



Through the Eyes of a Guest

Approach

- Hotel Easy to Find
- Good Building Appearance
- Good Grounds Appearance

Welcome

- Fast Check-In
- Friendly, Helpful, Professional Staff
- Accurate Reservation
- Clean, Well Appointed Public Space

Room Experience

- Clean and Fresh
- Quiet
- Comfortable
- Everything Works
- Required Amenities Available

Departure

- High Quality Breakfast
- Fast Check-Out
- Accurate Bill