

ACME COMPANY

HOTEL MYSTERY SHOPPER CHECKLIST



Millstone Avenue - Rutherford | Millstone Avenue,

TUESDAY 9TH DECEMBER 2025

SUMMARY

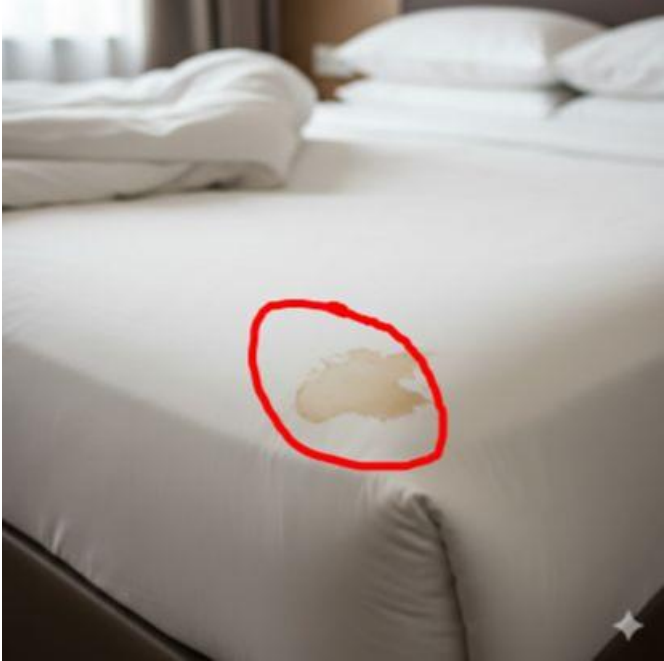
The hotel provided a generally satisfactory experience with several notable strengths, particularly concerning employee professionalism and the quality of prepared food. However, the experience was significantly marred by inconsistent operational standards and breakdowns in basic quality control across three key areas.

Arrival Experience

Q#	QUESTION	RESPONSE
1.	Were you greeted upon arrival?	YES
2.	Were you offered assistance with your luggage?	YES
3.	When checking in, were the hotel facilities explained?	YES
4.	Was the check in warm and welcoming?	YES
5.	How would you rate your arrival experience?	5/5
6.	Notes on Arrival Experience	n/a

Room Experience

Q#	QUESTION	RESPONSE
7.	Did the room feel clean when entering?	YES
8.	Was your room free of dust?	YES
9.	Was the bathroom clean and free from hair etc.?	YES
10.	Was the linen of high quality and free from stains, hair etc.?	NO



13 Dec 25 10:39 PM

No. The fitted sheet had a noticeable light brown smudge near the foot of the bed, suggesting a lapse in the laundry quality check. The pillowcases were otherwise satisfactory, but this stain was a significant cleanliness failure.

11.	Were the windows clean and in good condition?	YES
12.	Were the floors clean and in good condition?	YES
13.	Was the WIFI user-friendly?	YES
14.	Was everything in your room working properly?	YES
15.	Was the furniture in your room clean and undamaged?	YES
16.	How would you rate your room experience?	3/5
17.	Notes on Room Experience	The room was exceptionally clean, well-dusted, and vacuumed, with no visible issues in the bathroom or common areas. However, the presence of a stain/hair on the bedding (per question 12) was a significant hygiene oversight that detracted from the otherwise perfect score.

Restaurant

Q#	QUESTION	RESPONSE
18.	Did you receive a friendly greeting (either by phone or face to face)?	YES
19.	Did the staff provide good service throughout your dining experience?	YES
20.	Did you receive your food and beverages within an acceptable time frame? No. The main course took 42 minutes to arrive after the order was placed, which is significantly beyond the acceptable 25-30 minute standard. No apology or explanation for the extended kitchen delay was offered by the server.	NO
21.	Did the staff provide you with suggestions with regards to wine, desserts, etc.?	YES
22.	How would you rate your Restaurant experience?	4/5
23.	Notes of Restaurant Experience	The dining experience was hampered by significant delays in food delivery, which required over 40 minutes for the main course without explanation. However, the meal itself was excellent, prepared to the correct temperature, and the server was attentive and knowledgeable once the food was delivered.

Bar

Q#	QUESTION	RESPONSE
24.	Were you approached by a staff member to order whilst sitting in the lobby lounge?	YES
25.	Were you satisfied with the range of beverage options on the menu?	YES
26.	Were you satisfied with the range of food options on the bar menu?	YES
27.	Was the overall level of service good?	YES
28.	Did you feel welcome when you entered the bar?	YES
29.	Was the bar area clean?	NO



13 Dec 25 10:44 PM

No. The two empty glasses from the previous patron remained on the bar top for over 10 minutes. The glassware used for the cocktail had noticeable water spots and was not polished properly before serving.

30.	How would you rate your experience at the bar?	4/5
31.	Notes on the Hotel Bar	The bar service was friendly, and the cocktails were expertly prepared, but the overall cleanliness was subpar.

Dining Room

Q#	QUESTION	RESPONSE
32.	Did you receive your order within 30 mins?	YES
33.	Was your order complete?	YES
34.	Was the temperature of the food acceptable?	YES

Dining Late Night Menu (after 11pm)


Q#	QUESTION	RESPONSE
35.	Did you use the late-night menu (after 11pm)?	YES
36.	Was the temperature of the food appropriate?	YES
37.	Was your order received within the advised time frame?	YES
38.	What other dishes would you like to see on the late-night menu?	n/a
39.	How would you rate your In Room Dining experience?	5/5
40.	Notes on Dining Room	n/a

Overall Experience

Q#	QUESTION	RESPONSE
41.	Was the cleanness of the hotel of acceptable standards?	YES
42.	Was the condition of the hotel up to the expected standard?	YES
43.	Was your stay hassle free?	YES
44.	Did you identify any areas that need to be improved? If so, what are these areas?	The primary opportunity lies in standardizing basic operational checks. Specific issues include significant laundry quality failures (bed linen stains), poor time management in food service

	delivery, and inadequate sanitation/clearing routines at the bar area.
45. Did any of the staff members go above and beyond to ensure that your stay was great?	YES
46. How would your overall experience?	4/5

DECLARATION



Auditor
(Jennifer Hunt)

AUDITOR'S LOCATION