

World Class Certification Services™

SAMPLE VIEWS OF THE INSPECTION FORMS

RESTAURANT INSPECTION FORM

This is a sample view of the restaurant inspection form. This form consists of 167 questions on seven pages which are written in a positive slant. The Inspector will answer Yes, No, or N/A. All "No" answers will be commented upon in full detail.

| | Yes | No | N/A |
|--|-----|----|-----|
| 111. *Wine list offers a wide variety of at least 50 bottled options of various brands. | | | |
| 112. *Wine list offers a wide range of prices; the lowest price of any wine is less than \$35 (USD). | | | |
| 113. *Wine list includes, at a minimum, one organic option, and two very high end Champagnes. | | | |
| 114. Dining room table was set according to the number of person(s) in the party. | | | |
| 115. Table spacing and traffic flow is appropriate for the business. | | | |
| 116. Lighting was thoughtful and appropriate (for reading menu) and no lightbulbs were burnt out. | | | |
| 117. Music, entertainment, and noise level are appropriate for the concept. Inspector had no problem conversing with others. | | | |
| COMMENTS: _____ | | | |
| FOOD AND SERVICE: All standards must be met or exceeded as detailed below. Inspector will order a minimum of three courses during this inspection. All food ingredients and presentations must be of the highest caliber without compromise and prepared from scratch in-house. Artistic and innovative use of ingredients by a highly trained staff is of key importance. A "Named" Executive Chefs not a requirement. Extreme attention to detail is expected. Attentive service must be provided in a non-obtrusive and professional manner. Any type of service system is acceptable as long as it is consistent with the concept and properly executed. *Note: If alcoholic beverages are not legally available, all related questions should be marked N/A. | | | |
| INITIAL GREETING, DRINK ORDER, AND WINE SERVICE | | | |
| 118. Greeted within the first 15 seconds of arrival at table. | | | |
| 119. Staff was extremely attentive, pleasant, and welcoming in comments and actions. | | | |
| 120. Offered a minimum of two possible drink selections by name. | | | |

4340 E. Kentucky Ave. Suite 134, Denver, Colorado 80246

Office: 303-757-FOOD (3663) International: 001-303-757-3663 Fax: 303-757-6200

www.wccsi.com

HOTEL/RESORT INSPECTION FORM

This is a sample view of the hotel/resort inspection form. This form consists of 386 questions on 16 pages which are written in a positive slant. The Inspector will answer Yes, No, or N/A. All "No" answers will be commented upon in full detail.

| | | | |
|--|--|--|--|
| 208. A high-end ceramic, glass, metal or silver ice bucket with tongs was available. Deduct for plastic buckets or tongs. | | | |
| 209. A guest directory was available. The directory had a leather or similar high end cover, and provided complete hotel and local information. | | | |
| 210. Room service menus were available either under separate cover, or in the guest directory. All menus, for breakfast, lunch and dinner were available, and a beverage/wine list was included. | | | |
| 211. Linens were high thread count (300 min.) of cotton, satin silk or similar material; were wrinkle free, and extremely comfortable. | | | |
| 212. Guestroom deadbolt door lock worked properly. A second lock (a security chain or latch) was also on the door. | | | |
| 213. Phone service: If rooms do not have phones (optional for resort locations only), phone messages are available from the front desk. | | | |
| 214. Soundproofing blocked normal adjoining room noises from being heard. | | | |

COMMENTS: _____

GUEST ROOM - BATHROOM

| | | | |
|--|--|--|--|
| 215. Bathroom contained, at a minimum, a functional modern hair dryer, a bath mat for the shower, and high-end amenities including: shampoo, conditioner, hand/body lotion, mouthwash, comb, sewing kit, bath soap, and hand soap. | | | |
| 216. All towels were oversized and had design enhancements. Towels were soft, thick, and upscale in appearance. | | | |
| 217. Restroom was spacious and well designed, with premium floor, wall and ceiling treatments. | | | |

4340 E. Kentucky Ave. Suite 134, Denver, Colorado 80246

Office: 303-757-FOOD (3663) International: 001-303-757-3663 Fax: 303-757-6200

www.wccsi.com