



## EMEA - Onsite Quality Evaluation Summary Report 2024

Activity Number 834796  
CBMUK Holiday Inn - Corby - Kettering A43  
Geddington Road  
Corby, NN18 8ETGB

Assessor: Daniel Reyes  
Start Date: July 10, 2024 12:08  
(GMT Standard Time)  
End Date: July 11, 2024 13:43  
(GMT Standard Time)  
Brand: HOLI  
General Manager: Martyn Hewitt

## Overall Summary

The Standards Evaluation is limited in scope and time frame. It is conducted at a frequency determined by IHG and only covers approximately five guestrooms, public and back of house areas and the exterior. Hotels should be prepared to be inspected at any time. This report can only address issues identified during the evaluation. This report is not an indication of compliance with IHG standards, requirements or the license agreement and does not change obligations to comply with the license agreement and all IHG standards.

Please ensure that all non-compliant items are corrected and updated in your hotel's Corrective Action Plan (CAP) within 30 days of the Standards Evaluation visit. For all items, and particularly Brand Safety Standards items, this deadline should not be treated as a target date, and all non-compliant issues should be rectified without delay. For Brand Safety Standard items, this might include taking immediate (temporary) action to ensure the relevant issue is made safe until the issue is permanently rectified.

## Report Tag Ratings Summary

<b>Brand Safety Standard</b>	<b>100.00% (As Observed)</b>
<b>Brand Standard</b>	<b>100.00% (Pass "Excellent")</b>
<b>Cleanliness</b>	<b>89.11% (Pass "At Risk")</b>
<b>Condition</b>	<b>86.27% (Pass "At Risk")</b>

## Question Details

### Pre-Walk Through

Standard	Observation	Risk
<b>Pre-Walk Through - TRIG-QSE</b> - Did the hotel complete their mandatory Quality Self Evaluation?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - EUROPE</b> - Is this hotel in Europe?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - TRIG-SRVC</b> - Does this property have a Service Corridor?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - TRIG-SHUT</b> - Does this property have a Shuttle?	<b>Answer:</b> No	Informational
<b>Pre-Walk Through - TRIG-EXTS</b> - Does this property have Exterior Stairwells?	<b>Answer:</b> Yes	Informational

## Question Details

### Pre-Walk Through

Standard	Observation	Risk
<b>Pre-Walk Through - TRIG-BEV</b> - Does this property have a Beverage Outlet / Bar?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - TRIG-CLUB</b> - Does this property have a Guest Club Lounge?	<b>Answer:</b> No	Informational
<b>Pre-Walk Through - TRIG-VEND</b> - Does this property have a vending area?	<b>Answer:</b> No	Informational
<b>Pre-Walk Through - TRIG-PF</b> - Does this property have a Pre-function Space?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - TRIG-BUS</b> - Does this property have a Business Centre?	<b>Answer:</b> No	Informational
<b>Pre-Walk Through - TRIG-RET</b> - Does this property have Retail Space?	<b>Answer:</b> No	Informational
<b>Pre-Walk Through - TRIG-CR</b> - Does this property have Changing Rooms?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - TRIG-FITG</b> - Does this property have a Fitness/Gym?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - TRIG-POOL</b> - Does this property have a Pool?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - TRIG-SAU</b> - Does this property have a Sauna?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - TRIG-SPA</b> - Does this property have a Spa?	<b>Answer:</b> No	Informational
<b>Pre-Walk Through - TRIG-STEAM</b> - Does this property have a Steam Room?	<b>Answer:</b> Yes	Informational
<b>Pre-Walk Through - TRIG-WHIRL</b> - Does this property have a Whirlpool?	<b>Answer:</b> Yes	Informational

### Guest Services

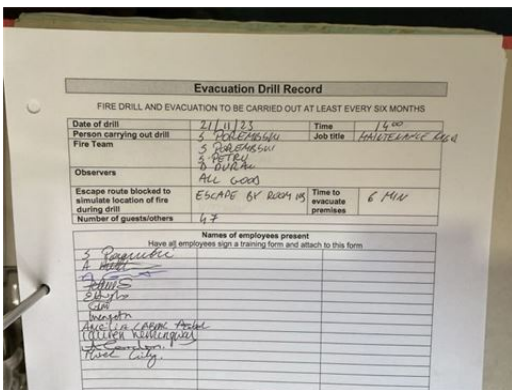
Standard	Observation	Risk
<b>Guest Services - 1123254</b> - The following "Forgot something?" programme supplies must be available on request, and free of charge at reception: (1123254)	<b>Answer:</b> Compliant	Brand Defining

### Employee Areas

Standard	Observation	Risk
<b>Back Office - 1014101</b> - All management colleagues must com-	<b>Answer:</b> Compliant	Brand Basics

## Question Details

### Employee Areas

Standard	Observation	Risk
<p>plete the IHG® Way of Clean Programme training as follows: (1014101)</p>		
<p><b>Back Office</b> - 1014112 - All non-management housekeeping colleagues (in-house or outsourced) must complete the IHG® Way of Clean Programme training as follows: (1014112)</p>	<p><b>Answer:</b> Compliant</p>	<p>Brand Basics</p>
<p><b>Back Office</b> - 1013065 - The following documented inspections must be completed as directed by the IHG® Way of Deep Clean and Preventative Maintenance programmes: (1013065)</p>	<p><b>Answer:</b> Compliant</p>	<p>Brand Basics</p>
<p><b>Back Office</b> - 924116 - Hotels must use an approved IHG WiFi hardware platform (part of the IHG® Connect programme) (924116)</p>	<p><b>Answer:</b> Compliant</p>	<p>Brand Basics</p>
<p><b>Back Office</b> - QE-55915 - During the Quality Evaluation walk through, did the hotel have a Crisis Management Plan?</p>	<p><b>Answer:</b> Yes</p>	<p>Brand Safety Standard</p>
<p><b>Back Office</b> - QE-55945 - During the Quality Evaluation walk through, did the hotel have a Fire Emergency and Evacuation Plan? Did the plan consider the requirements of people with Disabilities?</p>	<p><b>Answer:</b> Yes</p>	<p>Brand Safety Standard</p>
<p><b>Back Office</b> - QE-1131435 - During the Quality Evaluation walk through, were you able to confirm that evacuation drills were held every six months and include those who work at night?</p>	<p><b>Answer:</b> RFTP</p>	<p>Brand Safety Standard - RFTP</p>
		
<p><b>Back Office</b> - QE-55926 - During the Quality Evaluation walk through, did the hotel have at least one colleague trained in first-aid on duty at all times?</p>	<p><b>Answer:</b> Yes</p>	<p>Brand Safety Standard</p>
<p><b>Back Office</b> - QE-476072 - During the Quality Evaluation walk through, did you see that food safety audits were conducted by a Qualified Person?</p>	<p><b>Answer:</b> Yes</p>	<p>Brand Safety Standard</p>
<p><b>Back Office</b> - QE-56154 - During the Quality Evaluation walk through, did you see that there is a system of key control in place for safe keeping of Grand Master, Master and Sub Master</p>	<p><b>Answer:</b> Yes</p>	<p>Brand Safety Standard</p>


## Question Details

### Employee Areas

Standard	Observation	Risk
Keys?		
<b>Back Office - 716-1</b> - The Back Office structure and fixtures must be clean. (716-1)	<b>Answer:</b> Yes	Cleanliness
<b>Back Office - 716-2</b> - The Back Office structure and fixtures must be well maintained. (716-2)	<b>Answer:</b> Yes	Condition
<b>Break Room/Canteen - 833-5</b> - The Break Room/Canteen furniture and accessories must be clean. (833-5)	<b>Answer:</b> Yes	Cleanliness
<b>Break Room/Canteen - 833-6</b> - The Break Room/Canteen furniture and accessories must be well maintained. (833-6)	<b>Answer:</b> Yes	Condition
<b>Break Room/Canteen - 833-7</b> - The Break Room/Canteen structure and fixtures must be clean. (833-7)	<b>Answer:</b> Yes	Cleanliness
<b>Break Room/Canteen - 833-8</b> - The Break Room/Canteen structure and fixtures must be well maintained. (833-8)	<b>Answer:</b> Yes	Condition
<b>Housekeeping/Laundry - 716-3</b> - The Housekeeping/Laundry furniture and accessories must be clean. (716-3)	<b>Answer:</b> Yes	Cleanliness
<b>Housekeeping/Laundry - 716-4</b> - The Housekeeping/Laundry furniture and accessories must be well maintained. (716-4)	<b>Answer:</b> Yes	Condition
<b>Housekeeping/Laundry - 716-5</b> - The Housekeeping/Laundry structure and fixtures must be clean. (716-5)	<b>Answer:</b> Yes	Cleanliness
<b>Housekeeping/Laundry - 716-6</b> - The Housekeeping/Laundry structure and fixtures must be well maintained. (716-6)	<b>Answer:</b> Yes	Condition
<b>Kitchen/Pantry - 716-7</b> - The Kitchen/Pantry furniture and accessories must be clean. (716-7)	<b>Answer:</b> Yes	Cleanliness
<b>Kitchen/Pantry - 716-8</b> - The Kitchen/Pantry furniture and accessories must be well maintained. (716-8)	<b>Answer:</b> Yes	Condition
<b>Kitchen/Pantry - 716-9</b> - The Kitchen/Pantry structure and fixtures must be clean. (716-9)	<b>Answer:</b> Yes	Cleanliness
<b>Kitchen/Pantry - 716-10</b> - The Kitchen/Pantry structure and fixtures must be well maintained. (716-10)	<b>Answer:</b> No  <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Replace: Flooring</li> </ul>	*Condition


## Question Details

### Employee Areas

Standard	Observation	Risk
	 <p data-bbox="716 806 906 867">Cracked (Replace: Flooring)</p>	
<b>Lockers/Restroom</b> - 833-1 - The Lockers/Restroom furniture and accessories must be clean. (833-1)	<b>Answer:</b> Yes	Cleanliness
<b>Lockers/Restroom</b> - 833-2 - The Lockers/Restroom furniture and accessories must be well maintained. (833-2)	<b>Answer:</b> Yes	Condition
<b>Lockers/Restroom</b> - 833-3 - The Lockers/Restroom structure and fixtures must be clean. (833-3)	<b>Answer:</b> Yes	Cleanliness
<b>Lockers/Restroom</b> - 833-4 - The Lockers/Restroom structure and fixtures must be well maintained. (833-4)	<b>Answer:</b> Yes	Condition
<b>Maintenance Area</b> - 716-11 - The Maintenance Area furniture and accessories must be clean. (716-11)	<b>Answer:</b> Yes	Cleanliness
<b>Maintenance Area</b> - 716-12 - The Maintenance Area furniture and accessories must be well maintained. (716-12)	<b>Answer:</b> Yes	Condition
<b>Maintenance Area</b> - 716-13 - The Maintenance Area structure and fixtures must be clean. (716-13)	<b>Answer:</b> Yes	Cleanliness
<b>Maintenance Area</b> - 716-14 - The Maintenance Area structure and fixtures must be well maintained. (716-14)	<b>Answer:</b> Yes	Condition
<b>Storage Area</b> - 716-15 - The Storage Area structure and fixtures must be clean. (716-15)	<b>Answer:</b> Yes	Cleanliness
<b>Storage Area</b> - 716-16 - The Storage Area structure and fixtures must be well maintained. (716-16)	<b>Answer:</b> Yes	Condition
<b>Service Corridor</b> - 716-17 - The Service Corridor structure and fixtures must be clean. (716-17)	<b>Answer:</b> Yes	Cleanliness
<b>Service Corridor</b> - 716-18 - The Service Corridor structure and fixtures must be well maintained. (716-18)	<b>Answer:</b> Yes	Condition


## Question Details

### Exterior

Standard	Observation	Risk
<b>Building/Façade</b> - 716-92 - The Building/Façade structure and fixtures must be clean. (716-92)	<b>Answer:</b> Yes	Cleanliness
<b>Building/Façade</b> - 716-93 - The Building/Façade structure and fixtures must be well maintained. (716-93)	<b>Answer:</b> Yes	Condition
<b>Grounds &amp; Landscaping</b> - 127-1 - Gardens and landscaping must be free from litter (127-1)	<b>Answer:</b> Yes	Cleanliness
<b>Grounds &amp; Landscaping</b> - 127-2 - Gardens and landscaping must be well presented (127-2)	<b>Answer:</b> Yes	Condition
<b>Parking Area</b> - QE-56212 - During the Quality Evaluation walk through, were doors used by guests from the car park area into interior guest room corridors access controlled?	<b>Answer:</b> Yes	Brand Safety Standard
<b>Parking Area</b> - QE-56755 - During the Quality Evaluation walk through, was access for lifts that go from basement car park area to guest room floors access controlled?	<b>Answer:</b> Not Applicable  <b>Notes:</b> Basement car park not present	Undefined
<b>Parking Area</b> - 716-94 - Car park must be clean. (716-94)	<b>Answer:</b> Yes	Cleanliness
<b>Parking Area</b> - 716-95 - Car park must be well maintained. (716-95)	<b>Answer:</b> No  <b>Issue Notes:</b> • Repair: Pavement	*Condition
 <p>Damaged (Repair: Pavement)</p>		
<b>Main Entrance</b> - 112-1 - Main entrance furniture and accessories must be clean. (112-1)	<b>Answer:</b> Yes	Cleanliness
<b>Main Entrance</b> - 112-2 - Main entrance furniture and accessories must be well maintained. (112-2)	<b>Answer:</b> Yes	Condition
<b>Main Entrance</b> - 112-3 - Main entrance structure and fixtures	<b>Answer:</b> Yes	Cleanliness

## Question Details

### Exterior

Standard	Observation	Risk
in must be clean. (112-3)		
<b>Main Entrance - 112-4</b> - Main entrance structure and fixtures in must be well maintained. (112-4)	<b>Answer:</b> Yes	Condition
<b>Sidewalks/Walkways - 716-19</b> - The Sidewalks/Walkways must be clean. (716-19)	<b>Answer:</b> Yes	Cleanliness
<b>Sidewalks/Walkways - 716-20</b> - The Sidewalks/Walkways must be well maintained. (716-20)	<b>Answer:</b> Yes	Condition
<b>Signage and Flags - 134-1</b> - The External Signage and Flags must be clean. (134-1)	<b>Answer:</b> Yes	Cleanliness
<b>Signage and Flags - 134-2</b> - The External Signage and Flags must be well maintained. (134-2)	<b>Answer:</b> No <b>Issue Notes:</b> • Replace: Building Mounted Sign	*Condition
 <p>Faded (Replace: Building Mounted Sign)</p>		
<b>Exterior Stairwells - 716-80</b> - The Exterior Stairwells structure and fixtures must be clean. (716-80)	<b>Answer:</b> Yes	Cleanliness
<b>Exterior Stairwells - 716-81</b> - The Exterior Stairwells structure and fixtures must be well maintained. (716-81)	<b>Answer:</b> Yes	Condition

### Food & Beverage

Standard	Observation	Risk
<b>Food &amp; Beverage - 2277</b> - Hotels must participate in the Kids Stay & Eat Free programme. (2277)	<b>Answer:</b> Compliant	Brand Defining
<b>Food &amp; Beverage - 522</b> - Children's activity materials must be available. (522)	<b>Answer:</b> Compliant	Brand Defining

## Question Details

### Food & Beverage

Standard	Observation	Risk
<b>Food &amp; Beverage - 45731</b> - The Kids Eat Free menu must be available in all outlets during hours of operation. (45731)	<b>Answer:</b> Compliant	Brand Defining
<b>Food &amp; Beverage - 112638</b> - Table service must be provided throughout the Open Lobby. (112638)	<b>Answer:</b> Compliant	Brand Defining

### Open Lobby Bar

Standard	Observation	Risk
<b>Beverage Outlet / Bar - 45425-1</b> - The Beverage Outlet furniture and accessories must be clean. (45425-1)	<b>Answer:</b> Yes	Cleanliness
<b>Beverage Outlet / Bar - 45425-2</b> - The Beverage Outlet furniture and accessories must be well maintained. (45425-2)	<b>Answer:</b> No <b>Issue Notes:</b> • Replace: Seating	*Condition




Worn  
(Replace: Seating)

<b>Beverage Outlet / Bar - 45425-3</b> - The Beverage Outlet structure and fixtures must be clean. (45425-3)	<b>Answer:</b> Yes	Cleanliness
<b>Beverage Outlet / Bar - 45425-4</b> - The Beverage Outlet structure and fixtures must be well maintained. (45425-4)	<b>Answer:</b> No <b>Issue Notes:</b> • Repair: Walls • Replace: Flooring • Repair: Bar  <b>Notes:</b> Scuffed (Repair: Walls) Chipped (Repair: Bar)	*Condition



## Question Details

### Open Lobby Bar

Standard	Observation	Risk
	 <p data-bbox="716 806 906 863">Damaged (Replace: Flooring)</p>	

### Open Lobby Restaurant

Standard	Observation	Risk
<b>Food Outlet</b> - 45425-5 - The Food Outlet furniture and accessories must be clean. (45425-5)	<b>Answer:</b> Yes	Cleanliness
<b>Food Outlet</b> - 45425-6 - The Food Outlet furniture and accessories must be well maintained. (45425-6)	<b>Answer:</b> Yes	Condition
<b>Food Outlet</b> - 45425-7 - The Food Outlet structure and fixtures must be clean. (45425-7)	<b>Answer:</b> Yes	Cleanliness
<b>Food Outlet</b> - 45425-8 - The Food Outlet structure and fixtures must be well maintained. (45425-8)	<b>Answer:</b> Yes	Condition

### Breakfast

Standard	Observation	Risk
<b>Breakfast</b> - 2280 - Food & Beverage colleagues must be trained to understand all menu items and dietary components. (2280)	<b>Answer:</b> Compliant	Brand Defining
<b>Breakfast</b> - 45698 - Colleagues must ask guests for their name, as part of the greeting at breakfast (45698)	<b>Answer:</b> Compliant	Brand Defining
<b>Breakfast</b> - 49521 - A minimum of one designated breakfast host must be present during breakfast hours. (49521)	<b>Answer:</b> Compliant	Brand Defining
<b>Breakfast</b> - 6695 - Hot chocolate must be available upon request (6695)	<b>Answer:</b> Compliant	Brand Defining
<b>Breakfast</b> - 45724 - In Open Lobby hotels, a breakfast deligher must be provided. (45724)	<b>Answer:</b> Compliant	Brand Defining

## Question Details

### Guest Floors

Standard	Observation	Risk
<b>Guest Floor Stairwells</b> - QE-56317 - During the Quality Evaluation walk through, storage was not observed in the Emergency Egress Stairwells.	<b>Answer:</b> Yes	Brand Safety Standard
<b>Guest Floor Stairwells</b> - 716-78 - The Guest Floor Stairwells structure and fixtures must be clean. (716-78)	<b>Answer:</b> No  <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Walls</li> </ul> <b>Notes:</b> Dust on windowsill (Walls)	*Cleanliness
<b>Guest Floor Stairwells</b> - 716-79 - The Guest Floor Stairwells structure and fixtures must be well maintained. (716-79)	<b>Answer:</b> Yes	Condition

### Guest Corridor


Standard	Observation	Risk
<b>Guest Corridor</b> - QE-56058 - During the Quality Evaluation walk through, was emergency egress possible through exit doors at all times?	<b>Answer:</b> Yes	Brand Safety Standard
<b>Guest Corridor</b> - 716-70 - The Guest Corridor furniture and accessories must be clean. (716-70)	<b>Answer:</b> Yes	Cleanliness
<b>Guest Corridor</b> - 716-71 - The Guest Corridor furniture and accessories must be well maintained. (716-71)	<b>Answer:</b> Yes	Condition
<b>Guest Corridor</b> - 716-72 - The Guest Corridor structure and fixtures must be clean. (716-72)	<b>Answer:</b> Yes	Cleanliness
<b>Guest Corridor</b> - 716-73 - The Guest Corridor structure and fixtures must be well maintained. (716-73)	<b>Answer:</b> No  <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Repair: Door</li> <li>• Repair: Walls</li> </ul> <b>Notes:</b> Scuffed (Repair: Door) Scuffed (Repair: Walls)	*Condition

### Guestroom #245

Standard	Observation	Risk
<b>Guestroom 1 #</b> - Guestroom1 - What is the number of this guestroom?	<b>Answer:</b> 245	Undefined

## Question Details

### Guestroom #245

Standard	Observation	Risk
<b>Guestroom 1 #</b> - TRIG-KITCH1 - Does this room/suite have Refreshment Zone/Kitchenette?	<b>Answer:</b> No	Informational
<b>Bath Zone</b> - 1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	<b>Answer:</b> Compliant	Brand Basics
<b>Bath Zone</b> - 716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	<b>Answer:</b> No <b>Issue Notes:</b> • Towels <b>Notes:</b> Hair (Towels)	*Cleanliness
<b>Bath Zone</b> - 428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	<b>Answer:</b> Yes	Condition
<b>Bath Zone</b> - 716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	<b>Answer:</b> No <b>Issue Notes:</b> • Wall <b>Notes:</b> Hair (Wall)	*Cleanliness
<b>Bath Zone</b> - 428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	<b>Answer:</b> Yes	Condition
<b>Bed Zone</b> - 300 - Pillows must be provided. (300)	<b>Answer:</b> Compliant	Brand Defining
<b>Bed Zone</b> - 371064 - A tent card with a choice of pillows must be provided. (371064)	<b>Answer:</b> RFTP	Brand Defining - RFTP
		
<b>Bed Zone</b> - 716-108 - The Bed Zone furniture and accessories must be clean. (716-108)	<b>Answer:</b> Yes	Cleanliness

## Question Details

### Guestroom #245

Standard	Observation	Risk
<b>Bed Zone - 428-4</b> - The Bed Zone furniture and accessories must be well maintained. (428-4)	<b>Answer:</b> Yes	Condition
<b>Bed Zone - 281-1</b> - All mattresses and bed bases must be clean, stain-free. (281-1)	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone - 281-2</b> - All mattresses and bed bases must be well maintained at all times. (281-2)	<b>Answer:</b> Yes	Condition
<b>Bed Zone - 310-1</b> - Bedding must be free from visible stains and clean. (310-1)	<b>Answer:</b> No <b>Issue Notes:</b> • Mattress Pad/Topper <b>Notes:</b> Hair on mattress topper (Mattress Pad/Topper)	*Cleanliness
<b>Bed Zone - 310-2</b> - Bedding must be well maintained. (310-2)	<b>Answer:</b> Yes	Condition
<b>Living Zone - 17789</b> - The following tea and coffee making supplies must be provided free of charge: (17789)	<b>Answer:</b> Compliant	Brand Defining
<b>Living Zone - QE-56523</b> - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?	<b>Answer:</b> Not Applicable <b>Notes:</b> Balcony not present	Undefined
<b>Living Zone - 716-109</b> - The Living Zone furniture and accessories must be clean. (716-109)	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone - 428-5</b> - The Living Zone furniture and accessories must be well maintained. (428-5)	<b>Answer:</b> Yes	Condition
<b>Living Zone - 716-110</b> - The Living Zone structure and fixtures must be clean. (716-110)	<b>Answer:</b> No <b>Issue Notes:</b> • Windows <b>Notes:</b> Smudged (Windows)	*Cleanliness
<b>Living Zone - 428-6</b> - The Living Zone structure and fixtures must be well maintained. (428-6)	<b>Answer:</b> No <b>Issue Notes:</b> • Repair: Flooring • Repair: Walls <b>Notes:</b> Stained	*Condition

## Question Details

### Guestroom #245


Standard	Observation	Risk
	(Repair: Flooring) Scuffed (Repair: Walls)	
<b>Living Zone</b> - 23464-1 - Expendable items must be clean. (23464-1)	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone</b> - 23464-2 - Expendable items must be well maintained. (23464-2)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone</b> - 716-111 - The Wardrobe Zone furniture and accessories must be clean. (716-111)	<b>Answer:</b> Yes	Cleanliness
<b>Wardrobe Zone</b> - 428-7 - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone</b> - 716-112 - The Wardrobe Zone structure and fixtures must be clean. (716-112)	<b>Answer:</b> Yes	Cleanliness
<b>Wardrobe Zone</b> - 428-8 - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	<b>Answer:</b> Yes	Condition
<b>Work &amp; Entertainment Zone</b> - 716-113 - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	<b>Answer:</b> Yes	Cleanliness
<b>Work &amp; Entertainment Zone</b> - 428-11 - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	<b>Answer:</b> Yes	Condition

### Guestroom #252

Standard	Observation	Risk
<b>Guestroom 2 #</b> - Guestroom2 - What is the number of this guestroom?	<b>Answer:</b> 252	Undefined
<b>Guestroom 2 #</b> - TRIG-KITCH2 - Does this room/suite have Refreshment Zone/Kitchenette?	<b>Answer:</b> No	Informational
<b>Bath Zone</b> - 1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	<b>Answer:</b> Compliant	Brand Basics
<b>Bath Zone</b> - 716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	<b>Answer:</b> Yes	Cleanliness
<b>Bath Zone</b> - 428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	<b>Answer:</b> Yes	Condition
<b>Bath Zone</b> - 716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	<b>Answer:</b> Yes	Cleanliness

## Question Details

### Guestroom #252

Standard	Observation	Risk
<b>Bath Zone</b> - 428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	<b>Answer:</b> Yes	Condition
<b>Bed Zone</b> - 300 - Pillows must be provided. (300)	<b>Answer:</b> Compliant	Brand Defining
<b>Bed Zone</b> - 371064 - A tent card with a choice of pillows must be provided. (371064)	<b>Answer:</b> RFTP	Brand Defining - RFTP
		
<b>Bed Zone</b> - 716-108 - The Bed Zone furniture and accessories must be clean. (716-108)	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone</b> - 428-4 - The Bed Zone furniture and accessories must be well maintained. (428-4)	<b>Answer:</b> Yes	Condition
<b>Bed Zone</b> - 281-1 - All mattresses and bed bases must be clean, stain-free. (281-1)	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone</b> - 281-2 - All mattresses and bed bases must be well maintained at all times. (281-2)	<b>Answer:</b> Yes	Condition
<b>Bed Zone</b> - 310-1 - Bedding must be free from visible stains and clean. (310-1)	<b>Answer:</b> No <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Mattress Pad/Topper</li> </ul> <b>Notes:</b> Hair on mattress topper (Mattress Pad/Topper)	*Cleanliness
<b>Bed Zone</b> - 310-2 - Bedding must be well maintained. (310-2)	<b>Answer:</b> Yes	Condition
<b>Living Zone</b> - 17789 - The following tea and coffee making supplies must be provided free of charge: (17789)	<b>Answer:</b> Compliant	Brand Defining
<b>Living Zone</b> - QE-56523 - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?	<b>Answer:</b> Not Applicable <b>Notes:</b>	Undefined

## Question Details

### Guestroom #252


Standard	Observation	Risk
	Balcony not present	
<b>Living Zone - 716-109</b> - The Living Zone furniture and accessories must be clean. (716-109)	<b>Answer:</b> No <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Seating</li> </ul> <b>Notes:</b> Hair (Seating)	*Cleanliness
<b>Living Zone - 428-5</b> - The Living Zone furniture and accessories must be well maintained. (428-5)	<b>Answer:</b> Yes	Condition
<b>Living Zone - 716-110</b> - The Living Zone structure and fixtures must be clean. (716-110)	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone - 428-6</b> - The Living Zone structure and fixtures must be well maintained. (428-6)	<b>Answer:</b> Yes	Condition
<b>Living Zone - 23464-1</b> - Expendable items must be clean. (23464-1)	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone - 23464-2</b> - Expendable items must be well maintained. (23464-2)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone - 716-111</b> - The Wardrobe Zone furniture and accessories must be clean. (716-111)	<b>Answer:</b> Yes	Cleanliness
<b>Wardrobe Zone - 428-7</b> - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone - 716-112</b> - The Wardrobe Zone structure and fixtures must be clean. (716-112)	<b>Answer:</b> Yes	Cleanliness
<b>Wardrobe Zone - 428-8</b> - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	<b>Answer:</b> Yes	Condition
<b>Work &amp; Entertainment Zone - 716-113</b> - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	<b>Answer:</b> Yes	Cleanliness
<b>Work &amp; Entertainment Zone - 428-11</b> - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	<b>Answer:</b> Yes	Condition

### Guestroom #229

Standard	Observation	Risk
<b>Guestroom 3 # - Guestroom3</b> - What is the number of this guestroom?	<b>Answer:</b> 229	Undefined

## Question Details

### Guestroom #229

Standard	Observation	Risk
<b>Guestroom 3 #</b> - TRIG-KITCH3 - Does this room/suite have Refreshment Zone/Kitchenette?	<b>Answer:</b> No	Informational
<b>Bath Zone</b> - 1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	<b>Answer:</b> Compliant	Brand Basics
<b>Bath Zone</b> - 716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	<b>Answer:</b> Yes	Cleanliness
<b>Bath Zone</b> - 428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	<b>Answer:</b> Yes	Condition
<b>Bath Zone</b> - 716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	<b>Answer:</b> Yes	Cleanliness
<b>Bath Zone</b> - 428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	<b>Answer:</b> Yes	Condition
<b>Bed Zone</b> - 300 - Pillows must be provided. (300)	<b>Answer:</b> Compliant	Brand Defining
<b>Bed Zone</b> - 371064 - A tent card with a choice of pillows must be provided. (371064)	<b>Answer:</b> RFTP	Brand Defining - RFTP
		
<b>Bed Zone</b> - 716-108 - The Bed Zone furniture and accessories must be clean. (716-108)	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone</b> - 428-4 - The Bed Zone furniture and accessories must be well maintained. (428-4)	<b>Answer:</b> Yes	Condition
<b>Bed Zone</b> - 281-1 - All mattresses and bed bases must be clean, stain-free. (281-1)	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone</b> - 281-2 - All mattresses and bed bases must be well maintained at all times. (281-2)	<b>Answer:</b> Yes	Condition
<b>Bed Zone</b> - 310-1 - Bedding must be free from visible stains	<b>Answer:</b> Yes	Cleanliness



## Question Details

### Guestroom #229

Standard	Observation	Risk
and clean. (310-1)		
<b>Bed Zone</b> - 310-2 - Bedding must be well maintained. (310-2)	<b>Answer:</b> Yes	Condition
<b>Living Zone</b> - 17789 - The following tea and coffee making supplies must be provided free of charge: (17789)	<b>Answer:</b> Compliant	Brand Defining
<b>Living Zone</b> - QE-56523 - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?	<b>Answer:</b> Not Applicable <b>Notes:</b> Balcony not present	Undefined
<b>Living Zone</b> - 716-109 - The Living Zone furniture and accessories must be clean. (716-109)	<b>Answer:</b> No <b>Issue Notes:</b> • Mini Bar <b>Notes:</b> Dust (Mini Bar)	*Cleanliness
<b>Living Zone</b> - 428-5 - The Living Zone furniture and accessories must be well maintained. (428-5)	<b>Answer:</b> Yes	Condition
<b>Living Zone</b> - 716-110 - The Living Zone structure and fixtures must be clean. (716-110)	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone</b> - 428-6 - The Living Zone structure and fixtures must be well maintained. (428-6)	<b>Answer:</b> No <b>Issue Notes:</b> • Repair: Lighting <b>Notes:</b> Stained lampshade (Repair: Lighting)	*Condition
<b>Living Zone</b> - 23464-1 - Expendable items must be clean. (23464-1)	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone</b> - 23464-2 - Expendable items must be well maintained. (23464-2)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone</b> - 716-111 - The Wardrobe Zone furniture and accessories must be clean. (716-111)	<b>Answer:</b> Yes	Cleanliness
<b>Wardrobe Zone</b> - 428-7 - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone</b> - 716-112 - The Wardrobe Zone structure and fixtures must be clean. (716-112)	<b>Answer:</b> Yes	Cleanliness

## Question Details

### Guestroom #229

Standard	Observation	Risk
<b>Wardrobe Zone</b> - 428-8 - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	<b>Answer:</b> Yes	Condition
<b>Work &amp; Entertainment Zone</b> - 716-113 - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	<b>Answer:</b> Yes	Cleanliness
<b>Work &amp; Entertainment Zone</b> - 428-11 - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	<b>Answer:</b> Yes	Condition

### Guestroom #156


Standard	Observation	Risk
<b>Guestroom 4 #</b> - Guestroom4 - What is the number of this guestroom?	<b>Answer:</b> 156	Undefined
<b>Guestroom 4 #</b> - TRIG-KITCH4 - Does this room/suite have Refreshment Zone/Kitchenette?	<b>Answer:</b> No	Informational
<b>Bath Zone</b> - 1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	<b>Answer:</b> Compliant	Brand Basics
<b>Bath Zone</b> - 716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	<b>Answer:</b> Yes	Cleanliness
<b>Bath Zone</b> - 428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	<b>Answer:</b> Yes	Condition
<b>Bath Zone</b> - 716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	<b>Answer:</b> Yes	Cleanliness
<b>Bath Zone</b> - 428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	<b>Answer:</b> No  <b>Issue Notes:</b> • Replace: Flooring	*Condition



Damaged

## Question Details

Guestroom #156

Standard	Observation	Risk
(Replace: Flooring)		
<b>Bed Zone - 300 - Pillows must be provided. (300)</b>	<b>Answer:</b> Compliant	Brand Defining
<b>Bed Zone - 371064 - A tent card with a choice of pillows must be provided. (371064)</b>	<b>Answer:</b> RFTP	Brand Defining - RFTP
		
<b>Bed Zone - 716-108 - The Bed Zone furniture and accessories must be clean. (716-108)</b>	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone - 428-4 - The Bed Zone furniture and accessories must be well maintained. (428-4)</b>	<b>Answer:</b> Yes	Condition
<b>Bed Zone - 281-1 - All mattresses and bed bases must be clean, stain-free. (281-1)</b>	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone - 281-2 - All mattresses and bed bases must be well maintained at all times. (281-2)</b>	<b>Answer:</b> Yes	Condition
<b>Bed Zone - 310-1 - Bedding must be free from visible stains and clean. (310-1)</b>	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone - 310-2 - Bedding must be well maintained. (310-2)</b>	<b>Answer:</b> Yes	Condition
<b>Living Zone - 17789 - The following tea and coffee making supplies must be provided free of charge: (17789)</b>	<b>Answer:</b> Compliant	Brand Defining
<b>Living Zone - QE-56523 - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?</b>	<b>Answer:</b> Not Applicable <b>Notes:</b> Balcony not present	Undefined
<b>Living Zone - 716-109 - The Living Zone furniture and accessories must be clean. (716-109)</b>	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone - 428-5 - The Living Zone furniture and accessories</b>	<b>Answer:</b> Yes	Condition

## Question Details

### Guestroom #156

Standard	Observation	Risk
must be well maintained. (428-5)		
<b>Living Zone</b> - 716-110 - The Living Zone structure and fixtures must be clean. (716-110)	<b>Answer:</b> No  <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Flooring</li> <li>• Windows</li> </ul> <b>Notes:</b> Residue (Flooring) Smudged (Windows)	*Cleanliness
<b>Living Zone</b> - 428-6 - The Living Zone structure and fixtures must be well maintained. (428-6)	<b>Answer:</b> Yes	Condition
<b>Living Zone</b> - 23464-1 - Expendable items must be clean. (23464-1)	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone</b> - 23464-2 - Expendable items must be well maintained. (23464-2)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone</b> - 716-111 - The Wardrobe Zone furniture and accessories must be clean. (716-111)	<b>Answer:</b> Yes	Cleanliness
<b>Wardrobe Zone</b> - 428-7 - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone</b> - 716-112 - The Wardrobe Zone structure and fixtures must be clean. (716-112)	<b>Answer:</b> Yes	Cleanliness
<b>Wardrobe Zone</b> - 428-8 - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	<b>Answer:</b> Yes	Condition
<b>Work &amp; Entertainment Zone</b> - 716-113 - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	<b>Answer:</b> Yes	Cleanliness
<b>Work &amp; Entertainment Zone</b> - 428-11 - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	<b>Answer:</b> No  <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Replace: Remote Control</li> </ul>	*Condition

## Question Details

### Guestroom #156


Standard	Observation	Risk
	 <p data-bbox="678 806 943 863">Damaged (Replace: Remote Control)</p>	

### Guestroom #104

Standard	Observation	Risk
<b>Guestroom 5 #</b> - Guestroom5 - What is the number of this guestroom?	<b>Answer:</b> 104	Undefined
<b>Guestroom 5 #</b> - TRIG-KITCH5 - Does this room/suite have Refreshment Zone/Kitchenette?	<b>Answer:</b> No	Informational
<b>Bath Zone</b> - 1047049 - All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided: (1047049)	<b>Answer:</b> Compliant	Brand Basics
<b>Bath Zone</b> - 716-106 - The Bath Zone furniture and accessories must be clean. (716-106)	<b>Answer:</b> Yes	Cleanliness
<b>Bath Zone</b> - 428-2 - The Bath Zone furniture and accessories must be well maintained. (428-2)	<b>Answer:</b> Yes	Condition
<b>Bath Zone</b> - 716-107 - The Bath Zone structure and fixtures must be clean. (716-107)	<b>Answer:</b> Yes	Cleanliness
<b>Bath Zone</b> - 428-1 - The Bath Zone structure and fixtures must be well maintained. (428-1)	<b>Answer:</b> Yes	Condition
<b>Bed Zone</b> - 300 - Pillows must be provided. (300)	<b>Answer:</b> Compliant	Brand Defining
<b>Bed Zone</b> - 371064 - A tent card with a choice of pillows must be provided. (371064)	<b>Answer:</b> RFTP	Brand Defining - RFTP

## Question Details

Guestroom #104

Standard	Observation	Risk
		
<b>Bed Zone - 716-108</b> - The Bed Zone furniture and accessories must be clean. (716-108)	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone - 428-4</b> - The Bed Zone furniture and accessories must be well maintained. (428-4)	<b>Answer:</b> Yes	Condition
<b>Bed Zone - 281-1</b> - All mattresses and bed bases must be clean, stain-free. (281-1)	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone - 281-2</b> - All mattresses and bed bases must be well maintained at all times. (281-2)	<b>Answer:</b> Yes	Condition
<b>Bed Zone - 310-1</b> - Bedding must be free from visible stains and clean. (310-1)	<b>Answer:</b> Yes	Cleanliness
<b>Bed Zone - 310-2</b> - Bedding must be well maintained. (310-2)	<b>Answer:</b> Yes	Condition
<b>Living Zone - 17789</b> - The following tea and coffee making supplies must be provided free of charge: (17789)	<b>Answer:</b> Compliant	Brand Defining
<b>Living Zone - QE-56523</b> - During the Quality Evaluation walk through, were secondary devices fitted to limit initial opening of the door opening onto a balcony area?	<b>Answer:</b> Not Applicable  <b>Notes:</b> Balcony not present	Undefined
<b>Living Zone - 716-109</b> - The Living Zone furniture and accessories must be clean. (716-109)	<b>Answer:</b> No  <b>Issue Notes:</b> • Tea and Coffee Facilities  <b>Notes:</b> Dust on coffee tray (Tea and Coffee Facilities)	<div style="background-color: #f8d7da; padding: 2px;">*Cleanliness</div>
<b>Living Zone - 428-5</b> - The Living Zone furniture and accessories must be well maintained. (428-5)	<b>Answer:</b> Yes	Condition

## Question Details

### Guestroom #104

Standard	Observation	Risk
<b>Living Zone</b> - 716-110 - The Living Zone structure and fixtures must be clean. (716-110)	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone</b> - 428-6 - The Living Zone structure and fixtures must be well maintained. (428-6)	<b>Answer:</b> Yes	Condition
<b>Living Zone</b> - 23464-1 - Expendable items must be clean. (23464-1)	<b>Answer:</b> Yes	Cleanliness
<b>Living Zone</b> - 23464-2 - Expendable items must be well maintained. (23464-2)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone</b> - 716-111 - The Wardrobe Zone furniture and accessories must be clean. (716-111)	<b>Answer:</b> Yes	Cleanliness
<b>Wardrobe Zone</b> - 428-7 - The Wardrobe Zone furniture and accessories must be well maintained. (428-7)	<b>Answer:</b> Yes	Condition
<b>Wardrobe Zone</b> - 716-112 - The Wardrobe Zone structure and fixtures must be clean. (716-112)	<b>Answer:</b> Yes	Cleanliness
<b>Wardrobe Zone</b> - 428-8 - The Wardrobe Zone structure and fixtures must be well maintained. (428-8)	<b>Answer:</b> No <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Repair: Closet Shelf/Rod</li> </ul> <b>Notes:</b> Scuffed (Repair: Closet Shelf/Rod)	*Condition
<b>Work &amp; Entertainment Zone</b> - 716-113 - The Work & Entertainment Zone furniture and accessories must be clean. (716-113)	<b>Answer:</b> Yes	Cleanliness
<b>Work &amp; Entertainment Zone</b> - 428-11 - The Work & Entertainment Zone furniture and accessories must be well maintained. (428-11)	<b>Answer:</b> Yes	Condition

### Pre-Function Space

Standard	Observation	Risk
<b>Pre-Function Space</b> - 38590.3 - The Pre-Function Space furniture and accessories must be clean. (38590.3)	<b>Answer:</b> Yes	Cleanliness
<b>Pre-Function Space</b> - 716-98 - The Pre-Function Space furniture and accessories must be well maintained. (716-98)	<b>Answer:</b> Yes	Condition
<b>Pre-Function Space</b> - 38590.4 - The Pre-Function Space structure and fixtures must be clean. (38590.4)	<b>Answer:</b> Yes	Cleanliness
<b>Pre-Function Space</b> - 716-99 - The Pre-Function Space structure and fixtures must be well maintained. (716-99)	<b>Answer:</b> Yes	Condition

## Question Details

### Meeting Room Ace Suite

Standard	Observation	Risk
<b>Meeting Room</b> - QE-263086 - During the Quality Evaluation walk through, was a diagram showing the emergency exit path to the nearest emergency exit displayed on the room side or immediately adjacent to each meeting room door?	<b>Answer:</b> Yes	Brand Safety Standard
<b>Meeting Room</b> - 38590.1 - The Meeting Room furniture and accessories must be clean. (38590.1)	<b>Answer:</b> Yes	Cleanliness
<b>Meeting Room</b> - 716-96 - The Meeting Room furniture and accessories must be well maintained. (716-96)	<b>Answer:</b> Yes	Condition
<b>Meeting Room</b> - 38590.2 - The Meeting Room structure and fixtures must be clean. (38590.2)	<b>Answer:</b> Yes	Cleanliness
<b>Meeting Room</b> - 716-97 - The Meeting Room structure and fixtures must be well maintained. (716-97)	<b>Answer:</b> No  <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Repair: Door</li> </ul> <b>Notes:</b> Scuffed (Repair: Door)	*Condition

### Public Areas

Standard	Observation	Risk
<b>Public Corridor</b> - 716-74 - The Public Corridor structure and fixtures must be clean. (716-74)	<b>Answer:</b> Yes	Cleanliness
<b>Public Corridor</b> - 716-75 - The Public Corridor structure and fixtures must be well maintained. (716-75)	<b>Answer:</b> Yes	Condition
<b>Elevator</b> - QE-56752 - During the Quality Evaluation walk through, was there a house phone or intercom in each lift?	<b>Answer:</b> Yes	Brand Safety Standard
<b>Elevator</b> - QE-56753 - During the Quality Evaluation walk through, calls made from the house phone or intercom in each lift were not answered by an auto-attendant at any time.	<b>Answer:</b> Yes	Brand Safety Standard
<b>Elevator</b> - 716-76 - The Elevator structure and fixtures must be clean. (716-76)	<b>Answer:</b> Yes	Cleanliness
<b>Elevator</b> - 716-77 - The Elevator structure and fixtures must be well maintained. (716-77)	<b>Answer:</b> No  <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Repair: Threshold</li> </ul> <b>Notes:</b> Scuffed (Repair: Threshold)	*Condition



## Question Details

### Public Areas


Standard	Observation	Risk
<b>Lobby - 716-88</b> - The Lobby furniture and accessories must be clean. (716-88)	<b>Answer:</b> Yes	Cleanliness
<b>Lobby - 716-89</b> - The Lobby furniture and accessories must be well maintained. (716-89)	<b>Answer:</b> Yes	Condition
<b>Lobby - 716-90</b> - The Lobby structure and fixtures must be clean. (716-90)	<b>Answer:</b> Yes	Cleanliness
<b>Lobby - 716-91</b> - The Lobby structure and fixtures must be well maintained. (716-91)	<b>Answer:</b> Yes	Condition
<b>Lobby - 716-68</b> - The Entry Vestibule structure and fixtures must be clean. (716-68)	<b>Answer:</b> Yes	Cleanliness
<b>Lobby - 716-69</b> - The Entry Vestibule structure and fixtures must be well maintained. (716-69)	<b>Answer:</b> Yes	Condition
<b>Front Desk - 28064</b> - Colleagues must use a friendly and locally appropriate greeting that includes the guest's title and surname, if known. (28064)	<b>Answer:</b> Compliant	Brand Defining
<b>Front Desk - 792054</b> - Colleagues must wear the Brand defined uniform. (792054)	<b>Answer:</b> Compliant	Brand Defining
<b>Front Desk - 175</b> - Front Desk colleagues must have a sufficient supply of necessary items available to them 24 hours a day. (175)	<b>Answer:</b> Compliant	Brand Basics
<b>Front Desk - 1109049</b> - The IHG One Rewards program must be delivered as follows: (1109049)	<b>Answer:</b> Compliant	Brand Basics
<b>Front Desk - QE-56146</b> - During the Quality Evaluation walk through, did you see that replacement keys were only issued to guests registered to that room?	<b>Answer:</b> Yes	Brand Safety Standard
<b>Front Desk - QE-56147</b> - During the Quality Evaluation walk through, did you see that positive identification was requested and provided before a replacement key was issued?	<b>Answer:</b> Yes	Brand Safety Standard

### Public Restroom

Standard	Observation	Risk
<b>Public Restroom - 730-1</b> - The Public Restroom structure and fixtures must be clean. (730-1)	<b>Answer:</b> Yes	Cleanliness
<b>Public Restroom - 730-2</b> - The Public Restroom structure and fixtures must be well maintained. (730-2)	<b>Answer:</b> Yes	Condition

## Question Details

### Recreational / Leisure

Standard	Observation	Risk
<b>Changing Rooms - 45433-1</b> - The Changing Rooms structure and fixtures must be clean.(45433)	<b>Answer:</b> No  <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• HVAC</li> </ul> <b>Notes:</b> Dust on male changing rooms (HVAC)	*Cleanliness
<b>Changing Rooms - 29482-1</b> - The Changing Rooms structure and fixtures must be well maintained. (29482-1)	<b>Answer:</b> Yes	Condition
<b>Fitness/Gym - QE-56249</b> - During the Quality Evaluation walk through, were doors to unsupervised fitness rooms secured with an Electronic Door Lock using electronic key access?	<b>Answer:</b> Yes	Brand Safety Standard
<b>Fitness/Gym - 45433-2</b> - The Fitness/Gym furniture and accessories must be clean.(45433)	<b>Answer:</b> Yes	Cleanliness
<b>Fitness/Gym - 29482-2</b> - The Fitness/Gym furniture and accessories must be well maintained. (29482-2)	<b>Answer:</b> No  <b>Issue Notes:</b> <ul style="list-style-type: none"> <li>• Replace: Exercise Equipment</li> </ul>	*Condition
 <p>Rusted (Replace: Exercise Equipment)</p>		
<b>Fitness/Gym - 45433-3</b> - The Fitness/Gym structure and fixtures must be clean. (45433)	<b>Answer:</b> Yes	Cleanliness
<b>Fitness/Gym - 29482-3</b> - The Fitness/Gym structure and fixtures must be well maintained. (29482-3)	<b>Answer:</b> Yes	Condition
<b>Pool (Outdoor &amp; Indoor) - 45433-6</b> - The Pool (Outdoor & Indoor) furniture and accessories must be clean. (45433)	<b>Answer:</b> Yes	Cleanliness
<b>Pool (Outdoor &amp; Indoor) - 29482-6</b> - The Pool (Outdoor & Indoor) furniture and accessories must be well maintained. (29482-6)	<b>Answer:</b> Yes	Condition

## Question Details

### Recreational / Leisure

Standard	Observation	Risk
<b>Pool (Outdoor &amp; Indoor)</b> - 45433-7 - The Pool (Outdoor & Indoor) structure and fixtures must be clean. (45433)	<b>Answer:</b> Yes	Cleanliness
<b>Pool (Outdoor &amp; Indoor)</b> - 29482-7 - The Pool (Outdoor & Indoor) structure and fixtures must be well maintained. (29482-7)	<b>Answer:</b> Yes	Condition
<b>Sauna</b> - 45433-8 - The Sauna structure and fixtures must be clean. (45433)	<b>Answer:</b> Yes	Cleanliness
<b>Sauna</b> - 29482-8 - The Sauna structure and fixtures must be well maintained. (29482-18)	<b>Answer:</b> Yes	Condition
<b>Steam Room</b> - 45433-12 - The Steam Room structure and fixtures must be clean. (45433)	<b>Answer:</b> Yes	Cleanliness
<b>Steam Room</b> - 29482-12 - The Steam Room structure and fixtures must be well maintained. (29482-12)	<b>Answer:</b> Yes	Condition
<b>Whirlpool (Outdoor &amp; Indoor)</b> - 45433-13 - The Whirlpool (Outdoor & Indoor) structure and fixtures must be clean. (45433)	<b>Answer:</b> Yes	Cleanliness
<b>Whirlpool (Outdoor &amp; Indoor)</b> - 29482-13 - The Whirlpool (Outdoor & Indoor) structure and fixtures must be well maintained. (29482-13)	<b>Answer:</b> Yes	Condition
<b>Whirlpool (Outdoor &amp; Indoor)</b> - 29482-14 - The Whirlpool must be in operational condition. (29482-14)	<b>Answer:</b> Yes	Condition

### Cleanliness Action Plan 1

Standard	Observation	Risk
<b>Cleanliness Action Plan</b> - Q656905 - Cleanliness Recommendation	<b>Answer:</b> Yes  <b>Issue Notes:</b> Smudges present on windows in guest areas. Windows to be cleaned as cleaning procedure and review the IHG® Way of Clean 5S Stage 1 and Stage 4. Spot checks carried out and implement periodical cleaning schedule.	*Cleanliness

### Cleanliness Action Plan 2

Standard	Observation	Risk
<b>Cleanliness Action Plan</b> - Q656905 - Cleanliness Recommendation	<b>Answer:</b> Yes  <b>Issue Notes:</b> Hairs on bed linen. Remove hairs manually or by using a sticky roller and review the IHG® Way of Clean 5S Step 4 Stage. Train associates to visually	*Cleanliness

## Question Details

### Cleanliness Action Plan 2

Standard	Observation	Risk
	inspect bed linens in every room. Implement regular spot-checks by management.	

### Condition Action Plan 1

Standard	Observation	Risk
<b>Condition Action Plan - Q656906 - Condition Recommendation</b>	<p><b>Answer:</b> Yes</p> <p><b>Issue Notes:</b> Upholstered furniture stained or faded within guestroom and guest contact areas. Remove stains, re-upholster or replace furniture and review IHG® Way of Deep Clean Programme EMEAA and IHG® Way of Preventative Maintenance Programme, EMEAA. A preventive maintenance schedule is to be devised and implemented. Communication to be shared between housekeeping and maintenance teams upon new deficiencies being noticed.</p>	*Condition

### Condition Action Plan 2

Standard	Observation	Risk
<b>Condition Action Plan - Q656906 - Condition Recommendation</b>	<p><b>Answer:</b> Yes</p> <p><b>Issue Notes:</b> Walls were chipped, scuffed or damaged within guestrooms and/or guest contact areas and review IHG® Way of Deep Clean Programme EMEAA and IHG® Way of Preventative Maintenance Programme, EMEAA. Make inventory and repair walls were needed A preventive maintenance schedule is to be devised and implemented. Communication to be shared between housekeeping and maintenance teams upon new deficiencies being noticed. Install corner guards where needed.</p>	*Condition

### Condition Action Plan 3

Standard	Observation	Risk
<b>Condition Action Plan - Q656906 - Condition Recommendation</b>	<p><b>Answer:</b> Yes</p> <p><b>Issue Notes:</b> Door frames were chipped, scuffed or damaged within guestrooms and/or guest contact areas and review IHG® Way of Deep Clean Programme EMEAA and IHG® Way of Preventative Maintenance Programme, EMEAA. Make inventory and repair door frames were needed. A preventive maintenance schedule is to be devised and implemen-</p>	*Condition

## Question Details

Condition Action Plan 3

Standard	Observation	Risk
	ted. Communication to be shared between housekeeping and maintenance teams upon new deficiencies being noticed. Install corner guards where needed.	

Miscellaneous Findings

Standard	Observation	Risk
<b>Miscellaneous Findings - MISC-1</b> - Were there any Miscellaneous findings?	<b>Answer:</b> No	Informational

## Executive Summary

**Property walkthrough attendance:** Martyn Hewitt, General Manager

**Occupancy:** 100%

**Debrief discussion points:**

**Training on Cleanliness and Condition:**

- Establish and review cleaning protocols. Implement job of the day, task of the week. Shadow the Housekeeping Manager (or equivalent) whilst performing room cleanliness checks. Resource: Merlin > Initiatives > IHG Way of Clean > EMEAA
- Implement and embed the IHG Way of Deep Clean and IHG Way of Preventative Maintenance Programme. As part of the preventative maintenance process, identify top recurring issues or patterns in condition. During weekly HOD meeting, request that the engineering manager (or equivalent) present updates on the top condition issues found on property. Resource: Merlin > Initiatives > Quality EMEAA > Cleanliness and Condition > Condition Guide

**Sustaining a high Quality culture:**

- Review Quality Self Evaluation vs. Onsite Evaluation result. Aim for less than 10% variance. Conduct quarterly Quality Self Evaluation with your leadership team. Resource: Merlin > Initiatives > Quality EMEAA > Quality Self Evaluation
- Review your brand training and learning for all colleagues. These are compulsory parts of inductions, refresher sessions, and development. Strong trainers and training sessions reinforce performance expectations. Resource: Merlin > Applications > myLearning > Service Behaviour training

## Executive Summary

### **Understanding Guest Expectations:**

- Negative Guest Comments – Implement a process to respond to negative guest reviews. Resource: Merlin > Initiatives > Hot Topics > Training materials
- Train and empower colleagues on problem resolution. Resource: Merlin > Applications > myLearning > IHG Problem Handling 2.0

### **Consistent and clear communication on Hotel Metrics:**

- Delivering consistent communication throughout the hotel and setting clear performance expectations on IHG Hotel Metrics. This is supported by providing a strong Heart of House experience that reflects the hotel's high standards in operations.



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**Martyn Hewitt, General Manager**