

Quest MV1 - Operational Standards

Guidance Notes



Module Outcomes:
<ul style="list-style-type: none"> • Cleanliness and presentation of key areas (reception, changing, activity spaces) • Working conditions of equipment and facilities • Safety and maintenance standards are visible to customers • Customer-facing communication on rules, safety, and conduct • General ambience and professionalism of the facility environment.

Mystery Visit					
Challenge:	Yes	Partial	No	N/A	Not Tested
Was it easy to park, and if applicable, were payment methods easy to use?	Parking was easy to find and use. Payment, if needed, was simple.	Some parts were fine, but there were problems. e.g., spaces available but poorly signposted, or payment worked but was slow or complicated.	Parking was hard to find or use. Payment was confusing or didn't work. e.g., unclear parking bays, broken ticket machines.	There is no car park at this site.	
Was the car park well-lit and maintained?	The car park has good lighting and is clean, safe, and in good condition.	Some areas are fine, but there are problems. e.g., some lights working but others not, or minor damage in some areas.	The car park is poorly lit, unsafe, or not looked after. e.g., broken lights, potholes, or debris.	There is no car park at this site.	

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Was the car park clean and litter-free?	The car park is clean with no visible litter or mess.	Mostly clean, but some litter or mess was noticed in parts of the car park.	The car park is dirty. e.g., litter, overflowing bins, or rubbish scattered around.	There is no car park at this site.	
Was the reception area welcoming, clean and professional in layout?	Reception is clean, tidy, and well-presented. The layout is organised, welcoming, and reflects a professional standard.	Some aspects are clean/professional, but others are lacking. e.g., clean but cluttered, or a professional layout but dusty.	The reception is unclean, cluttered, or poorly maintained. The layout is confusing, unwelcoming, or looks unprofessional.		
Was access controlled at reception?	Access control is functioning as intended. e.g., barriers, turnstiles, entry systems. Staff are managing access appropriately. e.g., quick response, clear process).		Access control is not working or is not being used properly. e.g. Broken equipment, bypassed entry, or no monitoring.		

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Was access control operational throughout the facility?	<p>Access control is functioning as intended (e.g. barriers, turnstiles, entry systems).</p> <p>Staff are managing access appropriately. (e.g. quick response, clear process).</p>		<p>Access control is not working in one or more areas or is not in place where expected.</p> <p>e.g. Propped-open doors, faulty locks, or unmonitored zones.</p>		
Was directional signage clear and consistent?	<p>Signage is easy to read, well-placed, and consistent in style.</p> <p>Helps users navigate the facility confidently.</p> <p>e.g., multilingual signs, good visibility.</p>	Some signs are clear, but others are unclear or inconsistent.	<p>Signs are missing, confusing, or hard to see.</p> <p>e.g., inconsistent symbols or blocked signs.</p>		
Was health and safety signage visible and up to date?	<p>Signs are clear, visible, and current.</p> <p>No signs are missing or out of date.</p> <p>e.g., fire exits, wet floor, and first aid are clearly visible and current.</p>		<p>Signs are missing, hidden, unclear, or outdated.</p> <p>e.g., broken fire exit signs, faded hazard warnings.</p>		

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Was appropriate user guidance displayed for the sauna, steam room and spa?	<p>Clear guidance is displayed.</p> <p>e.g., safety rules, time limits, health warnings, and how to use the facilities.</p>		<p>No guidance is displayed, or key information is missing,</p> <p>e.g., no safety rules or incorrect usage instructions.</p>	<p>There is no sauna, steam room, or spa at this site.</p>	<p>The guidance could not be checked during the visit.</p>
Was the building interior in good condition (walls, ceilings, flooring)?	<p>Walls, ceilings, and floors are clean, intact, and well-maintained. No visible damage, stains, or wear.</p>	<p>Some parts are in good condition; others show signs of damage or wear.</p> <p>e.g. new flooring but damaged ceiling tiles.</p>	<p>Significant damage, stains, or deterioration in any area.</p> <p>e.g. Cracked walls, leaking ceilings, worn flooring.</p>		
Was the building exterior in good condition (e.g. bin stores, walls, signage, planters, doors and windows)?	<p>The exterior is well cared for, safe, and in good condition.</p> <p>e.g., clean walls, tidy bin stores, maintained planters, good signage, and intact doors/windows).</p>	<p>Some areas are fine, but others have issues.</p> <p>e.g., clean walls but damaged doors, tidy planters but broken signage.</p>	<p>The exterior is poorly maintained, damaged, or looks unsafe.</p> <p>e.g., broken doors, peeling paint, overgrown planters, or broken signage.</p>		

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Were housekeeping and cleaning standards good throughout the general circulation areas?	<p>The general circulation is clean, tidy, and well-maintained in all areas.</p> <p>No clutter, obstructions, or cleanliness issues observed.</p>	<p>Some areas are well-kept, but others show poor housekeeping.</p> <p>e.g., clean gym, but messy storeroom.</p>	<p>The facility is generally untidy, cluttered, or poorly maintained.</p> <p>e.g., rubbish, spills, or items blocking walkways.</p>		
Was customer information easily available and well presented, inside and, where applicable, outside the facility.	<p>Information is easy to find, clear, and well displayed.</p> <p>e.g., opening times, pricing, and rules.</p>	<p>Some information is clear and well presented, but other key information is missing or hard to see.</p>	<p>Information is hard to find, unclear, missing, or poorly presented.</p> <p>e.g., unreadable posters, missing leaflets, outdated info.</p>		
Were the changing rooms and toilets clean, well-maintained, and provided with provisions?	<p>Facilities are clean, in good condition, and have the necessary provisions.</p> <p>e.g., soap, paper towels, toilet paper, bins).</p>	<p>Some areas are fine, but others have issues.</p> <p>e.g., clean toilets but broken doors, or soap and paper towels are missing in some areas.</p>	<p>Facilities are dirty, damaged, or missing key provisions.</p> <p>e.g., broken sinks, no toilet paper, overflowing bins.</p>	<p>Changing rooms or toilets are not present at this site.</p>	<p>Facilities could not be checked during the visit.</p>

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Was the gym visibly clean, tidy and well-maintained?	The gym is clean, tidy, and in good condition. e.g., floors swept, equipment working, no broken machines, and no clutter.	Some areas are fine, but others have problems. e.g., clean floors but some broken machines, or equipment tidy but dusty.	The gym is dirty, untidy, or poorly maintained. e.g., dusty floors, broken equipment, scattered weights, or overflowing bins.	There is no gym at this site.	The gym area was neither accessible nor observed during the visit.
Was the gym equipment positioned to avoid hazards?	Equipment is arranged safely, with enough space between machines, no tripping hazards, and all equipment is stable and secure.		The equipment is arranged unsafely. e.g., machines too close together, cables or weights creating tripping hazards, or unstable equipment.	There is no gym at this site.	The gym area was neither accessible nor observed during the visit.
Was the swimming pool area visibly clean, tidy and well-maintained?	The pool area is clean and tidy. e.g., water clear, poolside free of debris, loungers and furniture in good condition, no slippery surfaces.	Some areas are fine, but others have issues. e.g., clear water but poolside cluttered, or furniture in good condition but litter present.	The pool area is dirty, untidy, or poorly maintained. e.g., dirty water, litter, broken furniture, slippery or unsafe surfaces.	There is no swimming at this site.	The swimming pool area was neither accessible nor observed during the visit.

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Was equipment stored safely when not in use?	All equipment is stored securely and safely, preventing hazards or obstruction.	Some equipment is stored safely, but other items are not.	Equipment is left out unsafely or stored in a way that creates hazards.		Could not assess equipment storage during the visit.
Were chemicals stored safely and not left unsupervised?	Chemicals are securely stored and never left unattended or accessible. No chemicals were seen during the visit.		Chemicals are improperly stored or left unsupervised.		
Was health and safety well managed during the visit?	Health and safety was actively managed. e.g., staff following procedures, clear hazard warnings, first aid and emergency equipment in place.	Some measures were managed well, but others were not. e.g., some hazards addressed but others left unattended, or emergency procedures only partially followed.	Health and safety was poorly managed. e.g., hazards ignored, no staff oversight, blocked fire exits, or missing emergency equipment.		
Were temperatures appropriate for the activity type?	Temperatures are comfortable and suitable for the specific activities taking place. No complaints or signs of discomfort observed.		Temperatures are too hot, too cold, or otherwise unsuitable for the activity.		

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Were lights turned off in unused activity areas?	Lights are off in all areas that are not in use. e.g., empty rooms, corridors, or courts.		Lights are left on in unused areas. e.g., empty rooms with lights still on, wasting energy.		No unused areas were observed, and all areas were in use during the visit.
Was lighting suitable for the space and activity?	Lighting is adequate, well-distributed, and fits the needs of the space and activity. No areas appear too dark or glaring.		Lighting is insufficient, too harsh, or inappropriate for the activity or space.		
Were waste and recycling bins available and well managed?	Waste and recycling bins are present and accessible in appropriate locations. e.g., recycling bins separated by type, general waste collected daily.	Some bins are managed well, but others have issues. e.g., some bins are emptied regularly while others are overflowing, or some bins are labelled correctly while others are not.	Waste or recycling bins are missing or not easily accessible. e.g., no recycling bin, overflowing rubbish, or dirty/ damaged bins.		

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Was the Display Energy Certificate valid and clearly displayed?	A valid A3 (colour) Display Energy Certificate (DEC) is clearly visible and up to date.		DEC is missing, not clearly displayed, not A3, or out of date.	DEC is not required for this facility.	
Was environmental sustainability promoted online or on social media in the last three months?	Sustainability initiatives have been actively promoted online or on social media. e.g., posts about recycling programs, energy-saving measures, or community green initiatives.	Some promotion exists, but it is limited. e.g., one post about sustainability, or promotion only on one platform.	No sustainability promotions are visible. e.g., no posts, updates, or information on environmental initiatives in the last three months.		Online or social media activity could not be checked during the visit.
Were sustainability messages visible inside the facility?	Sustainability messages (posters, signs, displays) are clearly visible throughout the facility.		No visible sustainability messages inside the facility.		

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Can customers easily get to the facility without driving?	Customers can easily reach the facility by walking, cycling, or public transport. e.g., nearby bus stops, bike racks, safe pedestrian access.		Access is difficult without a car. e.g., no nearby public transport, unsafe walking routes, or no bike facilities.		
Was the café clean, tidy and well-maintained?	The café is clean and tidy. e.g., tables and floors were clean, chairs in good condition, counters and serving areas well-maintained.	Some areas are fine, but others have issues. e.g., clean tables but dirty floors, or maintained counters but broken chairs.	The café is dirty and poorly maintained. e.g., littered tables, sticky floors, broken chairs, or damaged counters.	There is no café at this site.	The café could not be checked during the visit.
Was the food hygiene rating clearly displayed?	It was easy to read and locate.	Information was displayed, but it was small and difficult to locate.	No information was seen.	There is no café at this site.	The café could not be checked during the visit.
Was allergen information clearly displayed?	It was easy to read and locate.	Information was displayed, but it was small and difficult to locate.	No information was seen.	There is no café at this site.	The café could not be checked during the visit.