



BSA-2023-Jul-Dec ClassicSelect Results
SpringHill Suites By Marriott Fort Myers Airport - RSWSH

Audit Information		Other Information	
Audit Name:	BSA-2023-Jul-Dec ClassicSelect	Unit Number:	202VB
Audit Type:	Audit	Mgt Company:	McKibbon Hospitality
Audit Format:	In-Person	Continent:	US Canada
Upload Date:	20 Oct 2023	Owner:	Starwood Capital Group
		Regional Primary:	Shelly Faraj

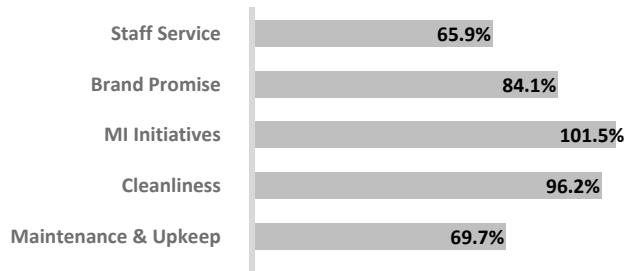
**BSA
Score**

83.3%

**BSA Performance
Classification**

CLEAR

Category Scores



Black line above represents the BSA score of 83.3% relative to the thresholds.

341

Compliant Items

67

Non-Compliant Items

1434

Total Points Earned

1722

Total Points Possible

Safety & Security Items:

The Hotel has missed 1 Safety & Security Item(s).

SAFETY & SECURITY**Food Safety**

Item	Answer
Personal hygiene procedures are followed	No
Cold potentially hazardous foods maintained at 41F (5C) or below in all cold holding devices	Yes
Dishwashing machines properly maintained and operated	N/A
Ice Machines are clean and in good condition	Yes
Cross-contamination prevention procedures are followed	Yes
Temperature Logs and Training documentation is completed and available for review	Yes

Fire Protection & Life Safety

Item	Answer
Entry door safety features are fully functional	Yes
Smoke detector functional	N/A
Main Entry door and exterior entrance doors close and lock properly	N/A
Randomly selected Fire/Life Safety item is compliant	Yes

Non-Compliant Items

Item No.	Item	Points Earned	Points Possible
----------	------	---------------	-----------------

Guest Request

CAB3GR004	<p>Telephone - The associate was knowledgeable about property offerings</p> <p>Answer</p> <p>No</p> <p>Findings</p> <p>He stated he did not know if there should already be coffee in the room.</p> <ul style="list-style-type: none"> Associate not knowledgeable about hotel offerings 	0	4
CABGR9902	<p>Telephone - Guest name used during the experience, when known</p> <p>Answer</p> <p>No</p> <p>Findings</p> <ul style="list-style-type: none"> Guest name not used, when known 	0	4
CABGR9905	<p>Telephone - Proactive additional assistance offered to the guest</p> <p>Answer</p> <p>No</p> <p>Findings</p> <ul style="list-style-type: none"> Proactive additional assistance not offered 	0	4
CABGR9906	<p>Telephone - Warm and sincere closing offered and appreciation demonstrated</p> <p>Answer</p> <p>No</p> <p>Findings</p> <ul style="list-style-type: none"> Warm and sincere closing not offered 	0	4

CABGRD9910	Delivery - Room delivery announcement	0	4
	Answer		
	No		
	Findings		
	<ul style="list-style-type: none"> Department not provided 		
CABGRD9901	Delivery - Warm welcome/greeting provided	0	16
	Answer		
	No		
	Findings		
	<ul style="list-style-type: none"> Warm welcome/greeting not provided 		
CABGRD9905	Delivery - Proactive additional assistance offered to the guest	0	4
	Answer		
	No		
	Findings		
	<ul style="list-style-type: none"> Proactive additional assistance not offered 		
CABGRD9906	Delivery - Warm and sincere closing offered and appreciation demonstrated	0	4
	Answer		
	No		
	Findings		
	<ul style="list-style-type: none"> Warm and sincere closing not offered 		

Breakfast F&B

CABBF9901	Warm welcome/greeting provided	0	16
	Answer		
	No		
	Findings		
	<ul style="list-style-type: none"> Warm welcome/greeting not provided 		
CABBF9903	Good posture, smile, eye contact, and attentive listening maintained throughout the interaction	0	2
	Answer		
	No		
	Findings		
	<ul style="list-style-type: none"> Smile not maintained Eye contact not maintained 		
CABBF9905	Proactive additional assistance offered to the guest	0	4
	Answer		
	No		
	Findings		
	<ul style="list-style-type: none"> Proactive additional assistance not offered 		
CABBF9906	Warm and sincere closing offered and appreciation demonstrated	0	4
	Answer		
	No		
	Findings		
	<ul style="list-style-type: none"> Warm and sincere closing not offered Appreciation not demonstrated 		
CAB3BF004	Associate must actively clear, clean & sanitize tables promptly after guests leave (US/CAN)	0	4
	Answer		
	No		

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.

Findings

- Tables not cleaned promptly
- Chairs not cleaned promptly

CAB3BFB013

Cold Beverage/Other Program (US/CAN)

0

16

Answer

No

Findings

- (US): Oat Milk not provided



CAB3BFB025

Oat Milk Equipment (US)

0

4

Answer

No

Findings

- Oat milk pitcher not provided



CAB3BFB014

Complimentary Coffee Program (US/CAN)

0

16

Answer

No

Findings

- (2) Additional flavors, Bigelow Tea not provided



- Disposable cups do not contain 10% post-consumer fiber content



- Stir sticks not wooden
- (1) Condiment organizer not provided



- Property indicated supply chain issue

CAB3BFB019

Menu Item Identifiers (US/CAN)

0

4

Answer

No

Findings

- Buffet menu item identifiers not present



CAB3BFB032	Signage (US/CAN)	0	4
	Answer		
	No		
	Findings		
	<ul style="list-style-type: none"> Daily Hot Offering does not accurately reflect daily offering 		



Restaurant – Facility

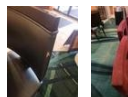
CAB3DA004	Buffet/Dining Area Condition - Walls/Doors/Windows/Ceiling/Floor	0	4
	Answer		
	Major		
	Findings		
	<ul style="list-style-type: none"> Lighting damaged, worn 		



- Walls damaged, worn



CAB3DA006	Buffet/Dining Area Condition - Furniture/Equipment/Décor Items	0	4
	Answer		
	Major		
	Findings		
	<ul style="list-style-type: none"> Chairs damaged, worn 		



Service General

CAB3GEN002	Service Recovery Process (Listen, Resolve, Notify)	0	4
	Answer		
	No		
	Findings		
	Farhan, Merle, 10/19/23, 5:53 PM		
	<ul style="list-style-type: none"> Associate did not follow-up with the guest 		

CAB3GEN003	Service Recovery Process (Empathize, Apologize)	0	16
	Answer		

No

Findings

Farhan, Merle, 10/19/23, 5:53 PM

- Associate did not empathize
- Associate did not apologize

CAB3GEN014

Seasonal (Holiday) Decorations (US/CAN)

0

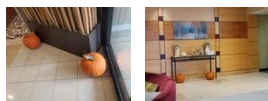
4

Answer

No

Findings

- Holiday decorations of any kind placed from January 16 through November 14

**Bedroom 116VR**

CABBD016

Bedroom Condition - Doors/Walls/Ceiling/Mirrors/Artwork

0

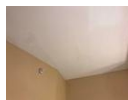
4

Answer

Major

Findings

- Ceiling damaged, worn



CABBD024

Bedroom Condition - Accessories/Coffee/Appliances/Trashcans

0

4

Answer

Major

Findings

- Cabinet damaged, worn



CABBD026

Bedroom Condition - Case Goods

0

4

Answer

Major

Findings

- Coffee table damaged, worn



- Dresser damaged, worn



- Nightstand damaged, worn



CABBD031

Bedroom Cleanliness - Upholstered Furniture/Desk/Chairs

0

4

Answer

Major

Findings

- Debris under cushions



CABBD032

Bedroom Condition - Upholstered Furniture/Desk/Chairs

0

4

Answer

Major

Findings

- Desk damaged, worn



- Desk chair damaged, worn



Bedroom 429VR

CAB3BD003

Pillows (US/CAN)

0

4

Answer

No

Findings

- Pillow(s) not queen size



CABBD024

Bedroom Condition - Accessories/Coffee/Appliances/Trashcans

0

4

Answer

Major

Findings

- Coffee maker damaged, worn



CABBD026 Bedroom Condition - Case Goods 0 4

Answer

Major

Findings

- Dresser damaged, worn



- Nightstand damaged, worn



CABBD031 Bedroom Cleanliness - Upholstered Furniture/Desk/Chairs 0 4

Answer

Major

Findings

- Debris under cushions
- Hair

CABBD032 Bedroom Condition - Upholstered Furniture/Desk/Chairs 0 4

Answer

Major

Findings

- Desk damaged, worn



- Sofa damaged, worn



CABBD034 Bedroom Condition - Lamps/Lighting 0 4

Answer

Major

Findings

- Bulbs damaged, worn



- Light fixture unplugged

**Bedroom 302VR**

CAB3BD002 Alarm Clock 0 4

Answer

No

Findings

- Correct time not set within 2 minutes



CAB3BD003 Pillows (US/CAN) 0 4

Answer

No

Findings

- Pillow(s) not queen size



- (King bed): (2) Natural/feather pillows not present



CABBD024 Bedroom Condition - Accessories/Coffee/Appliances/Trashcans 0 4

Answer

Major

Findings

- Cabinet damaged, worn



- Coffee maker damaged, worn



- Microwave damaged, worn



CABBD026 Bedroom Condition - Case Goods 0 4

Answer

Major

Findings

- Drawers damaged, worn



- Nightstand damaged, worn



CABBD031

Bedroom Cleanliness - Upholstered Furniture/Desk/Chairs

0

4

Answer

Major

Findings

- Debris under cushions



CABBD032

Bedroom Condition - Upholstered Furniture/Desk/Chairs

0

4

Answer

Major

Findings

- Desk chair damaged, worn

**Bathroom 116VR**

CAB3BTH016

Hair Dryer

0

2

Answer

No

Findings

- (AP, CALA, MEA, US/CAN): Hair dryer not minimally 1875 watts



CABBTH004

Bathroom Condition - Doors/Walls/Mirrors/Windows

0

4

Answer

Major

Findings

- Mirror frame damaged, worn
- Walls damaged, worn



CABBTH006 Bathroom Condition - Ceiling/Vents/Exhaust Fans/Lighting 0 4

Answer

Major

Findings

- Ceiling damaged, worn



CABBTH024 Bathroom Condition - Bathtub/Shower Enclosure/Fixtures 0 4

Answer

Major

Findings

- Bathtub/Shower enclosure damaged, worn

**Bathroom 429VR**

CAB3BTH016 Hair Dryer 0 2

Answer

No

Findings

- (AP, CALA, MEA, US/CAN): Hair dryer not minimally 1875 watts



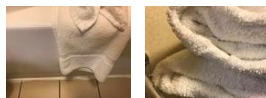
CAB3BTH001 Bath Terry 0 2

Answer

No

Findings

- Terry does not match within room



CABBTH004 Bathroom Condition - Doors/Walls/Mirrors/Windows 0 4

Answer

Major

Findings

- Mirror frame damaged, worn



- Walls damaged, worn



Bathroom 302VR

CAB3BTH016 Hair Dryer 0 2

Answer

No

Findings

- (AP, CALA, MEA, US/CAN): Hair dryer not minimally 1875 watts



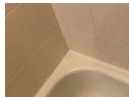
CABBTH024 Bathroom Condition - Bathtub/Shower Enclosure/Fixtures 0 4

Answer

Major

Findings

- Bathtub/Shower enclosure damaged, worn



- Bathtub/Shower fixtures damaged, worn



Elevator

CABE002 Elevators Condition - General 2 4

Answer

Minor

Findings

- Walls damaged, worn

Corridors

CABC004 Corridors/Stairways Condition - Walls/Doors/Ceiling/Vents/Lighting/Windows 2 4

Answer

Minor

Findings

- Doors damaged, worn



Laundry

CABGL003 Guest Laundry Condition - General 0 4

Answer

Major

Findings

- Walls damaged, worn



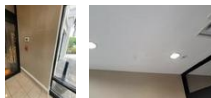
Lobby

CABLOB13 Main Entry/Vestibule Condition - General 0 4

Answer

Major

Findings



- Ceiling damaged, worn
- Walls/Baseboards damaged, worn

CABLOB17 Lobby Condition - Walls/Doors/Windows/Ceiling/Floor 0 4

Answer

Major

Findings

- Ceiling damaged, worn



Retail Shop

LOB132 Alcohol in The Market (US/CAN) 0 0

Answer

No

Findings

- (4) Different types/varieties of beer in bottles not offered



Public Restrooms

CABPR005 Public Restrooms Condition - Walls/Doors/Ceiling/Floors/Partitions 0 2

Answer

Major

Findings



- Mold
- Vents damaged, worn

CABPR007 Public Restrooms Condition - Toilets/Urinals 0 2

Answer

Major

Findings

- Toilets damaged, worn



Meeting Room/Function Space

CAB3MTG002 Meeting Planner Table Top Tray and Meeting Planner Tool Kit (US/CAN) 0 2

Answer

No

Findings

- Meeting planner kit not present



CABMTG006 Meeting Room Condition - Walls/Doors/Windows/Ceiling/Floor 0 2

Answer

Major

Findings

- Walls damaged, worn



Fitness Center

CABFC006 Fitness Center Condition - Walls/Doors/Windows/Ceiling/Floor 0 4

Answer

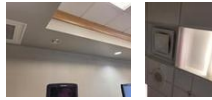
Major

Findings

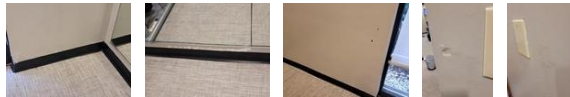
- Blinds damaged, worn



- Lamps/Lighting damaged, worn



- Walls damaged, worn



CABFC008

Fitness Center Condition - Furniture/Equipment/Décor Items

0

4

Answer

Major

Findings

- Rust or tarnish



- Cardio equipment damaged

Pool

CABPL004

Pool Condition - Walls/Fencing/Doors/Ceiling/Windows

0

4

Answer

Major

Findings

- Fence damaged, worn



CABPL002

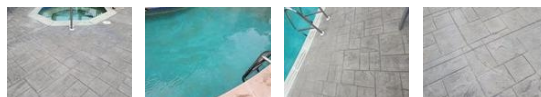
Pool Condition - Floor/Deck/Interior Surface

0

4

Answer

Major

Findings

- Coping damaged, worn
- Cracks
- Floor damaged, worn
- Interior surface damaged, worn

Exterior

CABEXT007 Exterior Condition - Parking Lot/Garage/Curbs 0 2

Answer

Major

Findings

- Cracks
- Parking lot damaged, worn

CABEXT008 Exterior Cleanliness - Landscaping 0 2

Answer

Major

Findings

- Cigarette Butts



CABEXT011 Exterior Condition - Building Facade/Windows 0 2

Answer

Major

Findings

- Doors damaged, worn
- Porte Cochere damaged, worn



Food Safety

CABFS101 Personal hygiene procedures are followed 0 0

Answer

No

Findings

- Dedicated hand washing sinks were not stocked



Legend

✓ 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?	—	0	0

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.

Answer:

Full BSA

FORMAT	What is the audit format of this inspection? Answer: In-Person	—	0	0
BT00	Which brand is being evaluated? Answer: SpringHill Suites by Marriott	—	0	0
SHS00	SHS: In which region is this audit being conducted? Answer: US Canada	—	0	0

Set-Up - External Telephone

Item No.	Item	Total Points Earned	Total Points Possible
		0	0
CABTL100	Date and Time of Interaction Answer: 2023/10/19 16:25	0	0
CABTL000	Enter name(s) Answer: Farhan	0	0

Set-Up - Check-In

Item No.	Item	Total Points Earned	Total Points Possible
		0	0
CABCK100	Date and Time of Interaction Answer: 2023/10/19 17:25	0	0
CABCK000	Enter name(s) Answer: Farhan, 10/19/23, 5:25 PM	0	0
CK1t1	Mobile check-in was evaluated Answer: No	—	0

Set-Up - Guest Request

Item No.	Item	Total Points Earned	Total Points Possible
		0	0
CABGR100	Date and Time of Interaction Answer:	0	0

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.

2023/10/19 17:53

CABGR000	Telephone - Enter name(s) Answer: Farhan, 10/19/23, 5:53 PM	0	0
CABGR101	Delivery - Time of Interaction Answer: 17:56	0	0
CABGR001	Delivery - Enter name(s) Answer: Merle, 10/19/23, 5:56 PM	0	0

Set-Up - Breakfast F&B

Item No.	Item	Total Points Earned	Total Points Possible
		0	0
BFB2T1_US/CAN	Is this hotel a dual / multi / blended hotel paired with Element? Answer: No	0	0
CABBF100	Date and Time of Interaction Answer: 2023/10/20 07:05	0	0
CABBF000	Enter name(s) Answer: Gloria, 10/20/23, 7:05 AM	0	0

Set-Up - Service General

Item No.	Item	Total Points Earned	Total Points Possible
		0	0
CABSG001	Date and Time of Interaction - Service Recovery Answer: 2023/10/19 17:53	0	0
CABSG000	Enter name(s) - Service Recovery Answer: Farhan, Merle, 10/19/23, 5:53 PM	0	0
CABGEN100	Date and Time of Interaction Answer: 2023/10/20 08:38	0	0
CABGEN000	Enter name(s) Answer: Female	0	0
CABGEN100_2	Date and Time of Interaction	0	0

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.

Answer:

N/A

Findings:

- No others encountered

CABGEN000_2

Enter name(s)

0

0

Answer:

N/A

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: Core Service - Check-In

Item No.	Item		Total Points Earned	Total Points Possible
			80	80
CK301	Front Desk Staffing Answer: Yes	✓	4	4
CABCK9901	Warm welcome/greeting provided Answer: Yes	✓	16	16
CABCK9903	Good posture, smile, eye contact, and attentive listening maintained throughout the interaction Answer: Yes	✓	4	4

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 AHHA, 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.

CABCK9904	Well-groomed and professional, wearing a uniform Answer: Yes	✓	4	4
CABCK9902	Guest name used during the experience Answer: Yes	✓	16	16
CABCK9905	Proactive additional assistance offered to the guest Answer: Yes	✓	4	4
CABCK9906	Warm and sincere closing offered, and appreciation demonstrated Answer: Yes	✓	16	16
CK206	The check-in process was error free Answer: Yes	✓	16	16
CABCK9907	The overall experience met guest expectations and was free of negative detractors Answer: Yes	✓	0	0

Staff Service: Core Service - Guest Request

Item No.	Item		Total Points Earned 10	Total Points Possible 46
CABGR9912	Telephone – Warm welcome/greeting provided Answer: Yes	✓	2	2
CABGR9902	Telephone - Guest name used during the experience, when known Answer: No Findings: <ul style="list-style-type: none"> Guest name not used, when known 	✗	0	4
CABGR9905	Telephone - Proactive additional assistance offered to the guest Answer: No Findings: <ul style="list-style-type: none"> Proactive additional assistance not offered 	✗	0	4
CABGR9906	Telephone - Warm and sincere closing offered and appreciation demonstrated Answer: No Findings: <ul style="list-style-type: none"> Warm and sincere closing not offered 	✗	0	4
CABGR9907	Telephone - The overall experience met guest expectations and was free of negative detractors Answer:	✓	0	0

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.

Yes

CABGRD9901	Delivery - Warm welcome/greeting provided Answer: No Findings: <ul style="list-style-type: none">Warm welcome/greeting not provided	✗	0	16
CABGRD9903	Delivery - Good posture, smile, eye contact, and attentive listening maintained throughout the interaction Answer: Yes	✓	4	4
CABGRD9904	Delivery - Well-groomed and professional, wearing a uniform Answer: Yes	✓	4	4
CABGRD9902	Delivery - 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
CABGRD9905	Delivery - Proactive additional assistance offered to the guest Answer: No Findings: <ul style="list-style-type: none">Proactive additional assistance not offered	✗	0	4
CABGRD9906	Delivery - Warm and sincere closing offered and appreciation demonstrated Answer: No Findings: <ul style="list-style-type: none">Warm and sincere closing not offered	✗	0	4
CABGRD9907	Delivery - The overall experience met guest expectations and was free of negative detractors Answer: Yes	✓	0	0

Staff Service: Core Service - Breakfast F&B

Item No.	Item		Total Points Earned	Total Points Possible
			4	30
CABBF9901	Warm welcome/greeting provided Answer: No Findings: <ul style="list-style-type: none">Warm welcome/greeting not provided	✗	0	16
CABBF9903	Good posture, smile, eye contact, and attentive listening maintained throughout the interaction Answer: No	✗	0	2

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 AHHA, 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.

Findings:

- Smile not maintained
- Eye contact not maintained

CABBF9904	Well-groomed and professional, wearing a uniform Answer: Yes	✓	4	4
CABBF9905	Proactive additional assistance offered to the guest Answer: No Findings: <ul style="list-style-type: none"> • Proactive additional assistance not offered 	✗	0	4
CABBF9906	Warm and sincere closing offered and appreciation demonstrated Answer: No Findings: <ul style="list-style-type: none"> • Warm and sincere closing not offered • Appreciation not demonstrated 	✗	0	4
CABBF9907	The overall experience met guest expectations and was free of negative detractors Answer: Yes	✓	0	0

Staff Service: Core Service - Service General

Item No.	Item		Total Points Earned 20	Total Points Possible 20
CABGEN9901	Warm welcome/greeting provided Answer: Yes	✓	16	16
CABGEN9904	Well-groomed and professional, wearing a uniform Answer: Yes	✓	4	4
CABGEN9914	Additional Warm welcome/greeting provided Answer: N/A Findings: <ul style="list-style-type: none"> • No others encountered 	—	0	0
CABGEN9907	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 8	Total Points Possible 8
CABTL9911	Telephone - Telephone Etiquette	✓	4	4

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.

Answer:

Yes

CABTL408	Telephone - The associate used the hotel name	✓	2	2
----------	---	---	---	---

Answer:

Yes

CABTL406	Telephone - The associate was knowledgeable about property offerings and the local area, as applicable	✓	2	2
----------	--	---	---	---

Answer:

Yes

Staff Service: Touchpoint Service - Check-In

Item No.	Item		Total Points Earned	Total Points Possible
			14	14
CABCK9908	If standing in a queue, an attempt to acknowledge the guest was made in a timely manner Answer: N/A Findings: <ul style="list-style-type: none"> Guest was not standing in queue 	—	0	0
CK407-k	The associate offers information about the property Answer: Yes Findings: <ul style="list-style-type: none"> Associate proactively offered information about the property 	✓	4	4
CK408-k	The associate was knowledgeable about unique local area attractions or establishments Answer: Yes	✓	4	4
CAB3CK003	The associate provided directions to the room/suite or elevator Answer: Yes	✓	2	2
CABCK9909	Room number provided discreetly, non-verbally Answer: Yes	✓	2	2
CAB3CK009	Express Check-out folio is delivered and is accurate Answer: Yes	✓	2	2
CAB3CK010	Please indicate how folio was delivered Answer: Click to Select Findings: <ul style="list-style-type: none"> e-folio delivered by 5 am 	—	0	0

Staff Service: Touchpoint Service - Guest Request

Item No.	Item	Total	Total
----------	------	-------	-------

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 AHHA, 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.

			Points Earned 24	Points Possible 32
CABGR9911	Telephone - Telephone etiquette Answer: Yes	✓	4	4
CAB3GR004	Telephone - The associate was knowledgeable about property offerings Answer: No Findings: He stated he did not know if there should already be coffee in the room. <ul style="list-style-type: none"> Associate not knowledgeable about hotel offerings 	✗	0	4
CAB3GR001	Delivery Answer: Yes	✓	16	16
CABGRD9910	Delivery - Room delivery announcement Answer: No Findings: <ul style="list-style-type: none"> Department not provided 	✗	0	4
CAB3GR006	Delivery - The requested item was neat, clean and in good condition Answer: Yes	✓	4	4

Staff Service: Touchpoint Service - Breakfast F&B

Item No.	Item		Total Points Earned 4	Total Points Possible 8
CAB3BFB003	The associate maintains adequate supply of all items on the buffet (US/CAN) Answer: Yes	✓	4	4
CAB3BFB004	Associate must actively clear, clean & sanitize tables promptly after guests leave (US/CAN) Answer: No Findings: <ul style="list-style-type: none"> Tables not cleaned promptly Chairs not cleaned promptly 	✗	0	4

Staff Service: Touchpoint Service - Service General

Item No.	Item		Total Points Earned 4	Total Points Possible 24
CAB3GEN002	Service Recovery Process (Listen, Resolve, Notify) Answer: No Findings:	✗	0	4

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 AHHA, 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.

Farhan, Merle, 10/19/23, 5:53 PM

- Associate did not follow-up with the guest

CAB3GEN003 Service Recovery Process (Empathize, Apologize)  0 16


Answer:

No

Findings:

Farhan, Merle, 10/19/23, 5:53 PM


- Associate did not empathize
- Associate did not apologize

CAB3GEN004 Associates are not seen using guest facilities at any time  4 4


Answer:

Yes


Staff Service: Touchpoint Service - Back/Heart of House

Item No.	Item		Total Points Earned	Total Points Possible
			0	0
CABBOH010_0	Was there clear indication of a compromise in anonymity and attempt to stage any of the encounters or facilities?		0	0
	Answer:			
	No			

Staff Service: Branded Service - External Telephone

Item No.	Item		Total Points Earned	Total Points Possible
			0	0
TL400	On-Hold Messaging Script (US/CAN)		0	0
	Answer:			
	N/A			
	Findings:			
	<ul style="list-style-type: none"> • On-hold messaging or music was not in place 			

Staff Service: Branded Service - Back/Heart of House

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CABBOH028	Daily Service Training Topics are conducted		4	4
	Answer:			
	Yes			

Brand Promise: Branded Product - Check-In

Item No.	Item		Total Points Earned	Total Points Possible
			2	2
CAB3CK001	Name tag/badge		0	0
	Answer:			
	N/A			

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 AHHA, 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.

Findings:

- Associate not wearing name tag/badge

LOB406

Signature Key Cards



2

2

Answer:

Yes

Brand Promise: Branded Product - Breakfast F&B

Item No.	Item		Total Points Earned	Total Points Possible
			4	12
CAB3BFB031	Coffee Collateral (US/CAN)		4	4
	Answer:			
	Yes			
CAB3BFB019	Menu Item Identifiers (US/CAN)		0	4
	Answer:			
	No			
	Findings:			
	<ul style="list-style-type: none"> • Buffet menu item identifiers not present 			
CAB3BFB032	Signage (US/CAN)		0	4
	Answer:			
	No			
	Findings:			
	<ul style="list-style-type: none"> • Daily Hot Offering does not accurately reflect daily offering 			

Brand Promise: Branded Product - Service General

Item No.	Item		Total Points Earned	Total Points Possible
			22	22
CAB3GEN006	Associates' Uniforms		4	4
	Answer:			
	Yes			
CAB3GEN005	Walk-off Mats (US/CAN)		4	4
	Answer:			
	Yes			
CAB3GEN012	Electronic Signage		4	4
	Answer:			
	Yes			
CAB3GEN011	Printed Signage and Collateral		4	4

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.

Answer:

Yes

GEN405

Brand Logo



4

4

Answer:

Yes

CAB3GEN013

Business Card and Letterhead



2

2

Answer:

Yes

Brand Promise: Branded Product - Bedroom

Item No.	Item	Bedroom 116VR	Bedroom 429VR	Bedroom 302VR	Total Points Earned 30	Total Points Possible 30
BD407	Guestroom Collateral				12	12
CAB3BD012	Guest Service Directory				6	6
CAB3BD011	Notepad and Pen				12	12

*M – Multiple

Brand Promise: Branded Product - Bathroom

Item No.	Item	Bathroom 116VR	Bathroom 429VR	Bathroom 302VR	Total Points Earned 6	Total Points Possible 6
CAB3BTH008	Linen & Terry Re-use Program				6	6

*M – Multiple

Brand Promise: Branded Product - Meeting Room/Function Space

Item No.	Item	Total Points Earned 0	Total Points Possible 2
----------	------	--------------------------------	----------------------------------

CAB3MTG002

Meeting Planner Table Top Tray and Meeting Planner Tool Kit (US/CAN)



0

2

Answer:

No

Findings:

- Meeting planner kit not present

**Brand Promise: Branded Product - Exterior**

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

EXT401

Hotel Courtesy Vehicle graphics



4

4

Answer:

Yes

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 AHHA, 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.

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 - Bar/Lounge




Item No.	Item		Total Points Earned	Total Points Possible
			0	0
GEN412	Does the property have a Restaurant/Bar run by hotel associates? Answer: No Findings: • Restaurant/Bar not in place	—	0	0

Brand Promise: Operational Product - Breakfast F&B

Item No.	Item		Total Points Earned	Total Points Possible
			88	124
CAB3BFB005	Breakfast Hours of Operation (US/CAN) Answer: Yes	✓	4	4
CAB3BFB007	Hot Section (US/CAN) Answer: Yes	✓	16	16
CAB3BFB008	Hot Section Condiments (US/CAN) Answer: Yes	✓	4	4
CAB3BFB030	Salsa Equipment (US) Answer: Yes	✓	4	4
CAB3BFB024	Condiment Caddy Equipment (US) Answer: Yes	✓	4	4
CAB3BFB009	Bakery Section (US/CAN) Answer: Yes	✓	2	2
CAB3BFB023	Pastry/Bakery Display Equipment (US) Answer: Yes	✓	0	0

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.





CAB3BFB011	DIY Station Cereal/Yogurt Products (US/CAN) Answer: Yes	✓	16	16
CAB3BFB026	Cereal Display Equipment and Collateral (US) Answer: Yes	✓	4	4
CAB3BFB027	Oatmeal Display Equipment (US) Answer: Yes	✓	4	4
CAB3BFB010	DIY Station Dry Condiments (US/CAN) Answer: Yes	✓	4	4
CAB3BFB020	DIY Toppings Bar Equipment (US) Answer: Yes	✓	4	4
CAB3BFB012	DIY Station Whole Fruit (US/CAN) Answer: Yes	✓	2	2
CAB3BFB021	Fruit Basket Equipment (US) Answer: Yes	✓	4	4
CAB3BFB022	DIY Station Fruit Toppings (US/CAN) Answer: Yes	✓	2	2
CAB3BFB029	Compote Equipment (US) Answer: Yes	✓	4	4
CAB3BFB013	Cold Beverage/Other Program (US/CAN) Answer: No Findings: <ul style="list-style-type: none"> (US): Oat Milk not provided 	✗	0	16
CAB3BFB025	Oat Milk Equipment (US) Answer: No Findings: <ul style="list-style-type: none"> Oat milk pitcher not provided 	✗	0	4

CAB3BFB014	Complimentary Coffee Program (US/CAN) Answer: No Findings: <ul style="list-style-type: none"> (2) Additional flavors, Bigelow Tea not provided  Disposable cups do not contain 10% post-consumer fiber content  Stir sticks not wooden (1) Condiment organizer not provided  Property indicated supply chain issue 	✗	0	16
CAB3BFB015	Complimentary Coffee Condiments (US/CAN) Answer: Yes	✓	4	4
CAB3BFB028	Coffee Creamer Equipment (US) Answer: Yes	✓	4	4
CAB3BFB017	Plates and Utensils (US/CAN) Answer: Yes	✓	2	2
CAB3BFB018	Bus Pan (US/CAN) Answer: N/A Findings: <ul style="list-style-type: none"> Bus pan cart/fixture is not present 	—	0	0

Brand Promise: Operational Product - Bedroom



Item No.	Item	Bedroom 116VR	Bedroom 429VR	Bedroom 302VR	Total Points Earned 102	Total Points Possible 114
BD413	Closet Amenities	✓	✓	✓	6	6
CAB3BD015	Ironing Amenities	✓	✓	✓	6	6
CAB3BD004	Sofa Bed Linens (US/CAN)	✓	✓	✓	12	12
BD401	Coffee Products	✓	✓	✓	6	6
CAB3BD007	Soliciting/Advertising collateral not present	✓	✓	✓	12	12
CAB3BD001	Television	✓	✓	✓	12	12

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.

CAB3BD008	Telephones	✓	✓	✓	6	6
CABBD004	Book of Mormon and Bible	✓	✓	✓	6	6
CAB3BD002	Alarm Clock	✓	✓	✗	8	12
Findings: Bedroom 302VR <ul style="list-style-type: none"> Correct time not set within 2 minutes 						
CAB3BD009	Mattress Pad and Sheets (US/CAN)	✓	✓	✓	6	6
CAB3BD005	Comforter and Decorative Top Sheet (US/CAN)	✓	✓	✓	6	6
CAB3BD003	Pillows (US/CAN)	✓	✗	✗	4	12
Findings: Bedroom 429VR <ul style="list-style-type: none"> Pillow(s) not queen size 						
Bedroom 302VR <ul style="list-style-type: none"> Pillow(s) not queen size 						
<ul style="list-style-type: none"> (King bed): (2) Natural/feather pillows not present 						
CABBD050	Pillow Age & Condition	✓	✓	✓	12	12

*M – Multiple

Brand Promise: Operational Product - Bathroom

Item No.	Item	Bathroom 116VR	Bathroom 429VR	Bathroom 302VR	Total Points Earned 70	Total Points Possible 78
BTH405	Program-Required Bath Amenities – In-Shower	✓	✓	✓	48	48
Findings: Bathroom 116VR 						
Bathroom 429VR 						
Bathroom 302VR						

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.



BTH406

Program-Required Bath Amenities – Sink side



12

12

Findings:**Bathroom 116VR****Bathroom 429VR****Bathroom 302VR**

BTH404

Glasses



6

6

CAB3BTH016

Hair Dryer



0

6

Findings:**Bathroom 116VR**

- (AP, CALA, MEA, US/CAN): Hair dryer not minimally 1875 watts

**Bathroom 429VR**

- (AP, CALA, MEA, US/CAN): Hair dryer not minimally 1875 watts

**Bathroom 302VR**

- (AP, CALA, MEA, US/CAN): Hair dryer not minimally 1875 watts



CAB3BTH001

Bath Terry

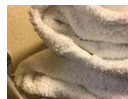


4

6

Findings:**Bathroom 429VR**

- Terry does not match within room



*M – Multiple


Brand Promise: Operational Product - Lobby

Item No.	Item	Total Points	Total Points
----------	------	--------------	--------------

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.

			Earned 2	Possible 2
CAB3LOB001	Printed Directions/Maps (CALA, EUR, US/CAN) Answer: Yes	✓	2	2

Brand Promise: Operational Product - Retail Shop

Item No.	Item		Total Points Earned 6	Total Points Possible 6
CAB3RET001	Retail Food Offerings (US/CAN) Answer: Yes	✓	4	4
CABRET007	Retail Outlet (CALA, US/CAN) Answer: Yes	✓	2	2
LOB132	Alcohol in The Market (US/CAN) Answer: No Findings: <ul style="list-style-type: none"> (4) Different types/varieties of beer in bottles not offered 	✗	0	0

Brand Promise: Operational Product - Business Center

Item No.	Item		Total Points Earned 4	Total Points Possible 4
CAB3LOB011	Business Services Equipment (CALA, US/CAN) Answer: Yes	✓	4	4

Brand Promise: Operational Product - Fitness Center

Item No.	Item		Total Points Earned 2	Total Points Possible 2
CAB3FC002	Fitness Center - Amenities Answer: Yes	✓	2	2

Brand Promise: Design Approach & Aesthetic - Service General

Item No.	Item		Total Points Earned 0	Total Points Possible 4
----------	------	--	--------------------------------	----------------------------------

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 AHHA, 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.

CAB3GEN014 Seasonal (Holiday) Decorations (US/CAN) ✗ 0 4

Answer:

No

Findings:



- Holiday decorations of any kind placed from January 16 through November 14



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 Answer: Yes	✓	4	4
CAB3LOB013	All lobby and public areas are free of clutter Answer: Yes	✓	4	4
CAB3LOB014	Public Space Music (US/CAN) Answer: Yes	✓	4	4
LOB401	If present, S-Canvas is fully operational Answer: N/A Findings: <ul style="list-style-type: none"> S-Canvas is not present 	—	0	0

MI Initiatives: Elite Appreciation - Check-In

Item No.	Item		Total Points Earned	Total Points Possible
			8	8
CABCK007	Associate offers enrollment into Marriott Bonvoy to guest at check-in Answer: Yes Findings: <ul style="list-style-type: none"> Benefits of enrollment were verbally communicated 	✓	4	4
CABCK001	All Marriott Bonvoy members are recognized at check-in Answer: N/A Findings: <ul style="list-style-type: none"> Guest not a Marriott Bonvoy member 	—	0	0

CABCK004	Gold Elite, Platinum Elite, Titanium Elite, and Ambassador Elite members offered room upgrade Answer: N/A Findings: <ul style="list-style-type: none">Guest is not a Gold Elite, Platinum Elite, Titanium Elite, or Ambassador Elite member	—	0	0
CABCK002	Platinum Elite, Titanium Elite, and Ambassador Elite members' check-out time confirmed at check-in Answer: N/A Findings: <ul style="list-style-type: none">Guest is not a Platinum Elite, Titanium Elite, or Ambassador Elite member	—	0	0
CAB3CK002	Marriott Bonvoy Key Packet Delivery Answer: Yes	✓	4	4

MI Initiatives: Elite Appreciation - Lobby

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CABCK008	Marriott Bonvoy Signage Answer: Yes	✓	4	4

MI Initiatives: Elite Appreciation - Back/Heart of House

Item No.	Item		Total Points Earned	Total Points Possible
			20	20
CABBOH019	Associate can explain Marriott Bonvoy member benefits Answer: Yes	✓	16	16
CABBOH020	Elite Welcome Gift for Platinum Elite, Titanium Elite, and Ambassador Elite members Answer: Yes	✓	4	4

MI Initiatives: Fulfillment - Restaurant – Facility

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CABBOH030	Disposable Food & Beverage Containers Answer: Yes	✓	4	4

MI Initiatives: Fulfillment - Bedroom

Item No.	Item	Bedroom 116VR	Bedroom 429VR	Bedroom 302VR	Total Points Earned	Total Points Possible

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 AHHA, 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.

					12	12
CABBD051	Guest Room Recycling Bin	✓	✓	✓	6	6
CABBD052	Guest Room Recycling Bin Labels	✓	✓	✓	6	6

*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
CABBOH024	Does the hotel have any form of gambling or betting on property where currency or money is being wagered (e.g., slot machine(s), lottery ticket(s) or lottery game(s), dice game(s), keno, animal or sports betting)?	—			0	0
	Answer:					
	No					
	Findings:					
	<ul style="list-style-type: none"> There is no form of gambling or betting on property 					
CABBOH201	Make a Green Choice (MAGC) Program Not Referenced (EMEA, US/CAN)			✓	0	0
	Answer:					
	Yes					
CABGEN003	Straw Usage Throughout Property			✓	4	4
	Answer:					
	Yes					
CABGEN002	Pepsi standard is in compliance			✓	16	16
	Answer:					
	Yes					
CABBOH200	Associate Alert Device System Installed (US/CAN)	—			0	0
	Answer:					
	N/A					
	Findings:					
	<ul style="list-style-type: none"> Hotel does not have Associate Alert Device System Installed 					

MI Initiatives: Fulfillment - Digital Guest Experience


Item No.	Item				Total Points Earned	Total Points Possible
					16	16
CABBOH011	Guestroom Entertainment Platform (EMEA, US/CAN)			✓	16	16
	Answer:					
	Yes					

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.

MI Initiatives: Fulfillment - Training



Item No.	Item		Total Points Earned	Total Points Possible
			2	2
CABBOH006	Cleaning Learning is conducted and documented for all Housekeeping associates (CALA, EMEA, US/CAN) Answer: Yes	✓	2	2

MI Initiatives: Documentation - Back/Heart of House

Item No.	Item		Total Points Earned	Total Points Possible
			76	72
CABBOH001	Hotel has been owned or managed by the same owner or management company for the last 13 months Answer: Yes	—	0	0
CABBOH100	Property does not charge for Housekeeping Services Answer: Yes	✓	0	0
CAB3BOH003	Housekeeping Model for Stayover Service is being offered (US/CAN) Answer: Yes	✓	16	16
CABBOH023	Marriott Environmental Sustainability HUB (MESH) Answer: Yes Findings:  <ul style="list-style-type: none">Documentation did not match BSA Property Pework submission	✓	16	16
CABBOH026	Point of Sales (POS) Answer: N/A Findings: <ul style="list-style-type: none">Property does not have a POS	—	0	0
CABBOH022	Rooms Preventative Maintenance (RPM) Program Answer: Yes Findings: <ul style="list-style-type: none">Other (free text)	✓	16	16
CAB3PCB004	GM Email Address (US/CAN) Answer: Yes	✓	4	4

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 84	Total Points Possible 84
CABBOH017	Average Chat Response Rate Percentage Answer: Yes Findings: 	✓	4	4
CABBOH230	Empower: Guest Experience (GXP) Usage Answer: Yes	✓	16	16
CABBOH029	Mobile Key Compliance Answer: Yes	✓	16	16
CABBOH032	Pre-arrival Planning Program Answer: Yes	✓	16	16
CABBOH004_2A	Global Property Network Standard (GPNS) technical solution is installed Answer: Yes Findings: <ul style="list-style-type: none">Documentation did not match BSA Property Prework submission 	✓	16	16
CABBOH002_2	Hotel has the minimum required internet bandwidth for guestroom internet access Answer: Yes	✓	16	16

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.

Findings:

- Documentation did not match BSA Property Prework submission

MI Initiatives: Documentation - Training						
Item No.	Item		Total Points Earned	Total Points Possible		
CABBOH025	Marriott Bonvoy Training is conducted and documented Answer: Yes Findings: <ul style="list-style-type: none">Documentation did not match BSA Property Prework submission	✓	4	4		
CAB3BOH026	Market Training is completed and documented (CALA, US/CAN) Answer: Yes Findings: <ul style="list-style-type: none">Documentation did not match 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		
CAB3BOH009	Sales Training (US/CAN) Answer: Yes Findings: <ul style="list-style-type: none">Documentation matched BSA Property Prework submission	✓	0	0		
CAB3BOH001	Shaping Service Training for GMs Answer: Yes	✓	4	4		
CAB3BOH005	Shaping Service Training for All Associates Answer: Yes Findings: <ul style="list-style-type: none">Documentation did not match BSA Property Prework submission	✓	4	4		

MI Initiatives: Safety & Security - Bedroom						
Item No.	Item	Bedroom 116VR	Bedroom 429VR	Bedroom 302VR	Total Points Earned	Total Points Possible
CABFLS049	Entry door safety features are fully functional Findings: Bedroom 116VR <ul style="list-style-type: none">Required features were observed as present Bedroom 429VR <ul style="list-style-type: none">The hotel representative confirmed that all required features were functional	✓	✓	✓	0	0

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 AHHA, 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.

Bedroom 302VR

- The hotel representative confirmed that all required features were functional

CABFLS048

Smoke detector functional

—

—

—

0

0

Findings:**Bedroom 116VR**

- If tested hotel's alarm system will activate

Bedroom 429VR

- If tested hotel's alarm system will activate

Bedroom 302VR


- If tested hotel's alarm system will activate

*M – Multiple

MI Initiatives: Safety & Security - Fire Protection/Life Safety

Item No.	Item		Total Points Earned	Total Points Possible
			0	0
CABFLS011	Main Entry door and exterior entrance doors close and lock properly	—	0	0
	Answer:			
	N/A			
	Findings:			
	<ul style="list-style-type: none"> Main Entry/Exterior Entrance Doors Guest Key Card Access System on Timer 			
CABPC006-e	Randomly selected Fire/Life Safety item is compliant	✓	0	0
	Answer:			
	Yes			
	Findings:			
	<ul style="list-style-type: none"> Pool Area - Safety features – required items were present at selected swimming pool 			

MI Initiatives: Safety & Security - Food Safety

Item No.	Item		Total Points Earned	Total Points Possible
			0	0
CABFS101	Personal hygiene procedures are followed	✗	0	0
	Answer:			
	No			
	Findings:			
	<ul style="list-style-type: none"> Dedicated hand washing sinks were not stocked 			
				
CABFS103	Cold potentially hazardous foods maintained at 41F (5C) or below in all cold holding devices	✓	0	0
	Answer:			
	Yes			
	Findings:			
	<ul style="list-style-type: none"> All temped food items were below 42F (6C) 			

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.

CABFS105	Dishwashing machines properly maintained and operated Answer: N/A Findings: <ul style="list-style-type: none">Hotel does not have a dishwashing machine	—	0	0
CABFS102	Ice Machines are clean and in good condition Answer: Yes Findings: <ul style="list-style-type: none">No mold, mildew, fungus, or rust observed on ice/water contact surfaces	✓	0	0
CABFS104	Facility is clean and in good condition Answer: Yes Findings: <ul style="list-style-type: none">Less than (5) cleanliness or condition issues were observed or encountered	✓	0	0
CABFS107	Cross-contamination prevention procedures are followed Answer: Yes Findings: <ul style="list-style-type: none">Cross-contamination (whether actual or potential) or physical hazards were not observed	✓	0	0
CABFS100	Temperature Logs and Training documentation is completed and available for review Answer: Yes Findings: <ul style="list-style-type: none">Proof of selected managers Food Safety Certification through an approved training program observed	✓	0	0

Cleanliness: High Guest Impact - Restaurant – Facility

Item No.	Item		Total Points Earned	Total Points Possible
			12	12
CAB3DA003	Buffet/Dining Area Cleanliness - Walls/Doors/Windows/Ceiling/Floor Answer: Compliant	✓	4	4
CAB3DA005	Buffet/Dining Area Cleanliness - Furniture/Equipment/Décor Items Answer: Compliant	✓	4	4
CAB3DA007	Complimentary Coffee Area Cleanliness - General Answer: Compliant	✓	4	4

Cleanliness: High Guest Impact - Bedroom

Item No.	Item	Bedroom 116VR	Bedroom 429VR	Bedroom 302VR	Total Points Earned	Total Points Possible
					148	160

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.

CABBD014	Bedroom/Bathroom Odor is neutral	✓	✓	✓	12	12
CABBD015	Bedroom Cleanliness - Doors/Walls/Ceiling/Mirrors/Artwork	✓	✓	✓	12	12
CABBD019	Bedroom Cleanliness - Floor	✓	✓	✓	12	12
CABBD021	Bedroom Cleanliness - Closet Area/Ironing Board/Iron/Safe	✓	✓	✓	12	12
CABBD023	Bedroom Cleanliness - Accessories/Coffee/Appliances/Trashcans	✓	✓	✓	12	12
CABBD025	Bedroom Cleanliness - Case Goods	✓	✓	✓	12	12
CABBD031	Bedroom Cleanliness - Upholstered Furniture/Desk/Chairs	✗	✗	✗	0	12
Findings: Bedroom 116VR <ul style="list-style-type: none"> Debris under cushions  Bedroom 429VR <ul style="list-style-type: none"> Debris under cushions Hair Bedroom 302VR <ul style="list-style-type: none"> Debris under cushions 						
CABBD027	Bedroom Cleanliness - Telephone/Electronics/Collateral	✓	✓	✓	12	12
CABBD033	Bedroom Cleanliness - Lamps/Lighting	✓	✓	✓	12	12
CABBD035	Bedroom Cleanliness - Windows/Window Treatments	✓	✓	✓	12	12
CABBD037	Bedroom Cleanliness - HVAC/Ventilation	✓	✓	✓	12	12
CABBD039	Bedroom Cleanliness - Balcony/Patio	—	—	✓	4	4
Findings: Bedroom 116VR <ul style="list-style-type: none"> Balcony/patio not in place Bedroom 429VR <ul style="list-style-type: none"> Balcony/patio not in place 						
CABBD041	Bedroom Cleanliness - Headboard/Bed Frame/Mattress/Box spring	✓	✓	✓	12	12
CABBD043	Bedroom Cleanliness - Bedding/Linens/Pillows/Free of Wrinkles	✓	✓	✓	12	12

*M – Multiple

Cleanliness: High Guest Impact - Bathroom

Item No.	Item	Bathroom	Bathroom	Bathroom	Total	Total
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.						

		116VR	429VR	302VR	Points Earned 108	Points Possible 108
CABBTH003	Bathroom Cleanliness - Doors/Walls/Mirrors/Windows	✓	✓	✓	12	12
CABBTH005	Bathroom Cleanliness - Ceiling/Vents/Exhaust Fans/Lighting	✓	✓	✓	12	12
CABBTH007	Bathroom Cleanliness - Floor	✓	✓	✓	12	12
CABBTH009	Bathroom Cleanliness - Vanity/Sink/Fixtures	✓	✓	✓	12	12
CABBTH017	Bathroom Cleanliness - Towel Bars/Accessories/Amenities/Trashcan	✓	✓	✓	12	12
CABBTH019	Bathroom Cleanliness - Terry	✓	✓	✓	12	12
CABBTH015	Bathroom Cleanliness - Toilet	✓	✓	✓	12	12
CABBTH021	Bathroom Cleanliness - Shower Curtain/Shower Doors/Shower Rod	✓	✓	✓	12	12
CABBTH023	Bathroom Cleanliness - Bathtub/Shower Enclosure/Fixtures	✓	✓	✓	12	12

*M – Multiple

Cleanliness: High Guest Impact - Elevator

Item No.	Item		Total Points Earned 4	Total Points Possible 4
CABE001	Elevators Cleanliness - General Answer: Compliant	✓	4	4

Cleanliness: High Guest Impact - Corridors

Item No.	Item		Total Points Earned 12	Total Points Possible 12
CABC003	Corridors/Stairways Cleanliness - Walls/Doors/Ceiling/Vents/Lighting/Windows Answer: Compliant	✓	4	4
CABC001	Corridors/Stairways Cleanliness - Floor Answer: Compliant	✓	4	4
CABC005	Corridors/Stairways Cleanliness - Furniture/Equipment/Décor Items Answer: Compliant	✓	4	4


Cleanliness: High Guest Impact - Lobby

Item No.	Item		Total	Total
----------	------	--	-------	-------

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 AHHA, 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.

			Points Earned 12	Points Possible 12
CABLOB12	Main Entry/Vestibule Cleanliness - General Answer: Compliant	✓	4	4
CABLOB16	Lobby Cleanliness - Walls/Doors/Windows/Ceiling/Floor Answer: Compliant	✓	4	4
CABLOB18	Lobby Cleanliness - Furniture/Equipment/Décor Items Answer: Compliant	✓	4	4

Cleanliness: High Guest Impact - Exterior

Item No.	Item		Total Points Earned 10	Total Points Possible 12
CABEXT004	Exterior Cleanliness - Signs/Flags/Flagpoles Answer: Compliant	✓	2	2
CABEXT006	Exterior Cleanliness - Parking Lot/Garage/Curbs Answer: Compliant	✓	2	2
CABEXT008	Exterior Cleanliness - Landscaping Answer: Major Findings: <ul style="list-style-type: none"> Cigarette Butts 	✗	0	2
CABEXT010	Exterior Cleanliness - Building Facade/Windows Answer: Compliant	✓	2	2
CABEXT012	Exterior Cleanliness - Entrances/Walkways/Sidewalks Answer: Compliant	✓	2	2
CABEXT014	Exterior Cleanliness - Furniture/Barbeque Area/Patio/Pavilion Answer: Compliant	✓	2	2

Cleanliness: Low Guest Impact - Corridors

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

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 AHHA, 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.

CABC007	Vending Area Cleanliness - General		4	4
	Answer: Compliant			

Cleanliness: Low Guest Impact - Laundry

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CABGL002	Guest Laundry Cleanliness - General		4	4
	Answer: Compliant			





Cleanliness: Low Guest Impact - Retail Shop

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CAB3LOB002	Retail Cleanliness - General		4	4
	Answer: Compliant			

Cleanliness: Low Guest Impact - Business Center

Item No.	Item		Total Points Earned	Total Points Possible
			2	2
CAB3BCR004	Business Center Cleanliness - General		2	2
	Answer: Compliant			

Cleanliness: Low Guest Impact - Public Restrooms

Item No.	Item		Total Points Earned	Total Points Possible
			8	8
CABPR004	Public Restrooms Cleanliness - Walls/Doors/Ceiling/Floors/Partitions		2	2
	Answer: Compliant			
CABPR006	Public Restrooms Cleanliness - Toilets/Urinals		2	2
	Answer: Compliant			
CABPR008	Public Restrooms Cleanliness - Sinks/Vanity/Mirrors		2	2
	Answer: Compliant			
CABPR010	Public Restrooms Cleanliness - Furniture/Equipment/Décor Items		2	2
	Answer: Compliant			

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.

Cleanliness: Low Guest Impact - Meeting Room/Function Space

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CABMTG005	Meeting Room Cleanliness - Walls/Doors/Windows/Ceiling/Floor Answer: Compliant	✓	2	2
CABMTG007	Meeting Room Cleanliness - Furniture/Equipment/Décor Items Answer: Compliant	✓	2	2

Cleanliness: Low Guest Impact - Fitness Center

Item No.	Item		Total Points Earned	Total Points Possible
			8	8
CABFC005	Fitness Center Cleanliness - Walls/Doors/Windows/Ceiling/Floor Answer: Compliant	✓	4	4
CABFC007	Fitness Center Cleanliness - Furniture/Equipment/Décor Items Answer: Compliant	✓	4	4

Cleanliness: Low Guest Impact - Pool

Item No.	Item		Total Points Earned	Total Points Possible
			12	12
CABPL003	Pool Cleanliness - Walls/Fencing/Doors/Ceiling/Windows Answer: Compliant	✓	4	4
CABPL001	Pool Cleanliness - Floor/Deck/Interior Surface Answer: Compliant	✓	4	4
CABPL005	Pool Cleanliness - Furniture/Equipment/Décor Items Answer: Compliant	✓	4	4

Cleanliness: Low Guest Impact - Exterior





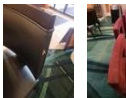

Item No.	Item		Total Points Earned	Total Points Possible
			2	2
CABEXT016	Courtesy Vehicle Cleanliness - General Answer: Compliant	✓	2	2

Cleanliness: Low Guest Impact - Back/Heart of House


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 AHHA, 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.







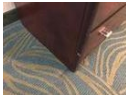



Item No.	Item		Total Points Earned	Total Points Possible
			2	2
CABBOH031	Back/Heart of House Cleanliness	✓	2	2
	Answer:			
	Yes			

Maintenance & Upkeep: High Guest Impact - Restaurant – Facility

Item No.	Item		Total Points Earned	Total Points Possible
			4	12
CAB3DA004	Buffet/Dining Area Condition - Walls/Doors/Windows/Ceiling/Floor	✗	0	4
	Answer:			
	Major			
	Findings:			
	<ul style="list-style-type: none"> Lighting damaged, worn 			
	<ul style="list-style-type: none"> Walls damaged, worn 			
				
CAB3DA006	Buffet/Dining Area Condition - Furniture/Equipment/Décor Items	✗	0	4
	Answer:			
	Major			
	Findings:			
	<ul style="list-style-type: none"> Chairs damaged, worn 			
				
				
CAB3DA008	Complimentary Coffee Area Condition - General	✓	4	4
	Answer:			
	Compliant			

Maintenance & Upkeep: High Guest Impact - Bedroom

Item No.	Item	Bedroom 116VR	Bedroom 429VR	Bedroom 302VR	Total Points Earned	Total Points Possible
					104	148
CABBD016	Bedroom Condition - Doors/Walls/Ceiling/Mirrors/Artwork	✗	✓	✓	8	12
	Findings:					
	Bedroom 116VR					
	<ul style="list-style-type: none"> Ceiling damaged, worn 					

CABBD020	Bedroom Condition - Floor	✓	✓	✓	12	12
CABBD022	Bedroom Condition - Closet Area/Ironing Board/Iron/Safe	✓	✓	✓	12	12
CABBD024	Bedroom Condition - Accessories/Coffee/Appliances/Trashcans Findings: Bedroom 116VR <ul style="list-style-type: none"> Cabinet damaged, worn  Bedroom 429VR <ul style="list-style-type: none"> Coffee maker damaged, worn  Bedroom 302VR <ul style="list-style-type: none"> Cabinet damaged, worn  <ul style="list-style-type: none"> Coffee maker damaged, worn  <ul style="list-style-type: none"> Microwave damaged, worn 	✗	✗	✗	0	12
CABBD026	Bedroom Condition - Case Goods Findings: Bedroom 116VR <ul style="list-style-type: none"> Coffee table damaged, worn  <ul style="list-style-type: none"> Dresser damaged, worn  <ul style="list-style-type: none"> Nightstand damaged, worn    Bedroom 429VR <ul style="list-style-type: none"> Dresser damaged, worn 	✗	✗	✗	0	12



- Nightstand damaged, worn



Bedroom 302VR

- Drawers damaged, worn



- Nightstand damaged, worn



CABBD032

Bedroom Condition - Upholstered Furniture/Desk/Chairs



0

12

Findings:

Bedroom 116VR

- Desk damaged, worn



- Desk chair damaged, worn



Bedroom 429VR

- Desk damaged, worn



- Sofa damaged, worn



Bedroom 302VR

- Desk chair damaged, worn



CABBD028

Bedroom Condition - Telephone/Electronics/Collateral



12

12

CABBD034

Bedroom Condition - Lamps/Lighting



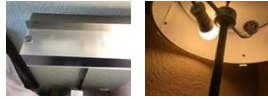
8

12

Findings:

Bedroom 429VR

- Bulbs damaged, worn


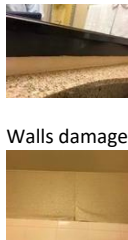


- Light fixture unplugged



CABBD036	Bedroom Condition - Windows/Window Treatments	✓	✓	✓	12	12
CABBD038	Bedroom Condition - HVAC/Ventilation	✓	✓	✓	12	12
CABBD040	Bedroom Condition - Balcony/Patio Findings: Bedroom 116VR <ul style="list-style-type: none"> • Balcony/patio not in place Bedroom 429VR <ul style="list-style-type: none"> • Balcony/patio not in place 	—	—	✓	4	4
CABBD042	Bedroom Condition - Headboard/Bed Frame/Mattress/Box spring	✓	✓	✓	12	12
CABBD047	Bedroom Condition - Bedding/Linens/Pillows	✓	✓	✓	12	12

*M – Multiple

Maintenance & Upkeep: High Guest Impact - Bathroom						
Item No.	Item	Bathroom 116VR	Bathroom 429VR	Bathroom 302VR	Total Points Earned	Total Points Possible
					88	108
CABBTH004	Bathroom Condition - Doors/Walls/Mirrors/Windows Findings: Bathroom 116VR <ul style="list-style-type: none"> • Mirror frame damaged, worn • Walls damaged, worn  Bathroom 429VR <ul style="list-style-type: none"> • Mirror frame damaged, worn • Walls damaged, worn 	✗	✗	✓	4	12
CABBTH006	Bathroom Condition - Ceiling/Vents/Exhaust Fans/Lighting Findings: Bathroom 116VR <ul style="list-style-type: none"> • Ceiling damaged, worn 	✗	✓	✓	8	12

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 AHHA, 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.



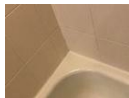
CABBTH008	Bathroom Condition - Floor	✓	✓	✓	12	12
CABBTH010	Bathroom Condition - Vanity/Sink/Fixtures	✓	✓	✓	12	12
CABBTH018	Bathroom Condition - Towel Bars/Accessories/Amenities/Trashcan	✓	✓	✓	12	12
CABBTH020	Bathroom Condition - Terry	✓	✓	✓	12	12
CABBTH016	Bathroom Condition - Toilet	✓	✓	✓	12	12
CABBTH022	Bathroom Condition - Shower Curtain/Shower Doors/Shower Rod	✓	✓	✓	12	12
CABBTH024	Bathroom Condition - Bathtub/Shower Enclosure/Fixtures	✗	✓	✗	4	12

Findings:**Bathroom 116VR**

- Bathtub/Shower enclosure damaged, worn

**Bathroom 302VR**

- Bathtub/Shower enclosure damaged, worn



- Bathtub/Shower fixtures damaged, worn



*M – Multiple





Maintenance & Upkeep: High Guest Impact - Elevator

Item No.	Item		Total Points Earned	Total Points Possible
			2	4
CABE002	Elevators Condition - General	🕒	2	4
	Answer:			
	Minor			
	Findings:			
	<ul style="list-style-type: none"> Walls damaged, worn 			






Maintenance & Upkeep: High Guest Impact - Corridors

Item No.	Item		Total Points Earned	Total Points Possible
----------	------	--	---------------------------	-----------------------------


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 AHHA, 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.

			10	12
CABC004	Corridors/Stairways Condition - Walls/Doors/Ceiling/Vents/Lighting/Windows		2	4
	Answer: Minor			
	Findings:			
	<ul style="list-style-type: none"> Doors damaged, worn 			
CABC002	Corridors/Stairways Condition - Floor		4	4
	Answer: Compliant			
CABC006	Corridors/Stairways Condition - Furniture/Equipment/Décor Items		4	4
	Answer: Compliant			

Maintenance & Upkeep: High Guest Impact - Lobby

Item No.	Item		Total Points Earned	Total Points Possible
			4	12
CABLOB13	Main Entry/Vestibule Condition - General		0	4
	Answer: Major			
	Findings:			
	<ul style="list-style-type: none"> Ceiling damaged, worn Walls/Baseboards damaged, worn 			
CABLOB17	Lobby Condition - Walls/Doors/Windows/Ceiling/Floor		0	4
	Answer: Major			
	Findings:			
	<ul style="list-style-type: none"> Ceiling damaged, worn 			
CABLOB19	Lobby Condition - Furniture/Equipment/Décor Items		4	4
	Answer: Compliant			

Maintenance & Upkeep: High Guest Impact - Exterior

Item No.	Item		Total Points Earned	Total Points Possible
			12	16
CABEXT018	Exterior Condition - Signage & Accent Lighting Operational		4	4

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 AHHA, 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.

Answer:

Compliant

CABEXT005	Exterior Condition - Signs/Flags/Flagpoles	✓	2	2
-----------	--	---	---	---

Answer:

Compliant

CABEXT007	Exterior Condition - Parking Lot/Garage/Curbs	✗	0	2
-----------	---	---	---	---

Answer:

Major

Findings:

- Cracks
- Parking lot damaged, worn

CABEXT009	Exterior Condition - Landscaping	✓	2	2
-----------	----------------------------------	---	---	---

Answer:

Compliant

CABEXT011	Exterior Condition - Building Facade/Windows	✗	0	2
-----------	--	---	---	---

Answer:

Major

Findings:

- Doors damaged, worn
- Porte Cochere damaged, worn



CABEXT013	Exterior Condition - Entrances/Walkways/Sidewalks	✓	2	2
-----------	---	---	---	---

Answer:

Compliant

CABEXT015	Exterior Condition - Furniture/Barbeque Area/Patio/Pavilion	✓	2	2
-----------	---	---	---	---

Answer:

Compliant

Maintenance & Upkeep: Low Guest Impact - Corridors

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CABC008	Vending Area Condition - General	✓	4	4
	Answer:			
	Compliant			

Maintenance & Upkeep: Low Guest Impact - Laundry

Item No.	Item		Total Points Earned	Total Points Possible
			0	4

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 AHHA, 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.

CABGL003	Guest Laundry Condition - General	✗	0	4
	Answer:			
	Major			
	Findings:			
	<ul style="list-style-type: none"> Walls damaged, worn 			
				



Maintenance & Upkeep: Low Guest Impact - Retail Shop

Item No.	Item		Total Points Earned	Total Points Possible
			4	4
CAB3LOB003	Retail Condition - General	✓	4	4
	Answer:			
	Compliant			

Maintenance & Upkeep: Low Guest Impact - Business Center

Item No.	Item		Total Points Earned	Total Points Possible
			2	2
CAB3BCR005	Business Center Condition - General	✓	2	2
	Answer:			
	Compliant			

Maintenance & Upkeep: Low Guest Impact - Public Restrooms

Item No.	Item		Total Points Earned	Total Points Possible
			4	8
CABPR005	Public Restrooms Condition - Walls/Doors/Ceiling/Floors/Partitions	✗	0	2
	Answer:			
	Major			
	Findings:			
	 <ul style="list-style-type: none"> Mold Vents damaged, worn 			
CABPR007	Public Restrooms Condition - Toilets/Urinals	✗	0	2
	Answer:			
	Major			
	Findings:			
	<ul style="list-style-type: none"> Toilets damaged, worn 			
CABPR009	Public Restrooms Condition - Sinks/Vanity/Mirrors	✓	2	2

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 AHHA, 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.

Answer:

Compliant

CABPR011

Public Restrooms Condition - Furniture/Equipment/Décor Items



2

2

Answer:

Compliant

Maintenance & Upkeep: Low Guest Impact - Meeting Room/Function Space

Item No.	Item		Total Points Earned	Total Points Possible
			2	4

CABMTG006

Meeting Room Condition - Walls/Doors/Windows/Ceiling/Floor



0

2

Answer:

Major

Findings:

- Walls damaged, worn



CABMTG008

Meeting Room Condition - Furniture/Equipment/Décor Items



2

2

Answer:

Compliant

Maintenance & Upkeep: Low Guest Impact - Fitness Center

Item No.	Item		Total Points Earned	Total Points Possible
			16	24

CABFC006

Fitness Center Condition - Walls/Doors/Windows/Ceiling/Floor



0

4

Answer:

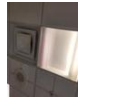
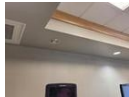
Major

Findings:

- Blinds damaged, worn



- Lamps/Lighting damaged, worn



- Walls damaged, worn



CABFC008

Fitness Center Condition - Furniture/Equipment/Décor Items



0

4

Answer:

Major

Findings:



- Rust or tarnish



- Cardio equipment damaged

CABFC001	Fitness Center Condition - Equipment Operation	✓	16	16
	Answer: Compliant			

Maintenance & Upkeep: Low Guest Impact - Pool

Item No.	Item		Total Points Earned	Total Points Possible
			4	12
CABPL004	Pool Condition - Walls/Fencing/Doors/Ceiling/Windows	✗	0	4
	Answer: Major Findings: <ul style="list-style-type: none"> • Fence damaged, worn 			
CABPL002	Pool Condition - Floor/Deck/Interior Surface	✗	0	4
	Answer: Major Findings:  <ul style="list-style-type: none"> • Coping damaged, worn • Cracks • Floor damaged, worn • Interior surface damaged, worn 			
CABPL006	Pool Condition - Furniture/Equipment/Décor Items	✓	4	4
	Answer: Compliant			

Maintenance & Upkeep: Low Guest Impact - Exterior

Item No.	Item		Total Points Earned	Total Points Possible
			2	2
CABEXT017	Courtesy Vehicle Condition - General	✓	2	2
	Answer: Compliant			

Form Finalization - Form Finalization

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

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.

EMAILBACK	Enter the email(s) for results delivery	0	0
	Answer:		
	John.mesaros@marriott.com;Todd.kinney@mckibbon.com;calyn.ward@marriott.com		

Large Photos:

Breakfast F&B

CAB3BFB013



CAB3BFB025



CAB3BFB014



CAB3BFB019



CAB3BFB032



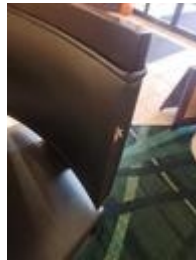
Franchisees are responsible for establishing and enforcing cleanliness policies for their hotels. For franchised hotels, such policies must: (a) comply with all applicable laws and regulations; (b) include all requirements of Global COVID-19 Protocol document ; and (c) take into account our recommended 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.

Restaurant – Facility

CAB3DA004



CAB3DA006



Service General

CAB3GEN014



Bedroom 116VR

CABBD016



CABBD024



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 AHHA, 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.

CABBD026



CABBD031



CABBD032



Bedroom 429VR

CAB3BD003



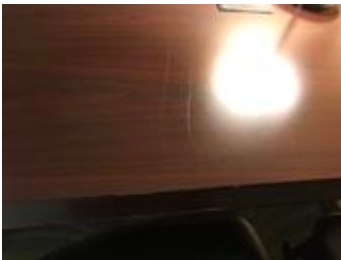
CABBD024



CABBD026



CABBD032



CABBD034



Bedroom 302VR

CAB3BD002



CAB3BD003



CABBD024



CABBD026



CABBD031



CABBD032



Bathroom 116VR

BTH405



BTH406



CAB3BTH016



CABBTH004



CABBTH006



CABBTH024



Bathroom 429VR

BTH405



BTH406



CAB3BTH016



CAB3BTH001



CABBTH004





Bathroom 302VR

BTH405



BTH406



CAB3BTH016



CABBTH024



Corridors

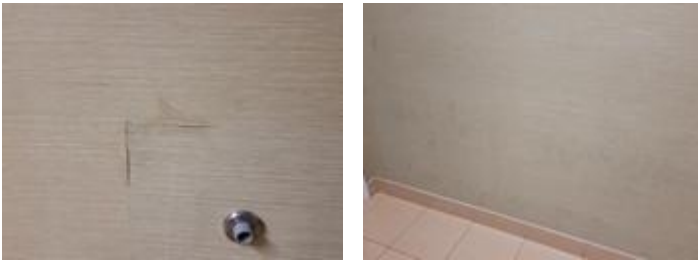
CABC004

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 AHHA, 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.



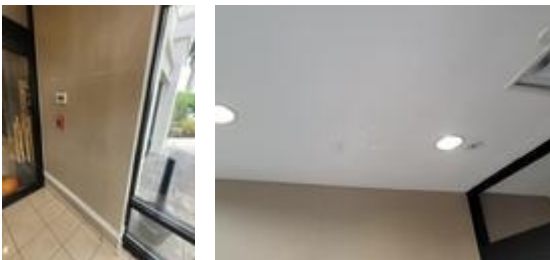
Laundry

CABGL003



Lobby

CABLOB13



CABLOB17



Retail Shop

LOB132



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 AHHA, 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.

Public Restrooms

CABPR005



CABPR007

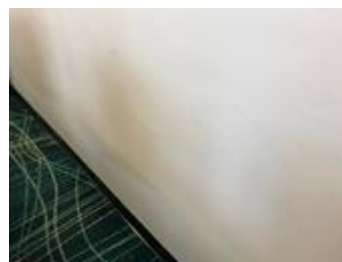


Meeting Room/Function Space

CAB3MTG002



CABMTG006



Fitness Center

CABFC006



CABFC008

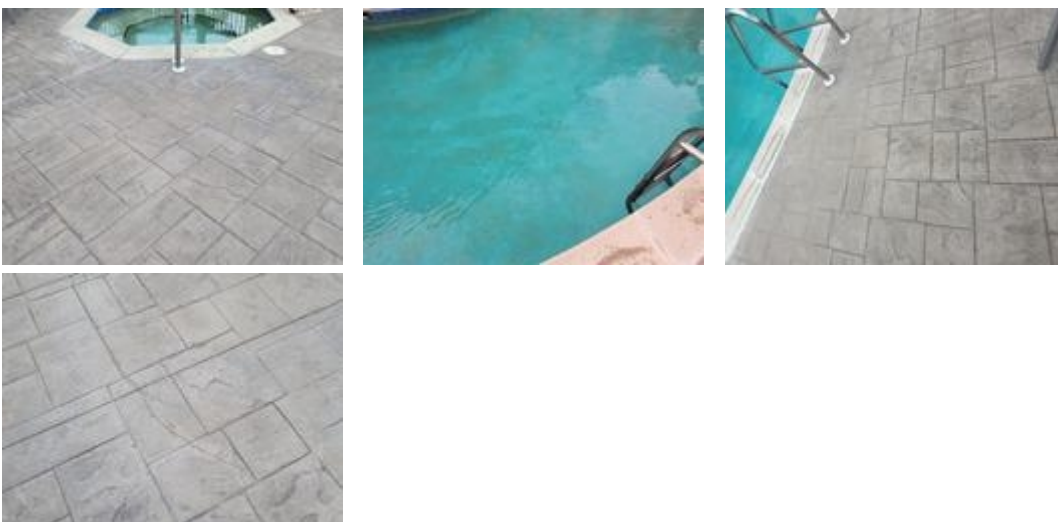


Pool

CABPL004



CABPL002



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 AHHA, 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.

Exterior

CABEXT007



CABEXT008



CABEXT011



Back/Heart of House

CABBOH023



Digital Guest Experience

CABBOH017

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.



CABBOH004_2A



Food Safety

CABFS101

