



**RESORTS - POSITIVE  
ENVIRONMENT /MAINTAINING  
THE PROPERTY QUICK  
REFERENCE GUIDE**



## Everything Speaks - 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)