

Hotel Inspection Checklist

Created by:



Hotel Site Inspection

Site inspection conducted by: _____

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

If you have not already done so, please read the article "[How to conduct a hotel site inspection](#)"

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? _____

Overall Evaluation Of Property: Excellent _____ Very Good _____ Fair _____ Poor _____

ACCOMMODATIONS

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 _____

Walls soundproof? Yes _____ No _____

Created by [GroupTravel.org](#)

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

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:		

Hotel Location

LOCATION AND TRANSPORTATION

Distance to nearest airport _____

Distance to downtown _____

Distance to convention center _____

Transportation and cost _____

Traffic considerations _____

Free airport shuttle _____

Is it located in a "safe" area? _____

Does the hotel provide transportation to and from the airport? _____

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	Rating (1-10 with 10 being best)

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

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

Hotel Room Appearance/Condition

Rate the following: (1 poor – 5 average – 10 superior)

Room Appearance	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Room Décor	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Room Condition/Cleanliness	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Room Lighting	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Room Décor	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Room Condition/Cleanliness	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Bathroom Condition/Cleanliness	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Bathroom Amenities	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Overall Rating	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

Work Space/Desk _ Yes _ No
 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 _____

In Room Amenities

Please circle the ones that the hotel has in the rooms

Climate control	Memo pads, pen	Complimentary WiFi
Security-programmed room keys	Room-service Menu	Parental blocking of TV available
Posted fire/emergency plan	Local-area guides Guest-service directory Movies on demand	Video games on demand
Toiletries	Remote control for TV	Cable TV
Iron/ironing board	Refrigerator	Clock radios
Hair dryer	Microwave	Voice mail/message service/light
Coffee maker	In-room mini bar	Direct-dial phones
Smoke alarm/sprinklers	Complimentary daily paper	Balcony/porch
Same day/overnight laundry	Convenience of light switches at entry	Complimentary a.m. breakfast
Availability of cribs, playpens	Black-out drapes for sleeping	Ice bucket
In-room safes/cost	Translucent drapes for daytime	Generous supply of towels, mats
Extra pillows/blankets in room	Comfortable business desk	Plastic or glass (ware)
Good water pressure in bathroom	Sink and tub stoppers work	Quiet toilet

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

Contract Policies

SLEEPING ROOMS

Rack Rate Single \$ _____ Double \$ _____ Suite \$ _____

Group Rate Single \$ _____ Double \$ _____ Suite \$ _____

Complimentary Rooms _____ per _____ Per Night ___ Cumulative

Plus Over and Above _____

Room Tax _____ % plus additional per night, if applicable \$ _____

Room Block by Day:

Day _____ Number of Rooms _____

Day _____ Number of Rooms _____

Day _____ Number of Rooms _____

Day _____ Number of Rooms _____

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 _____

Do they have a complimentary meeting rooms based on food and sleeping room policy? _____

Cancellation clause _____

Check-In time? _____ Check-Out time? _____

What is the policy for late check-out? _____

Room guarantee policy? _____

Room cancellation policy? _____

Extended rate (*night before*)? _____ (*night after*)? _____

If the hotel is sold out, what arrangements are made for confirmed hotel guest?

Is luggage storage available for early arrivals and late departures? Yes _____

No _____ Cost _____

Guarantee no "walks"

Customized master billing for guest rooms

Waive early check-out penalties

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

Taxes

Sales tax on guestrooms _____

Occupancy tax on guestrooms _____

Sales tax on food _____

Gratuity percentage _____

Service Fees, if any _____

Meeting/Conference Rooms Information

****Request a diagram of all meeting spaces in the hotel. This diagram should include square footage, room dimensions, ceiling height and maximum capacity for various meeting room set-ups. After identifying the most suitable meeting space, ask the following questions for each room that you will be using:**

Total Sq. Ft. at Hotel _____

Other groups meeting over our specific dates:

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

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

Meeting Info.

Built-in screen/stage/podium

Meeting Room Floor Plans Available: Yes _____ No _____

Meeting Rooms Carpeted: Yes _____ No _____

Obstructions: Yes _____ No _____

Whiteboard/markers

Notepads for participants

Temperature controls

Air walls soundproof

Storage rooms

Computer hookups

Is the room accessible?

Restrooms (number of each) _____

Telephones (number of each) _____

Is there Internet access? What is the cost? _____

Questions To Ask

1. How many meeting rooms does the hotel have?
2. Are airwalls soundproof?
3. How close are the bathrooms?
4. Does each room have temperature controls?
5. Adequate lighting?
6. Are the meeting rooms wired for sound?
7. Is there WiFi in the meeting rooms?
8. Are there whiteboards in every room?
9. Are pc projectors and laser pointers available?
10. Are screens available?
11. What will the planner have to order?
12. Do the meeting rooms have obstructions?
13. Are the meeting rooms wired for sound?
14. Is there an in-house A/V company?
15. Can we connect into house sound?
16. Computer hookups in meeting rooms? Yes _____ No _____ Is there a charge?
17. High-speed Internet Access _____
18. Wireless Access _____
19. Access for the physically impaired _____
20. Stage/Size _____ / _____
21. Staging area _____
22. How far is the banquet room from the kitchen?
23. How many places will the hotel set up beyond the stated number of guests?
24. When does the hotel need final guarantee?
25. Will the hotel set up special morning coffee areas for guests?
26. Are the meeting rooms carpeted? Yes _____ No _____

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

27. Do the meeting rooms have pillars? Yes _____ No _____
28. Do the meeting rooms have natural lighting? Yes _____ No _____
29. Is there a extra charge for audio-visual equipment? Yes _____ No _____
30. Is there a charge for bringing your own audio-visual equipment? Yes _____ No _____
31. If so, what is the charge? _____
32. Is there individual temperature controls in the meeting room? Yes _____ No _____
33. If so, where are they located? _____
34. Entertainment/type _____
35. Dance floor/Size _____
36. Special event capability _____
37. Is there an extra charge for re-setting the room if set-up is changed?
38. Can you hang meeting banners or signs in public areas? _____
39. If so, in what manner? _____
40. Are they ADA compliant
41. How many rooms do they have that are ADA compliant
42. Are their meeting facilities available for ADA _____
43. Do they allow registration desks in Lobby?
44. Is there enough room to have a registration desk outside the meeting room?
45. Yes _____ No _____ If so, what is the cost? _____
46. What items are complimentary (included in meeting room set-up)?
47. Is there a charge for bringing your own supplies? Yes _____ No _____
48. Does the hotel provide complimentary meeting signage? Yes _____ No _____

Room Rental Charge \$ _____

Set-Up Charge \$ _____

Rate the Following: (1 Poor – 5 Average – 10 Superior)

Proximity to Sleeping Rooms	_1_2_3_4_5_6_7_8_9_10
Condition/Cleanliness	_1_2_3_4_5_6_7_8_9_10
Soundproofing	_1_2_3_4_5_6_7_8_9_10
Décor	_1_2_3_4_5_6_7_8_9_10
Ceiling Height	_1_2_3_4_5_6_7_8_9_10
Lighting	_1_2_3_4_5_6_7_8_9_10
Heating/Ventilation	_1_2_3_4_5_6_7_8_9_10
Sound System	_1_2_3_4_5_6_7_8_9_10
Equipment (e.g. tables, chairs)	_1_2_3_4_5_6_7_8_9_10
Elevators proximity	_1_2_3_4_5_6_7_8_9_10
Restroom Cleanliness	_1_2_3_4_5_6_7_8_9_10
Restroom Proximity	_1_2_3_4_5_6_7_8_9_10
Overall Rating	_1_2_3_4_5_6_7_8_9_10

Estimated Cost Of Meeting For This Site

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

Sleeping Room Cost \$ _____
 Meeting Room Cost \$ _____
 Food & Beverage Cost \$ _____
 A/V & Other Equipment Cost \$ _____
 Travel Cost \$ _____
 Other Meeting Cost \$ _____
 TOTAL ESTIMATED COST \$ _____

A/V Equipment

Exclusive Company: Yes _____ No _____
 Company _____
 Price List Provided: _____ Company On Property: Yes _____ No _____
 Equipment Provided at No Cost: _____
 Types and sizes of tables _____
 Types and sizes of chairs _____
 Number of Lecterns/Mics/Projectors _____
 Podiums (how many and dimensions) _____
 Projection stands _____
 Screens _____

- Built-in audio systems
- Built-in video/video conferencing
- Built-in projection systems
- Built-in screens included
- Satellite down-link
- Multimedia equipment on site
- Stage/curtain
- Choice of AV company
- Setup charges
- Teardown charges
- Inclusion in meeting-room rental

In-House Audio/Visual Company _____ Exclusive _ Yes _ No
 Overhead Projector \$ _____ Data Projector \$ _____

Screen \$ _____ Labor Rates \$ _____

Rate the Following: (1 Poor – 5 Average – 10 Superior)

Equipment Availability	_1_2_3_4_5_6_7_8_9_10
Equipment Condition	_1_2_3_4_5_6_7_8_9_10
Equipment Price	_1_2_3_4_5_6_7_8_9_10
Overall Rating	_1_2_3_4_5_6_7_8_9_10

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

Food And Beverage

Attach catering menus.

Obtain a list of certifications and conditions from catering contracts or Banquet Event Orders

Obtain a billing application for credit or deposit arrangements for guests and group

Decorations available for use?

Approximate Cost for 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 Average – 10 Superior)

Presentation _1_2_3_4_5_6_7_8_9_10

Menu Selections _1_2_3_4_5_6_7_8_9_10

Menu Prices _1_2_3_4_5_6_7_8_9_10

Creativity _1_2_3_4_5_6_7_8_9_10

Willingness to Divert from Menu _1_2_3_4_5_6_7_8_9_10

Overall Rating _1_2_3_4_5_6_7_8_9_10

Lobby

Rate the following: (1 poor – 5 average – 10 superior)

Lobby Décor _1_2_3_4_5_6_7_8_9_10

Lobby Seating/Location _1_2_3_4_5_6_7_8_9_10

Lobby Condition/Cleanliness _1_2_3_4_5_6_7_8_9_10

Noise level _1_2_3_4_5_6_7_8_9_10

Lighting _1_2_3_4_5_6_7_8_9_10

Seating _1_2_3_4_5_6_7_8_9_10

Desk-staff appearance, uniforms, badges _1_2_3_4_5_6_7_8_9_10

Attentiveness _1_2_3_4_5_6_7_8_9_10

Ability to direct visitors to functions _1_2_3_4_5_6_7_8_9_10

Helpfulness of bell staff _1_2_3_4_5_6_7_8_9_10

Bell-staff appearance, uniforms, badges _1_2_3_4_5_6_7_8_9_10

Elevator Condition _1_2_3_4_5_6_7_8_9_10

Elevator Cleanliness _1_2_3_4_5_6_7_8_9_10

Visibility of reader board

Hallway lighting, cleanliness, noise

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

Express check-in
 Express check-out
 Bell staff/luggage service
 Wait time to check in
 Wait time for baggage delivery (Bus Tour)
 ADA compliant
 All hallways adequately lit?
 Room numbers visible?
 Hallways clean and well maintained?
 Are there vending machines/ice machines? _____ If so, where are they located: _____

Restaurant

Rate the following: (1 poor – 5 average – 10 superior)

Restaurant Staffing	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Restaurant Condition/Cleanliness	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Restaurant Décor	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Restaurant Menu Selection/Pricing	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Restaurant Food Quality	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Public Restrooms Condition/Cleanliness	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Public Restrooms Proximity	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Adequate Security	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Adequate Fire Safety	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__
Overall Rating	__1__	__2__	__3__	__4__	__5__	__6__	__7__	__8__	__9__	__10__

Amenities Available

Shuttle service to/from airport _____ Cost _____
 What is the closest airport? _____
 How many miles from airport to hotel? _____
 Travel time to hotel? (*rush hour*) _____ (*non-rush hour*) _____

Health Club
 Tennis: Number of Courts _____ Surface(s) _____ Cost _____ Lighted _____
 Golf: Championship Course? _____ Cost _____ Executive Course? _____ Cost _____
 Cart Rental? _____ Cost _____
 Pool available _____ Indoor _____ Outdoor _____
 Spa Facilities/Services _____
 How far in advance to I need to book treatments? _____
 How many spa treatment rooms? _____ Cost _____
 Game arcades
 Coin-op laundry nearby

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

Tour desk

Business Center Yes No Hours _____

Copy/fax services available Yes No Hours _____

Fed Ex/UPS pick up Yes No Hours _____

Delivery of materials to function areas Yes No

Hotel parcel-handling charge Yes No Cost _____

Exterior

Doorman duty hours _____

Neighborhood _1 _2 _3 _4 _5 _6 _7 _8 _9 _10

Building appearance _1 _2 _3 _4 _5 _6 _7 _8 _9 _10

Porto cochere/entry appearance _1 _2 _3 _4 _5 _6 _7 _8 _9 _10

Driveway maintenance _1 _2 _3 _4 _5 _6 _7 _8 _9 _10

Landscaping _1 _2 _3 _4 _5 _6 _7 _8 _9 _10

Door cleanliness _1 _2 _3 _4 _5 _6 _7 _8 _9 _10

Lack of clutter in entry area _1 _2 _3 _4 _5 _6 _7 _8 _9 _10

Entry obstructions _1 _2 _3 _4 _5 _6 _7 _8 _9 _10

Doorman appearance/attitude _1 _2 _3 _4 _5 _6 _7 _8 _9 _10

Security

Are fire exits clearly marked?

Are there sprinklers, smoke alarms, in every room?

Does the hotel have an emergency plan?

Total cost

Estimated Expenses

Sleeping Room Expenses \$ _____

Meeting Room Expenses \$ _____

Food & Beverage Expenses \$ _____

A/V & Other Equipment Expenses \$ _____

Travel Expenses \$ _____

Other Meeting Expenses \$ _____

TOTAL ESTIMATED EXPENSES \$ _____

COMMENTS

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.

Created by GroupTravel.org

Are you looking to block hotel rooms and need group rates? Fill out our group booking request form and have hotels email you their lowest group rates instantly. No more calling dozens of hotels. One form and you have instant access to over 40,000 hotels. And it's free.