

COURTYARD[®]

BY MARRIOTT

BSA-2023-Jul-Dec ClassicSelect Results

Courtyard By Marriott Fort Myers at I-75 and Gulf Coast Town Center - RSWAP

Audit Information		Other Information	
Audit Name:	BSA-2023-Jul-Dec ClassicSelect	Unit Number:	6523W
Audit Type:	Audit	Mgt Company:	McKibbon Hospitality
Audit Format:	Virtual	Continent:	US Canada
Upload Date:	18 Oct 2023	Owner:	Starwood Capital Group
		Regional Primary:	Shelly Faraj

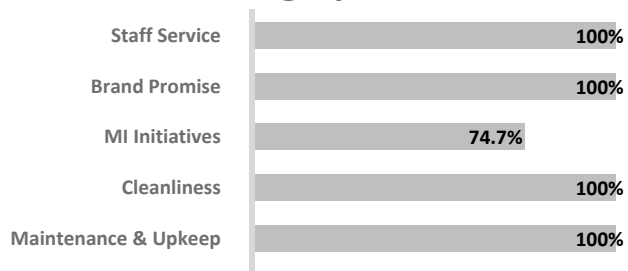
BSA Score

91%

BSA Performance Classification

GREEN

Category Scores



Black line above represents the BSA score of 91% relative to the thresholds.

85

Compliant Items

4

Non-Compliant Items

484

Total Points Earned

532

Total Points Possible

SAFETY & SECURITY

Food Safety

Item	Answer
Temperature Logs and Training documentation is completed and available for review	Yes

Fire Protection & Life Safety

Item	Answer
Randomly selected Fire/Life Safety item is compliant	Yes

Non-Compliant Items

Item No.	Item	Points Earned	Points Possible
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Digital Guest Experience

CABBOH017	Average Chat Response Rate Percentage	0	4
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Answer

No

Findings

- Response does not show "GREEN" on the GXP Performance Report



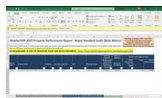
CABBOH032	Pre-arrival Planning Program	0	16
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Answer

No

Findings

- % of guests with high actionable insights reviewed not "GREEN" on report



CABBOH004_2A	Global Property Network Standard (GPNS) technical solution is installed	0	16
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Answer

No

Findings

- Hotel indicates GPNS is installed but GPNS System Installation Certificate not available and hotel is not listed as "Compliant" on the Property GPNS Internet Tracking (XLS)



CABBOH011	Guestroom Entertainment Platform (EMEA, US/CAN)	0	16
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Answer


No

Findings

- (US): Required channel line-up not available

Legend

Franchisees are responsible for establishing and enforcing cleanliness policies for their hotels. For franchised hotels, such policies must: (a) comply with all applicable laws and regulations; (b) include all requirements of Global COVID-19 Protocol document ; and (c) take into account our recommended guidelines and those of AHLA, CDC, WHO and other jurisdictional guidelines (as applicable). Franchisees and management companies should consult with their own legal counsel and advisors in the process of developing and implementing cleanliness policies for their hotels.

 **Compliant / Full (Points)**
 **Minor / Partial (Points)**
 **Major (No Points)**
 **N/A (Not Applicable)**

Set-Up - Set-Up				
Item No.	Item		Total Points Earned	Total Points Possible
			0	0
SET1T1	What type of BSA would you like to complete? Answer: Full BSA	—	0	0
FORMAT	What is the audit format of this inspection? Answer: Virtual	—	0	0
BTV00	Which brand is being evaluated? Answer: Courtyard by Marriott	—	0	0
CY00	CY: In which region is this audit being conducted? Answer: US Canada	—	0	0
VT-CY-USCAN	On which day of the week is the audit occurring? Answer: Wednesday	—	0	0

Set-Up - External Telephone				
Item No.	Item		Total Points Earned	Total Points Possible
			0	0
CABTL100	Date and Time of Interaction Answer: 2023/10/18 09:30		0	0
CABTL000	Enter name(s) Answer: Kaitlyn		0	0

Set-Up - Bar/Lounge				
Item No.	Item		Total Points Earned	Total Points Possible
			0	0
VT-EVENING-CY	Is this an Evening Virtual BSA? (US/CAN) Answer: Yes	—	0	0

Set-Up - Breakfast F&B				
Item No.	Item		Total Points Earned	Total Points Possible

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			0	0
BFB1t1	Hotel has a Bistro (US/CAN) Answer: Yes	—	0	0

Set-Up - CY – Bistro AM

Item No.	Item		Total Points Earned	Total Points Possible
			0	0
BFB1t3_2	BISTRO: A buffet is offered or visible in the Lobby in addition to the Bistro concept (US/CAN) Answer: No Findings: <ul style="list-style-type: none"> Buffet not offered or visible in the lobby in addition to the Bistro concept 	—	0	0

Staff Service: Core Service - External Telephone

Item No.	Item		Total Points Earned	Total Points Possible
			10	10
CABTL9912	Telephone - Warm welcome/greeting provided Answer: Yes	✓	2	2
CABTL9902	Telephone - Guest name used during the experience, when known Answer: N/A Findings: <ul style="list-style-type: none"> Guest name is not known 	—	0	0
CABTL9905	Telephone - Proactive additional assistance offered to the guest Answer: Yes	✓	4	4
CABTL9906	Telephone - Warm and sincere closing offered and appreciation demonstrated Answer: Yes	✓	4	4
CABTL9907	Telephone - The overall experience met guest expectations and was free of negative detractors Answer: Yes	✓	0	0

Staff Service: Touchpoint Service - External Telephone

Item No.	Item		Total Points Earned	Total Points Possible
			8	8
CABTL9911	Telephone - Telephone Etiquette Answer: Yes	✓	4	4

CABTL408	Telephone - The associate used the hotel name Answer: Yes	✓	2	2
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CABTL406	Telephone - The associate was knowledgeable about property offerings and the local area, as applicable Answer: Yes	✓	2	2
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Staff Service: Touchpoint Service - Check-In

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CAB3CK005	The associate was knowledgeable about property offerings or the local area Answer: Yes	✓	4	4

Staff Service: Branded Service - External Telephone

Item No.	Item		Total Points Earned	Total Points Possible
			2	2
TL100	On-Hold Messaging Script (CALA, EMEA, US/CAN) Answer: Yes	✓	2	2

Staff Service: Branded Service - CY – Bistro PM

Item No.	Item		Total Points Earned	Total Points Possible
			36	36
EFB106-iy	BISTRO: Cashier - The associate issued a table number and explained purpose of stand (US/CAN) Answer: Yes	✓	16	16
EFB113-ky	BISTRO: Server - The associate was knowledgeable about food and beverage offerings (US/CAN) Answer: Yes	✓	4	4
EFB102-iy	BISTRO: Bistro Evening Hours of Operation (US/CAN) Answer: Yes	✓	16	16

Brand Promise: Branded Product - Check-In

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CAB3CK004	Key Cards	✓	4	4

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Answer:

Yes

Brand Promise: Branded Product - CY – Bistro PM				
Item No.	Item		Total Points Earned	Total Points Possible
			12	12
EFB142-z	BISTRO: Evening Collateral (US/CAN) Answer: Yes	✓	4	4
EFB144-y	BISTRO: Table Number (US/CAN) Answer: Yes	✓	4	4
EFB149	BISTRO: Wine Glass (US/CAN) Answer: Yes	✓	4	4

Brand Promise: Branded Product - Service General				
Item No.	Item		Total Points Earned	Total Points Possible
			16	16
GEN105-ui	Name Tags/Badges Answer: Yes	✓	16	16

Brand Promise: Branded Product - Bedroom				
Item No.	Item	Bedroom 203VR	Total Points Earned	Total Points Possible
			4	4
BD124-i	Guestroom Collateral	✓	4	4

*M – Multiple

Brand Promise: Branded Product - Bathroom				
Item No.	Item	Bathroom 203VR	Total Points Earned	Total Points Possible
			2	2
CAB3BTH008	Linen & Terry Re-use Program	✓	2	2

*M – Multiple

Brand Promise: Branded Product - Elevator				
Item No.	Item		Total Points Earned	Total Points Possible
			4	4
E101	BISTRO: Elevator Collateral (US/CAN) Answer:	✓	4	4

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Yes

Brand Promise: Branded Product - Lobby

Item No.	Item		Total Points Earned	Total Points Possible
			0	0
LOB101-i	GoBoard (EMEA, US/CAN) Answer: N/A Findings: <ul style="list-style-type: none"> Hotel does not have a GoBoard 	—	0	0

Brand Promise: Branded Product - Back/Heart of House

Item No.	Item		Total Points Earned	Total Points Possible
			16	16
CAB3BOH004	Hotel Website Photography Answer: Yes	✓	16	16

Brand Promise: Operational Product - CY – Bistro PM

Item No.	Item		Total Points Earned	Total Points Possible
			22	22
EFB139-z	BISTRO: Unapproved food offerings not offered (US/CAN) Answer: Yes	✓	16	16
EFB141y	BISTRO: Bar Display (US/CAN) Answer: Yes	✓	4	4
EFB143-y	BISTRO: Refrigerator Display (US/CAN) Answer: Yes	✓	2	2

Brand Promise: Operational Product - CY – Bistro AM

Item No.	Item		Total Points Earned	Total Points Possible
			86	86
BFB121-iz	BISTRO: Menus (US/CAN) Answer: Yes	✓	16	16
BFB122-iy	BISTRO: Unapproved food offerings not offered (US/CAN) Answer: Yes	✓	16	16

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BFB124-iy	BISTRO: The Starbucks program is in place (US/CAN) Answer: Yes	✓	16	16
BFB187-iy	BISTRO: Starbucks Paper Products and Utensils (US/CAN) Answer: Yes	✓	2	2
BFB188-iy	BISTRO: Starbucks Sauces and Syrups (US/CAN) Answer: Yes	✓	2	2
BFB189-iy	BISTRO: Starbucks Condiments (US/CAN) Answer: Yes	✓	2	2
BFB190-y	BISTRO: Breakfast Collateral (US/CAN) Answer: Yes	✓	4	4
BFB193-iz	BISTRO: Grab and Go Items (US/CAN) Answer: Yes	✓	2	2
BFB195-iz	BISTRO: Fruit (US/CAN) Answer: Yes	✓	2	2
BFB198-z	BISTRO: Refrigerator Display (US/CAN) Answer: Yes	✓	4	4
BFB199-y	BISTRO: Cubby Décor (US/CAN) Answer: Yes	✓	4	4
BFB1209	BISTRO: Bacon (US) Answer: Yes	✓	4	4
BFB1210	BISTRO: Cage Free/Free Run Eggs (US/CAN) Answer: Yes	✓	4	4
BFB109	BISTRO: Culinary Operations Documentation (US/CAN) Answer: Yes	✓	4	4
BFB110	BISTRO: Current Use Records (US/CAN) Answer: Yes	✓	4	4



Brand Promise: Operational Product - Bedroom

Item No.	Item	Bedroom	Total	Total
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		203VR	Points Earned 26	Points Possible 26
BD101	Closet Amenities	✓	2	2
BD121	Ironing Amenities	✓	4	4
CAB3BD004	Sofa Bed Linens (US/CAN)	✓	4	4
BD122-i	Guest Room Coffee Setup	✓	4	4
BD111	Telephones	✓	4	4
CAB3BD002	Alarm Clock	✓	4	4
CABBD050	Pillow Age & Condition	✓	4	4

*M – Multiple

Brand Promise: Operational Product - Bathroom				
Item No.	Item	Bathroom 203VR	Total Points Earned 26	Total Points Possible 26
BTH105	Program-Required Bath Amenities – In-Shower Findings: Bathroom 203VR 	✓	16	16
BTH106	Program-Required Bath Amenities – Sink Side Findings: Bathroom 203VR 	✓	4	4
BTH1001-i	Glassware and Bath Vanity Amenities	✓	2	2
CAB3BTH016	Hair Dryer	✓	2	2
CAB3BTH001	Bath Terry	✓	2	2

*M – Multiple

Brand Promise: Operational Product - Retail Shop				
Item No.	Item		Total Points Earned 10	Total Points Possible 10
CAB3RET001	Retail Food Offerings (US/CAN) Answer: Yes	✓	4	4
CABRET007	Retail Outlet (CALA, US/CAN)	✓	2	2

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Answer:

Yes

LOB131

BISTRO: Ready To Go (US/CAN)



4

4

Answer:

Yes

Brand Promise: Operational Product - Public Restrooms

Item No.	Item		Total Points Earned	Total Points Possible
			2	2
PR101	Public Restroom Products		2	2
	Answer:			
	Yes			

Brand Promise: Operational Product - Fitness Center

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
FC102	Fitness Center - Amenities		4	4
	Answer:			
	Yes			

Brand Promise: Design Approach & Aesthetic - CY – Bistro PM

Item No.	Item		Total Points Earned	Total Points Possible
			16	16
EFB121-iy	BISTRO: The atmosphere was appropriate for dinner area (US/CAN)		16	16
	Answer:			
	Yes			

Brand Promise: Design Approach & Aesthetic - Lobby

Item No.	Item		Total Points Earned	Total Points Possible
			12	12
CAB3LOB004	Front entrance area is free of clutter		4	4
	Answer:			
	Yes			
CAB3LOB013	All lobby and public areas are free of clutter		4	4
	Answer:			
	Yes			
CAB3LOB014	Public Space Music (US/CAN)		4	4
	Answer:			
	Yes			

MI Initiatives: Elite Appreciation - Lobby

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Item No.	Item		Total Points Earned	Total Points Possible
			4	4

CABCK008 Marriott Bonvoy Signage



4

4

Answer:

Yes

MI Initiatives: Fulfillment - Bedroom

Item No.	Item	Bedroom 203VR	Total Points Earned	Total Points Possible
			4	4

CABBD051 Guest Room Recycling Bin



2

2

CABBD052 Guest Room Recycling Bin Labels



2

2

*M – Multiple

MI Initiatives: Fulfillment - Fitness Center

Item No.	Item		Total Points Earned	Total Points Possible
			4	4

CABFC002 Fitness Equipment Vendor



4

4

Answer:

Yes

MI Initiatives: Fulfillment - Back/Heart of House

Item No.	Item		Total Points Earned	Total Points Possible
			20	20

CABGEN003 Straw Usage Throughout Property



4

4

Answer:

Yes

CABGEN002 Pepsi standard is in compliance



16

16

Answer:

Yes

MI Initiatives: Fulfillment - Digital Guest Experience

Item No.	Item		Total Points Earned	Total Points Possible
			0	16

CABBOH011 Guestroom Entertainment Platform (EMEA, US/CAN)



0

16

Answer:

No

Findings:

- (US): Required channel line-up not available

MI Initiatives: Documentation - Back/Heart of House

Item No.	Item	Total	Total
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			Points Earned 72	Points Possible 68
CABBOH001	Hotel has been owned or managed by the same owner or management company for the last 13 months Answer: Yes	—	0	0
CABBOH023	Marriott Environmental Sustainability HUB (MESH) Answer: Yes Findings: <ul style="list-style-type: none"> Documentation matched BSA Property Prework submission 	✓	16	16
CABBOH026	Point of Sales (POS) Answer: Yes Findings: <ul style="list-style-type: none"> Option 1 	✓	16	16
CABBOH022	Rooms Preventative Maintenance (RPM) Program Answer: Yes Findings: <ul style="list-style-type: none"> Handwritten report 	✓	16	16
CABBOH005	guestVoice Alert Response Rate Answer: Yes Findings: <ul style="list-style-type: none"> Documentation did not match BSA Property Prework submission 	✓	4	4
CABFS108_2	Quarterly Global Food Safety Audit (GFSA) is completed and documented Answer: Yes	✓	16	16
CABBOH003	BSA Property Prework Form Completed Answer: Yes Findings: <ul style="list-style-type: none"> BSA Property Prework form completed 	✓	4	0

MI Initiatives: Documentation - Digital Guest Experience

Item No.	Item		Total Points Earned 32	Total Points Possible 68
CABBOH017	Average Chat Response Rate Percentage Answer: No Findings: <ul style="list-style-type: none"> Response does not show "GREEN" on the GXP Performance Report 	✗	0	4



CABBOH230 Empower: Guest Experience (GXP) Usage ✓ 16 16
Answer:
 Yes

CABBOH029 Mobile Key Compliance ✓ 16 16
Answer:
 Yes

CABBOH032 Pre-arrival Planning Program ✗ 0 16
Answer:
 No
Findings:

- % of guests with high actionable insights reviewed not "GREEN" on report

CABBOH004_2A Global Property Network Standard (GPNS) technical solution is installed ✗ 0 16
Answer:
 No
Findings:

- Hotel indicates GPNS is installed but GPNS System Installation Certificate not available and hotel is not listed as "Compliant" on the Property GPNS Internet Tracking (XLS)

MI Initiatives: Documentation - Training

Item No.	Item		Total Points Earned	Total Points Possible
			6	6
CAB3BOH026	Market Training is completed and documented (CALA, US/CAN) Answer: Yes Findings: <ul style="list-style-type: none"> Documentation matched BSA Property Prework submission 	✓	2	2
CAB3BOH002	Connect U Certification for General Manager (US/CAN) Answer: N/A Findings: <ul style="list-style-type: none"> GM start date in current position was over five years from date of BSA 	—	0	0
CAB3BOH001	Shaping Service Training for GMs Answer: Yes	✓	4	4

MI Initiatives: Safety & Security - Fire Protection/Life Safety				
Item No.	Item		Total Points Earned	Total Points Possible
			0	0
CABPC006-e	Randomly selected Fire/Life Safety item is compliant	✓	0	0
	Answer:			
	Yes			
	Findings:			
	<ul style="list-style-type: none"> Monthly Sprinkler Valve inspections were completed and documented for prior 6 completed months or applicable period since opening or management change 			

MI Initiatives: Safety & Security - Food Safety				
Item No.	Item		Total Points Earned	Total Points Possible
			0	0
CABFS104	Facility is clean and in good condition	✓	0	0
	Answer:			
	Yes			
	Findings:			
	<ul style="list-style-type: none"> No cleanliness or condition issues were observed 			
CABFS100	Temperature Logs and Training documentation is completed and available for review	✓	0	0
	Answer:			
	Yes			
	Findings:			
	<ul style="list-style-type: none"> Proof of selected managers Food Safety Certification through an approved training program observed 			

Cleanliness: High Guest Impact - Bedroom				
Item No.	Item	Bedroom 203VR	Total Points Earned	Total Points Possible
			4	4
CABBD053	Bedroom Cleanliness - General	✓	4	4

*M – Multiple

Cleanliness: High Guest Impact - Bathroom				
Item No.	Item	Bathroom 203VR	Total Points Earned	Total Points Possible
			4	4
CABBTH025	Bathroom Cleanliness - General	✓	4	4

*M – Multiple

Cleanliness: Low Guest Impact - Lobby				
Item No.	Item		Total Points Earned	Total Points Possible
			2	2
CABLOB022	Public Area Cleanliness - General	✓	2	2
	Answer:			

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Compliant

Maintenance & Upkeep: High Guest Impact - Bedroom				
Item No.	Item	Bedroom 203VR	Total Points Earned	Total Points Possible
			4	4

CABBD054 Bedroom Condition - General



4

4

*M – Multiple

Maintenance & Upkeep: High Guest Impact - Bathroom				
Item No.	Item	Bathroom 203VR	Total Points Earned	Total Points Possible
			4	4

CABBTH026 Bathroom Condition - General



4

4

*M – Multiple

Maintenance & Upkeep: Low Guest Impact - Lobby				
Item No.	Item		Total Points Earned	Total Points Possible
			2	2

CABLOB023 Public Area Condition - General



2

2

Answer:

Compliant

Form Finalization - Form Finalization				
Item No.	Item		Total Points Earned	Total Points Possible
			0	0

EMAILBACK Enter the email(s) for results delivery

0

0

Answer:

john.mesaros@marriott.com;Todd.kinney@mckibbon.c om

Large Photos:

Bathroom 203VR

BTH105

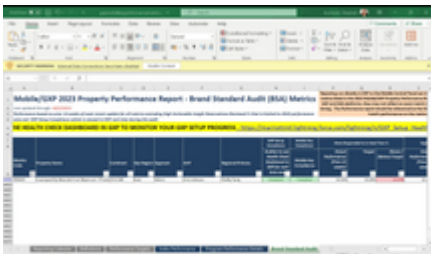


BTH106

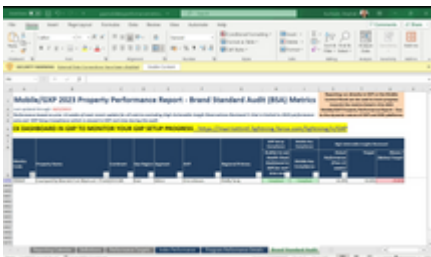


Digital Guest Experience

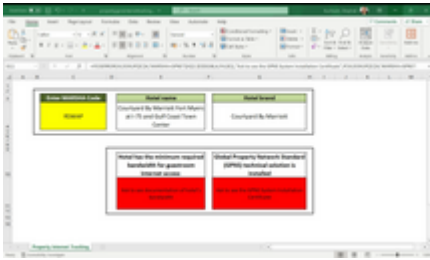
CABBOH017



CABBOH032



CABBOH004_2A



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