

## ISO 22483:2020 Implementation Checklist

| Clauses | Name                             | Actions/Activities                                     | Documents                           | Metrics/Measures                            | Formula   | Process/Tools/Equipment | Techniques/Methods                | Resources           |
|---------|----------------------------------|--|-------------------------------------|---|---|-------------------------|-----------------------------------|---------------------|
| 4.1     | General Staff Requirements       | Ensure staff are qualified, trained, aware of duties   | Training records, job descriptions  | % staff qualified; training completed       | $\% = \frac{\text{qualified staff}}{\text{total staff}} \times 100$ | HRIS, training platform | Onboarding, induction, assessment | HR team, trainers   |
| 4.2     | Org Structure & Responsibilities | Define, document, communicate roles & responsibilities | Org chart, responsibility matrix    | Clarity of reporting lines                  | N/A   | Org chart software      | Org analysis, mapping             | Management, HR      |
| 4.3     | Training Program                 | Develop, implement & review staff training             | Training matrix, attendance logs    | Training completion rate; assessment scores | $\% = \frac{\text{trained}}{\text{total staff}} \times 100$         | LMS, workshop tools     | TNA, coaching, evaluation         | Trainers, HR, SMEs  |
| 4.4     | Guest Service                    | Train staff in guest service, monitor quality          | Guest feedback forms, SOPs          | Guest satisfaction score                    | Survey avg  | Feedback systems        | Service audits, guest survey      | Frontline staff, QA |
| 4.5     | Staff Facilities & Services      | Provide staff amenities, rest areas, uniforms          | Facilities log, maintenance records | Facility availability; utilization rate     | $\% \text{ used/available}$   | Facility mgmt tools     | Facility inspection               | Maintenance, HR     |
| 4.6     | Subcontracted Services           | Manage, monitor subcontractor services                 | Subcontract agreements, compliance  | Compliance rate                             | $\% \text{ in compliance}$  | Audit tools             | Contract mgmt, audits             | Procurement, legal  |

|       |                      |   |                                   |                                    |                 |                     |                     |                      |
|-------|----------------------|---|-----------------------------------|------------------------------------|-----------------|---------------------|---------------------|----------------------|
|       |                      |   | e logs                            |                                    |                 |                     |                     |                      |
| 4.7   | Concessionaires      | Document/define concession relationships      | Contracts, agreements             | # Concessionaires managed          | Count           | Contract system     | Relationship mgmt   | Legal, ops           |
| 5.1   | Info & Communication | Provide clear info to guests (web, brochures) | Brochures, website, info sheets   | Accuracy of info, update frequency | N/A             | Web, print          | Info review, update | Marketing , comms    |
| 5.2   | Front Desk Services  | Provide check-in/out, reservations, info      | Check-in logs, res. records, SOPs | Check-in speed, complaints, errors | Avg time, count | PMS, booking engine | Process mapping     | Reception staff, IT  |
| 5.2.1 | Front Desk General   | Ensure staff are trained, systems in place    | SOPs, training logs               | % trained                          | %               | PMS, SOPs           | Audit, spot check   | Reception            |
| 5.2.2 | Reservation Service  | Respond to bookings, document, confirm        | Reservation log, confirmations    | Response time, booking accuracy    | Time, %         | Booking engine      | Booking workflow    | Reservations team    |
| 5.2.3 | Check-In Service     | Greet, verify, allocate room, info to guest   | Check-in logs, ID records         | Check-in speed, errors             | Time            | PMS                 | Check-in procedure  | Reception            |
| 5.2.4 | Check-Out/Settlement | Process payment, provide invoice, feedback    | Payment records, feedback forms   | Avg check-out time, complaints     | Time, count     | POS, PMS            | Check-out workflow  | Reception , accounts |
| 5.2.5 | Luggage Handling     | Store/return luggage securely                 | Luggage tags, storage logs        | Lost luggage rate                  | # lost/total    | Luggage room, tags  | Audit, spot check   | Concierge , security |
| 5.2.6 | VIP Services         | Document,                                     | VIP guest                         | VIP guest                          | Score           | Special amenities   | Service             | Guest                |

|       |                       |   |                                 |                                   |                    |                        |                |                    |
|-------|-----------------------|---|---------------------------------|-----------------------------------|--------------------|------------------------|----------------|--------------------|
|       |                       | deliver VIP perks (drinks, room)            | log, SOPs                       | feedback                          |                    |                        | delivery       | relations          |
| 5.3   | Accommodation         | Provide clean, safe rooms, manage amenities | Room checklist, maintenance log | Room quality score, complaints    | Survey, count      | Room mgmt, HK carts    | Inspection     | Housekeeping, eng. |
| 5.3.1 | Accommodation General | Provide essentials, safe environment        | Room inventory, safety checks   | Room readiness                    | % ready on arrival | HK supplies            | Audit          | Housekeeping       |
| 5.3.2 | Rooms                 | Equip room, change linen, ensure comfort    | Room setup checklist            | Amenities present                 | %                  | Room inventory         | Inspection     | Housekeeping       |
| 5.4   | Food & Beverage       | Provide safe, quality F&B, label allergens  | Menu, temp logs, allergy info   | Guest F&B satisfaction, incidents | Score, count       | Kitchen, F&B area      | HACCP, SOPs    | F&B, chefs         |
| 5.4.1 | F&B General           | Serve F&B per policy, hygiene standards     | Menu, SOPs                      | Hygiene score                     | Score              | F&B area, dishwashers  | Hygiene checks | F&B, QA            |
| 5.4.2 | Buffet Systems        | Safe buffet setup, food protection          | Buffet plan, cleaning logs      | Food safety incidents             | Count              | Chafers, sneeze guards | Buffet audit   | F&B team           |
| 5.4.3 | Culinary Offer        | Variety, local cuisine, document recipes    | Menu, recipe files              | Menu diversity                    | # of local dishes  | Menu mgmt              | Menu review    | Chefs              |
| 5.4.4 | Service Provision     | Timely F&B, clean tables                    | Service logs                    | Service time, table turnover      | Time               | POS                    | Service audit  | Waitstaff          |

|       |                    |   |                               |                               |               |                         |                   |                      |
|-------|--------------------|---|-------------------------------|-------------------------------|---------------|-------------------------|-------------------|----------------------|
| 5.4.5 | Kitchen Facilities | Clean, safe, equipped kitchen                     | Equip checklist, cleaning log | Facility readiness            | % ready       | Kitchen equipment       | Inspection        | Eng., kitchen        |
| 5.5   | Ancillary Services | Provide pools, spa, gym, etc. safely              | Ancillary service logs        | Facility usage, incidents     | Count         | Spa, pool equipment     | Inspection        | Lifeguard, spa staff |
| 5.5.1 | Ancillary General  | Maintain, clean, supply ancillary areas           | Facility logs                 | Cleanliness score             | Score         | Spa/pool                | Inspection        | HK, spa/pool staff   |
| 5.5.2 | Pools              | Clean, safe pool ops (test water, safety)         | Pool test log, cleaning log   | Water quality, incidents      | Chem level, # | Test kit, safety eqpt   | Pool test, checks | Lifeguard            |
| 5.5.3 | Sauna/Spa          | Maintain sauna/spa, monitor conditions            | Sauna log, temp/humidity log  | Readiness, complaints         | Score         | Thermometers, spa eqpt  | Spa checks        | Spa staff            |
| 5.5.4 | Other Services     | Gym, salon, business ctr: safe, clean, functional | Facility log                  | Usage, incidents              | Count         | Equip                   | Audit             | Relevant staff       |
| 6     | Event Org.         | Plan, document, deliver events, meet contract     | Event contract, event order   | Event satisfaction, issues    | Score         | AV, seating, event kits | Event mgmt        | Events team          |
| 7     | Entertainment      | Deliver, document, review entertainment           | Ent. program, logs            | Guest participation, feedback | Count, score  | AV, props               | Program review    | Entertainment staff  |
| 8     | Safety & Security  | Risk assess, train, control incidents             | Risk register, incident       | # incidents, compliance rate  | Count         | Alarms, CCTV, PPE       | Drills, audit     | Safety, sec. staff   |

|     |                             |   |  |                                    |          |                       |                      |                   |
|-----|-----------------------------|---|--|------------------------------------|----------|-----------------------|----------------------|-------------------|
|     |                             |   | log                                    |                                    |          |                       |                      |                   |
| 8.1 | Safety/General              | Manage hygiene, HACCP, food safety            | Food safety plan, logs                 | HACCP compliance, incidents        | %        | HACCP kit             | Inspection, training | QA, kitchen staff |
| 8.2 | Risk/Accident Prevention    | Identify, control risks, train staff          | Risk log, training record              | # accidents, staff trained         | Count, % | Safety tools          | Drill, assessment    | Safety team       |
| 8.3 | Food Safety                 | HACCP, staff hygiene, monitor food            | Hygiene logs, temp logs                | # food incidents                   | Count    | Temp loggers, PPE     | HACCP, SOP           | Kitchen, QA       |
| 8.4 | Health Safety               | Prevent disease, first aid readiness          | Health/sa nit. logs, first aid kit log | # health incidents                 | Count    | First aid, PPE        | Audit                | Nurse, safety     |
| 8.5 | Security of People & Assets | Secure premises, access control               | Security log, visitor log              | # incidents                        | Count    | CCTV, locks           | Patrol               | Security staff    |
| 8.6 | Building/Facility Safety    | Inspect, maintain, test safety features       | Inspection log, test records           | Compliance rate                    | %        | Safety alarms         | Safety checks        | Eng., safety      |
| 8.7 | Fire Protection             | Maintain, test alarms/extinguishers           | Fire log, drill record                 | Fire drill compliance              | %        | Alarms, extinguishers | Drill, check         | Safety, eng.      |
| 8.8 | Emergency Mgmt              | Plan, train, drill emergencies                | Emergency plan, drill logs             | Drill participation, response time | %/time   | Alarms, comms         | Drills               | All staff         |
| 9   | Maintenance                 | Plan, execute preventive/reactive maintenance | Maintenance log, PM schedule           | # requests, completion time        | Time     | CMMS, tools           | PM, audit            | Eng., maintenance |
| 9.1 | Maintenance/                | Keep all assets                               | Asset                                  | % uptime                           | %        | CMMS                  | Routine check        | Eng.              |

|        |                     |   |                           |                         |       |                             |                 |             |
|--------|---------------------|---|---------------------------|-------------------------|-------|-----------------------------|-----------------|-------------|
|        | General             | in order                                  | register, work order      |                         |       |                             |                 |             |
| 9.2    | Buildings/Outdoor   | Inspect, maintain, repair grounds         | Inspection log            | # issues fixed          | Count | Gardening, tools            | Inspection      | Maintenance |
| 9.3    | Equipment           | Maintain, repair equipment                | Equip. log, repair record | MTBF, downtime          | MTBF  | Tool kit                    | Servicing       | Maintenance |
| 10     | Cleanliness         | Implement & monitor cleaning              | Cleaning logs, plans      | Cleanliness audit score | Score | HK carts, cleaning supplies | Cleaning, audit | HK staff    |
| 10.1   | Cleanliness/General | Maintain all areas clean                  | Cleaning plan             | # audits passed         | %     | Cleaning tools              | Checklist       | HK          |
| 10.2   | Cleaning Plan       | Develop, update, follow cleaning schedule | Cleaning plan, logs       | Schedule adherence      | %     | Plan                        | Inspection      | HK          |
| 10.3   | Cleaning/General    | As above                                  | Cleaning checklist        | Audit pass rate         | %     | Cleaning tools              | Spot check      | HK          |
| 10.4   | Common Areas        | Clean/inspect public spaces               | Log, checklist            | Audit pass rate         | %     | Supplies                    | Inspection      | HK          |
| 10.5   | Rooms               | Clean, restock, inspect guest rooms       | Room cleaning logs        | Guest complaints        | Count | Supplies                    | Inspection      | HK          |
| 10.5.1 | Room/General        | As above                                  | Room log                  | Cleanliness score       | Score | Cleaning                    | Checklist       | HK          |
| 10.5.2 | Occupied Rooms      | Clean, check while occupied               | Service log               | # issues                | Count | Supplies                    | Audit           | HK          |
| 10.5.3 | After Check-out     | Deep clean after guest departs            | Log                       | Room readiness          | %     | Supplies                    | Inspection      | HK          |

|        |                               |                                     |                              |                         |            |                     |                |                   |
|--------|-------------------------------|-------------------------------------|------------------------------|-------------------------|------------|---------------------|----------------|-------------------|
| 10.5.4 | Deep Cleaning                 | Schedule & perform deep cleaning    | Deep clean log               | # completed             | Count      | Supplies            | SOP            | HK                |
| 10.6   | Linen/Laundry                 | Ensure linen is cleaned & available | Laundry log, vendor record   | Lost linen rate, # sets | %          | Laundry, linen room | Inventory      | HK, laundry staff |
| 11     | Supply Mgmt                   | Ensure adequate supplies for ops    | Inventory log, order records | Stockouts, reorder freq | Count      | Inventory system    | Stock check    | Procurement       |
| 12     | Guest Satisfaction/F feedback | Collect, analyze guest feedback     | Survey results, review log   | Satisfaction score, NPS | Survey avg | Survey tools        | Survey, review | FO, mgmt          |

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**Legend:**

- **HK:** Housekeeping
- **FO:** Front Office
- **PM:** Preventive Maintenance
- **CMMS:** Computerized Maintenance Management System
- **QA:** Quality Assurance
- **SMEs:** Subject Matter Experts
- **SOP:** Standard Operating Procedure
- **LMS:** Learning Management System
- **PMS:** Property Management System

**Disclaimer:**

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