



BSA Executive Summary Report

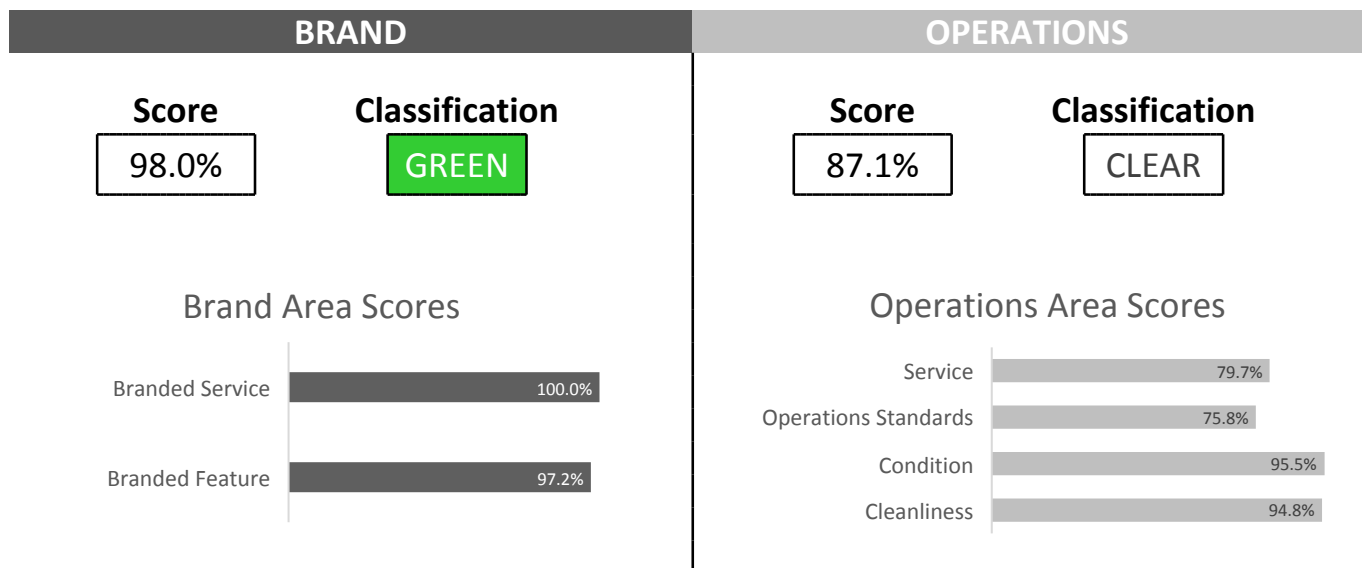
Courtyard By Marriott Bryan College Station - CLLCY

Property Information		Audit Information		Other Information	
Marsha Code:	CLLCY	Audit Name:	CY-BSA-2018-V9	Unit Number:	6515Z
Property:	Courtyard By Marriott Bryan College Station - CLLCY	Audit Type:	Audit	Mgt Company:	Aimbridge Hospitality
		Upload Date:	26 Sep 2018	Geographic Region:	Americas
				Owner:	Gentry Mills Capital
				Regional Primary:	Amie Gareissen

BSA Performance Classification:

CLEAR

(Lower of Performance on Brand Section or Operations Section)



Black line above represents the Brand Section score of 98.0% relative to the thresholds



Black line above represents the Operations Section score of 87.1% relative to the thresholds

Important Notes:

Scores:

This BSA Executive Summary Report and its subject matter reports are intended to ensure compliance with Brand Standards. Please note that franchisees and/or third-party contractors operating in this property retain control over the day-to-day operation of their hotels/outlets and are responsible for their own employees and employment practices.

If the Hotel received a red performance classification in either BRAND or OPERATIONS, the hotel will receive a BSA Re-Audit of both sections.

Condition – the condition and working order of selected items in an area

Service – evaluating delivery of service to published brand standards (e.g. greeting, eye contact, closing)

Branded Service – evaluating delivery of service to published brand standards that support a Brand’s Service Strategy (e.g. hosting culture, symphony of service)

Food Safety and Fire/Life Safety Items:

The Hotel has missed 1 Food and/or Fire-Life Safety Item(s).

FOOD SAFETY AND FIRE/LIFE SAFETY**Food Safety**

Item	Answer
Temperature Logs and Training documentation is completed and available for review	N/A
Personal hygiene procedures are followed	Yes
Ice Machines are clean and in good condition	No
Cold potentially hazardous foods maintained at 41F (5C) or below in all cold holding devices	Yes
Facility is clean and in good condition	Yes
Dishwashing machines properly maintained and operated	Yes
Cutting board policy meets standards	Yes
Cross-contamination prevention procedures are followed	Yes

Fire/Life Safety

Item	Answer
Entry door safety features are fully functional	Yes
Main Entry door and exterior entrance doors close and lock properly (US/CAN)	Yes
Smoke detector functional	N/A
Randomly selected Fire/Life Safety item is compliant	Yes

TOUCH POINT SCORES

Brand	Pts. Earned	Pts. Possible	Score
Branded Service	158	158	100.0%
Check-In	20	20	100.0%
Guest Request	N/A	N/A	N/A
Evening F&B	68	68	100.0%
Breakfast F&B	70	70	100.0%
Property Certification – Randomly Select 2	N/A	N/A	N/A
Branded Feature	420	432	97.2%
Courtesy Vehicle	N/A	N/A	N/A
Check-In	2	2	100.0%
Guest Request	2	2	100.0%
Evening F&B	34	34	100.0%
Breakfast F&B	84	84	100.0%
General	40	40	100.0%
General Bedroom	N/A	N/A	N/A
Bedroom 223VR	52	58	89.7%
Bedroom 322VR	58	58	100.0%
Bedroom 108VR	56	58	96.6%
Bathroom 322VR	8	8	100.0%
Bathroom 108VR	8	8	100.0%
Bathroom 223VR	8	8	100.0%
Lobby	26	26	100.0%
Public Restrooms	2	2	100.0%
Elevator	2	2	100.0%
Fitness Center	0	4	0.0%
Meeting	2	2	100.0%
Back of House	20	20	100.0%
Property Certification	16	16	100.0%
Property Certification – Randomly Select 2	N/A	N/A	N/A
Brand SCORE	578	590	98.0%

TOUCH POINT SCORES

Operations	Pts. Earned	Pts. Possible	Score
Service (40%)	330	414	79.7%
Courtesy Vehicle	N/A	N/A	N/A
Check-In	44	76	57.9%
Guest Request	78	82	95.1%
Evening F&B	62	62	100.0%
Wake-up Call	2	30	6.7%
Breakfast F&B	60	60	100.0%
General	68	88	77.3%
Back of House	16	16	100.0%
Condition (30%)	466	488	95.5%
Bedroom 223VR	58	60	96.7%
Bedroom 322VR	58	60	96.7%
Bedroom 108VR	60	60	100.0%
Bathroom 322VR	44	44	100.0%
Bathroom 108VR	44	44	100.0%
Bathroom 223VR	40	44	90.9%
Exterior	32	32	100.0%
Lobby	32	32	100.0%
Dining Area	16	16	100.0%
Business Center	10	12	83.3%
Public Restrooms	16	20	80.0%
Elevator	2	4	50.0%
Corridors	16	16	100.0%
Guest Laundry	4	4	100.0%
Fitness Center	10	12	83.3%
Pool	12	16	75.0%
Meeting	12	12	100.0%
Cleanliness (20%)	470	496	94.8%
Bedroom 223VR	40	64	62.5%
Bedroom 322VR	64	64	100.0%
Bedroom 108VR	64	64	100.0%
Bathroom 322VR	44	44	100.0%
Bathroom 108VR	44	44	100.0%
Bathroom 223VR	44	44	100.0%
Exterior	28	28	100.0%
Lobby	32	32	100.0%
Dining Area	16	16	100.0%
Business Center	12	12	100.0%
Public Restrooms	20	20	100.0%
Elevator	4	4	100.0%
Corridors	14	16	87.5%
Guest Laundry	4	4	100.0%
Fitness Center	12	12	100.0%
Pool	16	16	100.0%
Meeting	12	12	100.0%
Operations Standards (10%)	50	66	75.8%
General	16	16	100.0%
General Bedroom	N/A	N/A	N/A
Back of House	34	50	68.0%
Food Safety	N/A	N/A	N/A
Property Certification	N/A	N/A	N/A

