

Check-in and Check-out

Including, wake up calls, rooming, luggage services and behavioural standards

Check-in		Meet	Below	N/A
1	At least 2 metres away, was the first greeting with the guest, genuine, individual and natural			
2	Did the team member ask the guest for their name and introduce themselves			
3	When a wait has occurred, did the team member apologise and thank the guest for waiting			
4	Did the team member give the guest their undivided attention during the check in process			
5	Did the team member check if the guest had previously stayed with us			
6	Did the team member suggest any available upgrade offers (if applicable)			
7	Did the team member advise you of Food and Beverage outlet (up-sell) where appropriate			
8	Did the team member explain check out/express check out			
9	Did the team member explain the Book Direct message and offer			
10	Did the team member identify reason or any triggers why the guest is staying at the hotel and utilise the "Occasion led amenities" to amplify their experience			
11	Did you observe during busy periods where there are queues, a member of the Management team present to interact with guests			
12	Direct the guest to the room without mentioning room number			
13	Did the team member offer assistance with luggage where appropriate			

The Room - Check-in and Check-out

		Meet	Below	N/A
14	At the end of check-in, did the team member recognise the guest with a Clermont coin and explain how to redeem it (where appropriate)			
15	Did the team member wish the guest a pleasant stay, offer further assistance and re-iterate their name to give the guest a point of contact			
16	Was it observed if the team member greeted all arrivals in a warm and friendly manner			
17	The TV welcome screen is branded, with a welcome message and instructions on use			
18	Did the guest receive a follow up call after checking in to establish if all is working/ require assistance. Were any requests followed through (where applicable)			
19	Were any of the maintenance or housekeeping requests required to be followed up with guest personally			
VIP guests		Meet	Below	N/A
20	On the way to the room, did the team member politely point out food and beverage facilities/spa facilities (if applicable) and opening hours			
21	Did the team member enquire the reasons for the guests stay at The Clermont and engage in polite conversation			
22	On arrival at the room, did the team member explain the key system operation			
23	Did the team member explain heating/air conditioning controls/ lighting, television and remote control instructions			
24	Explain and point out the mini-bar and room service menu on TV, including how to place an order			
25	Did the team member offer any additional assistance before departing			
26	Did the team member thank the guest by using name and wish them a pleasant stay			

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Delivering Luggage (on request)		Meet	Below	N/A
27	Did the luggage arrive at the guest's room within 15 minutes from check-in			
28	Did the team member knock on the door or ring the bell 3 times and announce themselves as "Luggage delivery"			
29	Did the team member check that the guest has all their luggage			
30	Did the team member thank the guest and wish them a pleasant stay			
Luggage Requests (where applicable)		Meet	Below	N/A
31	Was the telephone answered within 3 rings, if not, was an apology offered			
32	Was the telephone answered with the greeting "'name' speaking, how may I help you?"			
33	Did the team member confirm the time length luggage will be collected			
34	If there was a delay in luggage collection, did the team member ring the guest and advise them of a new collection time			
Check Out		Meet	Below	N/A
35	At least 2 metres away, was the first greeting with the guest, genuine, individual and natural			
36	Where a queue has formed, did the team member ensure that guests in the queue are acknowledged			
37	Whilst printing the invoice for review or suggesting to email the invoice, was the team member showing genuine interest and asking leading questions on different aspects of their stay			
38	If a positive experience, then encourage the publication of their feedback by distributing the QR coded Trip Advisor cards			
39	Did the team member offer the guest assistance with luggage, methods of transport and directions where appropriate			
40	Did the team member offer a sincere farewell at the end of the interaction			
41	All complaints to have an alert upon the check out for the Manager to meet the guest. If the Manager is not around, the team leader needs to be able to listen to the guest concerns			
42	If team member has identified guest has had a poor experience/ experienced a problem, use the steps using the outlined Clermont C.H.A.R.M to resolve			

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Behavioural Standards		Meet	Below	N/A
43	Did the team member log the respective Housekeeping or Maintenance request on a tracker where one of the team members per shift is in charge with following up with the resolution and closing of the case			
44	Was the team member well-groomed and neatly presented in clean, well fitted uniform, displaying name badge			
45	Did the team member smile and greet the guest in a natural, friendly and interested manner?			
46	Was the team member's speech clear, jargon free and use of English adequate to be fully understood?			
47	Did the team member use the guest name at least once during the interaction?			
48	Did the team member personalise the interaction in anyway and engage the guest as individuals?			
49	Did the team member maintain eye contact, giving the guest their undivided attention?			
50	Did the team member offer a sincere farewell at the end of the interaction?			
51	Reduce the amount of impersonal scripted responses to reviews and respond to the individual feedback with authentic hospitality			