

## HOSPITALITY HOTEL PUBLIC-AREA INSPECTION TEMPLATE

# Hotel Public-Area Inspection Checklist

Inspect entrances, lobby, corridors, stairs, floors, furniture, lighting, public restrooms, accessible routes, emergency paths, security, comfort, cleanliness, defects, restrictions, and reopening.

PROPERTY / AREA

INSPECTION DATE

ROUTE / SHIFT

INSPECTOR / APPROVER

## 1. Inspection setup, public-area scope, standards, sampling, and current conditions

- 1 Confirm the property, building or wing, inspection date and shift, public areas included, inspector, housekeeping or operations owner, duty manager, and final approver.

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Sample the areas guests actually use during the shift.

- 2 Define the inspection scope across entrances, lobby, reception surroundings, corridors, lift lobbies, stairs, lounges, public restrooms, business or waiting areas, guest facilities, and other shared spaces.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Use current property standards and local requirements.

- 3 Verify current property presentation standards, cleaning frequencies, maintenance criteria, accessibility procedures, security guidance, emergency-route requirements, and any brand-specific public-area standards are available.

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Recent incidents and complaints help target high-risk zones.

- 4 Review recent guest complaints, cleanliness issues, maintenance defects, slip or trip incidents, lighting failures, accessibility concerns, security events, pest reports, and unresolved corrective actions affecting shared spaces.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Peak traffic and wet weather can change public-area risk quickly.

- 5 Identify high-traffic and high-risk times or zones such as peak arrivals, events, meal periods, wet-weather entrances, pool or spa approaches, luggage routes, and service crossover points.

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Include temporary event and repair conditions in the scope.

- 6 Record the starting condition, any restricted area, active repair, temporary barrier, out-of-service facility, or known guest-impact issue before the inspection begins.

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Document existing restrictions before starting.

## 2. Entrance, porte-cochere, lobby, reception surroundings, and first impression

7

Inspect the main entrance, doors, glazing, handles, mats, canopies, drop-off area, luggage zones, and visible approach for cleanliness, damage, clutter, and safe guest access.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** The public-area experience begins before reception.

8

Check entrance floors and mats for secure placement, curling edges, moisture, dirt buildup, water tracking, or other conditions that could create a slip or trip hazard.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Entrance mats should reduce, not create, trip risk.

9

Verify lobby furniture, decorative items, planters, counters, luggage points, queue barriers, and display features are clean, stable, correctly positioned, and free from obvious damage.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Check furniture placement from the guest circulation path.

10

Check reception surroundings, waiting areas, arrival signage, queue direction, concierge or bell points, and guest information displays are orderly and easy to understand.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Arrival signage should be obvious to first-time guests.

11

Confirm automatic or powered entrance doors, where provided, operate smoothly and do not create obvious access or safety concerns requiring maintenance follow-up.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Automatic doors need functional as well as visual checks.

12

Escalate significant entrance defects, inaccessible routes, broken glass, unstable fixtures, major water ingress, or unmanaged arrival hazards that could affect guests or staff.

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Major arrival hazards should be controlled immediately.

### 3. Corridors, lift lobbies, stairs, handrails, wayfinding, and circulation routes

- 13** Inspect guest corridors and lift lobbies for clean floors, walls, skirtings, ceilings, doors, lighting, signage, artwork, service points, and overall presentation. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Inspect circulation routes from a walking guest's perspective.

- 14** Check stairs, steps, landings, handrails, guardrails, thresholds, ramps, transitions, and corridor changes in level for visible damage, looseness, obstruction, or trip risk. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Loose handrails and damaged stair edges require prompt action.

- 15** Verify wayfinding signs, room-range signs, floor numbers, lift indicators, restroom signs, amenity directions, and emergency-direction information are visible, current, and easy to interpret. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Wayfinding should remain clear during events and maintenance.

- 16** Confirm housekeeping carts, luggage, maintenance tools, event equipment, deliveries, furniture, and temporary items do not obstruct normal circulation or required exit routes. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Exit routes should not become temporary storage areas.

- 17** Check service doors, guest doors, utility access panels, wall-mounted equipment, fire-door areas, and corridor fixtures are secure and do not project into circulation in a way that creates obvious risk. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Look for protruding or unsecured fixtures along corridors.

- 18** Escalate damaged stairs, loose handrails, obstructed routes, failed corridor lighting, unsecured panels, or defects that compromise safe circulation or emergency access. PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Poor lighting can make otherwise minor defects more hazardous.

#### 4. Walking surfaces, floors, mats, spills, slip and trip control, and temporary hazards

- 19 Inspect hard floors, carpets, rugs, mats, transitions, thresholds, gratings, ramps, and other walking surfaces for damage, loose edges, holes, unevenness, tears, curling, or unstable sections. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** OSHA 1910.22 requires employee walking-working surfaces to be maintained free of hazards.

- 20 Check floors are maintained in a clean and, where feasible, dry condition and that leaks, spills, tracked-in water, snow, mud, or other contamination are addressed promptly. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Wet floors need prompt correction and temporary control.

- 21 Verify wet-floor signs, barriers, cones, mats, attendants, or other temporary controls are used appropriately when immediate cleaning or repair cannot remove a walking-surface hazard at once. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Barriers should prevent access to unresolved serious hazards.

- 22 Confirm cords, hoses, decorative lighting leads, temporary event wiring, equipment legs, cleaning tools, luggage, and stored materials do not create unmanaged trip hazards. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Cords and temporary setups are common trip-hazard sources.

- 23 Review recurring slip or trip locations and confirm underlying causes such as drainage, entrance design, leaking equipment, damaged flooring, or cleaning practice are being corrected rather than repeatedly managed temporarily. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Fix recurring causes rather than relying on signs every day.

- 24 Restrict or guard walking surfaces with serious unresolved defects until the hazard is repaired or an approved safe route is provided. PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Unsafe surfaces should be guarded until repaired.

## 5. Furniture, fixtures, lighting, glass, finishes, signage, and guest-use condition

- 25 Inspect public seating, tables, counters, desks, shelving, luggage furniture, decorative fixtures, partitions, and other guest-use furniture for stability, cleanliness, damage, sharp edges, or loose components. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Check stability before appearance.

- 26 Check public-area lighting, decorative lighting, task lighting, wall lights, floor lamps, and guest-accessible controls for operation, secure condition, and appropriate illumination. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Lighting failures affect both safety and presentation.

- 27 Inspect glazing, mirrors, glass doors, glass partitions, balustrades, display cases, and reflective surfaces for cracks, chips, looseness, poor visibility, or damage requiring restriction. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Damaged glass should be isolated promptly.

- 28 Check ceilings, walls, wall coverings, paint, panels, joinery, skirtings, artwork, signs, and decorative finishes for stains, cracks, water marks, impact damage, peeling, looseness, or incomplete repair. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Water marks can indicate an active hidden defect.

- 29 Verify guest information, regulatory notices, facility hours, accessibility signs, directional signs, and temporary service notices are legible, current, professionally presented, and positioned appropriately. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Temporary signs should still look intentional and accurate.

- 30 Remove from guest use or restrict unstable furniture, damaged glass, loose fixtures, failed lighting, or other defects that create a material safety or presentation concern. PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Remove unsafe guest-use items from service.

## 6. Public restrooms, hygiene, fixtures, supplies, accessibility, and wet-area condition

- 31** Inspect public restrooms for cleanliness of toilets, urinals where provided, basins, taps, counters, mirrors, cubicles, partitions, floors, walls, touchpoints, dispensers, and waste bins. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Public restrooms need both hygiene and maintenance inspection.

- 32** Check floors, grout, drains, seals, corners, and wet-area surfaces for hair, residue, standing water, leakage, scale, staining, odor, or other sanitation and maintenance concerns. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Standing water can be both a sanitation and slip issue.

- 33** Verify soap, toilet paper, tissues, hand-drying supplies, liners, sanitary disposal, and other guest-use items are available and replenished to the property standard. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Restocking is part of guest readiness.

- 34** Check doors, locks, cubicle hardware, baby-changing stations where provided, grab bars, accessible fixtures, clear floor areas, and guest controls for secure and usable condition. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Accessibility fixtures must remain usable and unobstructed.

- 35** Confirm restroom lighting, ventilation, odor control, hot and cold water, drainage, and visible plumbing function normally without leakage or obvious guest discomfort. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Test water, ventilation, lighting, and drainage.

- 36** Escalate blocked toilets, sewage odor, active leaks, severe sanitation failures, inaccessible required facilities, unsafe fittings, or defects that should restrict restroom use. PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Serious sanitation or plumbing failures may require closure.

## 7. Lifts, elevators, escalators, automatic doors, accessible routes, and guest mobility

- 37 Inspect guest-facing elevator or lift doors, call buttons, indicators, cabin lighting, floor finishes, threshold areas, handrails, mirrors, and visible controls for cleanliness, damage, and obvious operating issues.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Hotel inspections do not replace required specialist lift servicing.

- 38 Check escalators or moving walks, where provided, for visible damage, unusual noise, blocked approaches, housekeeping buildup, defective lighting, or conditions requiring specialist attention.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Observe guest-facing operation and report abnormal conditions.

- 39 Verify automatic doors, powered entrances, platform lifts, accessible routes, ramps, door clearances, accessible seating positions, and guest-use controls remain unobstructed and practically usable.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** ADA accessible routes should remain usable and unobstructed where applicable.

- 40 Confirm luggage, furniture, decorative displays, queue barriers, cleaning carts, maintenance equipment, or event setups do not block accessible circulation paths or maneuvering areas.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Event furniture can unintentionally block accessible circulation.

- 41 Check out-of-service lifts, escalators, or accessibility equipment are clearly signed, appropriately restricted, and supported by practical alternative-route communication where available.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Provide alternatives when mobility equipment is unavailable.

- 42 Escalate mobility or access failures that materially prevent a guest from reaching an accessible entrance, public facility, service area, or circulation route as intended.

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Escalate access failures affecting essential public services.

## 8. Emergency routes, fire and life-safety interfaces, security, surveillance, and incident readiness

43

Verify exit access, exit routes, stairs, corridors, and emergency doors remain free from materials, furniture, carts, tools, displays, or temporary equipment that could obstruct use.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** OSHA 1910.37 requires employee exit routes to remain free and unobstructed.

44

Check visible exit signs, emergency lighting, fire doors, extinguishers, alarm devices, sprinkler heads, emergency notices, and related life-safety features are unobstructed and appear intact pending required specialist checks.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Do not block visible emergency equipment with décor or storage.

45

Confirm maintenance, events, housekeeping, or renovation work has not blocked emergency equipment, propped fire doors improperly, reduced route width, or created unmanaged temporary hazards.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Renovation and events can create temporary life-safety issues.

46

Inspect public-area security points, access-controlled doors, CCTV coverage areas, emergency phones, intercoms, panic or assistance points, and visible security hardware for obvious defects or obstruction where provided.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Security hardware should be checked during normal public-area rounds.

47

Review whether incidents, suspicious activity, lost children or vulnerable guests, medical events, spills, broken glass, or other public-area emergencies have clear escalation and response ownership.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Emergency ownership should be clear before an incident occurs.

48

Escalate immediately when an exit route is obstructed, a significant life-safety safeguard is unavailable, or a security defect creates an active risk that cannot be controlled through routine follow-up.

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Active life-safety or security risk requires immediate escalation.



## 9. Environmental comfort, cleanliness, odor, waste, pests, noise, and facility presentation

- 49 Check public areas for comfortable temperature, ventilation, air movement, humidity, lighting, and absence of persistent mechanical, sewage, smoke, damp, chemical, or waste odors. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Comfort is part of public-area quality.

- 50 Inspect public waste bins, ash or smoking-control areas where permitted, recycling points, service collection locations, and housekeeping interfaces for cleanliness, capacity, odor, and orderly removal. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Waste should be removed before odor or overflow becomes visible.

- 51 Check for pest evidence such as insects, droppings, webs, nesting, damaged materials, or recurring sightings and verify findings are escalated according to the property's pest-control process. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Report pest evidence instead of cleaning away the sign.

- 52 Review guest-facing noise from HVAC, lifts, maintenance work, deliveries, events, housekeeping, service corridors, plant, or external sources and confirm avoidable disturbances are controlled. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Guest complaints can reveal recurring noise sources.

- 53 Verify public plants, décor, water features, displays, seasonal installations, and event setups are clean, maintained, stable, and do not create blocked routes, leaks, sharp edges, or other hazards. **CRITICAL** PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Temporary décor needs the same safety review as permanent items.

- 54 Escalate persistent odor, pest evidence, uncontrolled noise, overflowing waste, poor ventilation, visible water damage, or presentation failures that materially affect guest comfort or hygiene. PUBLIC AREA
- Ready Needs attention Restrict area N/A

**Execution tip:** Persistent odor or ventilation issues often need maintenance support.

## 10. Defects, corrective actions, reinspection, trends, area release, and final sign-off

55

Assign every public-area finding an exact location, category, severity, owner, due date, guest or safety impact, immediate control, evidence requirement, and reinspection rule.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Every finding needs one accountable owner.

56

Verify critical defects are controlled immediately through cleaning, repair, guarding, isolation, alternative routing, area restriction, or other appropriate action before normal use continues.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Critical hazards need immediate control before paperwork.

57

Confirm completed repairs or cleaning actions are physically reinspected and, where relevant, function-tested before temporary controls are removed or the area is fully reopened.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Reinspect before removing barriers or reopening areas.

58

Trend recurring findings such as slips, entrance water, lighting failures, damaged furniture, restroom issues, lift downtime, accessibility obstructions, pest reports, odor complaints, and repeat maintenance defects.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Trend repeated public-area failures by exact location.

59

Use repeat findings to improve cleaning frequency, preventive maintenance, floor treatment, drainage, signage, staffing, event setup, accessibility controls, inspection frequency, or capital planning.

CRITICAL

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Use trends to improve both operations and capital planning.

60

Record the final inspection result, unresolved restrictions, overdue critical findings, next review date, housekeeping or operations owner, engineering representative where required, duty manager, inspector, approver, date, time, and

PUBLIC AREA

Ready

Needs attention

Restrict area

N/A

**Execution tip:** Final sign-off should show what remains restricted or overdue.

RUN THIS CHECKLIST DIGITALLY

### Turn public-area defects into accountable correction and verified reopening

Capture hazards, access, defects, owners, restrictions, repair evidence, reinspection, and reopening in Taotics.

[Try Public-Area Inspections in Taotics](#)