

# Hotel Site Inspection Checklist: Corporate Meeting Or Training

Created by:

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# Hotel Site Inspection Form For A Meeting or Training

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Overall Evaluation Of Hotel: Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_

This hotel inspection form can be used to plan meetings of training sessions for corporations, or government meetings. This checklist includes things that you should look for and questions you should ask while conducting a site inspection of the property. As you go through the site inspection, make sure to look at everything from the eyes of your attendees.

## Be Observant About...

How helpful is the sales manager?

How easy is it to communicate with the sales manager? How responsive is he/she to any questions?

How helpful is the rest of the staff?

Is the rest of the staff aware that you are there on a site tour?

Did the GM greet you at all? Did he/she talk stay long enough to answer any questions?

Is the location of the hotel in a safe neighborhood where attendees will feel comfortable?

How big a piece of business is your group to this hotel? If it's too small, then they may not care as much about how happy they keep you. The more your business means to the hotel, the more negotiable the sales staff will be with any special requests.

## General Hotel Information

Date of Site Inspection \_\_\_\_\_

Facility Name \_\_\_\_\_

Address \_\_\_\_\_

Main phone number \_\_\_\_\_

Fax number \_\_\_\_\_

Reservations phone number \_\_\_\_\_

"800" number for reservations \_\_\_\_\_

Web site address \_\_\_\_\_

Age of Property: \_\_\_\_\_ Date Last Renovation \_\_\_\_\_

Any Renovations Scheduled (Date) \_\_\_\_\_

AAA Rating \_\_\_\_\_ Diamonds Mobil Rating \_\_\_\_\_ Stars

TripAdvisor Rating \_\_\_\_\_

Hotel occupancy tax? \_\_\_\_\_ City tax? \_\_\_\_\_ Other? \_\_\_\_\_

Number of rooms on property: Singles \_\_\_\_\_ Doubles \_\_\_\_\_ Queens \_\_\_\_\_ Kings \_\_\_\_\_

One bedroom Suites \_\_\_\_\_ Two \_\_\_\_\_

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Rooms for the physically impaired: Kings \_\_\_\_\_ Doubles \_\_\_\_\_ Queens \_\_\_\_\_ Suites \_\_\_\_\_  
 Total number of rooms in hotel/resort \_\_\_\_\_

**Hotel Location**

1. What is the closest airport? \_\_\_\_\_
2. How many miles from airport to hotel? \_\_\_\_\_
3. Approximate cost of cab from airport to hotel? \_\_\_\_\_
4. Travel time to hotel? (rush hour) \_\_\_\_\_ (non-rush hour) \_\_\_\_\_
5. Free airport shuttle? \_\_\_\_\_
6. Traffic considerations \_\_\_\_\_
7. Is the hotel located in a "safe" area? \_\_\_\_\_
8. Is the hotel easy to get to from the highway? Is the location suitable for the meeting attendees?

**Hotel Parking**

Number of parking spaces \_\_\_\_\_  
 Number of accessible spaces \_\_\_\_\_  
 Cost of parking \_\_\_\_\_  
 Cost of valet parking \_\_\_\_\_

**Nearby Hotels**

When placing overflow guests, where does the front office manager place them?

Name of hotel	Walking Distance	Number of rooms	Room Rate

**Meeting/Conference Rooms Information**

Ask for a brochure that has the exact diagram of each meeting room. When looking at the meeting rooms, make sure to draw any pillars or other objects that may get in the way of conducting your event. Below you will see a sample of how to fill out this form.

Total Sq. Ft. at Hotel \_\_\_\_\_

Room	Set Up	Date	Max People	Square Feet	DIMENSIONS (w/ CEILING HEIGHT)	Meeting Room Fee
Shaker Room	Executive		65	1000		400
	U-Shaped		80	1000		400

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	Rounds		120	1000		475
	Training		150	1000		475
Executive Room	Executive		120	2000		500
	U-Shaped		150	2000		500
	Rounds		200	2000		575
	Training		225	2000		575

Meeting Room Floor Plans Available: Yes \_\_\_\_\_ No \_\_\_\_\_  
Meeting Rooms Carpeted: Yes \_\_\_\_\_ No \_\_\_\_\_  
Obstructions: Yes \_\_\_\_\_ No \_\_\_\_\_  
Air walls soundproof Yes \_\_\_\_\_ No \_\_\_\_\_  
Storage rooms Yes \_\_\_\_\_ No \_\_\_\_\_  
Is the room accessible? Yes \_\_\_\_\_ No \_\_\_\_\_  
Adequate lighting? Yes \_\_\_\_\_ No \_\_\_\_\_  
Are the meeting rooms wired for sound? Yes \_\_\_\_\_ No \_\_\_\_\_  
Can we connect into house sound? Yes \_\_\_\_\_ No \_\_\_\_\_  
Are they ADA compliant? Yes \_\_\_\_\_ No \_\_\_\_\_  
Do they allow registration desks? Yes \_\_\_\_\_ No \_\_\_\_\_  
Is there enough room to have a registration desk outside the meeting room? Yes \_\_\_\_\_ No \_\_\_\_\_  
If so, what is the cost? \_\_\_\_\_

Room Rental Charge \$ \_\_\_\_\_  
Set-Up Charge \$ \_\_\_\_\_

**Rate the Following For the Meeting Rooms: (1 Poor – 5 Excellent)**

Proximity to Sleeping Rooms    \_1\_2\_3\_4\_5  
Condition/Cleanliness            \_1\_2\_3\_4\_5  
Décor                                 \_1\_2\_3\_4\_5  
Lighting                             \_1\_2\_3\_4\_5  
Sound System                       \_1\_2\_3\_4\_5  
Equipment (e.g. tables, chairs) \_1\_2\_3\_4\_5  
Elevators proximity               \_1\_2\_3\_4\_5  
Restroom Cleanliness            \_1\_2\_3\_4\_5  
Overall Rating                      \_1\_2\_3\_4\_5

**Rate the Following For the Menu Choices: (1 Poor – 5 Excellent)**

Presentation                      \_1\_2\_3\_4\_5  
Menu Selections                    \_1\_2\_3\_4\_5

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Menu Prices                                    \_1 \_2 \_3 \_4 \_5  
Overall Rating                                \_1 \_2 \_3 \_4 \_5

## Food And Beverage

1. Does the hotel have enough meeting space to hold a meeting or training?
2. Do they have enough breakout space? Or will they be able to flip from one setup to another in the same room?
3. Approximately how many corporate or government meetings does the hotel host every year?
4. Is there enough room for a registration desk in lobby? Or outside the meeting room?
5. How many years has the food and beverage manager been at the property?
6. Will he/she be there at your event? Or will there be someone else? If so, can you meet them ahead of time to go over final details?
7. Can you choose the linen colors to suit your reunion theme? If so, is there is a cost for the linen?
8. Are there any setup fees?
9. Are there sample menus that you can take with you?
10. How early can you get into the meeting room?
11. Is there a clean up fee of any kind?
12. Are there any vendors that we have to use at your property?
13. Can we cater our own food from outside? Is there a cost for that?
14. Look for obstructions that may prevent the flow of traffic.
15. Is the meeting room a square (Preferable) or an odd shape like an 'L'?
16. What is the condition of the chairs, tables, china, and silverware? Did you sit on a chair to test its comfort?
17. Can they show you pictures from a party that recently occurred?
18. How much are vendor meals?
19. Can you have a tasting to evaluate the food?
20. Make sure to get the capacity of each available room with different setups.
21. How many places will the hotel set up beyond the stated number of guests? \_\_\_\_\_
22. When does the hotel need final guarantees for the event? \_\_\_\_\_
23. Is there an extra charge for audio-visual equipment? \_\_\_\_\_
24. Is there a charge for bringing your own audio-visual equipment?
25. If so, what is the charge? \_\_\_\_\_
26. Is there an extra charge for re-setting the room if set-up is changed? \_\_\_\_\_
27. Can you hang banners or signs in public areas? \_\_\_\_\_
28. If so, in what manner? \_\_\_\_\_
29. Can we have a list of all fees that the hotel charges (set up fee, WiFi fee, Corkage fee etc.)

## Approximate costs

Lunch   \$ \_\_\_\_\_/person  
Dinner                                        \$ \_\_\_\_\_/person  
Coffee   \$ \_\_\_\_\_/person  
Service Charge \_\_\_\_\_% Tax \_\_\_\_\_%

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Guarantees needed by \_\_\_\_\_ days

## Lobby And Hallways

Rate the following: (1 Poor – 5 Excellent)

Lobby Décor	__1__	__2__	__3__	__4__	__5__
Lobby Condition/Cleanliness	__1__	__2__	__3__	__4__	__5__
Lobby Lighting	__1__	__2__	__3__	__4__	__5__
Lobby Seating	__1__	__2__	__3__	__4__	__5__
Noise level	__1__	__2__	__3__	__4__	__5__
Desk-staff appearance, uniforms, badges	__1__	__2__	__3__	__4__	__5__
Attentiveness	__1__	__2__	__3__	__4__	__5__
Hallway cleanliness	__1__	__2__	__3__	__4__	__5__
Hallway lighting	__1__	__2__	__3__	__4__	__5__

## Exterior

Rate the following: (1 Poor – 5 Excellent)

Neighborhood	__1__	__2__	__3__	__4__	__5__
Hotel appearance	__1__	__2__	__3__	__4__	__5__
Appearance of lobby entrance	__1__	__2__	__3__	__4__	__5__
Lack of clutter in entry area	__1__	__2__	__3__	__4__	__5__
Parking area maintenance	__1__	__2__	__3__	__4__	__5__
Landscaping	__1__	__2__	__3__	__4__	__5__

## Hotel Rooms

### Appearance/Condition

Rate the following: (1 Poor – 5 Excellent)

Room Appearance	__1__	__2__	__3__	__4__	__5__
Room Décor	__1__	__2__	__3__	__4__	__5__
Room Cleanliness	__1__	__2__	__3__	__4__	__5__
Room lighting	__1__	__2__	__3__	__4__	__5__
Rooms smell fresh	__1__	__2__	__3__	__4__	__5__
Bathroom Cleanliness	__1__	__2__	__3__	__4__	__5__
Bathroom Amenities	__1__	__2__	__3__	__4__	__5__
Overall Rating	__1__	__2__	__3__	__4__	__5__
Sitting Area	Yes	_____	No	_____	
Walls soundproof?	Yes	_____	No	_____	
Early Check in available?	Yes	_____	No	_____	
Entirely non-smoking?	Yes	_____	No	_____	
Pet friendly	?	Yes	_____	No	_____
Work Space/Desk	Yes	_____	No	_____	

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WiFi Yes \_\_\_\_\_ No \_\_\_\_\_  
 WiFi Free Yes \_\_\_\_\_ No \_\_\_\_\_  
 Sitting Area Yes \_\_\_\_\_ No \_\_\_\_\_  
 In-Room Movies Cost \_\_\_\_\_  
 Room Service Available: Yes \_\_\_\_\_ No \_\_\_\_\_  
 Guest phone charge cost \_\_\_\_\_ Long Distance \_\_\_\_\_

### Questions To Ask

1. Are there enough hotel rooms at the hotel for your attendees?
2. Are there enough rooms that are handicap accessible?
3. Is there a discount on food and beverage if we block rooms at the hotel?
4. If the WiFi is not free regularly, can the hotel make it free for the attendees?
5. What kind of breakfast do they serve? A full breakfast or a complimentary one? A free full breakfast can save you a lot of money?
6. Does one side of the hotel experience less noise or have a better view?
7. Can we have a list of fees like safe fees, resort fees or anything else that guests may be charged for while they stay at the hotel?
8. Will points be awarded to the meeting planner?
9. Can the hotel rooms and the meeting space all be on one level so attendees can go back and forth?

### Amenities

Please circle the ones that the hotel has in the rooms

Complimentary WiFi	Complimentary a.m. breakfast	Microwave
Iron/ironing board	Make Up Mirror	Refrigerator
Coffee maker	Hair dryer	Security-programmed room keys
Smoke alarm/sprinklers	Complimentary daily paper	Local-area guides Guest-service directory Movies on demand
Clock radios	Convenience of light switches at entry	Generous supply of towels, mats
	Black-out drapes for sleeping	Ice bucket
In-room safes/cost	Translucent drapes for daytime	Posted fire/emergency plan
Extra pillows/blankets in room	Comfortable desk	Plastic or glass (ware)
Movies on demand	Room-service Menu	

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Toiletries	Remote control for TV	Cable TV
Good water pressure in bathroom	Sink and tub stoppers work	Quiet toilet

### Taxes

Sales tax on guestrooms \_\_\_\_\_  
Occupancy tax on guestrooms \_\_\_\_\_  
Service Fees, safe fees, resort fees, or any other miscellaneous fees \_\_\_\_\_

### Hotel Room Block Details

Rack Rate Single \$ \_\_\_\_\_ Double \$ \_\_\_\_\_ Suite \$ \_\_\_\_\_  
Group Rate Single \$ \_\_\_\_\_ Double \$ \_\_\_\_\_ Suite \$ \_\_\_\_\_

### Room Block by Day:

Day \_\_\_\_\_ Number of Rooms \_\_\_\_\_  
Day \_\_\_\_\_ Number of Rooms \_\_\_\_\_  
Day \_\_\_\_\_ Number of Rooms \_\_\_\_\_  
Day \_\_\_\_\_ Number of Rooms \_\_\_\_\_

### Group Contract Policies

Complimentary Rooms \_\_\_\_\_ per \_\_\_\_\_ Per Room Night  
Cut-Off Date \_\_\_\_\_ Days Out \_\_\_\_\_  
Rates available after cut-off date \_\_\_ Yes \_\_\_ No  
Attrition Rate \_\_\_\_\_ %  
Deposit required for group \_\_\_\_\_  
What is the policy on cancellations/no shows \_\_\_\_\_  
Check-In time? \_\_\_\_\_ Check-Out time? \_\_\_\_\_  
What is the policy for late check-out? \_\_\_\_\_  
Will the hotel waive early check-out penalties? \_\_\_\_\_  
If the hotel is sold out, what arrangements are made for confirmed hotel guest? \_\_\_\_\_

### Estimated Expenses

Sleeping Room Expenses \$ \_\_\_\_\_  
Meeting Room Expenses \$ \_\_\_\_\_  
Food & Beverage Expenses \$ \_\_\_\_\_  
A/V & Other Equipment Expenses \$ \_\_\_\_\_  
Total Estimated Expenses \$ \_\_\_\_\_

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## Security

Are fire exits clearly marked?

Are there sprinklers, smoke alarms, in every room?

Does the hotel have an emergency plan?

## Hotel Management Contact Information

Name	Phone Number	Email Address
General Manager		
Catering Manager		
Conference Manager:		
Reservations Manager:		
Director of Sales:		
Restaurant Manager:		
Accounting Dept. Contact:		

## Nearby Things To Do/ Restaurants

Restaurants (Please include approximately how far it is from the hotel)

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Shopping (Please include approximately how far it is from the hotel)

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Entertainment (Please include approximately how far it is from the hotel)

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Attractions (Please include approximately how far it is from the hotel)

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## Comments

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