



Leading Quality Assurance (LQA) Standards Checklist

13 May 2024

Complete

Score	0 / 0 (0%)	Flagged items	1	Actions	1
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Property Name	Luxe Property Haven Hotel
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Location	New York, NY, USA (40.7127753, -74.0059728)
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Date of Inspection/Audit	13.05.2024 12:46 PST
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Inspector/Auditor Name	Emily Johnson
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Flagged items & Actions

1 flagged, 1 action

Flagged items

1 flagged, 0 actions

LQA Audit / Overall Assessment

Overall Experience

Below expectations (Specify)

Other actions

1 action

LQA Audit / Housekeeping

Specify major issues in detail and assign action/s as needed.

During the audit, major issues were identified regarding room cleanliness, particularly in Room 205. Upon inspection, it was observed that the bathroom surfaces, including the sink and shower area, showed signs of mold and mildew buildup. Additionally, the carpet in the bedroom exhibited stains and was not vacuumed properly. These issues compromise the overall guest experience and require immediate attention to maintain the high standards of cleanliness expected in a luxury hotel.



Photo 1



Photo 2

To do | Assignee: SafetyCulture Staff | Priority: Low | Due: 20.05.2024 14:17 PST | Created by: SafetyCulture Staff

Address bathroom issues in Room 205.

LQA Audit 1 flagged, 1 action

Guest Services

Check-in Process Efficiency Within 10 minutes

Concierge Services

Available and responsive 24/7	Knowledgeable about local attractions and services	Able to assist with special requests
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Guest Feedback Handling

Responded within 24 hours	Issues resolved satisfactorily
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Housekeeping 1 action

Room Cleanliness Major issues (Specify)

Description and media attached in next item for further context

Specify major issues in detail and assign action/s as needed.

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Photo 1



Photo 2

To do | Assignee: SafetyCulture Staff | Priority: Low | Due: 20.05.2024 14:17 PST | Created by: SafetyCulture Staff

Address bathroom issues in Room 205.

Bedding and Linens

Fresh and well-presented	Clean and properly folded
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Bathroom Amenities

Fully stocked	High-quality products	Clean and well-maintained
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Food and Beverage

Restaurant Service

Timely and attentive	Knowledgeable about menu	Courteous and professional
Food Quality	Consistent with menu descriptions	Fresh and well-prepared
Beverage Selection	Diverse and high-quality	Properly stored and served
Facilities and Amenities		
Spa and Wellness Facilities	Clean and well-equipped	Professional staff
Pool and Recreation Areas	Clean and well-maintained	Safety measures in place
Business and Event Spaces	Fully equipped	Well-maintained
Health and Safety		
Compliance with Health Regulations	All licenses and permits up to date	Hygiene standards met
Emergency Preparedness	Staff trained in emergency procedures	Emergency equipment readily available
Sanitization Protocols	High-touch surfaces regularly sanitized	Hand sanitizing stations available
Staff Training and Presentation		
Staff Appearance	Well-groomed	Uniforms clean and in good condition
Language Proficiency	Fluent in local language(s) and English	
Training Programs	Ongoing training provided	Knowledgeable about property

		and services
Environmental Sustainability		
Waste Management	Recycling bins available	Reduction of single-use plastics
Energy Efficiency		Use of energy-saving appliances and lighting
Eco-friendly Initiatives		Participating in local conservation efforts
Overall Assessment		1 flagged
Overall Experience		Below expectations (Specify)

Specify reasons for the assessment.

Regrettably, the overall experience fell below expectations, primarily due to the major cleanliness issues encountered in Room 205. Despite the hotel's reputation for luxury and impeccable service, the presence of mold, mildew, and stained carpets significantly detracted from the guest's comfort and satisfaction. Such lapses in cleanliness not only tarnish the hotel's image but also undermine guests' confidence in the property's commitment to excellence. An urgent action is already opened and endorsed in this inspection.

Completion

Notes and Comments

Before my shift ends today, I'll make sure to properly endorse this to our maintenance staff and housekeeping manager for prompt resolution.

Inspector/Auditor Name and Signature



Emily Johnson
13.05.2024 14:27 PST

Media summary

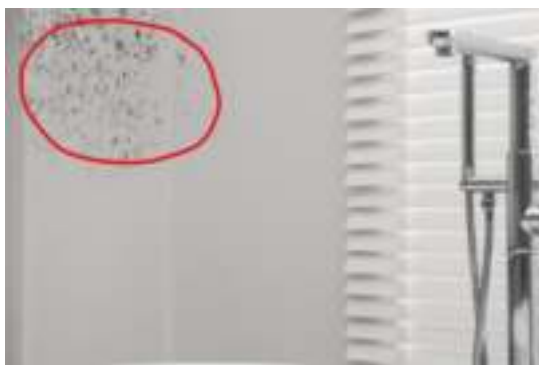


Photo 1



Photo 2