



SHIP OR SITE INSPECTION CHECKLIST & NOTE TAKING GUIDE

Here are the topics we recommend covering during a ship or site inspection. Be sure to take lots of photos, videos, and notes. Ask for copies of the menus and daily programs where available or take photos of them if printed/take home copies are not an option.

ARRIVAL/CHECK-IN

How close is the port/resort to the city's airport(s)?

Where is the parking and how much does it cost?

Can you pre-reserve parking?

How is luggage handled? Is there porter service?

How is the check-in process? Is it organized and efficient?

How many check-in stations are there?

How long are the lines, if any, to check in?

Is the waiting area covered and air conditioned/climate controlled?

Are there enough seats in the waiting area?

Are there bathrooms in the waiting/check-in area?

Is the staff friendly?

What is the time from curb to ship/room?

Is there Wi-Fi at the port/check-in area?

STATEROOM/GUEST ROOM

How big is the room?

Is it a connecting room?

Is there a window?

Is there a balcony?

If there is a balcony, is it furnished?

How is the view from the balcony? Are there any obstructions?

What floor/deck is the room on?

Is there an elevator to that floor/deck?

Is there room to store luggage? If so, how many pieces?

Can luggage be stored under the bed?

What is the bedding configuration?

Are there additional sleeping areas besides the main bed, such as murphy beds or uppers?

How many people will the room accommodate?

Does the room have climate control?

Does it feel cool, warm, or just right?

How is the lighting in the room?

Are there plugs by the bed? On one side or both?

Can you hear noise from the hallway or other rooms?

Is the room spacious or cramped?

How big is the bathroom?

Does it have a single or double vanity?

Is there ample storage in the bathroom?

Is there a tub? A shower?

Is the shower walk-in or do you have to step up/in?

Would the room be able to accommodate a person with special needs, such as a walker or wheelchair?

GENERAL LAYOUT

Is the ship/resort easy to navigate or confusing?

Is there signage to help you find key locations?

How many elevators are there? Are they large or small?

How long is the wait for an elevator?

Are there stairs? Are they easy to navigate?

Are directions clearly marked, such as exits, elevators, forward, aft, and so on?

Are there designated smoking areas?

Are the smoking areas too close to other features or attractions?

How many pools are there? Are they heated? Salt water or fresh water?

Are there hot tubs? If so, how many? Test the water – how hot is it?

Do the hot tubs and/or pools have lifts for those with special needs?

Is getting in and out of the pools and tubs easy? Are stairs required?

Is there a casino? If so, what kinds of games are offered? Slots? Table games?

How many bars are there? If possible, get photos of the menus.

How many entertainment venues are there? What types of shows are presented? Ask for a copy of the schedule if available.

FOOD

How many restaurants are there? Are they complimentary or an additional charge? If so, how much? Get photos of menus where possible.

Is there a buffet?

How much variety is there on the buffet and on the menus?

Are the chefs able to accommodate dietary restrictions?

Does the food look and taste good?

Do the menu descriptions match the actual plated dish?

How large are the portion sizes?

Are there plenty of tables?

Is there a variety of table sizes?

Is the dining room bright or dark?

Is the dining area noisy?

Is the seating comfortable?

Do they have chairs without arms for larger sized customers?

How is the service?

How long did your meal take from start to finish?

Did you feel relaxed or rushed?

How was the service? Did the waiters get your order right?

Was the staff responsive to requests? Did you feel they created a memorable experience?

Are there bathrooms near the dining room? Are they clean?

DEMOGRAPHICS

Who is the target for this ship/resort?

What age range would enjoy this experience?

Are kids allowed? If so, did you see many?

What is the “vibe” of the ship/resort? Relaxed, energetic?

What is the dress code onboard?

Is the ship/cruise line/resort known for anything special?

Do people appear to be happy and enjoying their vacation?

NOTES
