

CHECK-IN

NAME/DESCRIPTION OF EMPLOYEE		<i>Lori</i>		
TIME/DATE OF INTERACTION		<i>Wed. October 15th - 11 am</i>		
SHOPPER INITIAL IMPRESSIONS				
<i>The hotel was really busy, so I felt more like a number than a guest. I was treated fine though, everyone was somewhat friendly.</i>				
QUESTION		YES	NO	COMMENTS
1. Was I	VAIT	X		<i>I only waited for about 5 minutes.</i>
2. Regis				<i>About ten minutes.</i>
3. Numt				<i>2</i>
4. Name guest wa	nts			<i>Didn't get a name. It was an older man with salt and pepper hair.</i>
5. Staff	n?	X		<i>Everyone looked professional and well groomed.</i>
6. Gues			X	
7. Reser		X		
8. Room		X		
9. Rate		X		
10. Dep		X		
11. Dire			X	<i>Seemed like she wanted to just get to the next person..</i>
12. Age/ number'	om		X	<i>Said it aloud.</i>
13. Pay	'		X	
14. Any	oned?	X		<i>Told me about the pool and complimentary breakfast.</i>
15. Bell			X	
ADDITIONAL CHECK-IN COMMENTS				
<i>Lori seemed very nice, but I could tell she was a little rushed. It was really crowded, maybe an event was going on? No one mentioned it... so far so good!</i>				
Overall Experience: <i>Positive</i>				
Number Correct Out of 12: <i>7/12</i>				
Percent Score: <i>58% - Lost points on the details!</i>				

Customizable
list of questions