

Family Reunion Hotel Inspection Checklist

Created By:



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Hotel Site Inspection Form For A Family Reunion

Overall Evaluation Of Hotel: Excellent _____ Good _____ Fair _____ Poor _____

Red indicates items that are specific to a family reunion. Pay particular attention to these items.

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 _____

Rooms for the physically impaired: Kings _____ Doubles _____ Queens _____ Suites _____

Total number of rooms in hotel/resort _____

Hotel Location

What is the closest airport? _____

How many miles from airport to hotel? _____

Approximate cost of cab from airport to hotel? _____

Travel time to hotel? (rush hour) _____ (non-rush hour) _____

Distance to downtown _____

Transportation and cost _____

Traffic considerations _____

Free airport shuttle? _____

Is the hotel located in a "safe" area? _____

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Hotel Parking

Cost of parking _____

Number of accessible spaces _____

Nearby Hotels

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

Name of hotel	Walking Distance	Number of rooms	Room Rate

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

Bathroom Cleanliness __ 1 __ 2 __ 3 __ 4 __ 5

Bathroom Amenities __ 1 __ 2 __ 3 __ 4 __ 5

Overall Rating __ 1 __ 2 __ 3 __ 4 __ 5

Work Space/Desk Yes _____ No _____

Sitting Area Yes _____ No _____

Walls soundproof? Yes _____ No _____

Early Check in available? Yes _____ No _____

Guest phone charge cost _____ Long Distance _____

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	Connecting Rooms?

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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
Availability of cribs, playpens	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)
Video games on demand	Room-service Menu	Parental blocking of TV available
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 Night

Free Hospitality Suite? _____

Can you bring your own food into the hospitality suite?

Will the hotel clean the hospitality suite?

Is Courtesy Room Block Available for a family reunion? Yes ___ No ___

Cut-Off Date _____ Days Out _____

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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? _____

Questions To Ask

Are there connecting rooms available? If so, how many?
 Can the family members be blocked in rooms near each other?
 Approximately how many family reunions does the hotel host every year?
 Is there enough room for a registration desk in lobby? Or outside the meeting room?
 Are there enough rooms that are handicap accessible?
 Are there rooms near or overlooking the pool?
 Is there a discount on food and beverage if the family reunion blocks rooms at the hotel?
 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?
 If the WiFi is not free regularly, can the hotel make it free for your family reunion group?
 Can the family reunion guests staying at the hotel be shuttles to nearby activities? What is the cost?

For more information, read "[How to select the best hotel for a family reunion](#)"

Be Observant About...

How helpful is the sales manager?
 How helpful is the rest of the staff?
 Is the rest of the staff aware that you are there on a site tour?
 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.
 Did the GM greet you at all? Did he/she talk stay long enough to answer any questions?
 The more your business means to the hotel, the more negotiable the sales staff will be with any special requests.

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.

Total Sq. Ft. at Hotel _____

Room	Set Up	Date	Max People	Square Feet	DIMENSIONS	Meeting
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					(W/ CEILING HEIGHT)	Room Fee

Meeting Room Floor Plans Available: Yes _____ No _____
Meeting Rooms Carpeted: Yes _____ No _____
Obstructions: Yes _____ No _____
Whiteboard/markers Yes _____ No _____
Air walls soundproof Yes _____ No _____
Storage rooms Yes _____ No _____
Computer hookups Yes _____ No _____
Is the room accessible? Yes _____ No _____
Adequate lighting? Yes _____ No _____
Are the meeting rooms wired for sound? Yes _____ No _____
Are pc projectors and laser pointers available? Yes _____ No _____
Can we connect into house sound? Yes _____ No _____
Are they ADA compliant? Yes _____ No _____
Do they allow registration desks in Lobby? Yes _____ No _____
Is there enough room to have a registration desk outside the meeting room? Yes _____ No _____
If so, what is the cost? _____

Restrooms near meeting rooms (number of each) _____
Is there Internet access? What is the cost? _____
Access for the physically impaired _____
How many places will the hotel set up beyond the stated number of guests? _____
When does the hotel need final guarantee for the family reunion? _____
Is there a extra charge for audio-visual equipment? _____
Is there a charge for bringing your own audio-visual equipment?
If so, what is the charge? _____
Dance floor/Size _____
Is there an extra charge for re-setting the room if set-up is changed? _____
Can you hang family reunion banners or signs in public areas? _____
If so, in what manner? _____

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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

Food And Beverage

1. How many years has the food and beverage manager been at the property?
2. 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?
3. Can you choose the linen colors to suit your reunion theme? If so, is there a cost for the linen?
4. Does the hotel provide centerpieces? If so, are they adequate for the event?
5. What is the cost of an open bar?
6. If you have a cash bar, what is the minimum dollar amount that needs to be spent? Is there a bar tender fee?
7. Are there any setup fees?
8. Are there sample menus that you can take with you?
9. How early can you get into the meeting room to set up the decorations?
10. Is there a clean up fee of any kind?
11. How late can the party go on till?
12. How late can the music be played?
13. Are there any vendors that we have to use at your property?
14. Can we cater our own food from outside?

Breakfast \$ _____/person

Lunch \$ _____/person

Dinner \$ _____/person

Coffee \$ _____/person

Service Charge _____% Tax _____%

Guarantees needed by _____ days Overset guarantee by _____%

Any special packages _____

Rate the Following: (1 Poor – 5 Excellent)

Presentation _1_2_3_4_5

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Menu Selections _1_2_3_4_5
Menu Prices _1_2_3_4_5
Overall Rating _1_2_3_4_5

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
Bell-staff appearance, uniforms, badges __1__2__3__4__5
Elevator Condition __1__2__3__4__5
Elevator Cleanliness __1__2__3__4__5
Hallways adequately lit? __1__2__3__4__5

Are room numbers visible?

Are hallways clean and well maintained?

Are there vending machines/ice machines? _____ If so, where are they? _____

Restaurant

Rate the following: (1 Poor – 5 Excellent)

Restaurant Staffing __1__2__3__4__5
Restaurant Cleanliness __1__2__3__4__5
Restaurant Décor __1__2__3__4__5
Restaurant Menu Selection/Pricing __1__2__3__4__5
Restaurant Food Quality __1__2__3__4__5
Overall Rating __1__2__3__4__5

Hotel Amenities Available

Business Center Yes __ No__ Hours _____

Health Club available? _____

Pool available _____ Indoor____ Outdoor _____

Tennis: Number of Courts _____ Surface(s) _____ Cost _____ Lighted _____

Golf: Championship Course? _____ Cost _____ Executive Course? _____ Cost _____

Cart Rental? _____ Cost _____

Spa Facilities/Services _____

How far in advance to I need to book treatments? _____

How many spa treatment rooms? _____ Cost _____

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Game/arcades Yes ___ No ___
Coin-op laundry nearby Yes ___ No ___
Concierge desk at hotel Yes ___ No ___

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

Estimated Expenses

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

Nearby Things To Do/ Restaurants

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

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

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

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

Churches/Synagogues Distance (Possible Ceremony locations?)

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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:		

Comments

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