|  |  |  |  |
| --- | --- | --- | --- |
| **Script Audit Check In:** | **GSR Name** | **Y=1** | **N=0** |
| ***Ask questions slowly or monitor.*** |  |  | |
| Smile with Voice Infliction and Tone? |  |  |  |
| Greet the guest? |  |  |  |
| Ask if the guest is a HHonorsmember? |  |  |  |
| Use the guest name at least twice? |  |  |  |
| Make eye contact with the guest? |  |  |  |
| Repeat room type and booking window? |  |  |  |
| Ask the guest what brings them to the area? |  |  |  |
| Ask the guest if they need luggage assistance? |  |  |  |
| Ask the guest if they need a wake up call? |  |  |  |
| Thanked the guest for staying with us? |  |  |  |
| Extra Point here if perfect check in achieved. |  |  |  |
|  |  | **0** |  |
|  |  |  |  |