

# HUMANEXPERIENCE

## MYSTERY SHOPPING REPORT

# Victoria Accommodation Awards for Excellence



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*Hotel Club Lounge of the Year*

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*Conducted On:*

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**H<sup>x</sup>**

# YOUR RESULTS

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

The next few pages provide a detailed breakdown of each of the sub-scores in your mystery shopping report.

### OVERALL SCORE FOR THIS REPORT

%

0 - 66% High risk area

67 - 80% Requires management

81 - 100% Area of strength

*your results*

% STAFF WELCOMING, PROMPTNESS & GROOMING	% CLUB LOUNGE CLEANLINESS & HYGIENE	% CLUB LOUNGE FACILITIES	% BATHROOM	% MENU
% QUALITY OF FOOD	% TECHNICAL SKILLS & KNOWLEDGE OF STAFF	% EFFICIENCY OF SERVICE	% ENVIRONMENTAL SUSTAINABILITY	% LEAVING THE VENUE
% ABOVE & BEYOND	<b>H<sup>x</sup></b>			

# STAFF WELCOMING, PROMPTNESS & GROOMING

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

Date & time arrived at the venue:

*results*

<b>1.01</b>	Were you greeted or acknowledged within 60 seconds of entering the club lounge?	
<b>1.02</b>	Did the club lounge service staff member smile and make eye contact while serving you?	
<b>1.03</b>	Did the club lounge service staff member use your name while serving you?	
<b>1.04</b>	Did the club lounge service staff member use courteous language?	
<b>1.05</b>	Did the club lounge staff member who served you introduce themselves by name, or were they wearing a name badge?	
<b>1.06</b>	<b>If yes, what was their name?</b>	
<b>1.07</b>	<b>If no, please describe the club lounge service staff member who served you.</b>	
<b>1.08</b>	Was the club lounge service staff member friendly, and did they engage with you in a positive way?	
<b>1.09</b>	Did the club lounge service staff member ask if you have been to the club lounge before?	
<b>1.10</b>	Did the club lounge service staff member offer a clear explanation of how the club lounge works?	
<b>1.11</b>	Were all the club lounge service staff members attentive?	
<b>1.12</b>	Were all the club lounge service staff members well-groomed?	
<b>1.13</b>	Were all the club lounge service staff members in full uniform?	
<b>1.14</b>	Was the uniform of all the club lounge service staff members consistent with the theme of the club lounge itself?	

notes...

TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# CLUB LOUNGE CLEANLINESS & HYGIENE

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>2.01</b>	Was the club lounge bar area clean?	
<b>2.02</b>	Was the club lounge bar area tidy?	
<b>2.03</b>	Were carpets and floors within the club lounge clean?	
<b>2.04</b>	Were unoccupied tables inside the club lounge tidy and ready for the next guest(s)?	
<b>2.05</b>	Was the cutlery clean?	
<b>2.06</b>	Was the crockery clean?	
<b>2.07</b>	Was the glassware clean?	

*notes...*

TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

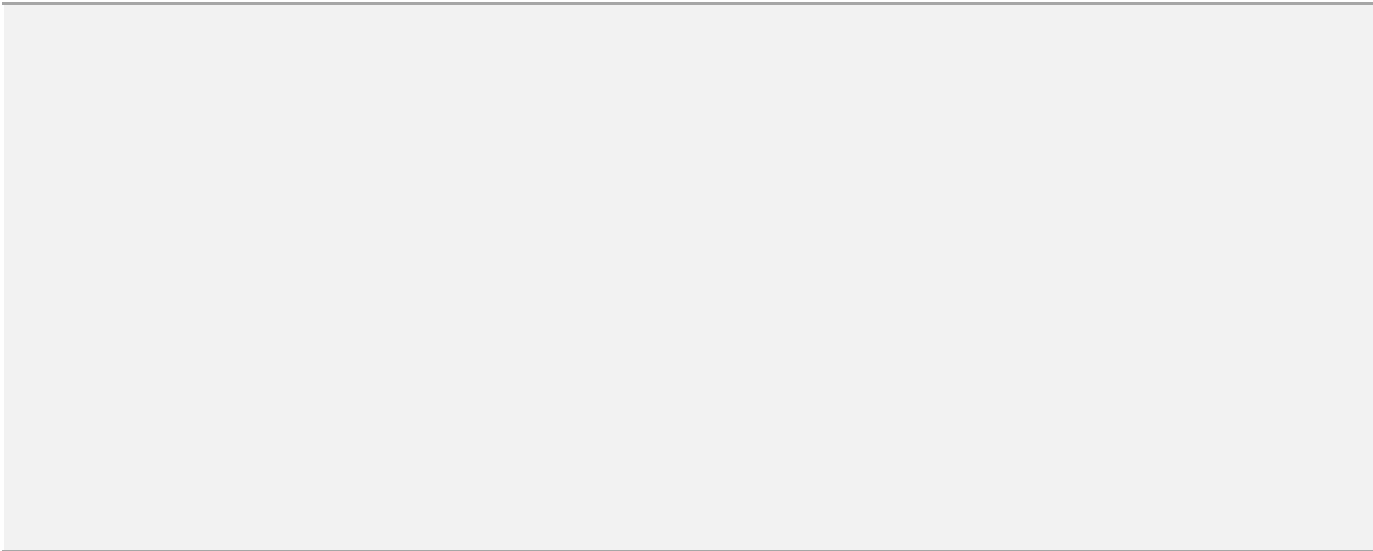
# CLUB LOUNGE FACILITIES

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>3.01</b>	Was the hotel club lounge well-maintained?	
<b>3.02</b>	Was the design inside the club lounge in line with the hotel's brand?	
<b>3.03</b>	Was the décor in line with the style of the club lounge?	
<b>3.04</b>	Was there audible music playing in the hotel club lounge?	
<b>3.05</b>	Was the lighting inside the club lounge appropriate?	
<b>3.06</b>	Was the temperature inside the club lounge comfortable?	
<b>3.07</b>	Was the club lounge environment conducive to a long and comfortable stay?	
<b>3.08</b>	Was there a range of appropriate furnishings to suit different customers?	
<b>3.09</b>	Was the quality of the linen of a deluxe quality?	
<b>3.10</b>	Were the furnishings in good condition?	
<b>3.11</b>	Were there fresh flower arrangements in the hotel club lounge?	
<b>3.12</b>	Were there indoor plants in the hotel club lounge?	
<b>3.13</b>	Were there clear, easy-to-find directional signs within the club lounge?	

notes...



TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# BATHROOM

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>4.01</b>	Were the bathrooms easy to find?	
<b>4.02</b>	Were the bathrooms clean?	
<b>4.03</b>	Were the bathrooms well-maintained?	
<b>4.04</b>	Was there background music playing inside the bathrooms?	
<b>4.05</b>	If yes, was the music playing aligned with the hotel's branding?	
<b>4.06</b>	Were there fresh flower arrangements or indoor plants in the bathrooms?	
<b>4.07</b>	Were there elements of luxury included in the bathrooms?	

*notes...*

### TOTALS FOR THIS SECTION

<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

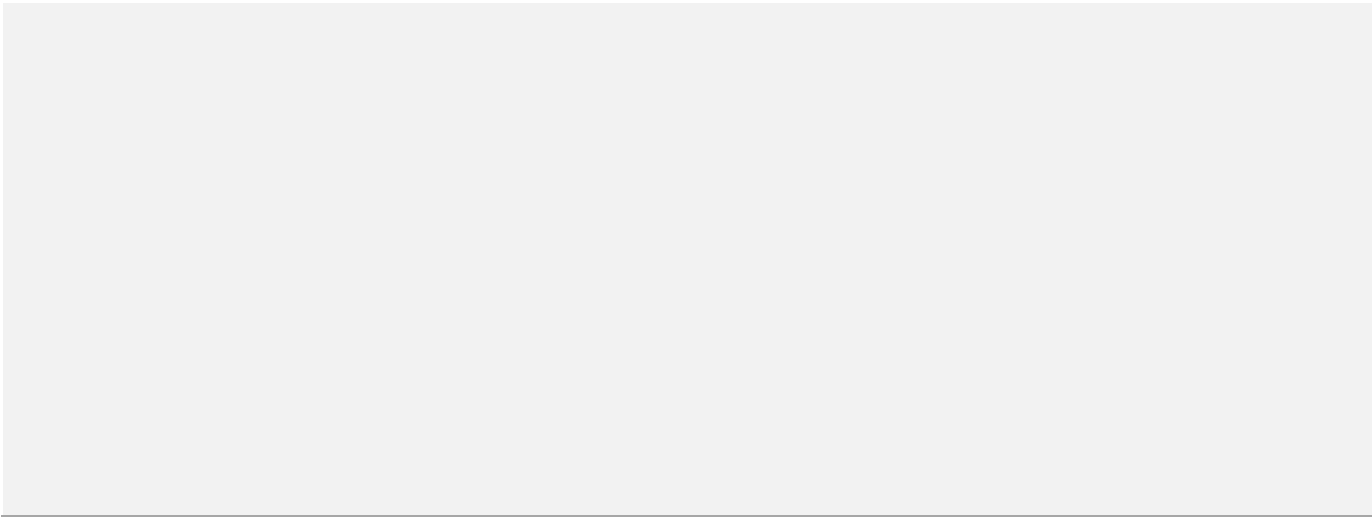
# MENU

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

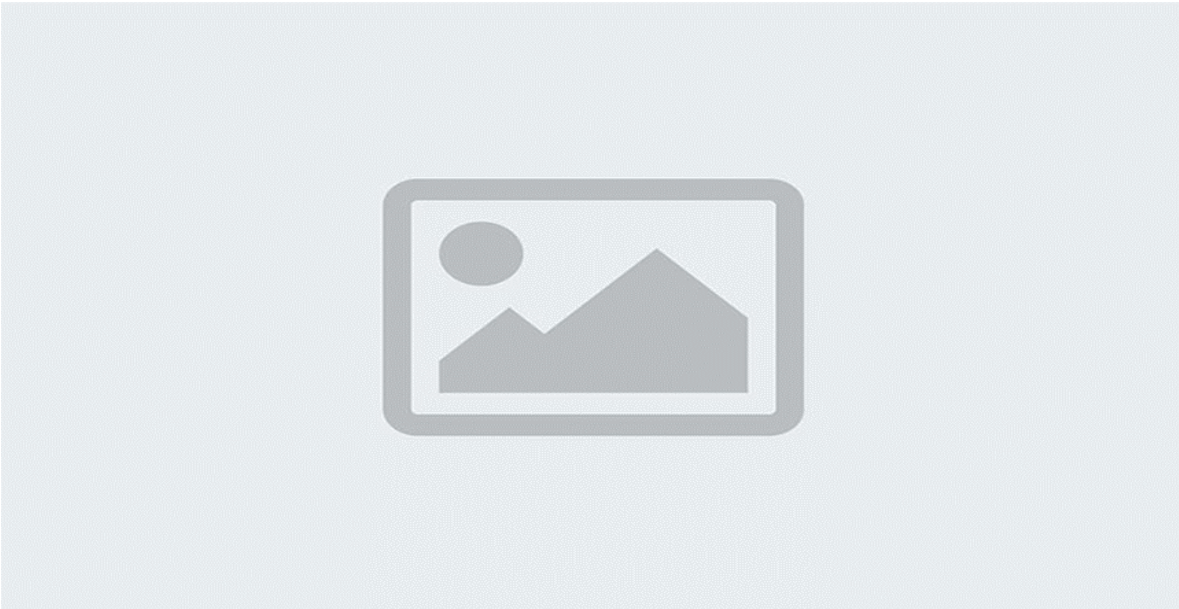
5.01	Were menus made available?	
5.02	Were the menus at the club lounge written in an appropriate font and easy to read?	
5.03	Were the menus undamaged?	
5.04	Were the menus clean?	
5.05	Were the menus in line with the style of the club lounge?	
5.06	Were there at least three options of white wine by the glass?	
5.07	Were there at least three options of red wine by the glass?	
5.08	Were there at least three options of bottled beer?	
5.09	Were Victorian beverages showcased on the menu/buffet?	
5.10	<b>If yes, please give two examples.</b>	
5.11	Were there imported options available on the menu?	
5.12	<b>If yes, please give two examples.</b>	
5.13	Were there at least three non-alcoholic beverage options available on the menu?	
5.14	Was there espresso coffee available on the menu?	
5.15	Was there an appropriate variety of food items available on the menu or buffet?	
5.16	Did the menu/buffet feature any specials?	
5.17	Was there evidence of seasonal variation with dishes on the menu/buffet?	

*notes...*



TOTALS FOR THIS SECTION			
0	0	0	%
POSITIVE	NEGATIVE	N/A	TOTAL

*photo of the menu*



# QUALITY OF FOOD

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>6.01</b>	Was the food/produce options on display of a high standard?	
<b>6.02</b>	Did the food/produce look fresh and appetising?	
<b>6.03</b>	Was the food easy to access?	

*notes...*

TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# TECHNICAL SKILLS & KNOWLEDGE OF STAFF

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

results

ASK	<i>"What drink do you recommend that's unique to this venue?"</i>	
7.01	What did the club lounge service staff member recommend?	
7.02	Was your query answered confidently?	
7.03	Was your query answered in an informative manner?	
7.04	Was your query answered efficiently?	
ASK	<i>"What food options do you have that are dairy-free?"</i>	
7.05	What did they recommend?	
7.06	Was your query answered confidently?	
7.07	Was your query answered in an informative manner?	

notes...

TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# EFFICIENCY OF SERVICE

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

results

<b>8.01</b>	Was your drink order taken in under five minutes of waiting?	
<b>8.02</b>	Was your drink delivered within five minutes of ordering?	
<b>8.02a</b>	<b>How long before your drinks arrived?</b>	
<b>8.03</b>	Did the club lounge service staff member get your order correct?	
<b>8.04</b>	Was your drink served in clean glassware?	
<b>8.05</b>	Was your drink served at a good temperature?	
<b>8.06</b>	If more than one drink was ordered, were all drinks delivered at the same time?	
<b>8.07</b>	If more than one drink was ordered, were all drinks placed in front of the correct guest?	
<b>8.08</b>	Were you asked if you wanted another drink at the appropriate time, unprompted?	
<b>8.09</b>	Did the club lounge service staff member ask you how your drink was at any point?	
<b>8.10</b>	Were the glasses cleared within five minutes of all guests finishing their drinks?	



# ENVIRONMENTAL SUSTAINABILITY

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>9.01</b>	Was there visual evidence that the hotel club lounge is supportive of and/or engaging in environmentally sustainable practices? e.g., messaging/collateral around choices the hotel club lounge has made (no single-use water bottles).	
<b>If yes, what were they?</b>		

<b>TOTALS FOR THIS SECTION</b>			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# LEAVING THE VENUE

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>10.01</b>	Was the bill accurate for what was ordered?	
<b>10.02</b>	Were you farewelled as you left the hotel club lounge?	
<b>10.03</b>	If you were farewelled, was it done in a way that encouraged you to return again (e.g., "see you next time," "see you soon," or "look forward to seeing you again")?	

*notes...*

TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# ABOVE & BEYOND

## HOTEL CLUB LOUNGE OF THE YEAR MYSTERY SHOPPING REPORT

*results*

11.01	Did any of the club lounge staff members make an unprompted suggestion or recommendation when interacting with you? We're looking for an example whereby a staff member has taken your interaction beyond a "transaction" to show an interest in you and showcase their product knowledge.	
11.02	<b>What unprompted suggestion or recommendation did a club lounge staff member make?</b>	
11.03	Did the club lounge service staff member go above and beyond at any time during your visit?	
11.04	Did the club lounge service staff member anticipate your needs before you made a request?	
11.05	Was there anything particularly memorable about your experience (e.g., service, atmosphere, food, or beverage quality)?	
11.06	<b>If yes, please tell us what was particularly memorable.</b>	
11.07	Would you visit this hotel club lounge again?	
11.08	<b>Why / why not?</b>	
11.09	<b>If someone asked you about this hotel club lounge, how would you describe it?</b>	

TOTALS FOR THIS SECTION			
0	0	0	%
POSITIVE	NEGATIVE	N/A	TOTAL

