

Internal Sustainability Pulse Survey.



HOTEL LEADERSHIP EDITION – TRIPLE BOTTOM LINE FRAMEWORK

Share this survey with your key department heads (housekeeping, maintenance, front office, procurement, etc.). The insights gathered are designed to spark discussion and help identify both quick wins and areas that addressing. Use the responses to guide your next quarterly strategy session and set clear, practical sustainability priorities.

ENVIRONMENTAL SUSTAINABILITY

- ☐ Do we currently track energy usage per occupied room?
- ☐ Do we have initiatives in place to reduce water consumption (e.g. low-flow taps, towel reuse)?
- ☐ How would you rate our waste separation and recycling practices?
- ☐ Are we using any eco-certified products (e.g. DreamGreen, biodegradable amenities)?
- ☐ Do guests receive visible communication about our environmental efforts?

SOCIAL SUSTAINABILITY

- ☐ Do we regularly provide training for team members (e.g. safety, service, sustainability)?
- ☐ Does our hotel partner with local suppliers or community initiatives?
- ☐ Do staff feel they have the tools and time to do their job well?
- ☐ Are staff turnover rates tracked and reviewed regularly?
- ☐ Do we have clear policies in place for ethical procurement and fair work practices?

ECONOMIC SUSTAINABILITY

- ☐ Do we track the cost and lifespan of key products (e.g. mattresses, linen, equipment)?
- ☐ Do we prioritise commercial-grade, fit-for-purpose products over retail alternatives?
- ☐ Are budget decisions evaluated not just on price, but on long-term value?
- ☐ Do we have performance data to back our procurement choices (e.g. ROI, complaint reduction)?
- ☐ Is sustainability integrated into budgeting or capital expenditure decisions?

Optional Scoring Guide:

For each section, count the number of 'Yes' or 'Always' responses. Use this as a discussion starter and to identify both quick wins and areas that addressing.