

Outside-in

Including the hotel entrance, grounds, lobby area, public area toilets, lifts, corridors and stairs

Hotel Entrance		Meet	Below	N/A
1	Were The Clermont and country of origin flag displayed, clean and in good repair (When relevant VIP or special event flag may be displayed if pre-approved by Central Ops team and Brand team)			
2	Were litter bins and ash trays placed discretely around the entrance			
3	Was The Clermont signage well-lit and visible			
4	Was the hotel name plate at every entrance at a height visible to all			
5	Was the hotel building exterior, the hotel entrance clean and kept well maintained			
6	All doors – was the brass/glass highly polished where applicable			
7	Were any porch or window areas free from smears, finger marks and dirt			
8	When the front doors are closed, can the guest gain access using their room key			
9	Were all light bulbs and lamps in working order			
10	Were all walls clean and free from scuff marks			
Hotel Grounds		Meet	Below	N/A
11	Was the hotel entrance clean and clear of debris			
12	Was the entrance well presented with well-maintained planters			
13	Parking area clean and free of litter			
14	Was the hotel frontage regularly swept, presentable and unobstructed by deliveries/bins etc			

The Clermont - Outside-in

		Meet	Below	N/A
15	Did the closest team member within 4 meters to the front door/lobby area acknowledge the guest and greet them with an appropriate message			
16	Walls/ceilings/door/fittings – clean, free from scuff marks, cobwebs with polished glass and brass where applicable			
17	Areas behind doors free from dirt and dust			
18	Floors – carpets vacuumed, marble/wood polished, free from debris			
19	Were you welcomed by The Clermont scent			
20	Were the lights in the lobby set to ambient levels to match the times of the day			
21	Furniture – free from dirt, dust and scuff marks			
22	Front desk – polished, free from scuff marks and tidy in look			
23	Was the flavoured water dispenser available to guests and of good quality (agree consistent recipe)			
24	Was the lobby clean, tidy and welcoming			
25	Did the Lobby area contain a minimum of one fresh flower display or a high quality artificial flower display that compliments the Lobby area			
26	Were the appropriate information displayed on the digital screens/signage			
27	Was appropriate background music playing at the right sound level			
28	Was the area clear of all unnecessary clutter and unbranded collateral			
29	Were all light bulbs and lamps in working order			
30	Did you observe receptionists coming off desk and be present in lobby when not with guests and interact			
31	Was the back office door (where applicable) kept closed at all times to prevent guest view of back office areas			

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Public Area Toilets		Meet	Below	N/A
2	Were public area toilets well presented, fresh smelling and inviting			
33	Was all glass and mirrors polished and free from finger prints/smears			
34	Were all floors clean and free from debris, dust and hairs			
35	Was appropriate background music playing at the right sound level			
36	Were cubicles and urinals as well as all other surfaces clean			
37	Were coat hooks available in each cubicle			
38	Were disposable items fully stocked and well presented: toilet tissue, facial tissue and liquid soap (hand lotions in superior rooms and suites)			
39	Was an automatic time delay air freshener present and in working order			
40	Did each public area toilet feature a full-length mirror and hand dryer/s			
41	Were all light bulbs and lamps in working order			
42	Were sanitary disposal bins present and clean			
Corridors, Lifts, Public Areas and Stairs		Meet	Below	N/A
43	Were all carpets/floor coverings vacuumed, dust free and in a good state of repair			
44	Was appropriate background music playing at the right sound level			
45	Were the mood lights in the lifts and public areas matching the same setting as in the lobby			
46	Were all walls and skirting's clean and free from scuffs			
47	Was any brass ware polished and free from smears/fingerprints			
48	Were all fire exits and stairwells clean and free from debris			
49	Was any glass or mirrors polished and free from smears/fingerprints			
50	Were all menus, collateral and/or other lift information kept neat, tidy, accurate and up to date			
51	Were all light bulbs and lamps in working order undivided attention?			