

Guest Suite Hospitality Assessment

Use this form to evaluate overnight guest stays. The goal of a prospect stay is to move the sale to the next stage. The opportunity with resident guest stays is to build a referral source and create *Champions of Aging* who help break the “facility” stereotype.

INVENTORY: Total number of apartments available for guest stays _____

USAGE: For resident guests _____ For marketing prospects _____

Check-in time: _____

Check-out time: _____

Typical length of stay: _____

Maximum nights allowed: _____

Cost per night: _____

Suite sizes (# of bedrooms) _____

Services Included

- Breakfast
- Lunch
- Dinner
- Daily housekeeping
- Wi-Fi
- Valet Parking
- Transportation
- Activity Participation
- Other: _____

In-Suite Hospitality

- Preferred Drinks Requested in Advance
- Coffee / Tea Sparkling water /Soda
- Wine / Beer Cocktail Bar
- Snacks / Fruit Yogurt / Cereal
- Chocolate / Sweets
- Charcuterie Board
- Sheet Quality Pillow Firmness Options
- Toothbrush, Toothpaste, Shampoo, Lotion
- Branded Toiletries Hairdryer Comb
- Other: _____

Pre-Arrival Communication

- Prior check-in instructions provided by:
 - Email
 - Text
 - Phone
 - Video (such as SalesMail)
- Check-in Location
- Check-in Hours
- Parking Instructions
- Arrival Contact Person
- Other: _____

Welcome Packet at Check-In

- Community Map
- Dining Hours
- Activity Schedule
- Nearby Shopping
- Special Entertainment & Events
- Wi-Fi Instructions
- Emergency Contacts / Evacuation Plan
- Resident Stories / Testimonials
- Community Brochure
- Other: _____

Social + Belonging Experience

Are residents aware of overnight guests?

Yes No

Do guests have a recognizable pass (name badge or lanyard)? Yes No

Are meal invitations and activities arranged before the stay? Yes No

Whose job is it to make sure this happens?

What kind of authentic interactions with residents happen naturally?

Are team members aware of guests?

Yes No

Are staff expected to give a warm greeting?

Yes No

How are those expectations communicated?

Is there a cleaning checklist for housekeeping?

Yes No

How does the stay differ from that of a hotel-like experience?

In-Suite Storytelling + Decision Support

Community History

Resident-written Books or Memoirs

Moving Guide / Downsizing Resources

Welcome Letter from Leadership

Signature Programs Overview

Other: _____

Community Event & Activities Calendars

Resident Testimonials / Stories

FAQ About Levels of Living

Deposit or Next-step Information

Helpful Signage, Posters, Flyers

Other: _____

Overall Impressions and Future Opportunities

Who is responsible for booking, check-in, and guest satisfaction?
