



Forbes 5-Star Standards Checklist

27 Mar 2024 / Jin Langford

Complete

Score	679 / 690 (98.41%)	Flagged items	1	Actions	2
Property Name	HJ Luxury Hotels, Inc.				
Location	New York, NY, USA (40.7127753, -74.0059728)				
Date of Evaluation	27.03.2024 14:31 PST				
Evaluator's Name	Jin Langford				

Flagged items & Actions

1 flagged, 2 actions

Flagged items

1 flagged, 1 action

Evaluation / 1. Arrivals

Inviting entrance area

Unacceptable

Following our recent renovation of the entrance area, installations and the landscape are still up for scheduled improvements next month. Actions are already assigned for this but creating an open action here as well for reminder.



Photo 1

To do | Assignee: SafetyCulture Staff | Priority: Low | Due: 03.04.2024 16:19 PST | Created by: SafetyCulture Staff

Ensure entrance area improvements are set to be completed before April 2024 ends.

Other actions

1 action

Evaluation / 1. Arrivals

Explanation of property amenities and services

Average

While it's understandable that the employee is still under training since last month, the most basic amenities in the main building were only vaguely explained. For endorsement to training and quality team before this week ends

To do | Assignee: SafetyCulture Staff | Priority: Low | Due: 03.04.2024 16:12 PST | Created by: SafetyCulture Staff

Follow up on basic training for amenities and services.

Evaluation	1 flagged, 2 actions, 679 / 690 (98.41%)
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1. Arrivals	1 flagged, 2 actions, 36 / 45 (80%)
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Warm greeting upon arrival	Excellent
Efficient check-in process	Excellent
Assistance with luggage	Excellent
Welcome drink or refreshments	Excellent
Offer of a cold towel	Excellent

Explanation of property amenities and services	Average
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Photo 1

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Ensure entrance area improvements are set to be completed before April 2024 ends.

Pleasant lighting and decor	Excellent
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Relaxing atmosphere upon arrival	Average
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Related to the improvements to be done for the entrance area, the atmosphere upon guest arrival can be improved, too.

2. Accommodations	55 / 55 (100%)
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Luxurious bedding and linens	Excellent
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Comfortable seating area	Excellent
Well-appointed furnishings	Excellent
High-quality toiletries	Excellent
Complimentary snacks and beverages	Excellent
Entertainment options (TV, streaming services)	Excellent
High-speed internet access	Excellent
Smart room controls (lighting, temperature)	Excellent
Connectivity for personal devices	Excellent
Suites, villas, and specialty room options	Excellent
Different views available (city, ocean, garden)	Excellent
3. Service Excellence	45 / 45 (100%)
Courteous and attentive service	Excellent
Knowledgeable about property offerings	Excellent
Ability to anticipate guest needs	Excellent
Recognition of repeat guests	Excellent
Customized amenities based on preferences	Excellent
Tailored recommendations and experiences	Excellent
Prompt response to guest requests	Excellent
Efficient resolution of issues or concerns	Excellent
Quick service in restaurants and other facilities	Excellent
4. Staff	43 / 45 (95.56%)
Ongoing training programs for staff	Excellent
Skill development in hospitality and guest service	Average
Emphasis on continuous improvement	Excellent

Adequate staffing levels to meet guest needs	Excellent
Availability of staff in all areas of the property	Excellent
Responsive to guest inquiries and requests	Excellent
Well-groomed and uniformed staff	Excellent
Clean and presentable attire	Excellent
Attention to personal hygiene and grooming standards	Excellent
5. Facilities and Amenities	45 / 45 (100%)
Quality of treatments and services offered	Excellent
Relaxing ambiance in spa areas	Excellent
Well-maintained facilities and equipment	Excellent
Fitness center with modern equipment	Excellent
Swimming pools with comfortable lounging areas	Excellent
Outdoor recreational activities available	Excellent
Variety of restaurants and cuisines	Excellent
Quality of food and presentation	Excellent
Unique dining experiences offered	Excellent
6. Housekeeping	30 / 30 (100%)
Regular cleaning of guest rooms and public areas	Excellent
Attention to detail in cleaning procedures	Excellent
Discreet and respectful housekeeping service	Excellent
Evening turndown service with amenities	Excellent
Freshening of bedding and linens	Excellent
Preparation for guest comfort during the night	Excellent
7. Cleanliness and Maintenance	30 / 30 (100%)

Cleanliness of public areas, including lobbies and corridors	Excellent
Tidiness of outdoor spaces and gardens	Excellent
Attention to detail in cleanliness throughout the property	Excellent
Regular upkeep of buildings and structures	Excellent
Prompt repairs of any issues or damages	Excellent
Preventive maintenance to prevent future problems	Excellent
8. Dining Experiences	45 / 45 (100%)
Elegant and inviting ambiance	Excellent
Comfortable seating arrangements	Excellent
Thoughtful decor and lighting	Excellent
Creativity and innovation in menu offerings	Excellent
Use of fresh, high-quality ingredients	Excellent
Presentation of dishes and attention to detail	Excellent
Professional and knowledgeable waitstaff	Excellent
Timely service and attention to guest needs	Excellent
Assistance with menu selections and recommendations	Excellent
9. Spa and Wellness Facilities	45 / 45 (100%)
Range of treatments available (massage, facials, etc.)	Excellent
Qualified and experienced therapists	Excellent
Relaxing ambiance in treatment rooms	Excellent
Sauna, steam room, or hot tub facilities	Excellent
Fitness classes or personal training options	Excellent
Wellness programs or workshops offered	Excellent
Cleanliness and sanitation of spa facilities	Excellent

Proper hygiene practices by staff	Excellent
Safe and comfortable environment for guests	Excellent
10. Overall Ambiance	50 / 50 (100%)
Atmosphere Throughout the Property	Excellent
Consistent theme or design elements	Excellent
Harmonious flow between indoor and outdoor spaces	Excellent
Welcoming and inclusive ambiance for all guests	Excellent
Thoughtful lighting design to create ambiance	Excellent
Use of natural light where possible	Excellent
Evening lighting that enhances the property's beauty	Excellent
Pleasant background music in public areas	Excellent
Quiet zones for relaxation and tranquility	Excellent
Consideration of noise levels in communal spaces	Excellent
11. Attention to Detail	45 / 45 (100%)
Welcome amenities tailored to guest preferences	Excellent
Customized experiences based on guest interests	Excellent
Recognition of special occasions or milestones	Excellent
Thoughtful amenities provided in-room	Excellent
Seamless service experiences throughout the property	Excellent
Anticipation of guest needs before they arise	Excellent
Thoughtful decor choices that reflect the property's identity	Excellent
Attention to detail in furnishings and accessories	Excellent
Artistic touches that enhance the guest experience	Excellent
12. Sustainability and Environmental Initiatives	45 / 45 (100%)

Use of eco-friendly materials and products	Excellent
Energy-efficient operations and systems	Excellent
Waste reduction and recycling initiatives	Excellent
Support for local charities and organizations	Excellent
Participation in community events and initiatives	Excellent
Contributions to environmental conservation efforts	Excellent
Education and awareness programs for guests and staff	Excellent
Transparency in environmental initiatives and practices	Excellent
Commitment to minimizing environmental impact	Excellent
13. Health and Safety Standards	45 / 45 (100%)
Adherence to local health and safety regulations	Excellent
Implementation of industry best practices	Excellent
Training programs for staff on health and safety protocols	Excellent
Emergency response plans in place	Excellent
Regular drills and training exercises	Excellent
Communication systems for emergencies	Excellent
Hand hygiene stations available throughout the property	Excellent
Regular disinfection of high-touch surfaces	Excellent
Cleaning protocols for guest rooms and public areas	Excellent
14. Technology and Digital Amenities	45 / 45 (100%)
High-speed internet access available throughout the property	Excellent
Easy-to-use digital interfaces for guests	Excellent
Integration of technology for seamless guest experiences	Excellent
Property-specific apps for guest services and information	Excellent

Mobile check-in and check-out options	Excellent
Digital concierge services for guest assistance	Excellent
Smart room controls for lighting, temperature, and entertainment	Excellent
Connectivity for personal devices	Excellent
High-definition televisions with streaming services	Excellent
15. Cultural Sensitivity and Inclusivity	75 / 75 (100%)
Training programs for staff on cultural sensitivity	Excellent
Representation of diverse cultures in property decor and offerings	Excellent
Respectful treatment of guests from all cultural backgrounds	Excellent
Use of inclusive language in written and verbal communication	Excellent
Sensitivity to pronoun preferences and gender identities	Excellent
Accessibility features for guests with communication needs	Excellent
Hosting of cultural events and celebrations	Excellent
Inclusion of diverse cultural experiences in property programming	Excellent
Collaboration with local cultural organizations for guest engagement	Excellent
Accessible facilities and accommodations for guests with mobility impairments	Excellent
Tactile signage and Braille materials for guests with visual impairments	Excellent
Assistance services for guests with hearing impairments, such as sign language interpretation	Excellent
Diversity training programs for staff to foster an inclusive workplace environment	Excellent
Support for diversity and inclusion initiatives within the local community	Excellent

Equal opportunities for advancement and representation within the property's workforce

Excellent

Completion

Comments and Notes

While our hotel scored fairly high in this internal evaluation, certain improvements need to be focused on, especially in the coming month. Actions are opened and assigned in this report for proper endorsement.

Evaluator's Sign-off



Jin Langford
27.03.2024 16:22 PST

Media summary



Photo 1