



Hotel Assessment Exercise FAQs

*Please note that these FAQs are based on the Hotel Standards Assessment Exercise guidelines provided.

When assessing window treatments, should I count each individual panel of fabric?

When evaluating window treatments, it is not necessary to count each individual panel. Instead, consider them as pairs when replacing them. For example, a pair of curtains in a window should be counted as a single asset volume of 1. This same principle applies to other categories like soft flooring, hard flooring, and wallpapering.

Should I include recommendations on how to fix an asset in the comments section?

The comments section is not for making recommendations. Instead, it should be used to capture details that support a clearer interpretation of the data, such as describing the type of damage or the location. For example, instead of saying “curtains need to be dry-cleaned,” you can say “curtain shows signs of sun damage and pilling on the port side of the Meridian dining room.”

If there are no assets in a venue, should I enter a volume of 1 and rank it as 1 to fill in the box?

No, if there are no assets in a venue, leave the volume as 0 and move on to the next asset category. It is unlikely that any venue will have all 20 asset categories.

Do I still need to fill out the hotel standards assessment for a ship that is due to have a refit soon?

It is still necessary to fill out the hotel standards assessment for a ship that is scheduled for a refit soon. Quarterly audits should be conducted to document the current condition of the ship, regardless of any planned refurbishments. This information can be valuable in determining the scope of work needed during the refit.

What should I do if I know that some soft furnishings, i.e., cushions are missing in a venue?

If you notice that some cushions are missing in a venue you are assessing, you should not increase the asset volume to account for them. Instead, make a note in the asset comment section to indicate the missing items. For example, you can mention “Several cushions in the seating area are currently missing.” This comment will help inform the facilities team about the missing items and enable them to address the situation accordingly, such as planning for replacements in the future.

Can I add supporting photographs to the venue assessment file?

As of now, the capability to add supporting photographs directly to the venue assessment file is not available. However, you can still capture photographic evidence separately and provide it to your line manager. This will help in tracking and documenting the condition of the ship or venue effectively.

What should I do if I am unsure whether an asset should be ranked as a 4 or 5?

If you are undecided about whether to rank an asset as a 4 or 5, consider whether the venue can still function safely without being brand damaging or posing a hazard. If the venue can still be used and opened to guests, mark the asset as a 4.

Can I conduct the hotel standards assessment for multiple venues at the same time?

It is recommended to focus on assessing one venue at a time to ensure accuracy and thoroughness.

**Do I need to count each tile when assessing stone or hard flooring?**

No, it is not necessary to count each individual tile when assessing. Instead, you can group the assets by whole numbers and assign a rank based on that. For example, you can note “10 tiles in good condition” or “3 tiles with minor damage.” In the comments section, you can provide additional details about any damage or specify the exact location of the asset. This approach helps streamline the assessment process while still providing valuable information about the condition of the flooring.

Do I have to assess the condition of glass windows in the guest area?

A physical glass window as part of the ship's structure (outside of guest accommodation) is not a part of hotel standards assets.

Does the Hotel Standards Assessment replace the need to log faulty assets in other official channels?

No. Please continue to use the hotel defects process for the ship you are on.

Can I adjust the rankings after submitting the tear sheet?

Once you have submitted the tear sheet, it is typically considered final, and adjustments may not be possible. However, if you discover an error in your assessment, it is important to communicate this promptly. Reach out to your line manager or the head of the department to discuss the issue and determine the appropriate course of action. They will guide you on any steps that can be taken to address the error or update the assessment if necessary.

Is there a deadline for submitting the completed tear sheet?

Yes, there is typically a deadline for submitting the completed tear sheet. Please check with your line manager or the head of the department to confirm the deadline for your specific assessment period.

How often are the hotel standards assessments conducted?

The hotel standards assessments are conducted quarterly. This allows for regular monitoring and tracking of the condition of assets across the ship.

What supporting collateral should I have when completing a hotel standards assessment?

Please ensure you have the QR guide (which describes your 1-5 ranking scores), a tear sheet with a clipboard, a flashcard, and the correct venue number for your venue. The venue number can be confirmed from the hotel standards assessment excel file on the teams channel. If you do not have access to the teams channel, please ask your line manager or the head of the department to look this up for you. The venue number must be captured on your tear sheet.

If I am not sure of the hotel standards assessment or have not received any training, who can I reach out to?

Please reach out to your line manager or the head of the department in the first instance so that they can direct you to a hotel standards champion within your team.