

amadeus GUEST INTERACTION INSPECTION

INSPECTEE NAME	DATE OF INSPECTION	INSPECTOR NAME

Yes Total	No Total	Total Score

FINDING TOTAL SCORE

1. Add the yes and no answer count to find your total sum.
2. $yes\ total / total\ sum = total\ score$

OVERALL INTERACTION STRENGTHS	OVERALL AREAS OF OPPORTUNITY

INSPECTEE SIGNATURE		INSPECTOR SIGNATURE	
DATE:		DATE:	

QUESTION	ANSWER	NOTES
Staff introduce themselves using their own name	Yes/No/NA	
Staff ensure they receive the guest's name and use it throughout interaction	Yes/No/NA	
Staff are presentable with both their appearance and language usage	Yes/No/NA	
Staff are clear in speech and tone	Yes/No/NA	
Staff are polite and courteous in responses to guest	Yes/No/NA	
Staff pace of speech match guest, and staff do not talk over guest	Yes/No/NA	
Staff puts guest needs first, and show a sense of urgency to fulfill request(s)	Yes/No/NA	
Staff show a genuine sense of interest and care for the guest	Yes/No/NA	
Staff utilize creative ways to anticipate guest needs	Yes/No/NA	
Staff go beyond what is expected and personalize guest experience	Yes/No/NA	
Staff have knowledge of hotel amenities	Yes/No/NA	
Staff ask if guest needs any additional assistance	Yes/No/NA	
Staff close interactions with a "thank you" and use guest name	Yes/No/NA	