

## VENUE

### OPERATIONS AUDIT CHECKLIST

AUDITOR NAME: \_\_\_\_\_ Date: \_\_\_\_\_

## VENUE LEADERSHIP DAILY P.O.W.E.R. WALK

### PROPERTY CHECK *(Evaluating safety, cleanliness & efficiency of operations)*

1	Walking surfaces are well-maintained and free of trash, debris, standing water, or any foreign substances.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
2	Restrooms are clean and sanitary: free of unpleasant odors, trash, debris, and clutter.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
3	All areas of the facility accessible to patrons are clean, free of trash, debris, or any foreign substances.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
4	Staffing levels for event staff employees (security, ushers, ticket takers, escalator attendants) is appropriate.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
5	Staffing levels at food and merchandise outlets are appropriate based on acceptable wait times (i.e. the proper number of service staff/stations during peak service hours vs. over-staffing during slow times).	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

### OBSERVE EMPLOYEE ACTIVITIES *(Daily evaluation of employee performance)*

1	Employees are wearing uniforms in accordance with the venue's policies and are clean and professional in appearance.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
2	Employees demonstrate mature and professional behavior that does not compromise patron or employee safety.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
3	Employees maintain constant vigilance on their area(s) of responsibility. Venue employees are not distracted, not using personal cell phones or involved in extended conversations with other employees or patrons that is not work related.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
4	Supervisors are vigilant and observed actively coaching employees when appropriate.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

### WELL-BEING CHECKUP WITH EMPLOYEES *(Set the context of human care)*

1	When appropriate, brief one-on-one informal encounters with employees are performed throughout the day.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
2	When appropriate, one-on-one, in-office meetings are scheduled.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

### ENCOUNTER WITH A GUEST *(Seek honest and unbiased opinion of guest experience)*

1	When appropriate, brief encounters with guests are performed throughout the day.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
2	Secrete shopper surveys are performed in accordance with venue policies and procedures.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

### RECOGNIZE AND REWARD EXCELLENCE *(Catch employees doing good)*

1	Based on employee observations, specific and sincere praise is given when an employee demonstrates outstanding performance.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
2	Employee performance is documented for future additional recognition considerations.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

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P.O.W.E.R. Walk Notes:

\_\_\_\_\_  
**Auditor Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Auditor Name Printed**