

Property Code: OK223
Property Name: Sleep Inn & Suites Hennessey North - Hennessey OK
Property Location: Hennessey, OK
Property Representative: Faraz Arif



Date of Review: 08-20-2024
Reviewed by: Kennedie Brown
Number of Rooms Evaluated: 4
Overall Review Status: PASS

QUALITY ASSURANCE REVIEW SUMMARY REPORT

OVERALL STATUS:

PASS

OVERALL SCORE:

84.6%

Threshold: 80%
Previous score: 80.9%
Previous overall status: PASS

CRITICAL ITEMS/PROGRAMS MISSED:

0

LTR (R12)

8.55

Weighting: 25%
Previous score: 8.93
Brand Average: 7.94

CLEANLINESS

90.6%

Weighting: 25%
Previous score: 81.2%
Brand Average: 86.9%

CONDITION

76.4%

Weighting: 25%
Previous score: 74.5%
Brand Average: 81.1%

BRAND STANDARDS

86.1%

Weighting: 25%
Previous score: 78.6%
Brand Average: 84.3%

*To receive a PASS overall status, the overall score must be at or above the threshold AND no Critical Items/Programs missed (if applicable)

Your R12 LTR score of 8.55 is converted to 85.5% to calculate the Overall Score

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SCORE DETAIL

CLEANLINESS 90.6%

	WEIGHTING	PREV. SCORE	CURRENT
Guest Room	35%	72.7%	83.0% ↑
Guest Bathroom	35%	76.3%	92.1% ↑
Public Space	30%	96.7%	97.7% ↑

CONDITION 76.4%

	WEIGHTING	PREV. SCORE	CURRENT
Guest Room	35%	67.6%	73.9% ↑
Guest Bathroom	35%	71.2%	68.4% ↓
Public Space	30%	86.5%	88.6% ↑

Room Scores

207	220	302	322
100.0%	90.3%	79.7%	76.4%

Room Scores

207	220	302	322
70.8%	76.4%	63.5%	76.4%

BRAND STANDARDS 86.1%

	WEIGHTING	PREV. SCORE	CURRENT
Guest Room	33.3%	76.2%	81.5% ↑
Public Space	33.3%	74.4%	86.7% ↑
Breakfast	33.3%	85.1%	90.2% ↑

CRITICAL ITEMS

	STATUS
Exterior Signage	PASS

GUEST SATISFACTION SCORES (R12)

	PREV. SCORE	CURRENT
Likelihood to Recommend (LTR)	8.93	8.55 ↓
Overall Service	9.16	9.17 ↑
Room Condition	8.85	8.37 ↓

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CRITICAL ITEMS / PROGRAMS – COMPLIANCE REPORT

Rules & Reg #	Critical Item	Status	Comments
600.1	Exterior Main Signage – All signage including Channel Letters, Pylon/Pole Signs, Monument Signs and ANY other signage identifying the building and/or property must be approved, manufactured, and installed by a Qualified Vendor in the Exterior Signage Program. All signage must comply with the current reimagining specifications and be internally illuminated. All signage must meet the requirements as specified in 600.1 and 410.05. Embellishments made to or on any signage is strictly prohibited.	Compliant	

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CLEANLINESS DEFICIENCIES REPORT

Location	Standard Description	Comments	Room Numbers				Public Areas	Points Lost
			207	220	302	322		
Guest Room-Bedroom	Bedding/Bed Linens/Cover	Excessively Wrinkled Sheet(s) (220, 322) Excessively Wrinkled Blanket (322)		6		6		12
Guest Room-Bathroom	Vanity/Vanity Fixtures/Sink	Hair on Sink (322)				6		6
Guest Room-Bathroom	Bathtub/Shower Enclosures	Residue on Bathtub (322) Soap Residue on Bathtub (322)				3		3
Guest Room-Bedroom	Floor/Carpet	Debris on Floor (302)			3			3
Guest Room-Bedroom	HVAC	Dust on HVAC (302)			3			3
Guest Room-Bedroom	Doors/Walls/Baseboards	Hair on wall (322)				2		2
Guest Room-Bedroom	Armoire/Dresser/Credenza	Hair on Television Chest Surface (302)			2			2
Guest Room-Bedroom	Coffee Table/End Table/Nightstand	Hair on Nightstand Drawer(s) (302)			2			2
Guest Room-Bedroom	Lamps/ Lighting	Hair on Nightstand Lamp(s) (302)			2			2
Guest Room-Bedroom	Telephone/Clock Radio	Checked at 12:18 PM (220) Debris on Alarm Clock (220) Checked at 11:38 AM (302) Inaccurate time on alarm clock (302) Debris on Telephone (302)		1	1			2
Guest Room-Bedroom	Refrigerator/Microwave/Waste Basket	Hair on Refrigerator (302) Residue on Waste Basket (302)			2			2
Approach/Hardscape	Parking Lot Surface/Striping/Curbs	Cigarette Butts Debris on Parking Lot Surface					1	1
Guest Laundry	Washer(s)/Dryer(s)/Outlet(s)	Debris on Dryer					1	1
Stairwells	Flooring/Baseboards/Transition Strip/Stairs/Railing/Walk-Off Mat	Debris on Floor					1	1
Vending	Vending Area - Vending Machines	Soiled Vending Units					1	1

*Room Condition Program (RCP) deductions are highlighted in blue. For more information and resources visit www.RoomCondition.com

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CONDITION DEFICIENCIES REPORT

Location	Standard Description	Comments	Room Numbers				Public Areas	Points Lost
			207	220	302	322		
Guest Room-Bathroom	Doors/Walls/Baseboards	Excessively Chipped Wall(s) (207) Cracked Wall(s) (207) Hole(s) in Wall(s) (220) Visibly Repaired Wall(s) (302) Stained Baseboard(s) (302)	6	3	3			12
Guest Room-Bathroom	Floor	Discolored Floor Tile Grout (207, 220, 302, 322)	3	3	3	3		12
Guest Room-Bedroom	Armoire/Dresser/Credenza	Chipped Television Chest (207, 220, 302, 322) Visibly Repaired Television Chest (207) Worn Television Chest (207, 322) Scuffed Television Chest (220) Scratched Television Chest (322)	3	3	3	3		12
Guest Room-Bathroom	Bathtub/Shower Enclosures	Discolored Tile Grout (220, 322) Chipped Bathtub (302)		3	3	3		9
Guest Room-Bedroom	Drapes/Sheers	Detached Drape Wand(s) (220, 302) Hole(s) on Sheers (322)		3	3	3		9
Guest Room-Bedroom	Doors/Walls/Baseboards	Scuffed Wall(s) (207, 302) Stained Wall(s) (207) Visibly Repaired Door(s) (302, 322)	3		3	1		7
Guest Room-Bedroom	Desk and Chair(s)/Activity Table and Chair(s)	Scuffed Desk (207) Stained Chair Upholstery (302) Chipped Desk (302)	3		3			6
Guest Room-Bathroom	Ceiling	Cracked Ceiling (322)				3		3
Guest Room-Bedroom	Closet Area/Ironing Board/Iron	Stained Ironing Board Cover (220, 302) Detached Ironing Board Feet Cap Covers (302, 322) Chipped Door(s) (322) Scorched Iron (322)		1	1	1		3
Guest Room-Bedroom	Coffee Table/End Table/Nightstand	Scuffed Nightstand(s) (302)			3			3

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			207	220	302	322		
Guest Room-Bedroom	Coffee Set Up/Ice Bucket/Tray	Scratched Ice Bucket Tray (207) Detached Pause & Serve Trigger (302)	1		1			2
Vending	Vending Area - Vending Machines	Vending Units Excessively Damaged/Out of Order					2	2
Guest Room-Bedroom	Windows	Cracked Window(s) (220)		1				1
Guest Room-Bedroom	HVAC	Worn HVAC (207)	1					1
Guest Room-Bedroom	Telephone/Clock Radio	Discolored Telephone (302)			1			1
Guest Room-Bedroom	Refrigerator/Microwave/Waste Basket	Burned Microwave (207) Ice Build-up in Freezer (207)	1					1
Approach/Hardscape	Parking Lot Surface/Striping/Curbs	Curb(s) damaged Discoloration Oil Stains					1	1
Approach/Hardscape	Miscellaneous	Worn bench					1	1
Breakfast Room	Walls/Doors/Windows	Scuffed Wall(s)					1	1
Business Center/Library	Equipment/FF&E	Discolored Chair					1	1
Corridors	Wall(s)/Electrical Outlet(s)/Corner Guard(s)	Discoloration Wall(s) worn					1	1
Fitness Center	Equipment - Treadmill/Elliptical/Exercise Bike/Weight Machines/Television/TV Remote Control/Phone	Crack(s) Treadmill(s) worn					1	1
Fitness Center	Walls/Mirrors	Discoloration Walls Worn					1	1
Guest Laundry	Wall(s)/Ceiling/Sprinkler Cap(s)/Light(s)/Switches/Phone/Vending Dispenser/Trashcan/Signage	Discoloration Loose and/or Missing Part(s) Wall Worn					1	1
Passenger Elevators	Door(s)/Frame(s)/Threshold(s)	Discoloration					1	1

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			207	220	302	322		
Passenger Elevators	Wall(s)Railings/Panel/Button(s)	Graffiti Panel worn Wall(s) worn					1	1
Public Restroom	Walls/Dividers	Discoloration Walls Worn					1	1
Public Restroom	Fixtures	Discoloration Fixtures Worn					1	1
Vending	Vending Area Doors/Walls/Signage/Exit Sign(s)	Discoloration Walls Worn					1	1
Welcome Center/Lobby/Living Room/Pantry	Wall(s)/Signage/Outlets	Discoloration Wall(s) Worn					1	1
Welcome Center/Lobby/Living Room/Pantry	Furniture	Chairs Worn Discoloration Sofa(s) Worn					1	1
Welcome Center/Lobby/Living Room/Pantry	Front Desk - Counter(s)	Counter Worn					1	1
Welcome Center/Lobby/Living Room/Pantry	Miscellaneous	Worn luggage cart					1	1

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BRAND STANDARDS DEFICIENCIES REPORT

Rules & Reg #	Sub-category	Standard Description	Comments	Room Numbers				Public Areas	Points Lost
				207	220	302	322		
200.6	Breakfast	Presentation Overview - All graphics/signage must be approved graphics/signage. To maintain a clean appearance, the breakfast buffet must be kept free of clutter. No figurines, decorative pieces, embellishments, plants of any kind are permitted on the buffet, or on any piece of equipment. White parchment paper is exclusively allowed as a liner. Only approved runners or signs with approved graphics are acceptable on the buffet or on any piece of equipment. Tip jars are prohibited.	Non-approved labels on presentation piece(s)					2	2
120.10	Breakfast	Hand Sanitizer Station in Breakfast Room - A commercial-style hand sanitizing station (defined as an encasement holder with internal cartridge or bag which supplies the product) must be provided in the breakfast room. Station must have an adequate supply of approved product at all times. Station can be free standing or wall mounted.	Hand sanitizing option not in place in the breakfast room					2	2
200.6	Breakfast	Coffee and Hot Water Presentation - Coffee and hot water must be served in approved pieces with brand approved graphics. Airpots must be on approved stands or racks with drip trays. Liquid coffee must be served from a machine with approved graphics.	Coffee/hot water graphics not in place					2	2
200.6	Breakfast	Dream Cup: Breakfast Tea Presentation - All Dream Cup tea must be inside the approved Dream Cup Tea jar(s) with the new approved graphics. Outdated graphic labels must be removed. Jars must have hinged lids with approved graphics. Jars must be displayed on top of the Dream Cup presentation piece OR directly on the countertop.	Outdated graphic(s) in place					2	2
200.6	Breakfast	Waffle Serving Piece Graphics - Approved "Morning Medley" graphics are required and no other signage/graphics are allowed.	Non-compliant flavor label(s) in place					1	1
200.3	Breakfast	Wooden Stir Sticks - Wooden stir sticks must be provided on the buffet.	Plastic stir sticks in place					1	1
140.6	Guest Room	Guest Services Directory (GSD) - (Option 1): If a hard copy GSD is provided it must be in the current approved "The Stay You've Been Dreaming Of" format; (Option 2): A PDF version of the directory must be provided electronically on hotel Internet Landing Page (ILP). Both versions of the directory must include, but not be limited to: a list of all hotel services including hours of operation of all hotel facilities.	Guest Services Directory (GSD) Option not in place (207, 220, 302, 322)	5	5	5	5		20

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Rules & Reg #	Sub-category	Standard Description	Comments	Room Numbers				Public Areas	Points Lost
				207	220	302	322		
150.3	Guest Room	Until 12/31/2024: Guest Bath Bottle & Soap Amenities - Zenses branded products are required: One (1) each: bottle shampoo, and bottle/tube lotion are required. Product may be presented in individual bottles or in brand approved bulk container(s). Two (2) Zenses soaps are required. Optional: One (1) bottled conditioner.	One bar of soap in place (220, 302, 322)		5	5	5		15
140.9	Guest Room	"Dream Tips": In-room - Each guest bathroom is required to prominently display one (1) of the current approved Sleep Inn brand promotional mirror clings in one of the four corners of each guest bathroom vanity mirror.	Outdated Dream Tips in place (207, 220, 322)	5	5		5		15
130.1	Guest Room	In-Room Experience Card - The current brand approved "Satisfaction Beyond Your Dreams" All-in-One Experience Card is required. The card can be placed in a visible location or in a drawer.	Experience Card not in place (220, 302, 322)		5	5	5		15
150.2	Guest Room	In-room Coffee Amounts - Each property is required to provide regular and decaffeinated coffee in all guest rooms. Minimum two (2) pods each of decaffeinated and regular must be provided.	One each regular coffee with single (207, 220, 302, 322) One each decaf coffee with single (207, 220, 302, 322)	2	2	2	2		8
140.9	Guest Room	Do Not Disturb Sign - Each guestroom is required to have the current "Dreaming in Progress" DND sign. The use of a "Maid Request" is not permitted. All previously approved DND signs are prohibited.	Outdated Do Not Disturb (DND) in place (207, 220, 302, 322)	2	2	2	2		8
520.01	Guest Room	Bedding Arrangement - Flat sheet, blanket, and approved decorative top sheet with graphic must be folded down together at the top of the bed; Top fold is no further than 4" below the pillows; Bottom fold encases all layers; Both sides and bottom are all tucked; Approved pillowcase ends are tucked envelope style; Pillows stand touching in two centered rows against head board with correct number and placement as outlined in R&R # 520.01; Appropriate, tight fitted bed skirt.	Top fold touched pillows (302) Pillows not centered on bed (302)			5			5
520.01	Guest Room	Bed Sheets/Pillowcases - Bed sheets and pillowcases must be provided exclusively by The Eclipse Collection by Choice Hotels and the approved Choice tag must be present. Pillowcases must be the appropriate size. One fitted sheet and minimum one flat sheet and pillow cases for all pillows must be on each bed.	Non-Eclipse Pillowcase(s) in place (302)			5			5

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Rules & Reg #	Sub-category	Standard Description	Comments	Room Numbers				Public Areas	Points Lost
				207	220	302	322		
520.01	Guest Room	Blanket - One approved, tagged filled blanket is required on each bed. Additional blankets are not permitted on the beds.	Non-tagged blanket in place (302)			5			5
100.4	Guest Room	Sleep Inn 100% Smoke-Free "Breathe In" Program - One brand approved 100% Smoke-Free piece of collateral is required to be placed on the desk, activity table, nightstand, or TV chest in every guestroom.	Non-smoking signage not in place (207, 220, 302, 322)	1	1	1	1		4
150.2	Guest Room	Notepad and Pen - Each guestroom is required to have the "Jot Down Your Dreams" note pad and the current Sleep Inn logo'd pen.	Notepad not in place (220) Outdated notepad in place (302)		2	2			4
120.2	Guest Room	Telephone Face Plate - The face plate must contain: the room number, hotel address, and phone number. If a logo is present, it must be the current brand approved logo. The logo can be in black and white or color.	Outdated logo on faceplate (207, 220, 302, 322) Inaccurate phone number in place (207) Inaccurate room number in place (220) Room number not in place (322)	1	1	1	1		4
150.2	Guest Room	Hot Beverage Cups - Hot beverage cups must be the individually wrapped Choice Privileges Cup. A minimum of two (2) cups per bed is required. Glass mugs are prohibited.	Less than two (2) cups per bed in place (302)			2			2
150.2	Guest Room	Drinking Cups - In-room drinking cups must be a minimum of 7 ounces; individually wrapped plastic or paper. These cups are in addition to the hot beverage cups. Two (2) cups per bed is required. Glassware is prohibited.	Less than 2 cups per bed (302)			2			2
130.1	Public Space	"Happy to Help" Plaque - The Sleep Inn Happy to Help/Commitment to Your Satisfaction front desk plaque is required to be prominently displayed at the front desk in plain, unobstructed view of all guests during check-in and check-out. For dual brand Sleep/MainStay, a MainStay Suites plaque is also acceptable at this time. All plaques must have the current refreshed logos. This plaque(s) cannot be hung on the Front Desk Accent Wall.	Outdated Commitment/Happy to Help Plaque in place					5	5
170.1	Public Space	As of 1/1/2024: Digital Registration Tablet(s) - An approved digital registration tablet must be mounted to the front desk. The tablet must be utilized by the guest(s) for the check-in process.	Digital registration tablet not in place					5	5

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BRAND STANDARDS DEFICIENCIES REPORT

Rules & Reg #	Sub-category	Standard Description	Comments	Room Numbers				Public Areas	Points Lost
				207	220	302	322		
140.9	Public Space	“Dream Tips”: Lobby - All properties (including dual brands) are required to prominently display the current Dream Tips brand promotional signage in the lobby with refreshed Sleep Inn logos. The signage in the lobby must be placed inside the approved frame and wall-mounted at a height easily visible to guests in unobstructed view. Properties with elevators are required to prominently display one (1) sign within direct view of one (1) lobby level elevator. Properties without elevators are required to display one (1) sign on the primary lobby level in unobstructed view of all guests during check-in and check-out. The sign may not be placed behind the front desk.	Outdated Lobby Dream Tips in place					5	5
110.3	Public Space	Fitness Center: Equipment - Must be commercial grade and must include any combination of (3) of the following: multi-station weight training machine OR a dumbbell set with storage rack and adjustable weight bench (The Dumbbell set must contain a minimum of Ten (10) pairs of five to fifty (5-50) pound weights), motorized treadmill, elliptical machine, stationary bike, stair stepper.	Insufficient dumbbell set quantity					5	5
110.3	Public Space	Fitness Center: Sanitizing Wipes/Paper Towels - An adequate supply of sanitizing wipes must be provided in the dispenser at all times OR an adequate supply of paper towels in the dispenser.	Wipes not in place					2	2
110.3	Public Space	Fitness Center: Disinfecting Wipe Station - If a fitness center is present, a disinfecting gym wipe station must be provided. The station can be wall mounted or free standing. In lieu of a dispenser of wipe hotels can provide a bottle of disinfecting spray with a dispenser for paper towels. The spray must be EPA-registered for use against SARS-CoV-2.	Disinfecting station option not in place					2	2
160.4	Public Space	As of 6/1/2024: Human Trafficking Notice Poster - At minimum, one brand approved (1) Human Trafficking Notice poster is required in a back of house location. The poster must be accessible/visible to all team members and cannot be visible to guests.	Human trafficking notice poster not in place					2	2

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WAIVER/FUTURE STANDARDS REPORT

FUTURE STANDARDS

Rules & Reg #	Sub-category	Standard Description	Comments
150.3	Guest Room	As of 1/1/2025: Smart Care Bulk Amenities - Zenses bulk branded products are required: One (1) double bracket dispenser for each tub/shower for Zenses shampoo and Zenses conditioner; Lotion must either be in one (1) single bracket dispenser at the vanity or in a bottle on the amenity tray. Brand required Zenses Shampoo, Zenses Conditioner, and Zenses Lotion must be present.	