Name of Hotel: **Inspection Date:** **Inspector(s):**

Overall Evaluation	Quality Score	N/A ★	SLH Brand
Meeting SLH Expectation Levels Evaluation			
SLH Directory and Website	5		N/A
SLH Membership Registration Procedure	4		1
SLH Central Reservation	0		N/A
Front of House Evaluation			
Arrival/Check-in	5		12
Housekeeping Evaluation			
Bedroom	5		2
Ensuite Bathroom	5		3
Bedroom Evaluation			
Bedroom	5		13
Bathroom Evaluation			
Bathroom	5		6
Front of House Evaluation			
Telephone/Switchboard / Messages	5		4
Concierge Services	5		10
Public Areas Evaluation			
Reception/Entrance Hall	5		4
Lounge / Seating Area	5		3
Staircases/Lifts/Corridors	5		1
Toilets	5		2
External Grounds	5		N/A
Pool & Beach Services	5		4
Leisure / Spa Facilities	4		5
Food & Beverage Evaluation			
Main Restaurant	4		9
Room Service	5		10
Bar/Lounge	4		7
Breakfast	4		9
Front of House Evaluation			
Departure / Checkout	4		10
SLH Brand Values			
Brand Values	5		17
Overall Summary of Hotel Operation			
Service	5		N/A
Staff	5		N/A
Accommodation	5		N/A
Food	4		N/A
Housekeeping	5		N/A
Total Quality Score %	95		132

SLH Quality Definitions and Scoring

Excellent: Scores 5 points
Outstandingly high standards,exceeds in all areas and exceeds all SLH expectations.

Very Good: Scores 4 points
Definitely achieves SLH high standards. Attention to detail maybe lacking in some area

Good: Scores 3 points
Definitely achieves SLH standards but reasonable scope for further improvement.

Acceptable: Scores 2 points
Very ordinary and generally not the required standard expected for SLH.

Poor: Scores 1 point
Not the required standard at all and not acceptable for SLH.

★ Non Applicable Scores (N/A) will show as (Zero) in the "Quality Score" column. Please cr check with the relevant Score sheet and enter in the N/A colum to confirm correct.

Office Notes:

The questions in this report that are shown in bold a grey are totalled to give each hotel an SLH Brand s in relation to the use of SLH brand & service levels

145 **is the Max achievable SLH Brand sco this property**

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