



**HOW WELL DO WE
REALLY KNOW OUR
GUESTS?**

Top 5 Things Travelers Look For...

Women	Men	Families
Security – Lighting in corridors and Parking Areas	Well Equipped Workout Facilities	Suites that are actually Suites (not large rooms)
Privacy at Check In	High Speed Wi-Fi	Fridge and Microwave
Room Location	Coffee Makers	Kid Friendly TV Stations
Room Safety	Outlets	Duvet Covers
Conveniences	Laundry Service	Free Wi-Fi

Top 5 Complaints about Housekeeping...

The Famous Knock and Enter

Cleanliness of Towels

Ignoring the Do Not Disturb Sign

Restocking Toiletries

Messy Housekeeping Carts in Hallway

Top 5 Complaints Travelers...

Business	Leisure
40 Watt Light Bulbs	Rude or Unhelpful Staff
Not enough Electrical Outlets	Added Fees
\$5 Bottles of Water	Inadequate A/C or Heat
Full Service charging for Wi Fi while Select Service Does Not	Uncomfortable Beds
Complicated TV Remotes	Room not Ready at Check In Time

Customer Complaints / Reviews

Do	Don't
Proof Read	Use Hotel Lingo / Complicated Words
Opportunity to Improve	Ignore the one customer
Speak to Customers	Quoting Company Policy
Ask: What would you like?	Over offer.

Thank you for your partnership

