

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
<u>SECTION A:</u>		
<u>STANDARDS FOR SERVICE</u>		
Standards for Service define guest support and service from the initial reservation inquiry through departure.		
CATEGORY I: RESERVATIONS – The guest experience begins with the Reservation process. It must be easy and convenient for the guest to receive a confirmed reservation. When Army Lodging is not available, obtaining a nonavailability control number must be hassle-free.		
Standard 1: Authorized guests are able to make confirmed reservations.		
a. Official visitors are able to confirm reservations at least 45 days in advance of arrival. [☞: Reservation Procedures]	MET	
b. Guest room inventory management procedures ensure first-come, first-served reservations for all official guests and maximum occupancy of available guest rooms. [☞: Overbooking; Guest Room Inventory]	MET	
c. Reservations are taken 24 hours a day and seven days a week. [<i>Reservations are taken at least 8 hours a day. An answering machine is available for call back on after-hours reservation requests. A fax machine is available 24 hours a day to receive reservation requests and a call back is placed on the next normal business day.</i>]	MET	
d. Individual reservations are completed in five minutes or less. A confirmation number is provided at the time the guest makes a reservation or, if adequate lodging is not available for official guests, then a nonavailability control number is provided. [☞: Nonavailability Control Numbers]	MET	
e. A list of off-post hotels is maintained and can be faxed or emailed to guest when on-post lodging is not available. [☞: Off-Post Referrals]	MET	
f. The reservation process includes providing the guest arrival information, specific directions to the front desk operation for check-in, and information on after-hours check-in procedures. Special needs (i.e., handicap requirements, smoking/non-smoking preference, and crib) are identified during the initial reservation process. [☞: Guest Special Services]	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
Standard 2: Guests are offered the option to guarantee their reservations for late arrival.		
a. Guarantees may be made using a credit card or advanced payment.	MET	
b. Guests choosing not to guarantee their reservations are advised that the reservation will be held until 1800 hours (or other specified time).	MET	
c. Guests are advised that one night's room fee will be charged, if he/she does not cancel or change the reservation before 1800 hours (or other locally established time), and fails to show. When canceling reservations, guests are provided a cancellation number.	MET	
CATEGORY II: FRONT DESK - This is where the tone of the guest's entire stay is often set; it is one of those critical moments of truth. To the guest, the associate at the front desk is "the hotel." How the guest is treated at this point is paramount to ensuring the lodging operation is properly represented. The front desk is also the guests' last stop: "Will our last impression be as good as our first impression?"-- It must be.		
Standard 1: Guests are efficiently registered upon arriving at the front desk. [☐: Check-in/Check-out and Manual Check-in/Check-out]		
a. Lodging associate shall run standard reservation reports on a daily basis. Room assignment process is completed on the day of arrival with the greatest effort made to accommodate special requests as detailed in the reservation. [☐: Guest Room Assignment]	MET	
b. When an over-booked situation is identified, management takes action to ensure guests' needs are met. [☐: Walking a Guest]	MET	
c. Room availability status is updated throughout the day. Procedures, such as prep-registration, are in effect to efficiently register guests, both individuals and large groups. Pre-registration packets should include individual registration card and coded key packet.	MET	
d. Guests approaching the front desk will be acknowledged at the first	MET	

FY2004 INSTALLATION SELF ASSESSMENT & EVALUATION CHECKLIST

	MET/ NOT MET	Comments/Clarifications
opportunity and will begin the registration process within ten minutes of their arrival.		
e. Guest registration process for guests arriving with reservations is completed within three minutes after it begins. Guest registration process for guests arriving without reservations is completed within five minutes.	MET	
f. Guests are not assigned to rooms that don't indicate a "Vacant/Clean" status on the Room Status Report or from Housekeeping. When the check-in process cannot be completed (i.e., rooms not ready), front desk personnel will offer to store luggage in a secure area	MET	
g. Guests are provided information on non-duty hour checkout procedures as part of the registration process. At the end of each duty day, all expected arrival reservations [registration and key packets] are turned in to the Staff Duty Officer (SDO) or appropriate after-hours office.	MET	
Standard 2: Guests receive complete information during the registration process and a response to questions.		
a. Lodging associate will review any special service request, such as handicap requirements, smoking/non-smoking preference, crib, etc., as detailed in the reservation. [☑: Guest Special Services]	MET	
b. Guest is provided clear instructions and an appropriate map showing them how to get to their building and room.	MET	
c. Lodging associate maintains current information available in response to questions on food services, transportation, location of key facilities (on/off-post), and other frequently requested guest information.	MET	
d. Guests are advised of any unique aspects of the operation upon registration.	MET	
e. Front desk maintains a referral list for kennels, to include location and phone number, as necessary. [☑: Pet Policy]	MET	
f. Information regarding room reservations at other Army installations is provided to guests upon request.	MET	
Standard 3: Guests are efficiently checked out when departing the lodging operation. [☑: Check-in/Check-out and Manual Check-in/Check-out]		

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
a. Guests will not wait more than ten minutes to begin checkout process. Guest will be checked out within three minutes after being assisted. Recommend express checkout will be offered.	MET	
b. A statement of charges is provided to guests using express checkout without waiting in line at the front desk. [☒: Call Accounting System]	MET	
c. Procedures are in effect to allow late checkout when it is practical and approved in advance. (NOTE: Guests may be charged an additional partial room charge for late checkouts per the SOP.)	MET	
d. Information is provided on after-hours checkout procedures and after-duty hour's payment procedures. Front desk personnel will ask guests to identify any conditions that made their stay extremely positive or negative. (NOTE: This should only be done as workload permits.)	MET	
Standard 4: Customer service issues are promptly addressed and resolved.		
a. A logbook will be maintained at the front desk that tracks daily customer service issues/concerns/requests, such as housekeeping/maintenance requests and front desk. Requests/concerns. A separate SDO logbook will be maintained. [☒: Front Desk Logbook]	MET	
b. Appropriate department/manager will address, remedy, and follow up on all customer service issues, including a final resolution entry with manager/supervisor signature in front desk logbook. [☒: Guest Complaints]	MET	
c. Information regarding guests that have been "walked" or relocated to different facilities must be recorded in logbook.	MET	
d. Customer comment cards are available at the front desk.	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

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Standard 5: Courteous, timely telephone support is provided through the front desk. [☐]: Phone Procedures and Script		
a. Phones are answered within three rings by a lodging employee and not an answering device. (NOTE: An automated attendant system may be installed with voice mail capability for incoming calls for guests and initial screening.) <i>Answering machines may be used during non-duty hours for operations opened less than 24 hours.</i>	MET	
b. Callers are warmly greeted (in clear diction) with the name of the operation, e.g., “Good Morning, this is the Happy Dale Inn, John speaking, (or Ms. Murphy speaking) how may I help you).” [☐]: Guest Messages	MET	
c. Callers are given the option to receive a callback rather than be left on hold.	MET	
CATEGORY III: GUEST SUPPORT - Guest support standards, when combined with quality operations and facilities, provide the framework for a memorable guest experience. Guestrooms provide the features and amenities comparable to a mid-range commercial hotel. Guest support is broken out into the following areas: Furnishings, Equipment, Supplies, Information, and Special Services. Additionally, long-term guest support services are broken out separately.		
Furnishings		
a. Each room will be equipped with a refrigerator/freezer (short-term units: 3.6 cubic feet refrigerator/microwave oven combination; long-term/family units: 11 cubic feet).	MET	
b. Adequate lighting is provided in the room. All three-way lamps have three way light bulbs.	MET	
c. A luggage rack or bench is provided in each guest room.	MET	
d. A digital radio/alarm clock is located on the bedside table. It will be purchased using the Lodging Product Standardization Initiative acquisition processes.	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
Equipment		
a. Guest rooms will be equipped with a 4-cup automatic drip coffeemaker. Each guest room will be supplied with coffee and condiment packets for the first night's stay. Coffee and condiment packets will meet the specifications of the Lodging Standardization Product Initiative through participation in the Prime Vendor Program.	MET	
b. Closets have eight easily removable hangers, two of which have skirt/trouser hanger clips, and the remaining hangers are made of wood or heavy duty contoured plastic with non-skid trouser bar.	MET	
c. The guest room and bath/vanity area each are equipped with a wastebasket, one of which is a minimum of 13 quarts in size and none of which are round metal "GI" type.	MET	
d. Mattresses and box springs will be in good condition and free of stains	MET	
e. Pillows will be full and plump and either feather filled, polyester fiber filled, or polyurethane filled.	MET	
f. Automatic shut-off irons and full size ironing boards are placed in each guest room. Irons, ironing boards, and ironing board covers will be purchased using the Lodging Product Standardization Initiative acquisition process.	MET	
g. Fans are placed in each guest room that is not equipped with individual HVAC controls. (NOTE: A ceiling fan will meet the requirement of a portable fan.)	MET	
h. All guest rooms should meet the following standards for televisions:		
1) Minimum 20-inch diagonal color television with portable remote with on/off, direct access channel selection, mute and volume control functions, and closed-captioned.	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

**MET/
NOT MET**

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2) Television is connected to cable service or satellite dish for best picture quality.	MET	
3) Each television will have a professional display of channel listings, or indicate which channel displays the on-screen TV listing.	MET	
4) Each television will have a current TV show listing.	MET	
5) Guest units with separate living and bed rooms will be equipped with a second television of an appropriate size for each room, offering the same features as the television described for primary television.	MET	
i. All guest rooms should meet the following standards for telephones:		
1) Twenty-four hour telephone service with direct-dial capability is available in each guest room.	MET	
2) Telephone support includes guest wake-up service.	MET	
3) Data port/internet capability will be provided from at least one telephone in each guest room.	MET	
4) Guests are not charged for local calls (except if there is a timed charge for the local call) or toll-free access fees.	MET	
5) Guests are charged a minimum cost recovery fee for access direct-dial long-distance service.	N/A	
6) Clear, sufficient and professionally displayed information on phone use, services (internet/data port usage) and charges are placed near the phone and in the Guest Services Directory. (Overseas Lodging facilities must include International calling instructions and frequently called toll-free access numbers.)	MET	
7) Current local and installation telephone directories are in each guest room.	MET	
8) Multi-room (living room/bed room) guest units have a telephone in each room. (For large single room suites with sleeping/living area, consideration should be given to placing a telephone at the bedside and by the sofa or on a writing table/desk.)	MET	
Supplies		
a. A disposable laundry bag is placed on the closet/wardrobe shelf.	MET	
b. A note pad and a pen are provided with each room. Stationery items meet the	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
criteria of the Lodging Product Standardization Initiative acquisition process and the Army Lodging graphics guidelines.		
c. The standard Army Lodging customer comment card is available in all guest rooms.	MET	
d. Smoking rooms are provided a minimum of two ashtrays.	MET	
e. Guests are provided a “Do Not Disturb” card on the inside doorknob.	MET	
f. An extra blanket and an extra pillow are available in the room.	MET	
g. Bedspreads must be high quality, and appropriate for the size of the bed (falls within 3 inches from the floor), and meet the specifications of the Hospitality Design Guide outlined in the Army Lodging Concept Rooms.	MET	
h. Guest rooms are equipped with a minimum of two polystyrene (plastic) tumblers or two glasses per bed. (Tumblers are individually enclosed in a sealed wrap, and are a minimum of eight ounces, and glasses are sanitized, either cling wrapped or bagged and are a minimum of eight ounces.) Products meet standard specifications as available through the Lodging Product Standardization Initiative acquisition process.	MET	
i. Each room has a three-quart plastic ice bucket with a cover and disposable liner. The ice bucket and tumbler/glasses are placed on a plastic tray of appropriate size, which is placed on a credenza or vanity.	MET	
j. Each room has the following minimum bathroom linens that meet the “Better” standard of the Standardized Purchasing Initiative specifications: 1 cloth bath mat, 2 bath towels per bed, 2 hand towels per bed, and 2 wash cloths per bed. Additional bathroom linens are available and provided to the guest when requested.	MET	
k. Each room’s linens meet the “Good” standard of the Lodging Product Standardization Initiative specifications for bed linens and provides sheets, mattress pads, blankets and pillowcases of an appropriate size for the mattress and pillow, for each bed, rollaway, and sleep sofa.	MET	
l. A six-foot by six-foot shower curtain that meets the specifications of the Lodging Product Standardization Initiative for shower/tub combination units. (NOTE: Shower curtain not required if glass tub enclosure is installed.)	MET	
m. Guests are provided the following personal care items as part of the Lodging	MET	

FY2004 INSTALLATION SELF ASSESSMENT & EVALUATION CHECKLIST

	MET/ NOT MET	Comments/Clarifications
Acquisition Program. [☞: <i>Guest Amenities</i>] A 1.0- ounce facial/hand soap bar, A 1.25-ounce deodorant soap bar, A 1.0-ounce combination shampoo/conditioner, A 1.0-ounce container of skin care lotion, shoeshine cloth/mitt and sewing kit.		
n. Each bathroom is provided two rolls of good quality toilet paper and one box of facial tissue. Bathroom tissues meet the specifications of the Lodging Product Standardization Initiative through participation in the Prime Vendor Program.	MET	
o. Every Army Lodging facility is required to participate in the Lodging Product Standardization Initiative for bed and bath linens, and amenities.	MET	
p. Honor bars are designated for specific rooms by management and kept at a minimum. [☞: Honor Bars] <i>In-room resale items are kept to a minimum and resale revenue reflects sufficient demand for these programs.</i>	MET	
Information: Guests have access to in-room information that is complete, current and relevant.		
a. Fire safety information (facility evacuation plan) is prominently posted on the back of the guest room door.	MET	
b. Guest Services Directory is being used and contains a signed letter of welcome on letterhead from the manager and instructions on how to contact a manager if there is a problem. Guest Services Directory includes guest information, emergency information, entertainment, telephone directory, dining availability, local area information, and a good quality installation map.	MET	
c. All non-recurring guest notices are printed with a professional appearance. (Under no circumstances should signs be handmade and taped and/or tacked to walls or doors.)	MET	
Special Services:		
a. At least 75 percent of guest rooms are designated “No Smoking.”	MET	
b. Designated no smoking rooms are identified with door-mounted or wall-mounted placards that meet signage standards for the lodging property.	NOT MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
c. Baby cribs and rollaway beds with full linen requirements (sheets, pillow, pillowcase, mattress pad, and blanket) are provided upon request (Cribs must meet all Federal regulations, including the Consumer Product Safety Commission guidelines and Juvenile Products Manufacturers Association standards). [☐]: Crib Safety]	MET	
<u>Support Services and Facilities:</u>		
a. If guest room is in a facility located away from the front desk registration area, information or assistance is provided to transport the guest to the building they will occupy (complimentary or commercial).	MET	
b. Continental breakfast is provided for facilities where no pay-as-you-go services are available.	MET	
c. Where on-post self-service laundry is not accessible, guest laundry room facilities are conveniently located for guest use.	MET	
d. Where a 24-hour conveniently located AAFES Shoppette is not provided, vending machines are provided.	NOT MET	
e. Central vending areas are centrally located in every lodging facility.	N/A	
f. Ice machines are automatically dispensing a controlled portion of ice.	MET	
g. Guests do not have to go more than one floor up or down for ice or vending machines.	MET	
h. Vending machines accept dollar bills.	N/A	
i. Guest laundry rooms have detergent/bleach vending machine.	MET	
j. Fax service is available to guests during front desk hours of operation. A reasonable fee may be charged, if desired, for personal faxes. [☐]: Fax Machine/Copier Usage]	MET	
<u>Long-term Guest Support:</u>		
All in-room kitchen/kitchenette facilities are equipped with the necessary supplies and furnishings. (NOTE: These items may be provided as a part of a lending kit.) [☐]: Kitchen/Kitchenette Equipment SOP]	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
<p>CATEGORY IV: HOUSEKEEPING SUPPORT – One of the most important but often overlooked members of the lodging team is the housekeeping support team. This group ensures the positive impression of the front desk and the guest support are sustained throughout the guest’s entire stay. To achieve a consistent level of quality service requires a well-motivated, trained and properly equipped housekeeping team.</p>		
<p>Standard 1: Guest rooms and bathrooms are properly serviced and maintained in a clean, orderly, and sanitary condition. [<input type="checkbox"/>: Standard Room Cleaning Procedures]</p>		

FY2004 INSTALLATION SELF ASSESSMENT & EVALUATION CHECKLIST

MET/
NOT MET

Comments/Clarifications

a. Housekeeping personnel are equipped and provided adequate supplies to perform tasks in an efficient manner.	MET	
b. Housekeeping personnel are trained in standardized cleaning processes, using standardized cleaning materials and a standard daily room checklist. [☐: Do Not Disturb; ☐: Entering a Guest Room]	MET	
c. Housekeepers use a standardized cart set-up to service guest rooms. [☐: Housekeeping Cart Standardization]	MET	
d. Housekeeping supervisors/work leaders use a standardized quality control checklist to inspect rooms before releasing to the front desk for assignment. [☐: Room Inspection Checklist]	MET	
e. Bed linens are exchanged after checkout or at a minimum of twice weekly based on locally established schedule. [☐: Linen Services]	MET	
f. A system is in effect to report and follow-up on maintenance problems identified until they are corrected. [☐: Property Damage/Loss; Guest Room Maintenance Procedures; Maintenance Reporting]	MET	
g. The housekeeping staff is organized to be responsive to shifts in workload due to a large number of checkouts or unusual cleaning requirements.	MET	
h. The housekeeping staff is scheduled for full service support, seven days a week, including adequate supervision at all times.	MET	
i. Supply points for linens, cleaning supplies, and replacement personal convenience items are accessible to housekeepers. [☐: Housekeeping Closet Standards]	MET	
Standard 2: All areas of the guest room and bathroom are kept clean and orderly through a locally established scheduled deep cleaning program. [☐: Deep Cleaning]		
a. Operations will periodically use air purification equipment to remove smoke and stale odors from rooms.	MET	
Standard 3: Housekeeping in common areas (hallways, laundry rooms, vending		

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
areas, public rest rooms, and lobby) reflects an orderly, clean environment portraying a positive image of the lodging operation. (NOTE: If common area cleaning is performed by an appropriated fund contract, the provisions of the contract and the oversight/quality assurance will achieve the same end results of this standard.)		
Employees are given responsibility to keep designated common service areas properly maintained throughout the day. [☐]: Common Area Cleaning	MET	
<u>SECTION B:</u>		
<u>STANDARDS FOR OPERATIONS</u>		
Standards for Operations establish the level of efficiency in supporting the total lodging operation behind the scenes. Meeting and exceeding the guest's expectations day-in and day-out is a critical challenge of the lodging staff on the front line, who make direct contact with the guests. However, effectively serving the guest is not possible without an efficient organization in place.		
CATEGORY I: HUMAN RESOURCES - Proper personnel management ensures staffs members are properly trained understand management's expectations and are fairly treated. Effective administration of personnel programs minimizes adverse impacts on the bottom line and valuable management time due to improper handling of personnel management issues.		

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

**MET/
NOT MET**

Comments/Clarifications

Standard 1: An effective, on-going employee training and development plan is established and executed.		
a. An Employee Training and Development Plan is developed for each new staff member when in-processing.	MET	
b. The new staff member begins and completes initial and introductory training within the locally prescribed time period.	MET	
c. Each new staff member is provided an orientation of the property layout and operation as part of the initial in processing.	MET	
d. Each new staff member is appointed a “buddy” or is assigned to a work leader/supervisor to help facilitate the new staff member’s assimilation.	MET	
e. After the initial phase of orientation and training, the new staff member demonstrates his/her new skills.	MET	
f. A standard employee handbook is provided and explained to new staff members during the initial in processing. Supplemental work rules, standards of performance, standards of conduct, grooming/appearance standards, and award/recognition programs specific to Lodging are explained to new staff members during the Lodging orientation.	MET	
g. Records of training are maintained and kept current on each staff member.	MET	
Standard 2: Each member of the Lodging Team provides exceptional guest service.		
a. Orientation and training for all personnel emphasizes their role in quality customer service.	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

**MET/
NOT MET**

Comments/Clarifications

b. All Lodging personnel understand the importance of their positive interaction with the guests by greeting guests at every opportunity. Each guest is always addressed using their name, if known, or professional courtesies (Sir or Ma'am).	MET	
c. All Lodging personnel are instructed on proper methods of entering a guests room to ensure guests privacy is respected. [☐: Entering a Guest Room]	MET	
Standard 3: Appropriate personnel management practices are in effect.		
a. Operational staffing guides (Personnel Requirements Documents) reflect a mix of Regular Full-time, Regular Part-time, and Flex staff appropriate to the size category for management, supervisors, leaders, and administrative staff members, as well as the seasonality of the operation.	MET	
b. Each staff member has performance standards that are reviewed with the staff member at least twice a year or as outlined in the local Union agreement. At least once a year staff member work rules and expectations are reviewed.	MET	
c. Deviations from performance standards and acceptable behavior are addressed at the time the deviation occurs and documented as required by local management policy.	MET	
d. Staff members have a printed work schedule.	MET	
e. An annual leave plan is developed following locally established procedures that use advance notice of scheduled Leave Without Pay to reduce costs of Regular Full-time/Part-time staff members during periods of low occupancy.	MET	
f. Management/supervisory work schedules provide operational oversight during evening and weekends appropriate to the levels of business experienced during those periods.	MET	
g. Staff schedules reflect occupancy with appropriate reduction in labor hours during low occupancy increasing as occupancy projections increase.	MET	
Standard 4: Staff member appearance and conduct is appropriate for the position.		
a. All staff personnel wear locally standardized uniforms. [☐: Uniforms]	MET	
b. Adequate break areas are provided to all Lodging staff members to allow for eating and break. These back-of-the-house areas are maintained at the same high	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
standards as the rest of the facility in terms of cleanliness and orderliness. [☐]: Employee Personal Locker]		
c. Sufficient numbers of uniforms are furnished to provide a clean uniform daily. (The lodging operation may provide laundry and dry cleaning of staff member uniforms.)	MET	
d. Uniform color and style is specified separately for front desk personnel, housekeeping staff, maintenance team, security, laborers, and food and beverage personnel.	MET	
e. All staff members wear the standard Army Lodging name badge. In addition to the person's name, the name badge may include the name of the property and position or work section.	MET	
f. Management personnel wear professional, business attire appropriate for their position with the standard name badge.	MET	
Standard 5: Lodging management personnel effectively manage the workmen's compensation.		
a. The lodging manager administers the Workers' Compensation Program as prescribed in AR 215-1, chapter 14. [☐ Workmen's Compensation]	MET	
b. The fund manager ensures all injuries are documented and reported.	MET	
c. All supervisors are thoroughly trained in workers' compensation claims procedures, and maintain appropriate forms.	MET	
CATEGORY II: FINANCIAL OPERATIONS - Keeping track of and securing cash resources and receipts is fundamental to good business management. Although we strive to provide quality guest service, our operating costs must be covered and accounted for, and resources adequately protected.		
Standard 1: Daily accounting activities are performed in an accurate, timely manner.		
a. Daily activity reports are prepared and checked for accuracy.	MET	
b. The lodging manager reviews the daily activity reports and ensures they are	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
received at the supporting central accounting office within three workdays.		
c. Bank deposits are made prior to the close of the bank's business day.	MET	
Standard 2: Adequate controls are in effect over funds.		
a. A standard operating procedure on funds control and accountability is established and followed by all staff members. [☑: Funds Control]	MET	
b. Only authorized staff members have access to back office areas where funds are stored and handled.	MET	
c. Cash counts are performed out of the view of customers and unauthorized staff members.	MET	
d. Cash receipts are secured at all times.	MET	
e. All safe combinations and cashier office keys are strictly controlled according to Army and installation standards. [☑: Safe Combination]	MET	
f. All receipts for previous day's transactions are deposited Monday through Friday.	MET	
g. Lodging operations comply with installation standards for size of cash deposits requiring military police escort.	MET	
h. A drop safe is used to secure turn-ins at the end of each shift.	MET	
i. Two people are present when drop safe is opened and shift deposit amounts are verified. [☑: Balancing/Verifying the Day's Activity]	MET	
j. All staff members handling cash are bonded through RIMP.	MET	
k. Lodging associates performing cashier duties sign for change funds and maintain accountability.	MET	
l. Cashiers balance their accounts and reconcile change funds at the beginning and end of each shift.	MET	
m. Lodging associates are trained on anti-robbery procedures. [☑: Robbery Description Form]	MET	
Standard 3: Management control procedures are defined and followed.		
a. There is a written operating procedure for the management control of financial operations.	MET	
b. There is a clear separation of duties among individuals preparing the cashier's	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
report, the bank deposits, and performing the bank reconciliation.		
c. Surprise cash counts are performed and recorded at least quarterly by Lodging managers or their representatives. [X]: Unannounced Cash Counts	MET	
d. There is a standard management control plan in place for lodging that annotates how key management factors will be evaluated over a five-year period (AR 11-2).	MET	
Standard 4: Effective Risk Management Program (RIMP) procedures are established.		
a. Annually, the fund manager reviews insured exposures, takes corrective action, and returns certificates of coverage to the Army Central Insurance Fund (ACIF) to validate what is insured.	MET	
b. The fund manager updates exposures as changes occur in fixed assets, or improvements are made.	MET	
c. The fund manager advises installation officials of losses, ensures investigation of all losses of NAFI property is conducted, and notifies ACIF of losses within sixty days.	MET	
d. The fund manager establishes internal control reviews and applies procedures to safeguard NAFI and appropriated fund assets.	MET	
e. All staff members receive training on their responsibilities to protect NAFI and appropriated fund assets as a part of their orientation and recurring training.	MET	
Standard 5: Accounts receivable are managed to minimize write-offs and maximize receivables to efficiently manage cash flows. [X]: Accounts Receivable		
a. Lodging manager reviews outstanding account receivables on a monthly basis and ensures appropriate collection/write-off actions are taken.	MET	
b. There are established procedures following-up on all accounts receivable.	MET	
c. Eighty-five percent of total receivables are 30 days old or less.	MET	
d. There are no receivables greater than 90 days old.	MET	
CATEGORY III: BUDGET PREPARATION, EXECUTION, AND LONG-RANGE PLANNING - A key planning function is the lodging budget process.		

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
Accuracy, timeliness, execution, and planning for the future are necessary for an enduring, effective operation.		
Standard 1: The Annual Budget is prepared, submitted, reviewed and approved in a timely manner IAW annual MACOM and DA guidance.		
a. The Annual Budget accurately reflects the correct funding source, account categories, and projected income and expenses for the operation.	MET	
b. All appropriated fund requirements are identified in the budget development process as a part of the APF annual and long-range plan.	MET	
c. A statement of nonavailability of appropriated funds is obtained from the appropriate office/individual responsible for funds certification, before identifying nonappropriated funds as the funding source for items authorized appropriated fund support.	MET	
d. All major account categories (Official Lodging, Continental Breakfast) are budgeted for separately.	MET	
e. All major account categories are budgeted as break-even after operations and budgeted capital expenditures. The projected net income before depreciation reflects a zero or greater balance (not to exceed \$500).	MET	
Standard 2: The service charge adequately considers the cost of providing lodging services.		
a. The guest service charge is calculated each year based on the Annual NAF Budget Guidance and Instructions for Lodging NAFIs and is based on a projected cost per primary occupant per day.	MET	
b. The service charge for suites and DVQs reflects any actual higher operating costs with rates set at least 30 percent above regular room rates may be adjusted up for suites and DV quarters based on actual higher operating costs.	MET	
c. The average daily service charge rate does not exceed 50 percent of the lodging portion of per diem for the area without REGION approval.	MET	
d. An additional occupant charge is established to cover the actual costs of the second occupant.	MET	
e. Rates reflect \$2.50 or less for the cost of operating continental breakfast service	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
where applicable.		
Standard 3: Execution of the budget tracks with the Annual Budget.		
a. Lodging manager completes quarterly budget reviews to ensure proper execution.	MET	
b. Budget revisions are made as required when variances and program redirection occurs.	MET	
c. Management reviews all costs on a per occupied room night basis, has set standards for those costs for the local operation, and takes action to address costs outside set local tolerances.	MET	
d. Actual costs for the provision of continental breakfast service (if applicable) do not exceed a total cost of \$2.50 per room occupant.	MET	
e. Budget variance is less than or equal to fifteen percent to the projected budget in terms of total income and expenses.	MET	
f. Execution of CPMC reflects an 85 percent of the quarterly CPMC budgeted requirements.	MET	
Standard 4: A comprehensive long-range (five year) plan that considers financial needs is in place.		
a. Long-range facility, furnishings, financial, and service requirements are identified.	MET	
b. The correct and likely funding source for requirements is established.	MET	
c. Annual appropriated and non-appropriated funding requirements are integrated to properly project resource requirements.	MET	
d. Long-range plans are reviewed at a minimum annually, and adjusted and updated as a part of the annual budget process.	MET	
CATEGORY IV: LODGING ADMINISTRATION - Without effective administrative support and systems in place, the lodging operation may not provide the most effective guest services.		
Standard 1: Standard operating procedures (SOPs) are established for all key	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
functional requirements. Front Office Operations; Accounting/night Audit Operations; Housekeeping Operations; maintenance/Supply Operations; Force Protection		
Standard 2: Computer system administration is reliable and responsive.		
a. A qualified system administrator is appointed.	MET	
b. The system administrator or an alternate source is accessible 24-hours a day (<i>during duty hours for small operations</i>).	MET	
c. The system administrator must be familiar with the System Security Authorization Agreement (SSAA) and the procedures for maintaining the security posture must be strictly adhered to.	MET	
d. Staff members are trained on basic response efforts to common system/hardware problems to include how to access the GEAC Customer Support Help Desk.	MET	
e. Where applicable, the Army Lodging Property Management System (ALPMS) processes have been implemented as a replacement to manual systems to ensure the most effective streamlined operation.	MET	
f. All ALPMS CIBs published by Army Lodging must be stored in a manual and be easily accessible to all staff members to reference.	MET	
g. ALPMS database is maintained in an up-to-date fashion with rooms/hotels no longer in use purged from the system.	MET	
h. A back-up power system will be installed to ensure continued required minimum operations. [☐: CIB-005 Backup Procedures; CIB-005a Backup Procedures Amendment]	NOT MET	
Standard 3: Behind-the-scenes systems are in effect to assure smooth front office operations and focused customer service.		
a. Daily coordination is maintained between reservations section and the front desk (and SDO). [☐: Shift Change Procedures]	MET	
b. Coordination throughout the day between the front office and housekeeping is established to ensure accurate room availability information.	MET	
c. Accounting section provides feedback to front office on daily financial operations (i.e., documentation errors, over/under counts).	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
d. Administrative section keeps back-up forms, documents and other system operations in effect to provide responsive guest services.	MET	
e. Customer comment data is tabulated and summarized to identify areas for improvement.	MET	
f. A record of actions taken in response to customer comments is recorded and kept on file.	MET	
g. Guests' requests are responded to promptly or referred to supervisory level for assistance and told when to expect action.	MET	
CATEGORY V: LODGING SAFETY AND SECURITY - The safety of the staff members and guests and the security of property and guest privacy are paramount programs that must be in place.		
Standard 1: Personnel and resource protection is a key part of the security program.		
a. Every staff member is considered a member of the property's security and resource protection team and will receive initial and periodic training on the importance of personnel (including guest) and resource protection. [☑: Safety; Anti-Terrorism and Threatcon System; Bomb Threats and Suspected Explosive Devices; Criminal, Suspicious, and Prohibited Activities or Serious Incidents; Weather/Natural Emergency Preparations]	MET	
b. All staff members will receive training in assisting guests in lockouts and locating other guests' rooms. [☑: Guest Lockouts]	MET	
c. Every effort is made to protect guests' privacy: Room numbers are not called out loud during registration and guest room numbers are not provided to other guests, callers or visitors. [☑: Securing Guest Information]	MET	
d. The fund manager advises installation officials of losses, and ensures investigation of all losses of property is conducted and properly reported.	MET	
e. Based on recommendation of installation security personnel, lodging facility access may be controlled by locked exterior doors overnight or electronic locks, except for front desk/lobby area entrance that is either accessible by key card or intercom by a lodging staff member.	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
f. Emergency lighting is installed in areas designated by installation safety and security personnel to ensure adequate resource protection and personal safety.	MET	
Standard 2: An effective safety/accident prevention and awareness program is established.		
a. All staff members are familiar with the accident prevention/safety awareness program and receive initial and periodic safety training. [📖: Health and Safety Information]	MET	
b. Staff members handling chemicals or other hazardous materials receive specialized training and supervisors exercise oversight in use of these materials.	MET	
c. All “Right to Know” laws are followed and a Material Safety Data Sheet (MSDS) is on file and accessible to staff members for every chemical with which they may come in contact. Staff members are provided necessary safety equipment (i.e., goggles, back support belts, rubber gloves, metal toe guards, ear protectors, etc.) for the performance of their duties. In operations with multiple buildings, MSDS is accessible at each building.	MET	
d. Every effort is made to prevent guests from coming in contact with spills, chemicals and tripping hazards. Chemicals on carts are out of reach of children.	MET	
e. Maintenance/Housekeeping records all chemicals such as fertilizers, weed killers, and pesticides that are used on the grounds. (All hazardous materials secured and stored according to local environmental policies and procedures) [📖: Hazardous Chemicals Records and Storage]	MET	
f. All staff members are provided safety training to prevent on-the-job injuries.	MET	
g. All staff members are familiar with the provisions of the Workers’ Compensation Program.	MET	
h. The fund manager reviews and signs all claims, and determines ways to prevent future injuries.	MET	
Standard 3: A fire prevention program is in effect.		
a. The lodging manager has established a fire prevention/awareness program.	MET	
b. All staff members are familiar with the fire prevention/awareness program and receive initial and periodic fire safety training, including practice evacuation/fire	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

**MET/
NOT MET**

Comments/Clarifications

drills. [☐: Facility Evacuation; Fire Drills]		
c. Staff members are familiar with different classes of fire and the proper extinguisher to use.	MET	
Standard 4: Effective in-house safety and fire safety inspection and response programs are established.		
a. Safety and fire safety deficiencies are identified through quarterly inspections.	MET	
b. Procedures are in place to follow-up and verify deficiencies are corrected.	MET	
c. All fires, accidents and injuries are immediately investigated, documented, and reported.	MET	
d. Well-stocked first-aid kits with emergency procedures are located in accessible places such as the front desk, housekeeping office/break area and maintenance areas. (NOTE: In no case should first-aid treatment take the place of an individual being examined by qualified medical personnel.)	MET	
e. Fire extinguishers and fire exit signs are operational, maintained, inspected monthly, visible and accessible.	MET	
f. A schedule is developed for testing smoke alarms on a regular basis.	MET	
g. Emergency numbers and procedures are posted near telephones and conspicuously at front desk. [☐: Local Emergency Notification Roster]	MET	
Standard 5: Adequate controls are in effect over keys to maintain accountability, control distribution, and limit access.		
a. Only authorized staff members have access to keys and back office areas where keys are stored and handled. (All extra/back-up keys are kept in a locked box or safe.)	MET	
b. Employee keys/key cards are turned in at the end of each workday. [☐: Employee Key Control]	MET	
c. A system is in effect to control distribution and access to keys.	MET	
d. A register is maintained of keys/electronic key cards that are signed out.	MET	
e. Adequate controls are in effect for duplication of keys.	MET	
f. Master keys and key cards are distributed on the basis of operational need, and	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
not for employee convenience (including keys issued to contractors).		
g. Strict accountability and control is maintained over master keys, key cards, emergency keys, and electronic lock programming devices.	MET	
h. All hard keys are tagged and/or identified by an alpha/numeric code.	MET	
i. Keys or electronic key cards are not stamped or imprinted with a room number. [☐: Guest Key Control]	MET	
j. Back-up keys are kept secure and are not accessible except by authorized staff members.	MET	
k. Electronic key card system has basic security features that facilitate control.	N/A	
l. The SDO will sign for keys daily. Keys turned in to SDO are inventoried daily at pick-up.	MET	
CATEGORY VI: FURNISHINGS/SUPPLY MANAGEMENT - Closely tied to daily guest services and the total positive impact of the facilities on the guest, are quality and appropriateness of the furnishings and availability of supplies. Lodging Product Standard Initiative, Essential Product Program, and Prime Vendor Program will be utilized purchase of all standard products and supplies.		
Standard 1: Furnishings are attractive and color coordinated and meet interior design standards.		
a. Furnishing requirements are based on a comprehensive master plan that coordinates furnishing requirements with facility projects.	MET	
Standard 2: Proper inventory management procedures are in effect. [☐: Inventory Procedures; Disposal of NAF Fixed Assets; Spoilage/Breakage/Obsolescence]		
a. Storage facilities are provided that allow for proper storage and control of furnishings.	MET	
b. Items are signed for when received at storage facilities and placed under established inventory control procedures.	MET	
c. Prepaid accounts are used as appropriate. [☐: Par Stock Management]	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
d. An accounting is maintained on all physical assets and their location in facilities.	MET	
e. Periodic inventories of assets are conducted to establish losses and condition of assets.	MET	
f. A lost-and-found area is established to store and secure all lost and found items.	MET	
g. A log on the receipt and disposition of lost and found articles is maintained and accessible during front desk operating hours. [☐: Lost and Found]	MET	
Standard 3: Proper storage procedures are in effect. [☐: Supply Services]		
a. Storage facilities and storerooms are neat, orderly free of clutter.	MET	
b. Sufficient shelving and storage space is provided for the function of the storage area.	MET	
c. Work center storage of expendable items is restocked weekly with a back-up supply of at least 30 days.	MET	
d. Work center storage of expendable items for weekend workers (when separately maintained) is restocked weekly.	N/A	
<u>SECTION C:</u>		
<u>STANDARDS FOR FACILITIES</u>		
Standards for Facilities define the appearance and condition of the facilities our lodging staffs work in and serve our guests. These standards are the other half of quality lodging service. No amount of hospitality can overcome a poorly maintained, unattractive guest room. Quality guest services combined with quality guest facilities equals' quality lodging services.		
CATEGORY I: PROPERTY MAINTENANCE - A critical principle of facility maintenance is "pay me now, or pay me later." If we don't take care of what we have on a continuing, systematic basis, the impact over time becomes exponential. These standards address facility maintenance on a day-to-day basis and maintenance planning for the future.		
Standard 1: Systems are in place to assure adequate and responsive grounds		

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
maintenance and general facility care.		
a. Maintenance reporting for emergency, life/safety related, and critical operational impact situations are done immediately.	MET	
b. Maintenance reporting for problems identified as routine requirements is done within 4 hours (<i>during duty hours</i>).	MET	
c. An agreed upon response time is established for different categories of maintenance with the DPW and in-house maintenance supervisor.	MET	
d. A follow-up system is established for all identified maintenance requirements.	MET	
e. A preventive maintenance schedule is developed and followed-up for recurring maintenance of facilities and equipment items through in-house, contract or Public Works maintenance functions.	MET	
f. Litter inside and outside of the facility is removed on sight by all employees; entire grounds are checked at least once daily.	MET	
g. Grounds maintenance demonstrates attention to detail in terms of trimming, edging, and weed control.	MET	
Standard 2: The labor/maintenance work force is equipped and provided adequate supplies to perform tasks in an efficient manner.		
a. Laborer/maintenance personnel are provided essential supplies for facility upkeep and maintenance to include: tool kits with essential tools for minor maintenance; back support belts; linen carts; hand trucks and carts; work gloves; face mask; respirator; eye and ear protector; metal foot guards; garden equipment; and operator manuals for all vehicles, power equipment, electronic equipment and appliances.	MET	
b. Labor/maintenance personnel are provided necessary vehicles and equipment to service the lodging facility and mission to include: required vehicles necessary to support specific tasks on a continuing basis; lawn care equipment; floor and carpet care equipment.	MET	
Standard 3: Long-range facility maintenance planning is an established process.		
a. An engineering assessment is performed annually to identify future maintenance requirements for each facility.	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
b. Long-range facility maintenance requirements are integrated into the facility improvement plan.	MET	
c. Major facility maintenance requirements are included in the capital purchase and minor construction plan.	MET	
d. All maintenance requirements are integrated into the DPW annual work plan.	MET	
	MET	
CATEGORY II: GENERAL FACILITY REQUIREMENTS - An orderly approach must be taken to achieving the desired facility standards. Generally, installations have design and architectural standards, and a planned approach to the overall installation layout and modernization. Lodging facility must complement installation and be a part of the installation facility plans.		
Standard 1: A comprehensive, long-range facility plan is developed and followed.		
a. An up-to-date facility improvement plan exists for each facility.	MET	
b. The plan identifies deficiencies and near and long-term fixes for each facility which are integrated, as appropriate, into the DPW annual work plan.	MET	
c. The facility improvement plan complements the installation facility improvement plan and is an integral part of the overall installation plan.	MET	
d. The facility plan incorporates requirements of the Installation Design Guide.	MET	
e. The approved facility improvement plan is the basis for the capital purchases and minor construction program.	MET	
f. The facility improvement plan is developed through a facilities improvement committee for coordination and execution oversight.	MET	
g. Planned facility modifications incorporate energy saving and life safety designs and construction standards.	MET	
h. All major renovations of guest rooms must include installation of a modular jack or data port to support the use of computers or fax machines.	MET	
Standard 2: Sufficient guesthouse rooms are handicap accessible.		
a. At least one handicap accessible room is available per guesthouse facility.	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
b. Access ramps or lifts are at facility/guest room entrances.	MET	
c. Inside doors are a minimum of thirty-six inches wide.	MET	
d. Bathroom and cooking area meet minimum Americans with Disabilities Act requirements.	MET	
Standard 3: Mechanical and electrical services are functional, reliable, unobtrusive, architecturally compatible.		
a. Heating, ventilation, air conditioning (HVAC) outside components are attractively screened.	MET	
b. HVAC ducts, conduits, and pipes inside and outside where guests are present (except laundry rooms) are concealed.	MET	
c. All plumbing pipes are insulated.	MET	
d. Exterior lights are controlled by photoelectric switches.	MET	
e. All systems receive recurring, scheduled maintenance.	MET	
CATEGORY III: EXTERIORS - Curb appeal communicates a lot about the quality of the operation even before the guest's walks through the front door. These standards move the lodging facility toward a professional appearance beginning with the outside.		
Standard 1: Facilities are constructed of durable, easily maintained, and attractive materials which promote a professional image.		
a. Building exteriors are finished with aggregate, brick, or split-faced block. <i>(Exceptions are allowed for historical buildings.)</i>	MET	
b. Colors comply with post architectural standards in the Installation Design Guide.	MET	
c. Roof overhangs and balconies cover walkways adjacent to the building.	MET	
d. Windows are energy efficient and attractive.	MET	
e. An attractive overhang/portico/canopy highlights the main lobby entrance and provides cover for guests to load and unload.	MET	
Standard 2: The facility is easy to find and accessible.		

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
a. Installation signs direct the guest to the lodging front desk facility.	MET	
b. Building numbers and name are of sufficient size to be visible from passing roads day and night and meet the standards of the Installation Design Guide.	MET	
c. Attractive, lighted exterior signage is visible and identifies main entrances (and operating hours with directions for after-hours operations).	MET	
d. Pull-up area is provided for guest loading and unloading at main lobby.	MET	
e. Adequate parking is provided adjacent to each lodging facility. (One space for every two-guest room.) (NOTE: Employee parking is in designated area to ensure guest parking is not limited.)	MET	
f. Parking areas are well lit at night.	MET	
Standard 3: Landscaping around the facility presents a manicured, professional appearance that welcomes the guest.		
a. Effective mix of trees, shrubs, and plantings create a colorful environment year round.	MET	
b. Attractive low maintenance plants that are indigenous to the area are used.	MET	
c. Interconnecting walkways are provided between facilities.	MET	
d. Walkways are well marked and lit at night.	MET	
e. Well-maintained playgrounds are provided for children in guesthouse areas.	N/A	
f. Outside seating is provided around the facility based on locally determined guest need.	MET	
g. Grounds maintenance storage facility is effectively blended into the local environment by using landscaping or fence screening.	N/A	
h. Delivery and trash/dumpster areas are screened from public view.	MET	
CATEGORY IV: INTERIORS - For the guest, the facility interior means the most. The condition of the room, the guest bathroom, and other support facilities affect the guest in a personal way. All the great customer service efforts can be neutralized by a physically unappealing room.		
Standard 1: The front desk and lobby area create a positive first impression for the		

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
guest, and are laid out and appointed for the guests' comfort and convenience.		
a. Automatic doors are installed at main lobby entrance <i>(not required for small operations)</i> .	N/A	
b. An attractive cigarette/trash receptacle that blends with the exterior decor is placed at the outside entrance.	MET	
c. There is a walk off area at the lobby entrance.	MET	
d. The front desk is visible to the guest as he/she enters the lobby area.	MET	
e. The front desk is constructed with attractive, durable materials that complement the interior design of the lobby area.	MET	
f. The front desk is constructed to provide adequate surface space for computer terminals and printers.	MET	
g. Key/card storage is constructed into the desk and out of direct view of the customer.	MET	
h. Male and female guest bathrooms are located adjacent to the lobby area and are handicap accessible.	MET	
i. A locked/controlled room for luggage storage is located adjacent to the lobby <i>(not required for small operations)</i> .	MET	
Standard 2: Hallways and other common areas are attractive and present a positive image of the lodging operation.		
a. Signage is attractive and standard throughout the lodging facility.	MET	
b. All facilities have attractive and standard directional signs to locate rooms and other guest areas such as vending, laundry room and community kitchen areas.	MET	
c. Materials and construction of hallways and common areas comply with local fire codes.	MET	
Standard 3: Guest sleeping/living rooms, suites and guesthouse rooms meet the guests' needs for safety, security, privacy and comfort.		
a. There is acoustical separation between each room.	MET	
b. Room doors are solid core with a minimum one-half inch dead bolt a night security lock, doorstop and door viewer.	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
c. Room door locks when closed and has an automatic door closure.	MET	
d. There is a light control switch by the room entrance.	MET	
e. Wall-to-wall pattern carpeting is installed	MET	
f. Carpet, window treatment, finishes, and room furniture represents a whole room décor package.	MET	
g. Walls and ceilings are finished with no exposed concrete masonry units.	MET	
h. A built-in closet with a minimum width of 48 inches is provided.	MET	
i. A full length, framed mirror is mounted in the room.	MET	
j. Each wall area has a minimum of six duplex electrical outlets per room with a dedicated outlet for the refrigerator and one outlet per wall area.	MET	
k. Windows that open are screened.	MET	
l. Ground-level windows/sliding glass doors or those that are accessible by balconies or outside walkways are highly securable.	MET	
m. There is no exposed conduit, pipes or ducts in the room.	MET	
n. HVAC system functions effectively to provide optimum guest comfort and energy efficiency.	MET	
o. Each room has an individual room temperature control with clear instructions on adjustments.	MET	
p. A TV cable outlet is located in the living room and sleeping room of suite type units (optional) and is out of view.	MET	
q. Telephone, TV, and lamp cords and cables are hidden from view or are neatly bound.	MET	
r. Where practical, each room has a hardwired heat/smoke detector, which activates an alarm at the fire station.	MET	
Standard 4: Guest bathrooms provide privacy for the guest and contain all the functional components necessary for personal conveniences.		
a. Bathroom has a hollow core door with a privacy lock, a double robe hook on the back of the door and a doorstop.	MET	
b. Bathroom sink is a drop-in or preformed, bowl with a 36-inch counter top and apron to conceal plumbing, and made of durable materials such as porcelain,	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
marble, corian or avonite.		
c. Sink has a hot and cold washer less mixer faucet.	MET	
d. A cabinet and/or shelf are installed above the sink.	MET	
e. A full size mirror and light are located over the sink.	MET	
f. Two towel bars and a garment hook is installed in the bathroom.	MET	
g. A ground fault interrupt (GFI) outlet is located on the adjacent wall to the sink.	MET	
h. Floors are hard, impervious material, such as ceramic tile with at least a four-inch cove base. (Recommend tile cove base.)	MET	
i. Walls and ceilings are of moisture and humidity resistant materials and finishes.	MET	
j. A recessed holder is installed for tissue box. (An attractive counter top dispenser may substitute for a recessed tissue holder.)	MET	
k. Shower/tub combination is prefabricated molded cubicle of solid porcelain or tile with a built-in soap/shampoo shelf, non-slip base surface.	MET	
l. A water saver showerhead with adjustable water pattern and volume is installed.	MET	
m. Facilities are equipped with plumbing to prevent extreme fluctuations of water pressure and water temperature.	MET	
n. Toilet is tank type with solid seat and lid.	MET	
o. Toilet paper holder is installed near toilet.	MET	
p. A switched light/exhaust fan is installed in the shower/tub area.	MET	
Standard 5: Kitchen/kitchenette facilities have a decor that is consistent with the rest of the unit, and are functional and meet the guest's needs. <i>(NOTE: Unitized kitchen systems may be installed to meet the requirements of this standard.)</i>		
a. Kitchen units contain wall cabinets with doors and under counter drawers.	MET	
b. Counter tops are Formica or corian/avonite and have a back splash.	MET	
c. Kitchen sink is a drop-in stainless steel or porcelain with a hot and cold washer less mixer faucet.	MET	
d. A florescent light is installed over the sink.	MET	
e. Adequate electrical outlets are provided for installed appliances and multiple counter top appliances based on planned kitchen function.	MET	
f. Flooring is solid sheet, resilient no-wax vinyl and extends to the dining side of	MET	

**FY2004 INSTALLATION SELF ASSESSMENT &
EVALUATION CHECKLIST**

	MET/ NOT MET	Comments/Clarifications
eat-at counters.		
Standard 6: Community kitchen areas are functional and constructed for easy maintenance and cleaning.		
a. Kitchen units contain wall cabinets with doors and under counter drawers.	N/A	
b. Counter tops are Formica or corian/avonite and have a back splash.	N/A	
c. Kitchen sink is a double drop-in stainless steel or porcelain with a hot and cold washer less mixer faucet.	N/A	
d. A fluorescent light is installed over the sink.	N/A	
e. Adequate electrical outlets and utilities (gas) are provided to support a four burner stove and oven, up to two microwave ovens, a full size refrigerator/ freezer, a dishwasher, and multiple counter top appliances based on planned kitchen function.	N/A	
f. Electrical outlets installed in proximity to a water source will be GFI.	N/A	
g. Flooring is solid no-wax sheet vinyl or quarry tile.	N/A	
Standard 7: Community support areas are functional and constructed for easy maintenance and cleaning.		
a. Guest vending areas are located conveniently to guest rooms.	N/A	
b. A floor drain and potable water line is installed to support areas with an ice machine.	N/A	
c. In central vending areas, there are sufficient electrical outlets to support present and planned vending equipment. (Recommend machines be recessed.)	N/A	
d. Vending area on guest floor is in a room/area of adequate size for servicing.	N/A	
e. Appropriate signage that is decor-coordinated directs to vending areas.	N/A	
f. Floor is quarry tile around machine area and may be sheet vinyl in central vending areas that provide seating.	N/A	
g. When vending area is located in community kitchen, the above standards are integrated with those for community kitchen.	N/A	