



**Housekeeping Report for
Sample Hotel
August 1, 2017 - July 31, 2018**

The AHLa is pleased to provide your Housekeeping Report, which is based on guest reviews from August 1, 2017 - July 31, 2018.

Your Housekeeping Report is based **only** on guest feedback related to cleanliness, maintenance, and state of repair. The AHLa uses verified guest reviews provided by [TrustYou](#) to generate a Housekeeping Score for your property. To create the Housekeeping Score, the AHLa requires:

- A minimum of 4 guest mentions to create a score for each element, and
- A minimum of 5 elements have scores, including the elements of Housekeeping and Room Cleanliness.

The AHLa uses this score to recognize excellence in cleanliness, maintenance, and state of repair with the Housekeeping Award. Below is a detailed breakdown of the Housekeeping Score we have calculated for Sample Hotel.

Element	Weighting	Property Score	# of Mentions
Housekeeping	17	16	62
Room Cleanliness	17	16	45
Hotel Cleanliness	17	16	17
Bathroom Cleanliness	17		2
Hotel Maintenance	6		2
Room Maintenance	6	5	8
Bathroom	5	3	8
Beds	5	5	44
Entrance Area	5		3
Furniture	5		2
Weighted Housekeeping Score	100	91	

A minimum of 4 guest reviews is required to create a score for each element. Elements that are blank are not calculated in the Weighted Housekeeping Score.

This score is based on 295 consumer reviews for the period of August 1, 2017 - July 31, 2018. Guest reviews indicate the property is consistently achieving the highest standards of cleanliness, maintenance & state of repair.



**Properties with a Housekeeping Score of 80 or higher
will be eligible to receive the Housekeeping Award.**

To be eligible for a Housekeeping Award, properties must:

- Be listed on [Check In Canada](#),
- Comply with the [Health Code](#), Fire Code, and section 7 of the [Innkeepers Act](#), and
- Demonstrate consistent excellence in cleanliness, maintenance, and state of repair.

We encourage you to share this report with your housekeeping and front desk staff to:

- Identify areas of strength and where there is room for improvement, and
- Have them encourage guests to share their feedback online.

TrustYou provides a summary of your property's reviews [here](#).

TrustYou's Online Reputation Management tools can help you quickly see and respond to guest reviews. For more information contact Philipp Möllers at philipp.moellers@trustyou.net.