

Hotel Stewardship Report Playbook



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I. Client Information

1. Client Name:	
2. Contact:	
3. Contact Number:	
4. Email:	
5. Business Description:	
6. Current Policies:	

II. Industry Trends

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III. Loss History

IV. Risk Profile Assessment

Operational Risks:

Property Risks:

Liability Risks:

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Cyber Risks:

V. Risk Improvement Recommendations

Safety Protocols:

Property Maintenance:

Security Measures:

Cyber Security:

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VI. Coverage Review

VII. Market Strategy for Renewal

VIII. Renewal Proposal

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IX. Timeline

Carrier submissions:	
Carrier quotations:	
Proposal to client:	
Finalize renewal:	

X. Service Plan



Hotel Renewal Risk Assessment:

1. Client Information:

1. Have there been any major renovations or expansions in the hotel this year?
2. Are there new services or amenities introduced, like a gym, spa, or a new restaurant?
3. Have you employed new property management or booking software?
4. Any changes in the management or key personnel?
5. Plans for further expansion or opening new branches?

2. Business Operations:

1. Has there been a significant increase or decrease in guest occupancy rates?
2. Any changes in your vendor or supplier agreements, especially food and beverage suppliers?
3. Do you run seasonal or special event promotions that could attract larger crowds?
4. Has there been a change in your shuttle service operations or vehicle count?
5. Were there partnerships with any travel agencies or booking platforms?



3. Risk Management:

3. Were there any significant incidents or complaints from guests this past year?
4. How frequently are safety drills or emergency evacuations practiced?
5. Are there periodic health and sanitation checks, especially in the spa, pool, and dining areas?
6. What measures are taken for guest safety, especially in common areas like pools, gyms, and spas?
7. How is guest data and payment information secured in your systems?

4. Insurance Coverage:

1. Were there instances where claims were not covered adequately by existing policies?
2. Given the diverse operations, do you feel your current liability coverage is sufficient?
3. Are there any additional endorsements or coverages you're considering, such as Liquor Liability if alcohol is served?



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5. Service Experience:

1. How satisfactory have our services been for you in the past year?
2. Are there areas where you feel there's room for improvement in our service?
3. How can we offer more value in our partnership in the upcoming year?