

# 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	<b>Generous supply of towels, mats</b>
<b>Availability of cribs, playpens</b>	Black-out drapes for sleeping	Ice bucket
In-room safes/cost	Translucent drapes for daytime	Posted fire/emergency plan
<b>Extra pillows/blankets in room</b>	Comfortable desk	Plastic or glass (ware)
<b>Video games on demand</b>	Room-service Menu	<b>Parental blocking of TV available</b>
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 \_\_\_\_\_

### 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 Oversight 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)

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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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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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