



HOTELS AUDIT  
CERTIFICATION

THIS CERTIFICATE IS PROUDLY PRESENTED TO

Hotel Name

For successfully completing the Hotels Audit Certification process with a score of: XX% (XXX/XXX)

Area	Description	Score
Pre-Arrival	Tailored booking confirmations, curated previews, and proactive inquiries.	XX/70
Communication	Prompt, courteous responses with clear, personalized info for guests.	XX/70
Aesthetic and Ambiance	Clean, sophisticated welcome with harmonious lighting and inviting scents.	XX/70
Personalized Experience	Customized greetings, housekeeping, and recommendations for guests.	XX/70
Staff Performance	Expert staff deliver warm welcome and attentive guest service.	XX/70
Service Efficiency	Swift, professional responses to inquiries, making guests feel valued.	XX/70
Impeccable Cleanliness	Pristine guest rooms, lobbies, and wellness areas with rigorous protocols.	XX/70
Sensory Atmosphere	Optimal temperature, air quality, subtle scents, and curated music.	XX/70
Hygiene and Sterility	Spotless spaces with strict sanitation for guest safety and comfort.	XX/70
Safety and Accessibility	Clear signage, full accessibility, and robust safety systems for guests.	XX/70
Culinary Excellence	Stunning dishes, diverse menus, and personalized dining recommendations.	XX/70
Premium Amenities	Seamless Wi-Fi, relaxation zones, and state-of-the-art fitness equipment.	XX/70
Technical Condition	Reliable, modern systems ensure seamless guest functionality in all areas.	XX/70
Issue Resolution	Swift, empathetic solutions to guest concerns, ensuring satisfaction.	XX/70
Business and Tech	Business clients needs, event planning and tech equipment.	XX/70

