

HOSPITALITY CHECK-UP ✓



A tool to assist in the development of *Excellent* HOSPITALITY systems for resident, conference centers and retreat centers.

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The following attitudes and practices affect the experience of your guests and the success of the programs at your center. Establish your "Hospitality Quotient" by ranking each item from 1 -- 10 according to this scale:

Not Satisfactory.....Adequate.....Exceeds Expectations
 1 2 3 4 5 6 7 8 9 10

SCORE:

I. FIRST IMPRESSIONS:

1. Written directions (including a map) to the site are clear and easy to follow.
2. Highway signs are appropriately visible, professionally designed and constructed, and well maintained.
3. Directional signs at the entrance tell guests where to park, register, and seek information.
4. The overall appearance of the site is neat, aesthetically pleasing, and in good repair.
5. When guests arrive a staff person who can respond to needs is always "on duty" until they are completely settled into the facility or program.
6. Lodging and program areas are set up, lighted and ready for occupancy.
7. Maintenance areas and garbage collection areas are located to the back or side of the site, rarely seen by guests.

Sub-total score for First Impressions (possible 70)

II. SUPPORT SPACES AND SERVICES:

1. Designated meeting/gathering areas are sufficiently available to serve the needs of the various functions and purposes of the groups hosted.
2. All meeting/living areas are professionally cleaned (by staff) prior to each groups' use.
3. The decor provides an attractive, comfortable environment conducive to learning and growth and appropriate for the age using the facility.
4. Building structures and surfaces are in good repair, refurbished regularly inside and outside.
5. Bedrooms and bathrooms have shelves, hooks and closets to accommodate clothing and personal items for the number of people they are to serve.
6. Bathrooms in "public" areas (used by all guests) are cleaned by staff daily.
7. All sleeping accommodations have mattresses that are comfortable for the guests, free from stains or tears, covered with clean covers or linens.
8. Tables for meeting areas provide clean, smooth writing surfaces and are free of rough edges to snag clothing.
9. Lounge furnishings are commercial quality, in good condition and matched to the decor.
10. Chairs for classrooms or worship areas are comfortable to sit in for 1-2 hours.
11. Telephone contact is available as appropriate for the group – contact number for parents of youth, cell phone service or pay phones out of the weather.
12. Internet connections are available through a central computer or to individual laptops.

- _____ 13. Appropriate audio-visual equipment is maintained in good repair for use by guest groups. Leaders know where to find it and how to use it or staff is available to assist.
- _____ 14. Guest leaders can drive to program areas to unload materials and park nearby.
- _____ 15. All meals are nutritionally balanced and attractive, and are responsive to the tastes and needs of the program and type of campers/guests.
- _____ 16. Every menu provides a variety of foods from which persons can choose.
- _____ 17. Dining room tables and chairs are comfortable and attractive.
- _____ 18. The dining room atmosphere is conducive to table conversation and guests are encouraged to eat in a leisurely manner.
- _____ 19. Food service staff are friendly and responsive to guest requests.
- _____ 20. Special menus are available to meet a variety of dietary/medical needs.
- _____ 21. Snacks and beverages are available to groups in addition to meal times.

Sub-total score for Support Services (possible 210)

III. GENERAL INFORMATION SYSTEMS:

- _____ 1. Buildings are clearly signed.
- _____ 2. Entrance and building signs are lighted for campers/guests at night.
- _____ 3. All signs are consistent in design and quality.
- _____ 4. All staff persons can give general information about the site and can direct guests to the proper person or place for assistance.
- _____ 5. The reception office is inviting and capable of handling the number of guests to be served.
- _____ 6. The staff person available to respond to guests does so without making them feel that they are interrupting other work.
- _____ 7. Printed materials including pictures portray and describe the site and program accurately.
- _____ 8. The telephone is answered by a staff person 24 hours per day when guests are on site, and messages are relayed to guests promptly.
- _____ 9. All phone messages are written down with date, time, telephone number, and name of caller.
- _____ 10. Business calls are handled when received or returned within 24 hours.
- _____ 11. Preliminary information lets guests know how to find the site, appropriate clothing, personal items needed, and emergency contact procedures.
- _____ 12. Guests know how to register a complaint or report a situation to site or program staff, and will receive prompt attention.
- _____ 13. Guests regularly complete evaluation forms of support services and hospitality factors which staff tally and review as a basis for changes.

Sub-total score for General Information Systems (possible 130)

IV. SAFETY AND SECURITY:

- _____ 1. The Center's facilities and programs are designed in accordance with professional standards set by ACA, CCCA, IACCA, the parent organization, and local and state governing bodies.
- _____ 2. Site and program personnel are properly selected and trained to perform their responsibilities in a quality manner.
- _____ 3. The site is inspected by fire, food service, and health agencies regularly and current permits, certificates, and reports are available.

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- _____ 4. The physical site is designed to be safe and functional for all persons using it, i.e. ramps and hard surface paths for handicapped and elderly persons, proper lighting, accessible bathrooms, good beds.
- _____ 5. Emergency phone numbers and directions are posted conspicuously by public phones.
- _____ 6. Guests are advised about what to do in case of emergencies (natural disasters and accidents).
- _____ 7. First aid equipment including an AED, is maintained year round and staff can address medical problems.
- _____ 8. ALL staff are trained to respond to emergency situations.
- _____ 9. Guests are informed of potential hazards on the site and are informed about the manner in which safety is protected.

Sub-total score for Safety and Security (possible 90)

V. EMOTIONAL ENVIRONMENT:

- _____ 1. ALL staff members are trained to give attention to people on the spot, no matter what other jobs they are doing.
- _____ 2. Both program and site staff members take the initiative to speak to guests with a smile when they come in contact.
- _____ 3. Staff members make every effort to respond affirmatively to requests by guests.
- _____ 4. Conversations among staff members and with guests is cordial, courteous, supportive, free of tension or judgment.
- _____ 5. Staff members always look neat and well groomed, following an appropriate dress code.
- _____ 6. Rules and regulations are stated in positive language.
- _____ 7. Staff members receive complaints and respond promptly without becoming defensive.
- _____ 8. Written information to all guests acknowledges their primary program purpose and builds anticipation about an exciting event.
- _____ 9. Regular meetings for all staff keep the mission focus foremost in their minds as they carry out the various responsibilities.

Sub-total score for Emotional Environment (possible 90)

HOSPITALITY QUOTIENT (Total of 5 sections)

How did you fare out of a possible 590 points?

- Not Satisfactory -- 177 or below
- + / - Adequate -- 178 to 471
- Exceeds Expectations -- 472 or above

NOTE: Needs vary significantly for youth groups and adult groups, summer and winter events, large groups and small groups. Use this tool to evaluate the various aspects of hospitality, and then establish a specific plan to create the kind of actions and relationships that will cause *your* guests to say....."**Excellent HOSPITALITY**".

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