom # -TRIG-CDLW - What Room type is being inspected?	Answer: Studio Suite
Bath Zone -1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	Answer: Compliant
Bath Zone -1088082 - Bathroom terry is required as follows: (1088082)	Answer: Compliant
Bath Zone -716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	Answer: Yes
Bath Zone -428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	Answer: No Issue Notes: • Repair/Replace: Towels / Terry
 <p>Stained beyond repair (Repair/Replace: Towels / Terry)</p>	
Bath Zone -716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	Answer: Yes
Bath Zone -428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	Answer: Yes
Bed Zone -1121162 - Top of bed linens and bedding must meet the following: (1121162)	Answer: Compliant
Bed Zone -55209 - Mattress must be fitted with a mattress pad. (55209)	Answer: Compliant
Bed Zone -1120857 - Pillows must meet the following: (1120857)	Answer: Compliant
Bed Zone -340067 - The IHG® bed set must be provided. (340067)	Answer: Compliant
Bed Zone -13555 - Mattresses and / or box springs / founda-	Answer: Yes

Question Details

Guestroom 384-2

Question	Observation
tions must be replaced with an IHG® approved set, in accordance with the mattress replacement schedule, if any of the following occur: (13555)	
Bed Zone -281-1 - All mattresses and bed sets must be clean, stain-free. (281-1)	Answer: Yes
Bed Zone -310-1 - Bedding must be free from visible stains and clean. (310-1)	Answer: Yes
Bed Zone -310-2 - Bedding must be well maintained. (310-2)	Answer: Yes
Bed Zone -716-108 - The Bed Zone furniture and accessories must be clean. (716-108)	Answer: Yes
Bed Zone -428-4 - The Bed Zone furniture and accessories must be well maintained. (428-4)	Answer: Yes
Kitchenette Zone -443516 - The following housekeeping procedures must be completed upon guest Check out: (443516)	Answer: Compliant
Kitchenette Zone -517056 - The following dishwashing amenities are required: (517056)	Answer: Compliant
Kitchenette Zone -517051 - The following kitchen linens must be provided: (517051)	Answer: Compliant
Kitchenette Zone -508048 - The following kitchen accessories are required: (508048)	Answer: Compliant
Kitchenette Zone -446155 - One set of salt and pepper shakers is required. (446155)	Answer: Compliant
Kitchenette Zone -446153 - One set of cookware is required with minimum sizes as indicated: (446153)	Answer: Compliant
Kitchenette Zone -446154 - The following utensils must be provided: (446154)	Answer: Compliant
Kitchenette Zone -446195 - One cutlery tray is required for the following items: (446195)	Answer: Compliant
Kitchenette Zone -446197 - Each studio suite must have the following stainless steel flatware: (446197)	Answer: Compliant
Kitchenette Zone -446203 - Each studio suite must have the following glassware with minimum sizes as indicated: (446203)	Answer: Compliant
Kitchenette Zone -446200 - Each studio suite must have the following dinnerware with minimum sizes as indicated: (446200)	Answer: Compliant
Kitchenette Zone -448188 - One bedroom and studio suites must be stocked with the following hot beverage amenities: (448188)	Answer: Compliant
Kitchenette Zone -716-104 - The Kitchenette Zone furniture and accessories must be clean. (716-104)	Answer: Yes

Question Details

Guestroom 384-2

Question	Observation
Kitchenette Zone -428-12 - The Kitchenette Zone furniture and accessories must be well maintained. (428-12)	Answer: Yes
Kitchenette Zone -716-105 - The Kitchenette Zone structure and fixtures must be clean. (716-105)	Answer: Yes
Kitchenette Zone -428-13 - The Kitchenette Zone structure and fixtures must be well maintained. (428-13)	Answer: Yes
Living Zone -SE-581073 - During the Quality Evaluation walk through, each Guest Room that was visited had a smoke detector installed.	Answer: Yes
Living Zone -SE-56514 - During the Quality Evaluation walk through, all rooms that were visited had window stops fitted to limit the opening of windows to 4ins (100 mm) OR, where window stops are prohibited; suitable signage is in place.	Answer: Yes
Living Zone -SE-56523 - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?	Answer: Not Applicable
Living Zone -SE-56052 - During the Quality Evaluation walk through a diagram showing the emergency exit path to the nearest emergency exit was seen displayed on the room side of the guest room door.	Answer: Yes
Living Zone -112844 - If the horizontal packaged terminal air conditioning (PTAC) or packaged terminal heat pump (PTHP) unit exhibits any of the following and cannot be corrected it must be replaced in accordance with the replacement schedule: (112844)	Answer: Yes
Living Zone -1018160 - IHG® Clean Promise must be implemented as follows: (1018160)	Answer: Compliant
Living Zone -716-109 - The Living Zone furniture and accessories must be clean. (716-109)	Answer: Yes
Living Zone -428-5 - The Living Zone furniture and accessories must be well maintained. (428-5)	Answer: Yes
Living Zone -716-110 - The Living Zone structure and fixtures must be clean. (716-110)	Answer: Yes
Living Zone -428-6 - The Living Zone structure and fixtures must be well maintained. (428-6)	Answer: Yes
Living Zone -23464-1 - Expendable items must be clean. (23464-1)	Answer: Yes
Living Zone -23464-2 - Expendable items must be well maintained. (23464-2)	Answer: Yes
Wardrobe Zone -38002 - Hangers must be provided as follows: (38002)	Answer: Compliant
Wardrobe Zone -716-111 - The Wardrobe Zone furniture and	Answer: Yes

Question Details

Guestroom 384-2


Question	Observation
accessories must be clean. (716-111)	
Wardrobe Zone -428-7 - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	Answer: Yes
Wardrobe Zone -716-112 - The Wardrobe Zone structure and fixtures must be clean. (716-112)	Answer: Yes
Wardrobe Zone -428-8 - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	Answer: Yes
Work & Entertainment Zone -50240 - Channel listings must be available as follows: (50240)	Answer: Compliant
Work & Entertainment Zone -549118 - A wall board is required as follows: (549118)	Answer: Compliant
Work & Entertainment Zone -716-113 - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	Answer: Yes
Work & Entertainment Zone -428-11 - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	Answer: Yes

Guestroom 380

Question	Observation
Guestroom # -TRIG-KITCH - Does this room/suite have a Kitchenette Zone?	Answer: Yes
Guestroom # -TRIG-CDLW - What Room type is being inspected?	Answer: Studio Suite
Bath Zone -1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	Answer: Compliant
Bath Zone -1088082 - Bathroom terry is required as follows: (1088082)	Answer: Compliant
Bath Zone -716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	Answer: Yes
Bath Zone -428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	Answer: Yes
Bath Zone -716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	Answer: Yes
Bath Zone -428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	Answer: Yes
Bed Zone -1121162 - Top of bed linens and bedding must meet the following: (1121162)	Answer: Compliant
Bed Zone -55209 - Mattress must be fitted with a mattress pad. (55209)	Answer: Compliant


Question Details

Guestroom 380

Question	Observation
Bed Zone -1120857 - Pillows must meet the following: (1120857)	Answer: Compliant
Bed Zone -340067 - The IHG® bed set must be provided. (340067)	Answer: Compliant
Bed Zone -13555 - Mattresses and / or box springs / foundations must be replaced with an IHG® approved set, in accordance with the mattress replacement schedule, if any of the following occur: (13555)	Answer: Yes
Bed Zone -281-1 - All mattresses and bed sets must be clean, stain-free. (281-1)	Answer: Yes
Bed Zone -310-1 - Bedding must be free from visible stains and clean. (310-1)	Answer: Yes
Bed Zone -310-2 - Bedding must be well maintained. (310-2)	Answer: No Issue Notes: • Repair/Replace: Pillows
 (Repair/Replace: Pillows)	
Bed Zone -716-108 - The Bed Zone furniture and accessories must be clean. (716-108)	Answer: Yes
Bed Zone -428-4 - The Bed Zone furniture and accessories must be well maintained. (428-4)	Answer: Yes
Kitchenette Zone -443516 - The following housekeeping procedures must be completed upon guest Check out: (443516)	Answer: Compliant
Kitchenette Zone -517056 - The following dishwashing amenities are required: (517056)	Answer: Compliant
Kitchenette Zone -517051 - The following kitchen linens must be provided: (517051)	Answer: Compliant
Kitchenette Zone -508048 - The following kitchen accessories are required: (508048)	Answer: Compliant
Kitchenette Zone -446155 - One set of salt and pepper shakers	Answer: Non-Compliant

Question Details

Guestroom 380

Question	Observation
is required. (446155)	Issue Notes: <ul style="list-style-type: none"> Each shaker filled with a minimum of 10 salt and 10 pepper packets. (550281) Notes: Missing salt
Kitchenette Zone -446153 - One set of cookware is required with minimum sizes as indicated: (446153)	Answer: Compliant
Kitchenette Zone -446154 - The following utensils must be provided: (446154)	Answer: Compliant
Kitchenette Zone -446195 - One cutlery tray is required for the following items: (446195)	Answer: Compliant
Kitchenette Zone -446197 - Each studio suite must have the following stainless steel flatware: (446197)	Answer: Non-Compliant Issue Notes: <ul style="list-style-type: none"> Pattern must match throughout each guest suite (451078)
 <p>(Pattern must match throughout each guest suite (451078))</p>	
Kitchenette Zone -446203 - Each studio suite must have the following glassware with minimum sizes as indicated: (446203)	Answer: Compliant
Kitchenette Zone -446200 - Each studio suite must have the following dinnerware with minimum sizes as indicated: (446200)	Answer: Compliant
Kitchenette Zone -448188 - One bedroom and studio suites must be stocked with the following hot beverage amenities: (448188)	Answer: Compliant
Kitchenette Zone -716-104 - The Kitchenette Zone furniture and accessories must be clean. (716-104)	Answer: Yes
Kitchenette Zone -428-12 - The Kitchenette Zone furniture and accessories must be well maintained. (428-12)	Answer: Yes
Kitchenette Zone -716-105 - The Kitchenette Zone structure and fixtures must be clean. (716-105)	Answer: Yes
Kitchenette Zone -428-13 - The Kitchenette Zone structure and	Answer: Yes


Question Details

Guestroom 380

Question	Observation
fixtures must be well maintained. (428-13)	
Living Zone -SE-581073 - During the Quality Evaluation walk through, each Guest Room that was visited had a smoke detector installed.	Answer: Yes
Living Zone -SE-56514 - During the Quality Evaluation walk through, all rooms that were visited had window stops fitted to limit the opening of windows to 4ins (100 mm) OR, where window stops are prohibited; suitable signage is in place.	Answer: Yes
Living Zone -SE-56523 - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?	Answer: Not Applicable
Living Zone -SE-56052 - During the Quality Evaluation walk through a diagram showing the emergency exit path to the nearest emergency exit was seen displayed on the room side of the guest room door.	Answer: Yes
Living Zone -112844 - If the horizontal packaged terminal air conditioning (PTAC) or packaged terminal heat pump (PTHP) unit exhibits any of the following and cannot be corrected it must be replaced in accordance with the replacement schedule: (112844)	Answer: Yes
Living Zone -1018160 - IHG® Clean Promise must be implemented as follows: (1018160)	Answer: Compliant
Living Zone -716-109 - The Living Zone furniture and accessories must be clean. (716-109)	Answer: Yes
Living Zone -428-5 - The Living Zone furniture and accessories must be well maintained. (428-5)	Answer: Yes
Living Zone -716-110 - The Living Zone structure and fixtures must be clean. (716-110)	Answer: Yes
Living Zone -428-6 - The Living Zone structure and fixtures must be well maintained. (428-6)	Answer: Yes
Living Zone -23464-1 - Expendable items must be clean. (23464-1)	Answer: Yes
Living Zone -23464-2 - Expendable items must be well maintained. (23464-2)	Answer: Yes
Wardrobe Zone -38002 - Hangers must be provided as follows: (38002)	Answer: Compliant
Wardrobe Zone -716-111 - The Wardrobe Zone furniture and accessories must be clean. (716-111)	Answer: Yes
Wardrobe Zone -428-7 - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	Answer: Yes
Wardrobe Zone -716-112 - The Wardrobe Zone structure and fixtures must be clean. (716-112)	Answer: Yes

Question Details

Guestroom 380

Question	Observation
Wardrobe Zone -428-8 - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	Answer: Yes
Work & Entertainment Zone -50240 - Channel listings must be available as follows: (50240)	Answer: Compliant
Work & Entertainment Zone -549118 - A wall board is required as follows: (549118)	Answer: Compliant
Work & Entertainment Zone -716-113 - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	Answer: Yes
Work & Entertainment Zone -428-11 - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	Answer: No Issue Notes: • Repair/Replace: Desk Lamp
 <p>(Repair/Replace: Desk Lamp)</p>	

Guestroom 324

Question	Observation
Guestroom # -TRIG-KITCH - Does this room/suite have a Kitchenette Zone?	Answer: Yes
Guestroom # -TRIG-CDLW - What Room type is being inspected?	Answer: Studio Suite
Bath Zone -1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	Answer: Compliant
Bath Zone -1088082 - Bathroom terry is required as follows: (1088082)	Answer: Compliant
Bath Zone -716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	Answer: Yes
Bath Zone -428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	Answer: Yes

Question Details

Guestroom 324

Question	Observation
Bath Zone -716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	Answer: Yes
Bath Zone -428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	Answer: Yes
Bed Zone -1121162 - Top of bed linens and bedding must meet the following: (1121162)	Answer: Compliant
Bed Zone -55209 - Mattress must be fitted with a mattress pad. (55209)	Answer: Compliant
Bed Zone -1120857 - Pillows must meet the following: (1120857)	Answer: Compliant
Bed Zone -340067 - The IHG® bed set must be provided. (340067)	Answer: Compliant
Bed Zone -13555 - Mattresses and / or box springs / foundations must be replaced with an IHG® approved set, in accordance with the mattress replacement schedule, if any of the following occur: (13555)	Answer: Yes
Bed Zone -281-1 - All mattresses and bed sets must be clean, stain-free. (281-1)	Answer: Yes
Bed Zone -310-1 - Bedding must be free from visible stains and clean. (310-1)	Answer: Yes
Bed Zone -310-2 - Bedding must be well maintained. (310-2)	Answer: Yes
Bed Zone -716-108 - The Bed Zone furniture and accessories must be clean. (716-108)	Answer: Yes
Bed Zone -428-4 - The Bed Zone furniture and accessories must be well maintained. (428-4)	Answer: Yes
Kitchenette Zone -443516 - The following housekeeping procedures must be completed upon guest Check out: (443516)	Answer: Compliant
Kitchenette Zone -517056 - The following dishwashing amenities are required: (517056)	Answer: Compliant
Kitchenette Zone -517051 - The following kitchen linens must be provided: (517051)	Answer: Compliant
Kitchenette Zone -508048 - The following kitchen accessories are required: (508048)	Answer: Compliant
Kitchenette Zone -446155 - One set of salt and pepper shakers is required. (446155)	Answer: Compliant
Kitchenette Zone -446153 - One set of cookware is required with minimum sizes as indicated: (446153)	Answer: Compliant
Kitchenette Zone -446154 - The following utensils must be provided: (446154)	Answer: Compliant

Question Details

Guestroom 324

Question	Observation
Kitchenette Zone -446195 - One cutlery tray is required for the following items: (446195)	Answer: Compliant
Kitchenette Zone -446197 - Each studio suite must have the following stainless steel flatware: (446197)	Answer: Compliant
Kitchenette Zone -446203 - Each studio suite must have the following glassware with minimum sizes as indicated: (446203)	Answer: Compliant
Kitchenette Zone -446200 - Each studio suite must have the following dinnerware with minimum sizes as indicated: (446200)	Answer: Compliant
Kitchenette Zone -448188 - One bedroom and studio suites must be stocked with the following hot beverage amenities: (448188)	Answer: Compliant
Kitchenette Zone -716-104 - The Kitchenette Zone furniture and accessories must be clean. (716-104)	Answer: Yes
Kitchenette Zone -428-12 - The Kitchenette Zone furniture and accessories must be well maintained. (428-12)	Answer: Yes
Kitchenette Zone -716-105 - The Kitchenette Zone structure and fixtures must be clean. (716-105)	Answer: Yes
Kitchenette Zone -428-13 - The Kitchenette Zone structure and fixtures must be well maintained. (428-13)	Answer: Yes
Living Zone -SE-581073 - During the Quality Evaluation walk through, each Guest Room that was visited had a smoke detector installed.	Answer: Yes
Living Zone -SE-56514 - During the Quality Evaluation walk through, all rooms that were visited had window stops fitted to limit the opening of windows to 4ins (100 mm) OR, where window stops are prohibited; suitable signage is in place.	Answer: Yes
Living Zone -SE-56523 - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?	Answer: Not Applicable
Living Zone -SE-56052 - During the Quality Evaluation walk through a diagram showing the emergency exit path to the nearest emergency exit was seen displayed on the room side of the guest room door.	Answer: Yes
Living Zone -112844 - If the horizontal packaged terminal air conditioning (PTAC) or packaged terminal heat pump (PTHP) unit exhibits any of the following and cannot be corrected it must be replaced in accordance with the replacement schedule: (112844)	Answer: Yes
Living Zone -1018160 - IHG® Clean Promise must be implemented as follows: (1018160)	Answer: Compliant
Living Zone -716-109 - The Living Zone furniture and accessories must be clean. (716-109)	Answer: Yes

Question Details

Guestroom 324


Question	Observation
Living Zone -428-5 - The Living Zone furniture and accessories must be well maintained. (428-5)	Answer: Yes
Living Zone -716-110 - The Living Zone structure and fixtures must be clean. (716-110)	Answer: Yes
Living Zone -428-6 - The Living Zone structure and fixtures must be well maintained. (428-6)	Answer: Yes
Living Zone -23464-1 - Expendable items must be clean. (23464-1)	Answer: Yes
Living Zone -23464-2 - Expendable items must be well maintained. (23464-2)	Answer: Yes
Wardrobe Zone -38002 - Hangers must be provided as follows: (38002)	Answer: Compliant
Wardrobe Zone -716-111 - The Wardrobe Zone furniture and accessories must be clean. (716-111)	Answer: Yes
Wardrobe Zone -428-7 - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	Answer: Yes
Wardrobe Zone -716-112 - The Wardrobe Zone structure and fixtures must be clean. (716-112)	Answer: Yes
Wardrobe Zone -428-8 - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	Answer: Yes
Work & Entertainment Zone -50240 - Channel listings must be available as follows: (50240)	Answer: Compliant
Work & Entertainment Zone -549118 - A wall board is required as follows: (549118)	Answer: Compliant
Work & Entertainment Zone -716-113 - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	Answer: Yes
Work & Entertainment Zone -428-11 - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	Answer: Yes

Guestroom 110

Question	Observation
Guestroom # -TRIG-KITCH - Does this room/suite have a Kitchenette Zone?	Answer: Yes
Guestroom # -TRIG-CDLW - What Room type is being inspected?	Answer: Studio Suite
Bath Zone -1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	Answer: Compliant
Bath Zone -1088082 - Bathroom terry is required as follows:	Answer: Compliant



Question Details

Guestroom 110

Question	Observation
(1088082)	
Bath Zone -716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	Answer: Yes
Bath Zone -428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	Answer: Yes
Bath Zone -716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	Answer: Yes
Bath Zone -428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	Answer: Yes
Bed Zone -1121162 - Top of bed linens and bedding must meet the following: (1121162)	Answer: Compliant
Bed Zone -55209 - Mattress must be fitted with a mattress pad. (55209)	Answer: Compliant
Bed Zone -1120857 - Pillows must meet the following: (1120857)	Answer: Non-Compliant Issue Notes: <ul style="list-style-type: none"> • All items featured within the IHG® Bedding Collection (1120865)
 <p>(All items featured within the IHG® Bedding Collection (1120865))</p>	
Bed Zone -340067 - The IHG® bed set must be provided. (340067)	Answer: Compliant
Bed Zone -13555 - Mattresses and / or box springs / foundations must be replaced with an IHG® approved set, in accordance with the mattress replacement schedule, if any of the following occur: (13555)	Answer: No Issue Notes: <ul style="list-style-type: none"> • Mattress is greater than five years old and less than 26cm (10in) high, unless an approved mattress topper is provided to achieve a minimum height of 30cm (12in) (376192) • Mattresses and / or box springs / foundations are low, "crimped" or worn because of loss of height and edge support (13563)


Question Details

Guestroom 110

Question	Observation
	 <p>(Mattresses and / or box springs / foundations are low, "crimped" or worn because of loss of height and edge support (13563), Mattress is greater than five years old and less than 26cm (10in) high, unless an approved mattress topper is provided to achieve a minimum height of 30cm (12in) (376192))</p>
Bed Zone -281-1 - All mattresses and bed sets must be clean, stain-free. (281-1)	Answer: Yes
Bed Zone -310-1 - Bedding must be free from visible stains and clean. (310-1)	Answer: Yes
Bed Zone -310-2 - Bedding must be well maintained. (310-2)	Answer: No Issue Notes: • Repair/Replace: Pillow Cases / Protectors
	 <p>(Repair/Replace: Pillow Cases / Protectors)</p>
Bed Zone -716-108 - The Bed Zone furniture and accessories must be clean. (716-108)	Answer: Yes
Bed Zone -428-4 - The Bed Zone furniture and accessories must be well maintained. (428-4)	Answer: Yes
Kitchenette Zone -443516 - The following housekeeping procedures must be completed upon guest Check out: (443516)	Answer: Compliant
Kitchenette Zone -517056 - The following dishwashing ameni-	Answer: Compliant


Question Details

Guestroom 110

Question	Observation
ties are required: (517056)	
Kitchenette Zone -517051 - The following kitchen linens must be provided: (517051)	Answer: Compliant
Kitchenette Zone -508048 - The following kitchen accessories are required: (508048)	Answer: Compliant
Kitchenette Zone -446155 - One set of salt and pepper shakers is required. (446155)	Answer: Compliant
Kitchenette Zone -446153 - One set of cookware is required with minimum sizes as indicated: (446153)	Answer: Compliant
Kitchenette Zone -446154 - The following utensils must be provided: (446154)	Answer: Compliant
Kitchenette Zone -446195 - One cutlery tray is required for the following items: (446195)	Answer: Compliant
Kitchenette Zone -446197 - Each studio suite must have the following stainless steel flatware: (446197)	Answer: Compliant
Kitchenette Zone -446203 - Each studio suite must have the following glassware with minimum sizes as indicated: (446203)	Answer: Compliant
Kitchenette Zone -446200 - Each studio suite must have the following dinnerware with minimum sizes as indicated: (446200)	Answer: Compliant
Kitchenette Zone -448188 - One bedroom and studio suites must be stocked with the following hot beverage amenities: (448188)	Answer: Compliant
Kitchenette Zone -716-104 - The Kitchenette Zone furniture and accessories must be clean. (716-104)	Answer: Yes
Kitchenette Zone -428-12 - The Kitchenette Zone furniture and accessories must be well maintained. (428-12)	Answer: No Issue Notes: • Repair/Replace: Trash Receptacle / Rubbish Bin
	
(Repair/Replace: Trash Receptacle / Rubbish Bin)	

Question Details

Guestroom 110

Question	Observation
Kitchenette Zone -716-105 - The Kitchenette Zone structure and fixtures must be clean. (716-105)	Answer: Yes
Kitchenette Zone -428-13 - The Kitchenette Zone structure and fixtures must be well maintained. (428-13)	Answer: No Issue Notes: • Repair/Replace: Walls
 <p>(Repair/Replace: Walls)</p>	
Living Zone -SE-581073 - During the Quality Evaluation walk through, each Guest Room that was visited had a smoke detector installed.	Answer: Yes
Living Zone -SE-56514 - During the Quality Evaluation walk through, all rooms that were visited had window stops fitted to limit the opening of windows to 4ins (100 mm) OR, where window stops are prohibited; suitable signage is in place.	Answer: Yes
Living Zone -SE-56523 - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?	Answer: Not Applicable
Living Zone -SE-56052 - During the Quality Evaluation walk through a diagram showing the emergency exit path to the nearest emergency exit was seen displayed on the room side of the guest room door.	Answer: Yes
Living Zone -112844 - If the horizontal packaged terminal air conditioning (PTAC) or packaged terminal heat pump (PTHP) unit exhibits any of the following and cannot be corrected it must be replaced in accordance with the replacement schedule: (112844)	Answer: Yes
Living Zone -1018160 - IHG® Clean Promise must be implemented as follows: (1018160)	Answer: Compliant
Living Zone -716-109 - The Living Zone furniture and accessories must be clean. (716-109)	Answer: Yes
Living Zone -428-5 - The Living Zone furniture and accessories must be well maintained. (428-5)	Answer: Yes

Question Details

Guestroom 110

Question	Observation
Living Zone -716-110 - The Living Zone structure and fixtures must be clean. (716-110)	Answer: Yes
Living Zone -428-6 - The Living Zone structure and fixtures must be well maintained. (428-6)	Answer: Yes
Living Zone -23464-1 - Expendable items must be clean. (23464-1)	Answer: Yes
Living Zone -23464-2 - Expendable items must be well maintained. (23464-2)	Answer: Yes
Wardrobe Zone -38002 - Hangers must be provided as follows: (38002)	Answer: Compliant
Wardrobe Zone -716-111 - The Wardrobe Zone furniture and accessories must be clean. (716-111)	Answer: Yes
Wardrobe Zone -428-7 - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	Answer: Yes
Wardrobe Zone -716-112 - The Wardrobe Zone structure and fixtures must be clean. (716-112)	Answer: Yes
Wardrobe Zone -428-8 - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	Answer: Yes
Work & Entertainment Zone -50240 - Channel listings must be available as follows: (50240)	Answer: Compliant
Work & Entertainment Zone -549118 - A wall board is required as follows: (549118)	Answer: Compliant
Work & Entertainment Zone -716-113 - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	Answer: Yes
Work & Entertainment Zone -428-11 - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	Answer: Yes

Public Areas

Question	Observation
Front Desk -1089096 - The Hotel General Manager and at least one Hotel Experience Champion (HEC) must meet the following requirements: (1089096)	Answer: Compliant
Front Desk -1109049 - The IHG One Rewards program must be delivered as follows: (1109049)	Answer: Compliant
Front Desk -336111 - Keycard wallets must be provided. (336111)	Answer: Compliant
Front Desk -43236 - Keycards are required. (43236)	Answer: Compliant
Front Desk -816 - All colleagues must present themselves for work in a clean, tidy and professional manner. (816)	Answer: Compliant

Question Details

Public Areas

Question	Observation
Front Desk -39193 - Colleagues must wear the Brand defined uniform. (39193)	Answer: Compliant
Front Desk -64677 - Pets must be accepted. (64677)	Answer: Compliant
Lobby -547115 - The Lending Locker must be stocked as follows: (547115)	Answer: Compliant
Lobby -547090 - The Lending Locker for guest use must be provided. (547090)	Answer: Compliant
Lobby -547093 - The following items must be prepared to facilitate guest use of the Lending Locker: (547093)	Answer: Compliant
Lobby -716-68 - The Entry Vestibule structure and fixtures must be clean. (716-68)	Answer: Yes
Lobby -716-69 - The Entry Vestibule structure and fixtures must be well maintained. (716-69)	Answer: Yes
Lobby -716-88 - The Lobby furniture and accessories must be clean. (716-88)	Answer: Yes
Lobby -716-89 - The Lobby furniture and accessories must be well maintained. (716-89)	Answer: Yes
Lobby -716-90 - The Lobby structure and fixtures must be clean. (716-90)	Answer: Yes
Lobby -716-91 - The Lobby structure and fixtures must be well maintained. (716-91)	Answer: Yes
Retail Space -454167 - The retail store is required as follows: (454167)	Answer: Compliant
Retail Space -1120564 - All carbonated soft drink beverage offerings must only be Coca-Cola brands unless specifically listed as a permitted exception. (1120564)	Answer: Compliant
Retail Space -547204 - The following beverages must be stocked in the Candlewood Cupboard®: (547204)	Answer: Compliant
Retail Space -547198 - The following dairy products must be stocked in the Candlewood Cupboard® and include: (547198)	Answer: Compliant
Retail Space -547244 - Complimentary coffee must be provided in the Candlewood Cupboard® as follows: (547244)	Answer: Compliant
Retail Space -548170 - The following items must be stocked in the Candlewood Cupboard® and complimentary to guests: (548170)	Answer: Non-Compliant Issue Notes: <ul style="list-style-type: none"> • Sweet and Low in portion control (PC) packets (548173) • Splenda in portion control (PC) packets (548172)
Retail Space -548179 - Where a food item is sold in the Candlewood Cupboard® that requires a condiment (for example a ready to heat sandwich), the following complimentary items	Answer: Compliant



Question Details

Public Areas

Question	Observation
must be available: (548179)	
Retail Space -547262 - The following breakfast items must be stocked in the Candlewood Cupboard® and include: (547262)	Answer: Non-Compliant Issue Notes: <ul style="list-style-type: none"> • A minimum of two individually wrapped breakfast sandwiches, one of which is a healthy option (547266)
Retail Space -547257 - A minimum of four breakfast breads must be stocked in the Candlewood Cupboard® as follows: (547257)	Answer: Compliant
Retail Space -547275 - Frozen ready to heat entree items must be stocked in the Candlewood Cupboard® and include: (547275)	Answer: Compliant
Retail Space -547281 - Frozen treats must be stocked in the Candlewood Cupboard® and include: (547281)	Answer: Compliant
Retail Space -547252 - A minimum of two whole fresh fruits must be stocked in the Candlewood Cupboard® and include: (547252)	Answer: Compliant
Retail Space -548102 - Candy must be stocked in the Candlewood Cupboard® as follows: (548102)	Answer: Compliant
Retail Space -548079 - Snack items must be stocked in the Candlewood Cupboard® and include a minimum of eight varieties from the following list: (548079)	Answer: Compliant
Retail Space -548095 - Cookies must be stocked in the Candlewood Cupboard® and include a minimum of three varieties as follows: (548095)	Answer: Compliant
Retail Space -548156 - Healthcare & sundry products must be stocked in the Candlewood Cupboard® and include the following: (548156)	Answer: Compliant
Retail Space -548148 - Guest laundry supplies must be stocked in the Candlewood Cupboard® and include a minimum of the following: (548148)	Answer: Compliant
Retail Space -716-86 - The Retail Space structure and fixtures must be clean. (716-86)	Answer: Yes
Retail Space -716-87 - The Retail Space structure and fixtures must be well maintained. (716-87)	Answer: Yes
Elevator -SE-56752 - During the Quality Evaluation walk through, was there a house phone or intercom in each elevator?	Answer: Yes
Elevator -SE-56753 - During the Quality Evaluation walk through, calls made from the house phone or intercom in each elevator were not answered by an auto-attendant at any time.	Answer: Yes
Elevator -716-76 - The Elevator structure and fixtures must be	Answer: Yes

Question Details

Public Areas

Question	Observation
clean. (716-76)	
Elevator -716-77 - The Elevator structure and fixtures must be well maintained. (716-77)	Answer: No Issue Notes: <ul style="list-style-type: none"> • Repair/Replace: Flooring • Repair/Replace: Walls
 <p>(Repair/Replace: Flooring)</p>	
Public Corridor -SE-56058 - During the Quality Evaluation walk through, was emergency egress possible through all designated Emergency Exit doors viewed?	Answer: Yes
Public Corridor -SE-56059 - During the Quality Evaluation walk through exit signs were provided at each designated Emergency Exit door location viewed.	Answer: Yes
Public Corridor -SE-56061 - During the Quality Evaluation walk through all emergency exit signs seen, including directional signs were illuminated by normal and emergency lighting.	Answer: Yes
Public Corridor -SE-56212 - During the Quality Evaluation walk through all viewed doorways intended for entrance by guests from the parking areas into interior guest room corridors have access control fitted.	Answer: Yes
Public Corridor -1120550 - Hand sanitizer stations must be provided. (1120550)	Answer: Compliant
Public Corridor -716-74 - The Public Corridor structure and fixtures must be clean. (716-74)	Answer: Yes
Public Corridor -716-75 - The Public Corridor structure and fixtures must be well maintained. (716-75)	Answer: Yes
Guest Floor Stairwells -SE-56058 - During the Quality Evaluation walk through, was emergency egress possible through all designated Emergency Exit doors viewed?	Answer: Yes
Guest Floor Stairwells -SE-56059 - During the Quality Evaluation walk through exit signs were provided at each designated	Answer: Yes


Question Details

Public Areas

Question	Observation
Emergency Exit door location viewed.	
Guest Floor Stairwells -SE-56061 - During the Quality Evaluation walk through all emergency exit signs seen, including directional signs were illuminated by normal and emergency lighting.	Answer: Yes
Guest Floor Stairwells -SE-56212 - During the Quality Evaluation walk through all viewed doorways intended for entrance by guests from the parking areas into interior guest room corridors have access control fitted.	Answer: Yes
Guest Floor Stairwells -SE-56317 - During the Quality Evaluation walk through, storage was not observed in the Emergency Egress Stairwells.	Answer: Yes
Guest Floor Stairwells -716-78 - The Guest Floor Stairwells structure and fixtures must be clean. (716-78)	Answer: Yes
Guest Floor Stairwells -716-79 - The Guest Floor Stairwells structure and fixtures must be well maintained. (716-79)	Answer: Yes
Business Center -958345 - Where provided, public access computers must meet the following: (958345)	Answer: Compliant
Business Center -958357 - Where provided, public access computers must have a multi-function printer installed with the following minimum capabilities: (958357)	Answer: Compliant
Business Center -958353 - Where provided, public access computers must have the latest version of the following software installed: (958353)	Answer: Compliant
Business Center -716-25 - The Business Center furniture and accessories must be clean. (716-25)	Answer: Yes
Business Center -716-26 - The Business Center furniture and accessories must be well maintained. (716-26)	Answer: Yes
Business Center -716-27 - The Business Center structure and fixtures must be clean. (716-27)	Answer: Yes
Business Center -716-28 - The Business Center structure and fixtures must be well maintained. (716-28)	Answer: Yes
Public Restroom -730-1 - The Public Restroom structure and fixtures must be clean. (730-1)	Answer: Yes
Public Restroom -730-2 - The Public Restroom structure and fixtures must be well maintained. (730-2)	Answer: Yes
Guest Laundry -81142 - An on site guest laundry room is required as follows: (81142)	Answer: Compliant
Guest Laundry -716-82 - The Guest Laundry furniture and accessories must be clean. (716-82)	Answer: Yes
Guest Laundry -716-83 - The Guest Laundry furniture and	Answer: No

Question Details

Public Areas



Question	Observation
accessories must be well maintained. (716-83)	Issue Notes: • Repair/Replace: Washers
	 (Repair/Replace: Washers)
Guest Laundry -716-84 - The Guest Laundry structure and fixtures must be clean. (716-84)	Answer: Yes
Guest Laundry -716-85 - The Guest Laundry structure and fixtures must be well maintained. (716-85)	Answer: Yes
Vending -716-54 - The Vending furniture and accessories must be clean. (716-54)	Answer: Yes
Vending -716-55 - The Vending furniture and accessories must be well maintained. (716-55)	Answer: Yes
Vending -716-56 - The Vending structure and fixtures must be clean. (716-56)	Answer: Yes
Vending -716-57 - The Vending structure and fixtures must be well maintained. (716-57)	Answer: Yes

Recreational / Leisure

Question	Observation
Fitness/Gym -SE-56249 - During the Quality Evaluation walk through, were doors to unsupervised fitness rooms secured with an Electronic Door Lock using electronic key access?	Answer: Yes
Fitness/Gym -213058 - Towels must be provided. (213058)	Answer: Compliant
Fitness/Gym -65612 - Water must be available in the fitness center. (65612)	Answer: Compliant
Fitness/Gym -45433-2 - The Fitness/Gym furniture and accessories must be clean.(45433)	Answer: Yes
Fitness/Gym -29482-2 - The Fitness/Gym furniture and accessories must be well maintained. (29482-2)	Answer: Yes





Question Details

Recreational / Leisure

Question	Observation
Fitness/Gym -45433-3 - The Fitness/Gym structure and fixtures must be clean. (45433)	Answer: Yes
Fitness/Gym -29482-3 - The Fitness/Gym structure and fixtures must be well maintained. (29482-3)	Answer: No Issue Notes: <ul style="list-style-type: none"> • Repair/Replace: HVAC / Vents • Repair/Replace: Ceiling
 (Repair/Replace: HVAC / Vents)	 (Repair/Replace: Ceiling)
Pool (Outdoor & Indoor) -SE-56426 - The outdoor swimming pool can be secured to prevent unauthorized access.	Answer: Yes
Pool (Outdoor & Indoor) -SE-56429 - Doors to unsupervised indoor swimming pools are fitted with an Electronic Door Lock.	Answer: Yes
Pool (Outdoor & Indoor) -SE-476066 - An emergency telephone connected to an on-site location that is permanently staffed or directly to the emergency services is installed in a clearly visible position within each Swimming Pool enclosure or immediately adjacent to each Swimming Pool.	Answer: Yes
Pool (Outdoor & Indoor) -SE-56449 - Depth markings are clearly displayed at the swimming pool.	Answer: Yes
Pool (Outdoor & Indoor) -SE-56456 - Life safety devices are provided in the pool area as required.	Answer: Yes
Pool (Outdoor & Indoor) -SE-56445 - During the Quality Evaluation walk through Swimming Pool safety signage met the following requirements:	Answer: Yes
Pool (Outdoor & Indoor) -45433-6 - The Pool (Outdoor & Indoor) furniture and accessories must be clean. (45433)	Answer: Yes
Pool (Outdoor & Indoor) -29482-6 - The Pool (Outdoor & Indoor) furniture and accessories must be well maintained. (29482-6)	Answer: Yes
Pool (Outdoor & Indoor) -45433-7 - The Pool (Outdoor & Indoor) structure and fixtures must be clean. (45433)	Answer: Yes

Question Details

Recreational / Leisure

Question	Observation	
Pool (Outdoor & Indoor) -29482-7 - The Pool (Outdoor & Indoor) structure and fixtures must be well maintained. (29482-7)	Answer: No Issue Notes: <ul style="list-style-type: none"> • Repair/Replace: Deck • Repair/Replace: Fence / Gate • Repair/Replace: Walls 	
 <p>Cracked (Repair/Replace: Deck)</p>	 <p>Rust (Repair/Replace: Deck)</p>	 <p>(Repair/Replace: Fence / Gate)</p>
 <p>(Repair/Replace: Walls)</p>		

Overall Property Photos

Question	Observation
Overall Photos -Q1073705 - Overall Photos - Exterior (Day)	Answer: Yes





Question Details

Overall Property Photos

Question		Observation
		
		
		
Overall Photos -Q137237 - Overall photos - Exterior (Night)		Answer: No
Overall Photos -Q1073706 - Overall Photos - Lobby		Answer: Yes

Question Details

Overall Property Photos

Question	Observation
	
Overall Photos -Q1073707 - Overall Photos - Front Desk	Answer: Yes
	
Overall Photos -Q1073708 - Overall Photos - Public Restrooms	Answer: No
Overall Photos -Q1073709 - Overall Photos - Corridor	Answer: Yes
	
Overall Photos -Q1073710 - Overall Photos - Guestroom (Different Room Types)	Answer: Yes



Question Details

Overall Property Photos

Question	Observation	
		
		
Overall Photos -Q1073711 - Overall Photos - Guest Bathroom	Answer: Yes	
		
Overall Photos -Q1073715 - Overall Photos - Business Center - If Applicable	Answer: No	
Overall Photos -Q1073718 - Overall Photos - Breakfast Bar/Buf-fet - If Applicable	Answer: No	
Overall Photos -Q1073719 - Overall Photos - Restaurant/ Lounge - If Applicable	Answer: No	
Overall Photos -Q1073716 - Overall Photos - Guest Laundry - If	Answer: Yes	



Question Details

Overall Property Photos

Question	Observation
Applicable	
	
Overall Photos -Q1073717 - Overall Photos - Retail Space - If Applicable	Answer: Yes
	
Overall Photos -Q1073720 - Overall Photos - Prefunction - If Applicable	Answer: No
Overall Photos -Q1073721 - Overall Photos - Meeting Room - If Applicable	Answer: No
Overall Photos -Q1073722 - Overall Photos - Pool - If Applicable	Answer: Yes

Question Details

Overall Property Photos

Question	Observation
	
Overall Photos -Q1073723 - Overall Photos - Fitness - If Applicable	Answer: Yes
	
Overall Photos -Q1073724 - Overall Photos - Other Recreational - If Applicable	Answer: No

Cleanliness Action Plan

Question	Observation
Cleanliness Action Plan -Q656905 - Cleanliness Recommendation	Answer: No

Condition Action Plan

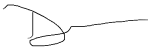
Question	Observation
Condition Action Plan -Q656906 - Condition Recommendation	Answer: No

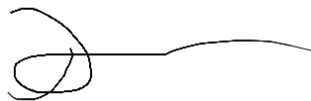
Voice of the Guest Action Plan

Question	Observation
Voice of the Guest Action Plan -Q656907 - Service Recommendation	Answer: No

Question Details

Final Sign Off

Question	Observation
Final Sign Off - Q664417 - The consultant has reviewed any and all deficiencies marked as non-compliance for this evaluation.	Answer: David Moore 



David Mooew, GM