



**POSITIVE RESORT ENVIRONMENT /
MAINTAINING THE PROPERTY
QUICK REFERENCE GUIDE**



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Positive Resort Environment - Maintaining the Property

Entrance - External & Internal-----

Professional, clean signage - external
Well-maintained landscape, clean grounds and drive
Adequate and well-marked parking for check-in
Clean, well-maintained entrance door to lobby
Clean glass surfaces (windows, door glass, sign boards, etc.)
Clean, well-maintained floor covering
Clean, well-maintained front desk
Clean, well-maintained walls and ceilings
Professional, clean signage - internal
Pleasant odor - lobby air freshener recommended
Professional, well-maintained and stocked brochure stand (if appropriate)
Clean, well-maintained lobby furniture and fixtures
Clean, well-maintained, and adequate lighting fixtures
Noise-free environment or pleasant background music
Professional property map for ease in locating guest rooms
Professional Tips for Safety sheet or brochure
Professional, well-maintained attire for staff

Restrooms - Public & Private-----

Well-maintained door(s), lock(s) (No inside locks on public restrooms with stalls.)
Clean, well-maintained floor covering
Clean, well-maintained walls and ceilings
Clean glass surfaces (windows, mirrors, etc.)
Clean, well-maintained restroom fixtures
Clean, well-maintained, and adequate lighting fixtures
Adequate paper supplies, soap, etc.
Odor control - air freshener recommended

Hallways & Walkways-----

Professional, clean signage
Clean, well-maintained floor covering/walkways
Clean, well-maintained walls and ceilings

Clean, well-maintained fixtures
Clean, well-maintained, and adequate lighting
Free from sight of garbage storage and/or odors
Clean, well-maintained vending machines

Guest Rooms-----

Clean, well-maintained doors
Professional, clean signage
Clean glass surfaces (windows, door glass, mirrors, etc.)
Clean, well-maintained floor covering
Clean, well-maintained walls and ceilings
Clean, well-maintained linens
Adequate pest control
Clean, well-maintained appliances (if appropriate)
Pleasant odor - air freshener recommended
Professional, well-maintained and stocked phone books, hotel information, and stationery items (if appropriate)
Clean, well-maintained furniture and fixtures
Clean, well-maintained, and adequate lighting fixtures
Noise-free environment

Pool & Patio Areas-----

Clean, clear pool/spa water
Professional, clean signage
Clean, well-maintained deck surface
Clean, well-maintained patio furniture
Clean, well-maintained fencing
Clean, well-maintained guest service areas (bars, pool towel areas, etc.)
Clean, well-maintained, and adequate lighting fixtures
Well-maintained and professional pump covering/housing
Clean, well-maintained pool safety/rescue equipment
Pleasant background music, if any (not too loud / clear sound)