



Checklist: Assess Your Hotel's Elevator Infrastructure

A practical takeaway to help you identify hidden risk before it impacts guests, operations, and revenue.

Use this checklist to quickly assess whether your property is managing elevator risk proactively — or reacting after issues arise.

Guest Experience & Operations *Check all that apply*

- Guests regularly experience elevator delays during peak periods
- Elevator outages disrupt housekeeping or room service
- Elevator issues appear in guest reviews or satisfaction surveys
- Staff are required to manage elevator workarounds or complaints

If you checked two or more: Elevator reliability is already affecting guest perception and operations.

System Age & Reliability *Check all that apply*

- One or more elevators are 20 years old or older
- Service calls exceed four per elevator per year
- Repairs take longer than they used to
- Downtime is becoming less predictable

If you checked any: Your system is operating in a higher risk phase of its lifecycle.

Parts Availability & Downtime Risk *Check all that apply*

- Replacement parts have extended lead times
- Repairs require after hours or overtime labor
- Contractors cite “obsolete” parts after failures occur
- No critical spare parts are stored on site

If you checked any: You are exposed to longer outages and premium repair costs.

Maintenance Contract Red Flags *Check all that apply*

- Contract auto renews unless canceled within a narrow timeframe
- Maintenance frequency is described as “as needed” or “periodic”
- Response times are not clearly defined
- Critical components are excluded from parts coverage
- Annual price increases are uncapped or unclear

If you checked any: You are exposed to longer outages and premium repair costs.

Preventive Maintenance Oversight *Check all that apply*

- You rely solely on contractor reports
- No independent audits have been performed
- You lack visibility into actual preventive work performed
- Deferred maintenance is not formally tracked

If you checked any: Reliability issues may already be developing out of view.

Quick Risk Snapshot

- 0-3 checks: Low risk – continue monitoring
- 4-8 checks: Moderate risk – planning and contract review recommended
- 9+ checks: High risk – proactive intervention advised

Bottom Line

Elevators quietly shape guest experience, staff efficiency, and property value. Identifying risk early gives owners control over cost, timing, and outcomes.

Take control of elevator risk before it leads to disruption. A short discovery call with VDA's experts can help clarify where risk exists, and what steps make sense next.

[Schedule a Call](#)

This is not a comprehensive checklist for all vertical transportation evaluation considerations and is meant to be informational only.