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meetwell

GUIDES TO EVENT SUCCESS

hotel site inspection checklist

experient
A Maritz Travel Company

Many considerations factor into the decision to select a hotel for your meeting. Among them is accessibility, availability, appeal of the hotel and surrounding area and, of course, the cost/value equation. We know the details can be overwhelming, so we've put together a comprehensive checklist that will help you make the most of your site visits and prepare for a great program.

ACCESSIBILITY

- What is the main/closest airport?
- What is the distance/travel time to and from the nearest airport?
- Does the hotel have an airport shuttle?
- Is the airport shuttle complimentary?
- Is there a train to/from the airport to the hotel?
  - What is the cost?
- If there is no shuttle, what transportation is available to/from the airport and surrounding areas?

SURROUNDING AREA

(Note information on the surrounding area – i.e. restaurants/shopping/activities within walking distance)

- What is the condition of the surrounding area?
- Is the hotel located in a business park, downtown area, financial area, rural area?
- Is it safe to walk around the area?
- Are areas well lit at night?
- What kind of shopping is in the area?
- What kind of restaurants are in the area?
- What is the distance to the closest hospital?
- What activities can be found in the area?
- What hotels would be used for overflow needs OR could we lose to outside the block?

CONDITION OF THE HOTEL

- When was the last time the hotel was renovated?
- Is there a schedule renovation in the near future? If so, what is the timeline?
- What is the sense of arrival at the hotel?
- What is the architectural style/environment of the hotel outside?
- What is the physical condition of the property outside?
- What is the architectural style/environment of the hotel inside?
- What is the physical condition of the property inside?
- What kind of "feel" does the hotel have (i.e. contemporary, traditional, modern)?
- Is the lobby visually appealing (i.e. atrium, uncluttered, well lit)?
- Is there adequate seating in the lobby area? Is it a good area for gathering?
- Is the front desk clean, well lit and organized?
- Are the elevators clean? Are they smooth and fast?

HOTEL AMENITIES

- Is there on-site golf?
- Is there an on-site spa?
- Is there an on-site gift shop?
- Is there a fitness center? Is it complimentary for all hotel guests? Is it open 24 hours?
  - Is there a pool – indoor or outdoor?
- Is there a Business Center? Is it open 24 hours?
- Is there self parking. What is the cost per day?
- Is there valet parking. What is the cost per day?
- Is car rental available?
- Are there any amenities unique to the hotel?

GUEST ROOMS

- How many total guest rooms in the property?
- How many double/doubles or queen/queens?
- How many suites?
- Can the suites accommodate small meetings, hospitality rooms or receptions?
- Do all sleeping rooms have good views or are there obstructions?
- When was the last time the rooms were renovated?
- Is there a schedule renovation in the near future? If so, what is the timeline?
- Is the hotel 100% non-smoking?
- Is there an in-room safe?
- Is it a laptop size safe?
- Is there a mini-bar?
- Is there a refrigerator?
- Is there a coffee maker?
- Are the rooms elegant, well appointed, clean, inviting, no odors?
- Does the room have blackout drapes?
- Is there a comfortable place to sit?
- Is there a comfortable workspace?
- Does the workspace have data ports?
- Are there plugs/outlets near the bed or throughout the room?
- How is the bathroom?
  - Is the sink in a separate room?
  - Is it well lit?
  - Is there plenty of counter space?
  - Is the toilet in a separate room?
  - Is the shower in a separate room?
  - Is there a bathtub or a walk-in shower?

MEETING SPACE

- When was the last time the meeting rooms were renovated?
- Is there a schedule renovation in the near future? If so, what is the timeline?
- What is the general "feel" of the meeting space?
- What is the condition of the wall coverings?
- What is the condition of the carpeting?
- What is the condition of the drapes?
- Are the air walls insulated to control sound leakage?
- Are the meeting rooms free from pillars and obstacles?
- Are the meeting rooms free from low hanging chandeliers?
- Do the number of elevators accommodate the number of people for the space?
- Are there escalators that will accommodate the number of people for the space?
- Do the breakout rooms have drop down screens for audio visual?
- Are there permanent registration areas convenient to the meeting space?
- Are the rooms lockable?
- What is the fee for the keys?
- Can the pre-function area accommodate food and beverage functions?
- What are the Internet capabilities in the meeting PUBLIC space?
- What are the Internet capabilities in the meeting ROOMS?
- Is the Internet in the meeting space separate from the hotel rooms?
- Does the hotel have outdoor space that can be utilized for food and beverage functions?
- Does the hotel have a dedicated exhibit hall?
- Is the exhibit hall column free?
- Is the exhibit hall carpeted?
- Where is the exhibit hall located in relation to the rest of the meeting space?
- What is the general impression of the exhibit hall?

FOOD & BEVERAGE

- Does the hotel have an on-site catering department?
- Does this catering department do off-site catering?
- How many food and beverage outlets are located in the hotel?
- Is there a Grab & Go?
- Is there a sit-down restaurant?
- Is there an all-day dining restaurant?
- Is there a lounge/bar?
- Is there a Starbucks or a place to grab coffee?
- Is there room service?
  - Is it 24 hours?

AUDIO VISUAL

- Does the hotel have an on-site audio visual company?
- Who is the on-site audio visual company?
- Are they exclusive?
- Can a group bring in their own AV equipment provider?
- Is there a fee to bring an outside AV provider?

SERVICE PROVIDED

- What was the overall general attitude of employees at the property?
- Did you stay overnight at this hotel?
- If so, was the desk clerk attentive? Did you have a smooth check-in/check-out process? Was your room cleaned in a timely manner and well the next day?

TECH SPECS CHECKLIST

IN GUEST ROOM

- **Do they provide the following?**
  - Wired connectivity speed
  - Wireless connectivity speed
  - Internet cost
  - No extra cost for connecting multiple devices
  - In-house (24/7) Internet guest room support
  - Room keys – NFC / smart phone key
  - Electronic locks
  - HDTV (40” minimum)
  - Docking station for portable music player
  - TV ports for computer connection
  - AC outlets (transformer friendly - 4 minimum) at desk height near desk
  - Power strip / surge protector
  - In-room safe with outlet for computer charging / In-room safe that can fit laptop
  - Ergonomically-designed desk and chair work station (eg. Herman Miller style furniture)
  - Mobile app for hotel functionality (eg. room service, housekeeping)
  - Alarm clock that doesn’t require a Ph.D. to set

IN MEETING & EXHIBIT SPACE

- **Do they provide the following?**
  - Meeting and exhibit hall Internet speed
  - Internet cost
  - Meeting room power* (Fee, minimum of 12 outlets per 1,000 square ft.)
    **Dedicated exhibit space exempt from free power stipulation*
  - Complimentary charging stations in meeting space
  - Phone signal accessibility in all meeting space

IN LOBBY / PUBLIC SPACE

- **Do they provide the following?**
  - Kiosk check-in and check-out in lobby
  - Complimentary charging stations in lobby
  - Mobile POS in outlets
  - Free Wi-Fi in lobby
  - Print kiosks (free, 24/7) for boarding passes
  - 24-hour Business Center accessibility