

Property assessment grid

Thirty points across three levers, to complete for each property. Yes when it is true on every stay, partial when it is true sometimes, no otherwise.

This grid lists the points the firm observes during the on-site review of a property: the property as it stands, the teams that maintain and operate it, and the guest experience from booking to departure. It covers neither location nor renovation work.

Check one box per point. Yes counts 1, partial counts 0.5, no counts 0. Subtotals, the total out of 30 and the score out of 100 compute on their own in Adobe Acrobat Reader, free on desktop, tablet and phone, as well as in Chrome and Firefox; other readers show the boxes without computing.

Completed property by property, the grid serves as a first work list for your teams. The thirty-minute scoping session adds the reading of your twelve months of figures and the list of properties that qualify for an engagement.

Property Date Completed by

The property

Point	Yes	Partial	No
1 Bedding is hotel grade: a hotel-quality mattress, a protector, a recent duvet and pillows, with no sagging. <i>decisive gap</i>	☐	☐	☐
2 Linen is thick, white or plain, and plentiful: at least three complete sets per bed on site, so that the laundry never dictates the calendar.	☐	☐	☐
3 Every bedroom has full blackout: curtains or blinds in good condition.	☐	☐	☐
4 The bathroom shows no limescale and no blackened grout, with shining fixtures and a clean drain. <i>decisive gap</i>	☐	☐	☐
5 Lighting is warm and adjustable, with no fluorescent tube and no bare bulb.	☐	☐	☐
6 No visible cable, no makeshift repair, no poor finish: nothing is broken, mismatched or patched up.	☐	☐	☐
7 A real workstation: a dedicated table or desk, a proper chair, reachable outlets, and a measured, stable internet connection.	☐	☐	☐
8 The kitchen is complete and full size: spotless dishes, clear glasses, appliances clean inside the microwave and the refrigerator.	☐	☐	☐
9 Storage is free for the guest: a closet with hangers, empty space, and room to set a suitcase.	☐	☐	☐
10 Temperature and smell are under control on arrival: heating set, simple instructions, neutral smell.	☐	☐	☐

Lever subtotal, out of 10

The teams

Point	Yes	Partial	No
11 A written turnover procedure exists, step by step and room by room, with a target duration. <i>decisive gap</i>	☐	☐	☐
12 Every turnover is validated by a checklist completed point by point, with photographs. <i>decisive gap</i>	☐	☐	☐
13 Before every arrival, someone other than the cleaner inspects the critical areas: bed base, shower, drain, toilet rims, microwave, remote controls. <i>decisive gap</i>	☐	☐	☐
14 Linen and supplies are tracked with a reorder threshold: no shortage on an arrival day.	☐	☐	☐
15 Mattress protectors and linen are replaced under a written rule, not by guesswork.	☐	☐	☐
16 Everyone who works in the property was trained on site to the standard, then checked on their first assignments. <i>decisive gap</i>	☐	☐	☐
17 A trained backup exists for every key role, housekeeping, reception, maintenance: an absence never delays an arrival.	☐	☐	☐
18 Incidents are logged, what, when, who, resolution, and reviewed every month.	☐	☐	☐
19 The real cost of a turnover is known per property: time, linen, supplies, travel.	☐	☐	☐
20 Maintenance is preventive: equipment is inspected on a fixed schedule, not only after a complaint.	☐	☐	☐
Lever subtotal, out of 10			

The guest experience

Point	Yes	Partial	No
21 A written message sequence covers the stay: confirmation, the day before arrival, arrival, mid-stay, the day before departure, after departure. <i>decisive gap</i>	☐	☐	☐
22 Messages are personalized and signed by a person; no automated system answers on its own.	☐	☐	☐
23 A person can be reached at any time during the stay and answers within fifteen minutes during arrivals. <i>decisive gap</i>	☐	☐	☐
24 Guests are welcomed by a person, in presence or through a trained relay: welcome, tour of the property, questions. <i>decisive gap</i>	☐	☐	☐
25 Fresh products await on arrival, water, milk, juice, fruit or a local specialty, laid out as a personal choice, with no needless plastic.	☐	☐	☐
26 Welcome supplies are complete and replenished: coffee, tea, sugar, salt, oil, shower products, paper, bags.	☐	☐	☐
27 House instructions fit on one readable page: internet, heating, appliances, trash, rules.	☐	☐	☐
28 Departure is cared for: a small attention or a note, a thank-you message, a review request within twenty-four hours.	☐	☐	☐
29 Every review is read and receives a signed reply within forty-eight hours; a negative review triggers a logged action. <i>decisive gap</i>	☐	☐	☐

30 The business traveler finds what they need without asking: an invoice in the company name, a measured connection, a workstation, late arrival possible.

☐ ☐ ☐

Lever subtotal, out of 10

Property total, out of 30

Property score, out of 100

Subtotals, total and score compute on their own in Adobe Acrobat Reader, Chrome and Firefox. In Preview and on most phones, count: yes 1, partial 0.5, no 0.

The next step: a thirty-minute scoping session, at dao-partners.com/en/. DAO Partners acts as an advisor; it does not manage any property, publish any listing or source any guest or corporate client.