



COMPLIANCE STATION · FREE EDITION

Guest-Eye Property Walk Checklist

When did you last walk your property like a guest?

The weekly walk along the guest's route, done the way a guest does it — no radio, no shortcuts, notepad in hand.

Property _____ Date _____ Walked by _____

WHAT THIS PREVENTS

The slow drift nobody on property can see anymore: the burned-out bulb at the entrance that's been out for a month, the elevator that smells like the dumpster, the lobby music that's been off since Tuesday, the corridor carpet stain everyone walks past. Guests see all of it in the first ten minutes and put it in the review; the team stopped seeing it in the first ten weeks.

How to use it

1. The GM owns the walk and does it personally on a fixed weekly slot; when the GM is off, the MOD walks it and the GM reads the notes. A walk delegated permanently is a walk that stops.
2. Walk the guest's actual route in the guest's order: road, parking, entrance, lobby, elevator, corridor, room, F&B, pool and amenities, back out. Not the back-of-house shortcut you use every day.

A. The system — the walk as a standing habit

ITEM

- ☐ Walk is on the GM's calendar as a fixed weekly slot ([VAR] day/time) and treated like a meeting with the owner
- ☐ Walk alternates between at least three time windows across the month: arrival peak, late evening, and early morning
- ☐ Route is written down and starts at the public road, not the front door
- ☐ Walk log kept: date, time window, walker, weather, every item noted, department owner, action-by date, closure date
- ☐ Items from the walk are assigned to a department owner with an action-by date within [VAR] days, never left as a general observation
- ☐ Closure of last week's items confirmed on this week's walk by the walker, not by the department that fixed them
- ☐ Once a month a department head or MOD from a different department walks the same route cold, without seeing the GM's notes, and the two lists are compared
- ☐ Recurring items (same item, three walks in a row) escalate from a work order to a capex or process conversation

B. Arrival — road, sign, parking, entrance (first 4 of 8 items)

ITEM

- ☐ Approach from the main road as a first-time guest: property sign visible, lit at night, unobstructed by landscaping, name spelled correctly
- ☐ Entry drive and parking surface: no potholes, faded striping, standing water, or debris; speed bumps painted
- ☐ Parking and walkway lighting: every fixture lit; no dark stretch between the furthest space and the entrance



ITEM

- ☐ Accessible parking spaces and route to the entrance clear, signed, and unobstructed by carts, cones, or landscaping

WHAT THE FULL EDITION ADDS

This free edition covers 12 of 58 line items. The full edition gives you the whole system:

- **All 7 sections, all 58 items**, from standing readiness to closing the loop.
- **A frequency on every line** (every shift, weekly, quarterly), so nothing waits for someone to remember it.
- **An owner column** naming the role responsible, so the list survives turnover and days off.
- **A pro tip on every item**: practical operator advice on what actually gets missed.
- **A sign-off block**: completed by, verified by, date and corrective actions.

SAMPLE PRO TIP

The first week it gets bumped for a call is the week the walk ends. Book it, and let the front desk know you're unreachable for that hour.

Get the full checklist for \$9.99 at onawaithospitality.com/compliance-station

CHECKLIST USE NOTICE

This checklist provides operational guidance. Applicable laws, regulations, codes, and mandatory requirements always take precedence. Completing this checklist does not establish or certify regulatory compliance.

Read the full Checklist Use and Regulatory Disclaimer: onawaithospitality.com/faq