



ALBERTA HOTEL &
LODGING ASSOCIATION

Sample Property Housekeeping Report November 1, 2015 - October 31, 2016

Provided by [TrustYou](#), your TrustScore is displayed on dozens of travel and search sites worldwide, including Google, KAYAK, and Hotels.com. [Check In Canada](#)™ also displays the TrustScore to help consumers get an accurate picture of your property. The TrustScore is a summary of all verified reviews of your property.

In identifying properties to receive the Housekeeping Award, the AHLA considers these same consumer reviews to get a comprehensive view of your guests' experience. By creating a detailed breakdown of your TrustScore, the AHLA generates your **Housekeeping Score**, which is an aggregate of *only* those elements that relate to cleanliness, maintenance, and state of repair. The Housekeeping Score does not include elements such as your restaurant, wifi, or swimming pool. Below is a detailed breakdown of the Housekeeping Score for Sample Property:

Element	Weighting	Property Score
Bathroom Cleanliness	17	
Hotel Cleanliness	17	11
Room Cleanliness	17	15
Housekeeping	12	9
Hotel Maintenance	6	
Room Maintenance	6	5
Air Conditioning	5	5
Bathroom	5	3
Beds	5	4
Entrance Area	5	2
Furniture	5	3
Weighted Housekeeping Score	100	74

This score is based on 39 consumer reviews for the period November 1, 2015 - October 31, 2016. Guest reviews show that property is working towards consistent excellence in cleanliness, maintenance & state of repair. Encourage guests to post reviews with feedback on their experience.

