WORKSHEET 4.6

Audit the Celebration Live

Subchapter 4.6 · case in the book: Bellagio

If the certification body's auditor visited your hotel on a Tuesday in February, with no event running, what could he actually see of your system? And would you be ready to have him in the building on your busiest Saturday until midnight, without a single guest noticing?

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
Cooling the hall: On Monday Sala ordered two mobile air-conditioning units for the hall and a simple ventilation plan, so that keeping the doors closed no longer depended on a server's judgement in the heat.		
A line in every wedding order: From the next wedding, Monti added one line to every banquet event order: ventilate through the courtyard windows before eleven; after eleven, terrace doors only for passing through.		
The night porter's check: The porter received a copy of the order and was asked to note the state of the terrace doors at midnight at every wedding in July and August.		
Lessons with a date: Every lessons note now names the event order in which the lesson will appear and the date by which it must. The October management review receives the record of what was carried over, not the first notice of it.		

These steps are the book's method, not requirements of ISO 20121. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property's own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What is commonly believed	What actually holds	Our position
The wedding audited is the wedding certified	No. An event cannot be declared conforming or certified, only the system (A.2, guidance)	
An audit without a live event is invalid	Only partially true. The date is agreed between body and hotel; without an event, control by criteria (8.1) stays largely unseen	
Hotels learn lessons from their big events	No. Lessons are identified from each event and, where applicable, fed into future planning (9.1 c)	

What is commonly believed	What actually holds	Our position
The couple's own suppliers are outside the audit	Only partially true. Externally provided processes are controlled (8.1); interfaces and influenceable impacts are evaluated (6.1.2)	
Any quality auditor can audit a wedding	No. ISO/IEC TS 17021-4 sets its own competence requirements for event-system auditors	
A video audit replaces the visit	No. IAF MD 4:2025 governs ICT use; ISO 19011:2026 expands remote guidance. What no camera sees stays unaudited	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Choosing a quiet day for stage 2, so that the auditor sees forms and no system.		
Not asking the client, whose event it is.		
Staging a showcase evening with extra staff.		
Ending the audit at eleven, before breakdown, empties and transport.		
Offering guests as witnesses when the hotel has its own records.		
Letting lessons wait for the management review while the next event repeats the criterion.		
Treating the couple's suppliers as outside the system.		
Assuming a video session can replace the visit to the courtyard.		

Operative synthesis

- **Does part of our stage 2 fall on a day with a typical event?: Control by criteria is visible only while events run**
- **Have we asked the client in writing and recorded the conditions?: The event belongs to the client**
- **Do written rules cover guests, photographs and routes?: Guests are not the object of the audit**
- **Is a contact named until breakdown ends?: The night belongs to the event**
- **Does the hotel work that day with its normal roster?: A staged evening shows only what extra staff can do**
- **Is every lesson from earlier events dated into the next event order?: Clause 9.1 c) requires applicable lessons to reach planning**
- **Act on immediately. Check that every lesson from this season's events appears, with a date, in a later event order. Name a contact for the hours after the programme ends.**

- **Plan for. At stage 1, propose a typical event day for stage 2, ask the client in writing and write half a page of rules for the auditor's conduct and safety.**
- **Monitor going forward. Keep the night round sheet as evidence, review it after each event, and place internal audits on event days as well (3.7).**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 8b «The Lens», subchapter 4.6. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 20121, ISO 19011 or ISO/IEC 17021-1. It is not legal advice: the law that applies is that of the place where the property operates.