



GRADING CRITERIA FOR LODGES

A lodge is defined as an accommodation establishment with fully serviced or self-catering facilities situated within a protected area and/or private game farm that has outdoor activities. The outdoor activities may include but not limited to game drives, fishing, boat drives, photographic and hunting safaris, wildlife safaris, rock/hill climbing, horse riding, etc. Most lodge sites have management plans and carrying capacities hence the number of their rooms is dependent on the carrying capacity of each site.

DETERMINING THE STAR RATING

All applications from establishments applying for grading will need to comply with the following to be eligible for a specific star rating:

- Compliance to minimum entrance requirements.
- Compliance to differential grading requirements.
Note: Detailed information on both the scheme entrance requirements and differential grading requirements are provided in Botswana's standards documents available for tented camps accommodation.
- The overall percentage score required for a specific grading band must be achieved in ;
 - **Facility Criteria**
This measures the cleanliness, quality, condition, adequacy and comfort in all areas.
 - **Hospitality Criteria**
This measures the range, proficiency and consistency of all guest services.
 - **Responsible Tourism Criteria**
This measures the properties level of success in implementing both sustainable and responsible tourism practices.
 - **Best Practice Criteria**
This measurement is applied against properties applying for a 3, 4 or 5 star rating and determines the level of excellence in implementing best practices.

All grading criteria have been developed to meet guest expectations for a specific star rating. Due to the increased emphasis placed by guests on key facilities or services, an internal weighting is applied to strengthen the consumer driven principle which underpins the criteria evaluation.

The individual nature and style / modus operandi of each establishment is taken into account for the criteria assessment. Where a facility or service is not provided, or specified as a grading requirement, it will not be assessed or form part of the overall rating / percentage.

The Grading Assessor thus awards a rating based on:

- Whether the criteria is relevant to the establishment.

- According to the most closely matched descriptive content as specified in the grading criteria e.g. from unacceptable to outstanding.
- According to the level of compliance, a high or low rating is applied for all scores between Acceptable and Outstanding.

The score for each criterion is defined as follows:

GLOSSARY

The below phrases are used to signify ascending levels of quality and condition:

- Outstanding
- Excellent
- Very Good
- Good
- Acceptable
- Unacceptable

Star	Quality/Condition Indicators	Description	Assessment Scores
5	Outstanding	Consistently exceeds excellence across all areas of operation.	High 10 Low 9
4	Excellent	Consistently achieves high quality levels with a wide range of facilities and services	High 8 Low 7
3	Very Good	Provides a range of facilities and services and achieves good to very good quality standard	High 6 Low 5
2	Good	Exceeds customers' minimum requirements with some additional facilities and services	High 4 Low 3
1	Acceptable	Meets customer's minimum requirements. Basic, clean, and comfortable accommodation	High 2 Low 1
Ungraded	Unacceptable	Does not meet customer's expectations. Unacceptable	

		standards of condition, cleanliness, quality or hospitality	0
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Required overall score for each grading band

5-Star

Facility Criteria	91% - 100%
Hospitality Criteria	91% - 100%
Best Practice Criteria	50%
Responsible Tourism Criteria	60%

4-Star

Facility Criteria	72% - 90%
Hospitality Criteria	72% - 90%%
Best Practice Criteria	40 %
Responsible Tourism Criteria	60%

3-Star

Facility Criteria	51% - 71%
Hospitality Criteria	51% - 71%
Best Practice Criteria	30 %
Responsible Tourism Criteria	60%

2-Star

Facility Criteria	31%- 50%
Hospitality Criteria	31%- 50%
Responsible Tourism Criteria	60%

1-Star

Facility Criteria	20% - 30%
Hospitality Criteria	20% - 30%
Responsible Tourism Criteria	60%

GRADING CRITERIA /QUALITY INDICATORS FOR LODGES

BUILDING EXTERIOR	Acceptable	Good	Very Good	Excellent	Outstanding
Appearance of structures <i>(Areas to be considered include building structure, lighting, building signage, building architectural features. Location, nature and theme of the establishment needs to be taken into consideration)</i>	Exterior Structure: General impression of exterior to be of an acceptable quality in terms of overall standards of design and condition. No structural defects, but may have elements of natural weathering. Well maintained paintwork, windows, doors, fascia boards, external lighting. <i>(where applicable)</i> Building Signage Acceptable visible and clearly illuminated signage or reflective signage.	Exterior Structure: General impression of exterior to be of a good quality in terms of overall standards of design and condition. No structural defects, but may have elements of natural weathering. Well maintained paintwork, windows, doors, fascia boards, external lighting, guttering. <i>(where applicable)</i> Building Signage Good visible and clearly illuminated signage or reflective signage.	Exterior Structure: General impression of exterior to be of a very good quality in terms of overall standards of design and condition. No structural defects, but may have elements of natural weathering but evidence of an on-going preventative maintenance programme should be in place. Well maintained paintwork, windows, doors, fascia boards, external lighting. <i>(where applicable)</i> Some additional external features to enhance appearance Building Signage Very good visible and clearly illuminated signage or reflective signage	Exterior Structure: General impression of exterior to be of an excellent quality in terms of overall standards of design and condition. For new buildings – Absence of weathering, Fresh highly maintained paintwork, windows, doors, fascia boards, external lighting, guttering. <i>(where applicable)</i> For buildings of three years plus – No stains, well-maintained paintwork. Visible outbuildings or annexes to be of a similar standard. The architectural features (ironwork, mosaics, mouldings etc.) should be in harmony with the theme of the establishment. Building Signage Excellent quality, visible and clearly illuminated	Exterior Structure: General impression of exterior to be of an outstanding quality in terms of overall standards of design and condition. For new buildings – Absence of weathering, Fresh highly maintained paintwork, windows, doors, fascia boards, external lighting, guttering that contribute towards a sense of luxury. <i>(where applicable)</i> For buildings of three years plus - No stains, well-maintained paintwork. Visible outbuildings or annexes to be of a similar standard. The architectural features (ironwork, mosaics, moldings etc.) should be in harmony with the theme of the establishment. Building Signage Outstanding quality, visible and clearly illuminated

				signage or reflective signage	signage or reflective signage
Best Practice Criteria:					Tick Sheet:
<ul style="list-style-type: none"> The establishments name clearly visible to guests arriving at the lodge 					
<ul style="list-style-type: none"> Individual decks with covered area and outdoor furniture provided for each unit. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
GROUND AND GARDENS <i>(Where applicable)</i>	<p>An adequate first impression.</p> <p>Some landscaping shall be done and well maintained, in conformity with the immediate environs. (e.g. indigenous plant materials).</p> <p>Where appropriate, safe side raised deck railings should be provided and well maintained.</p> <p>Tidy and well-lit pathways.</p>	<p>Evidence of more effort made to make grounds more attractive and tidy and litter free.</p> <p>Some landscaping shall be done and well maintained, in conformity with the immediate environs. (e.g. indigenous plant materials)</p> <p>Where appropriate, safe side raised deck railings should be provided and well maintained.</p> <p>Pathways well lit and without trip hazards.</p>	<p>Well maintained and tidy overall appearance of grounds and walkways etc.</p> <p>Professional landscaping shall be done and well maintained, in conformity with the immediate environs. (e.g. indigenous plant materials).</p> <p>Where appropriate, safe side raised deck railings should be provided and well maintained.</p> <p>Pathways well lit and without trip hazards.</p>	<p>A systematic programme of maintenance – well tended grounds or an attractive natural environment.</p> <p>Well-maintained pathways and entrance.</p> <p>Where appropriate, safe side raised deck railings should be provided and well maintained.</p> <p>Pathways well lit and without trip hazards.</p> <p>Structure should be in harmony with natural environment</p> <p>Use of safe side railings should be provided where appropriate</p>	<p>A systematic programme of maintenance.</p> <p>An “attractive” natural environment.</p> <p>Outstanding maintained swimming pool with evidence of a systematic programme of maintenance and disinfection, e.g. pool salts</p> <p>Tidy pathways and edges;</p> <p>Excellent, well positioned lighting.</p> <p>Structure should be in harmony with natural environment</p> <p>Use of safe side railings should be provided where appropriate</p>
Best Practice Criterions:					Tick Sheet:
<ul style="list-style-type: none"> Outdoor deck with swimming pool and loungers provided. 					
<ul style="list-style-type: none"> Indigenous landscaping preferable. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Parking / Driveways / Parking Signage / Points of Entry <i>(dependent on geographic location of the facility) where applicable</i>	<p>Adequate, marked and safe parking space with clear signage.</p> <p>Well maintained driveways.</p>	<p>Adequate, organised parking in a secure environment.</p> <p>Clear parking signage.</p> <p>Good lighting between parking area and accommodation.</p>	<p>Organised, secure parking close to accommodation.</p> <p>Very good lighting between parking area and accommodation.</p>	<p>Sufficient, organised parking bays in a secure environment.</p> <p>Excellent external security lighting.</p> <p>Shades blending well with the overall exterior features.</p> <p>Shading material in excellent condition.</p>	<p>Outstanding organised parking bays in a secure environment.</p> <p>Valet service and sufficient undercover parking bays in a secure environment.</p> <p>Clear directional signage.</p>
Best Practice Criterions:					Tick Sheet:
<ul style="list-style-type: none"> Demarcated covered drop-off parking bay directly outside main entrance. 					
<ul style="list-style-type: none"> Safety and security measures in place 					
<ul style="list-style-type: none"> Suitable designated parking area 					
<ul style="list-style-type: none"> Oversized capacity with two vehicles width at main entrance. 					
<ul style="list-style-type: none"> All guest vehicles valet parked out of sight in weather protected area for the duration of the guests's stay, and returned to guests on day of departure. 					
<ul style="list-style-type: none"> Bottled water and snacks and map or directions provided for departing guests. 					

BEDROOMS / LOUNGE / PATIO AREAS	Acceptable	Good	Very Good	Excellent	Outstanding
Decoration	<p>Acceptable quality wall coverings/paintwork;</p> <p>Basic application of paint or wallpaper.</p> <p>Basic attention to co-ordinate patterns and colours.</p> <p>Plain and simple style.</p>	<p>Good quality wall coverings/paintwork;</p> <p>Good application of paint or wallpaper.</p> <p>Use of pictures etc, on walls.</p> <p>Good co-ordination of patterns and colours.</p>	<p>Very good quality and well finished wall coverings and paintwork;</p> <p>Room décor attractive and enhance the bedroom atmosphere.</p> <p>Very good interior, with evidence of coordinated design.</p> <p>Use of pictures, objects d'art etc., on walls.</p>	<p>Excellent quality and condition of wall coverings and paintwork with a professional finish;</p> <p>Room décor attractive and well-co-ordinated.</p> <p>Attention to detail, thoughtful co-ordination of patterns, colours and textures.</p> <p>Attractive use of pictures, prints and other decorative relief.</p>	<p>Outstanding quality and condition of wall coverings and paintwork with a professional finish;</p> <p>Room décor attractive and well-coordinated.</p> <p>Elegant style with luxurious, unique and artistic appointments.</p> <p>Attractive use of pictures, prints and other decorative relief where appropriate.</p>
Best Practice Criteria:					Tick Sheet:
<ul style="list-style-type: none"> Insect screens i.e. fine mesh screening on all opening windows or sliding doors. 					
<ul style="list-style-type: none"> Artwork relating to the theme of the establishment, and not offensive to anyone. 					
<ul style="list-style-type: none"> Mosquito nets provided in Malaria designated areas. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Walls and Ceilings	<p>Acceptable quality and condition of walls and ceilings eg.canvas, plain brick or concrete block walls with plaster.</p> <p>Grouting, skirting boards and cornices in acceptable condition. <i>.(where applicable)</i></p>	<p>Good quality and condition of walls eg exposed plain brick (facebrick) that has been sealed, or brick or concrete block walls with plaster.</p> <p>Grouting, skirting boards and cornices in good condition. <i>.(where applicable)</i></p> <p>Good attention applied to fitting and overall coordination.</p> <p>Evidence of some decorative enhancements.</p>	<p>Very good quality and condition of walls and ceilings . Canvas, paint work, showing evidence of architectural design.</p> <p>Plaster board ceiling, moulded, or beamed, thatch ceiling. <i>.(where applicable)</i></p> <p>Grouting, skirting boards and cornices in very good condition. <i>.(where applicable)</i></p> <p>Very good attention applied to fitting and overall coordination.</p> <p>Colour has been used to create atmosphere or themed environment in bedroom.</p> <p>Use of decorative enhancements on the walls.</p>	<p>Excellent quality and condition of walls and ceilings showing evidence of architectural design.</p> <p>Plaster board ceiling, moulded, beamed, thatch, double volume ceiling. <i>.(where applicable)</i></p> <p>Grouting in excellent condition with decorative, skirting boards and cornices. <i>.(where applicable)</i></p> <p>Colour has been used to create coordinated atmosphere or themed environment in bedroom.</p> <p>Excellent attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p> <p>Good use of decorative enhancements on the walls.</p>	<p>Outstanding quality and condition of walls and ceilings that have been architecturally designed.</p> <p>Molded, beamed, thatch, double volume ceiling. <i>.(where applicable)</i></p> <p>Grouting in excellent condition with decorative, skirting boards and decorative cornices in generous proportions. <i>.(where applicable)</i></p> <p>Outstanding attention given to overall coordination, or customized design to match overall room style.</p> <p>Professional workmanship of fittings.</p> <p>Excellent use of decorative enhancements on the walls e.g. commissioned artwork.</p>
Window Coverings	<p>Curtains may be unlined or without bonded backing.</p> <p>Curtains with little or no "fullness".</p> <p>Plastic venetian blinds or</p>	<p>Curtains must have bonded backing.</p> <p>Curtains must be fuller.</p> <p>Imitation timber venetians/shutters.</p>	<p>Curtains must have bonded backing.</p> <p>Curtains must be fuller.</p> <p>Imitation timber venetians/shutters.</p>	<p>Thick quality drapes with separate block out lining.</p> <p>Curtains must have "fullness" and be provided with pullrods or</p>	<p>Thick quality drapes with generous fullness and with separate block out lining.</p> <p>Curtains must have "fullness" and be provided with pullrods or control</p>

	roller blinds. Exposed tracking.	Woven plastic roller blinds. Exposed tracking. Limited co-ordination style/design elements.	Woven plastic roller blinds. Tracking exposed, designer rods. Co-ordinated style/design elements.	control cords. Contemporary timber venetians / shutters. Woven plastic roller blinds. Concealed tracking exposed, pelmets or designer rods. Custom design and co-ordinated with overall style/theme elements.	cords. Quality timber venetians / shutters. Woven plastic roller blinds. Concealed tracking exposed, pelmets or designer rods. Custom design and co-ordinated with obvious use of elements and principles of design.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Full length (pelmet to floor) block out curtaining provided. 					
<ul style="list-style-type: none"> Ground floor bedrooms or where privacy is not assured voile or filter curtains to be provided in addition to block out curtains to ensure guest privacy. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Flooring	<p>Acceptable quality and condition of flooring</p> <p>Simple quality flooring e.g. Wooden, rugs, decorative animal skin etc flooring.</p>	<p>Good quality and condition of flooring</p> <p>E.g. wooden, rugs, decorative animal skin etc flooring</p> <p>Good attention applied to fitting and overall coordination.</p>	<p>Very good quality and condition of flooring</p> <p>E.g. wooden, rugs, decorative animal skin etc flooring</p> <p>Very good attention applied to fitting and overall coordination.</p>	<p>Excellent quality and condition of flooring</p> <p>E.g. wooden, rugs, decorative animal skin etc flooring</p> <p>Excellent attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p>	<p>Outstanding quality and condition of flooring E.g. wooden, rugs, decorative animal skin etc. flooring</p> <p>Excellent attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p> <p>Outstanding attention given to overall coordination.</p>
Best Practice Criteria:					Tick Sheet:
Non slip floor surfaces (Non slip mats provided under rugs where necessary).					

	Acceptable	Good	Very Good	Excellent	Outstanding
Beds and Linen	<p>Standard quality bed frames, divans and mattresses in acceptable condition;</p> <p>Every unit/tent shall be fitted with a clean and comfortable bed of not less than: 92 x 188 cms for single beds; 137 x 188 cms for double beds; Twin beds shall be of 2x (92 x 188)cms;</p> <p>At least 29cm thick mattresses</p> <p>Clean and well ironed linen</p> <p>Linen fabrics (sheets, pillowcases, duvet and base covers etc) should be of at least poly-cotton.</p> <p>Fabric mattress and pillow protectors e.g. laminated towelling, towelling etc</p> <p>Headboards/head frame matching the overall decor of the room.</p> <p>Bed linen co-ordinating with bedroom décor and other soft furnishings</p>	<p>Good quality bed frames, divans and mattresses in good condition.</p> <p>Every unit/tent shall be fitted with a clean and comfortable bed of not less than: 92 x 188 cms for single beds; 137 x 188 cms for double beds; Twin beds shall be of 2x (92 x 188)cms;</p> <p>At least 29cm thick mattresses</p> <p>Clean and well ironed linen</p> <p>Linen fabrics (sheets, pillowcases, duvet and base covers etc) should be of at least poly-cotton (e.g. 80/20) or thinly woven cotton.</p> <p>Fabric mattress and pillow protectors e.g. laminated towelling, towelling etc</p> <p>Headboards/head frame matching the overall decor of the room.</p> <p>Good coordination of bed linen with bedroom décor and other soft</p>	<p>Very good firm mattresses and bed bases;</p> <p>Every unit/tent shall be fitted with a clean and comfortable bed of not less than: 92 x 188 cms for single beds; 137 x 188 cms for double beds; Twin beds shall be of 2x (92 x 188)cms;</p> <p>At least 29cm thick mattresses</p> <p>Clean and well ironed linen</p> <p>Linen fabrics (sheets, pillowcases, duvet and base covers etc) should be of at least 100% cotton with minimum thread count of 180.</p> <p>Mattress and pillow protectors e.g. laminated towelling, quilted, etc</p> <p>Headboards/head frame matching the overall decor of the room.</p> <p>Scatter cushions and throws to enhance the overall decor of the</p>	<p>Excellent quality mattresses and bed bases.</p> <p>Every unit/ tent shall be fitted with a clean and comfortable bed of not less than: 92 x 188 cms for single beds; 137 x 188 cms for double beds; Twin beds shall be of 2x (92 x 188)cms; Queen beds of minimum 152x188cm, king bed of 183 x 188cm)</p> <p>At least 29cm thick mattresses</p> <p>Crisply laundered bed linen</p> <p>Crisply laundered bed linen</p> <p>Linen fabrics (sheets, pillowcases, duvet and base covers etc) should be of at least 100% cotton with minimum thread count of 200.</p> <p>Mattress and pillow protectors e.g. laminated towelling, quilted, etc.</p> <p>Headboards offering comfort and free from head or other stains.</p> <p>Throws to enhance the</p>	<p>Beds and mattresses of exceptional quality;</p> <p>Every unit/tent shall be fitted with a clean and comfortable bed of not less than: 92 x 188 cms for single beds; 137 x 188 cms for double beds; Twin beds shall be of 2x (92 x 188)cms; Queen beds of minimum 152x188cm, king bed of 183 x 188cm)</p> <p>At least 29cm thick mattresses</p> <p>Crisply laundered bed linen</p> <p>Linen fabrics (sheets, pillowcases, duvet and base covers etc.) should be of at least 100% cotton with minimum thread count of 300.</p> <p>Mattress and pillow protectors e.g. laminated toweling, quilted, etc.</p> <p>Headboards offering comfort and free from head or other stains.</p> <p>A range of pillows available to guests e.g. goose down, latex, memory foam.</p> <p>Throws to enhance the overall decor of the room.</p>

		furnishings.	room. Very good coordination of bed linen with bedroom décor and other soft furnishings.	overall decor of the room. Excellent supply and variety of cushions. Valances where appropriate. Excellent coordination of bed linen with bedroom décor and other soft furnishings.	Excellent supply and variety of cushions. Valances where appropriate. Outstanding coordination of bed linen with bedroom décor and other soft furnishings.
Best Practice Criteria:					Tick Sheet:
<ul style="list-style-type: none"> King size bed – minimum size 2030mm x 1830mm or two single beds put together with a mattress joiner; Queen size bed – minimum size 2030mm x 1530mm Standard double size bed – minimum size 1900mm x 1370mm Standard single/twin bed – minimum size 1800mm x 920mm 					
<ul style="list-style-type: none"> Only twin, queen or king size beds used for double accommodation. 					
<ul style="list-style-type: none"> Mattress and pillow protectors used, and changed once a week, or whenever there is a stain on them. 					
<ul style="list-style-type: none"> All spare bedding provided should be stored in hygienic storage bags. 					
<ul style="list-style-type: none"> Temperature appropriate bedding, including duvet inner, to be provided with variations in seasons. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Temperature Control	<p>Good natural ventilation to maintain a comfortable temperature in the room.</p> <p>Hot water bottles provided.</p>	<p>A fan able to maintain a comfortable temperature in the room.</p> <p>Good natural ventilation.</p> <p>Hot water bottles provided</p>	<p>Fans able to maintain a comfortable temperature in the room.</p> <p>Good natural ventilation.</p> <p>Hot water bottles provided</p>	<p>Cooling system able to maintain a comfortable temperature in the room.</p> <p>Good natural ventilation.</p> <p>Hot water bottles provided</p>	<p>Fans able to maintain a comfortable temperature in the room.</p> <p>Good natural ventilation.</p> <p>Hot water bottles provided</p>
Best Practice Criteria:					Tick Sheet:
<ul style="list-style-type: none"> All air conditioning units controlled from within the bedroom and individually adjustable using remote controls. 					
<ul style="list-style-type: none"> Electric blankets provided. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Lighting / Power / Switches	<p>Fixtures of acceptable quality and condition.</p> <p>Adequate room light.</p> <p>Bedside and/or bed head lamps with separate control for each guest.</p> <p>Good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p> <p>All light switches easily accessible</p>	<p>Fixtures of good quality and condition;</p> <p>Adequate room light.</p> <p>Bedside and/or bed head lamps with separate control for each guest.</p> <p>Good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p> <p>All light switches easily accessible</p>	<p>Fixtures of very good quality and condition;</p> <p>Well and evenly lit rooms.</p> <p>Provision of more sources of light, well positioned, i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p> <p>All light switches easily accessible</p> <p>Power points are fairly distributed through-out.</p>	<p>Fixtures of excellent quality and condition;</p> <p>Well and evenly lit rooms.</p> <p>Provision of more sources of light, well positioned, i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p> <p>All light switches easily accessible</p> <p>Controllable dimmer.</p> <p>Power points well positioned.</p>	<p>Fixtures of outstanding quality and condition;</p> <p>Outstanding illumination throughout the room and well positioned effective for all tasks.</p> <p>Controls accessible and understandable.</p> <p>Very good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p> <p>Power points well positioned.</p>
Best Practice Criteria:					Tick Sheet:
<ul style="list-style-type: none"> Provision of a secondary alternative lighting method i.e. electricity/ generator / battery charged torches/ oil lamps or candles provided for each tent. 					
<ul style="list-style-type: none"> LED or energy saving light bulbs used whenever possible. 					
<ul style="list-style-type: none"> Additional multi-sockets with international plug points provided either next to the desk / table top, or within easy access. 					
<ul style="list-style-type: none"> Light switches for the illumination of the whole room provided at the bedside tables. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Accessories (Fruit bowl with fresh fruits, plants, books, magazines, umbrellas, welcome letter/cards, complimentary gifts, mending kit, potpourri, biscuits, pack of cards, games, mineral water, sweets, mints or chocolates, scent menu, iPod docking station, linen laundry basket, shoe horn, lint remover, etc.)	A minimum of three accessories of acceptable quality.	A minimum of four accessories of good quality.	A minimum of five accessories of very good quality.	A minimum of six accessories of excellent quality.	A minimum seven branded accessories of outstanding quality.
Best Practice Criteria:					Tick Sheet:
<ul style="list-style-type: none"> Selection of up to date and relevant magazines available. 					
<ul style="list-style-type: none"> A salon quality 1600Watt hairdryer – Cord length to provide for ease of use at mirror. 					
<ul style="list-style-type: none"> Hospitality tray in-room facilities or service to rooms with china cups and saucers, teapot, choice of hot drinks including at least three varieties of teas, fresh milk and ground coffee. Available at all times. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Spaciousness and Overall Impression	<p>Room large enough to contain all necessary furniture and to allow access to all facilities.</p> <p>Care taken in positioning of furniture</p> <p>No intrusive noise</p>	<p>Spacious room with good access to all furniture and facilities.</p> <p>Care taken in positioning of furniture.</p> <p>No intrusive noise</p>	<p>Very good access to all furniture and facilities.</p> <p>Well positioned furniture and facilities.</p> <p>Unrestricted view of the full length mirror.</p> <p>No intrusive noise.</p>	<p>A spacious, well-planned room with furniture conveniently placed.</p> <p>A sitting area with sufficient space to relax.</p> <p>Space to put luggage so that it does not clutter the room or obstruct access.</p> <p>Easy access to all facilities e.g. use of desk without having to move tea tray.</p> <p>Unrestricted view of full mirror.</p> <p>No intrusive noise.</p>	<p>Room should be of a sufficient size to allow the provision of all appropriate tent furniture and still allow an easy access when using these facilities.</p> <p>Large lounge area with significant demarcation from the bedroom area and very easy to move around.</p> <p>Space to put luggage so that it does not clutter the room or obstruct access</p> <p>No intrusive noise.</p> <p>Overall luxurious impression.</p>
Best Practice Criteria:					Tick Sheet:
<ul style="list-style-type: none"> Privacy provided between individual rooms / chalets with recognised effort made to restrict line of sight with any other lodge facility. 					<ul style="list-style-type: none">

BATHROOMS	Acceptable	Good	Very Good	Excellent	Outstanding
Decoration, Flooring and Ceiling	<p>Acceptable quality and condition of decoration , flooring and ceiling.</p> <p>Walls and ceiling of acceptable quality and condition;</p> <p>Basic attention to co-ordinate patterns and colours.</p> <p>Plain and simple style.</p> <p>Simple quality flooring e.g. wooden.</p>	<p>Good quality and condition of decoration, flooring and ceiling.</p> <p>Walls and ceiling of good quality and condition;</p> <p>Good co-ordination of patterns and colours.</p> <p>Use of pictures and objects d'art.</p> <p>Flooring in good condition.</p> <p>Good attention applied to fitting and overall coordination.</p>	<p>Very good quality and condition of decoration, flooring and ceiling.</p> <p>Walls and ceiling of very good quality and condition;</p> <p>Very good interior, with evidence of coordinated design.</p> <p>Use of pictures, objects d'art etc.</p> <p>Flooring in very good condition.</p> <p>Very good attention applied to fitting and overall coordination.</p>	<p>Excellent quality and condition of decoration, flooring and ceiling.</p> <p>Walls and ceiling of excellent quality and condition</p> <p>Attention to detail, thoughtful co-ordination of patterns, colours and textures.</p> <p>Attractive use of pictures, prints and other decorative relief.</p> <p>Lockable doors in excellent condition</p> <p>Flooring in excellent condition</p> <p>Excellent attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p>	<p>Outstanding quality and condition of decoration, flooring and ceiling.</p> <p>Walls and ceiling of outstanding quality and condition</p> <p>Attention to detail, thoughtful coordination of patterns, colours and textures.</p> <p>Attractive use of pictures, prints and other decorative relief where appropriate.</p> <p>Lockable doors in outstanding condition.</p> <p>Flooring in outstanding condition</p> <p>Outstanding attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p>
Best Practice Criteria:					Tick Sheet:
<ul style="list-style-type: none"> In open plan bathroom areas, a separate toilet which is behind a closed door. 					

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| <ul style="list-style-type: none">• Opaque glass, blinds, curtains for all bathroom windows where privacy is not ensured. | |
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	Acceptable	Good	Very Good	Excellent	Outstanding
Fixtures and Fittings	<p>Fixtures and fittings of an acceptable quality and condition;</p> <p>Shower has a curtain or door (unless walk-in style) plastic shower grate is acceptable.</p> <p>Good-sized bath acrylic bathtub.</p> <p>Tent flaps for guest privacy.</p> <p>Shower heads in sound working condition with adequate pressure and height.</p> <p>Wash basins with separate hot and cold water taps.</p> <p>Toilet with functional flushing system.</p> <p>Well fitted and appropriately placed rust free mirrors.</p> <p>Hooks and towel rails</p> <p>Limited coordination of style or design.</p>	<p>Fixtures and fittings of good quality and condition;</p> <p>Shower has a good quality curtain or door (unless walk-in style)</p> <p>Good-sized sturdy steel or acrylic bath.</p> <p>Shower heads in good working condition with adequate pressure and height.</p> <p>Adequate hot water capacity to meet guest demand at all times.</p> <p>Wash basins with separate hot and cold water taps.</p> <p>Toilet with functional flushing system.</p> <p>Well fitted and appropriately placed rust free mirrors.</p> <p>Hooks and towel rails</p> <p>Good coordination of style or design</p>	<p>Fixtures and fittings of very good quality and condition;</p> <p>Good-sized bath;</p> <p>Shower with framed screen.</p> <p>All porcelain in very good condition (wash basin, bathtub, WC)</p> <p>Shower heads in good working condition with adequate pressure and height.</p> <p>Adequate hot water capacity to meet guest demand at all times.</p> <p>Full size wash basins with stainless steel mixer taps with easy-to-use responsive controls.</p> <p>Toilet with a functional dual flush cistern.</p> <p>Well fitted and appropriately placed rust free mirrors.</p> <p>Hooks and towel rails</p> <p>Matching and co-</p>	<p>Fixtures and fittings of excellent quality and condition;</p> <p>Good-sized bath with high quality finish.</p> <p>Shower with semi frameless glass shower screen.</p> <p>Shower heads in excellent working condition with adequate pressure and height.</p> <p>Full size wash basin (<i>or provision of two separate wash basins</i>).</p> <p>Stainless steel mixer taps with easy-to-use and responsive controls.</p> <p>Framed bevel edge mirror</p> <p>Excellent supply of hot and cold water.</p> <p>Toilet with a functional dual flush cistern.</p> <p>All toilets to be fully enclosed to ensure guest privacy.</p>	<p>Fixtures and fittings of outstanding quality and condition;</p> <p>Good-sized bath with high quality finish.</p> <p>A separate larger shower unit with frameless glass shower screen (unless walk-in showers).</p> <p>Shower heads in excellent working condition with adequate pressure and height.</p> <p>Full size wash basin (<i>or provision of two separate wash basins</i>).</p> <p>Toilet with a functional dual flush cistern.</p> <p>All toilets to be fully enclosed to ensure guest privacy.</p> <p>Stainless steel mixer taps with easy-to-use responsive controls.</p> <p>Hooks and towel rails.</p> <p>Bevel edge designer mirror with quality framing</p> <p>Excellent supply of hot</p>

			ordinated styles.	Hooks and towel rails Custom design and coordinated with overall room style/theme Outdoor shower provided in addition to indoor shower.	and cold water. Custom design and coordinated with overall room style/theme Outdoor shower provided in addition to indoor shower.
Best Practice Criteria:					Tick Sheet:
<ul style="list-style-type: none"> The full bath size - minimum of 1300mm x 600mm. The shower - minimum of 1500mm (length plus width) for an adequate shower. The height of the shower head/rose - minimum of 1900mm – may have adjustable arm to meet dimension. The vanity area - minimum of 300mm x 200mm. The hand basin - minimum size of 400mm x 250mm. 					
<ul style="list-style-type: none"> In addition to the sanitary bin with a lid, a separate refuse bin provided at the washbasin. The sanitary bin lined with a plastic bag for easy removal and disposal. 					
<ul style="list-style-type: none"> A toilet brush in a holder provided in the bathroom, and if this is not the case, the toilet brush used by Housekeeping on a daily basis during the cleaning process to be transported in a holder. 					
<ul style="list-style-type: none"> Provision of two separate washbasins in each bathroom (double rooms). 					
<ul style="list-style-type: none"> All plumbing is concealed or decorative. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Towelling	<p>Towels in an acceptable quality and condition.</p> <p>Clean and absorbent cotton towels.</p> <p>Towelling sizes:</p> <p>Hand towels – 50cm x 90 cm</p> <p>Bath towels – 68cm x 132cm</p> <p>Bath mats – 50cm x 70cm</p>	<p>Towels in good quality and condition.</p> <p>Clean, absorbent, snag free cotton towels.</p> <p>Towelling sizes :</p> <p>Hand towels – 50cm x 90 cm</p> <p>Bath towels – 68cm x 132cm</p> <p>Bath mats – 50cm x 70cm</p>	<p>A range of towels in very good quality and condition.</p> <p>Clean, snag free, and branded cotton towels with very good absorbency.</p> <p>Well coordinated towels with matching colour and design.</p> <p>Towelling sizes :</p> <p>Hand towels 50cm x 90cm</p> <p>Bath towels – 68cm x 132cm</p> <p>Bath mats – 50cm x 70cm</p>	<p>A range of towels in excellent quality and condition.</p> <p>Clean, thick, snag free and branded cotton towels with plenty of pile</p> <p>Well coordinated towels with matching colour and design.</p> <p>Towelling sizes :</p> <p>Hand towels – 50cm x 90 cm</p> <p>Bath sheets – 80cm x 150cm</p> <p>Bath mats -50cm x 70cm</p>	<p>A full range of towels in outstanding quality and condition.</p> <p>Clean, thick, snag free and branded cotton towels with plenty of pile</p> <p>Well-coordinated towels with matching colour and design.</p> <p>Toweling sizes :</p> <p>Hand towels – 50cm x 90cm</p> <p>Bath sheets – 85cm x 150cm</p> <p>Bath mats – 50cm x 70cm</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Towels – snag free, 92% cotton / 8% polyester, warp knit construction standard, 440g/550g per square metre for hand towels, bath towels and bath sheets, and 675g per square metre for bath mats. 					
<ul style="list-style-type: none"> Extra length towelling bathmats provided for oversized baths/double washbasins. 					
<ul style="list-style-type: none"> Pool towels provided for each guest or on each pool lounge. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Lighting and Ventilation	<p>Fixtures of acceptable quality and condition;</p> <p>Adequate bathroom lighting.</p> <p>Good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p>	<p>Fixtures of good quality and condition;</p> <p>Adequate bathroom lighting.</p> <p>Good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p>	<p>Fixtures of very good quality and condition;</p> <p>Well and evenly lit bathrooms.</p> <p>Provision of more sources of light, well positioned, i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p>	<p>Fixtures of excellent quality and condition;</p> <p>Well and evenly lit rooms.</p> <p>Provision of more sources of light, well positioned, i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p>	<p>Fixtures of outstanding quality and condition;</p> <p>Outstanding illumination throughout the bathroom and well positioned effective for all tasks.</p> <p>Very good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Spare power points should be provided in the bathroom for shaving. 					
<ul style="list-style-type: none"> Direct frontal lighting provided at washbasin. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Accessories (Wrapped soap; Shampoo, Moisturiser, Aftershave, Cologne, Shower gel, Conditioner, Talcum powder, Tooth brushes, Tooth paste, Shower cap, Toilet bags, Tissues, Air freshener, Flowers, Magazines, Cotton wool balls, Cotton buds, etc.)	A minimum of three accessories of acceptable quality. Liquid dispensers may be used for shampoo, conditioner, body wash and body lotion.	A minimum of four accessories of good quality. Liquid dispensers may be used for shampoo, conditioner, body wash and body lotion.	A minimum of five accessories of very good quality. Liquid dispensers may be used for shampoo, conditioner, body wash and body lotion.	A minimum of six accessories of excellent quality. Liquid dispensers may be used for shampoo, conditioner, body wash and body lotion	A minimum of seven branded accessories of outstanding quality. Liquid dispensers may be used for shampoo, conditioner, body wash and body lotion
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Eco-friendly / biodegradable bathroom toiletries used. 					
<ul style="list-style-type: none"> A guest amenities tray to be provided. 					
<ul style="list-style-type: none"> The products should be either branded by the manufacturing company or should be branded with the property name and logo. 					
<ul style="list-style-type: none"> Toilet paper must be 2 ply. There must be a spare wrapped toilet roll available in the bathroom. 					
<ul style="list-style-type: none"> Guest amenities to be no less than 50ml. 					
<ul style="list-style-type: none"> A soap dish provided for each bar of soap. 					
<ul style="list-style-type: none"> A bath caddy or pedestal table to be provided for free standing baths. 					
<ul style="list-style-type: none"> A magnifying vanity mirror provided (may be flexible/provided with lighting) 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Spaciousness	Bathroom large enough to contain all necessary fittings and to allow access to all facilities.	<p>Spacious bathroom with good access to all facilities.</p> <p>Adequate space for toiletries.</p>	<p>Very good-sized bathrooms with access to all facilities.</p> <p>No awkward corners or obstructed parts.</p> <p>Vanity unit provided for guest toiletries.</p>	<p>Conveniently laid out bathroom with easy access to all facilities.</p> <p>Plenty of provision for laying out toiletries and hanging up clothes, etc.</p>	<p>Bathrooms of sufficient size to allow the provision of all fittings (separate bath and shower) and still allow an easy access when using these facilities.</p> <p>Provision of double wash basins.</p> <p>Plenty of provision for laying out toiletries and hanging up clothes, etc.</p>

KITCHEN	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Decoration, Walls, Flooring and Ceiling <i>(Where provided)</i>	<p>Acceptable quality wall coverings/paintwork, flooring and ceiling.</p> <p>Basic application of paint or wallpaper.</p> <p>Basic attention to co-ordinate patterns and colours.</p> <p>Plain and simple style.</p> <p>Simple quality flooring e.g. vinyl, calcrete floors etc.</p> <p>Ceilling of acceptable quality and condition.</p> <p>Grouting, skirting boards and cornices in acceptable condition and finish.</p> <p>Splashback in basic tiles</p>	<p>Good quality wall coverings/paintwork, flooring and ceiling.</p> <p>Good application of paint or wallpaper.</p> <p>Use of pictures etc, on walls.</p> <p>Good co-ordination of patterns and colours.</p> <p>Good quality flooring e.g. calcrete, vinyl and ceramic tile floors</p> <p>Ceilling of good quality and condition.</p> <p>Attention paid to fitting and overall coordination.</p> <p>Splashback in basic tiles.</p>	<p>Very good quality and well finished wall coverings/paintwork, flooring and ceiling.</p> <p>Very good interior, with evidence of coordinated design.</p> <p>Use of pictures, objects d'art etc., on walls.</p> <p>Very good flooring e.g. ceramic, wooden tiles etc</p> <p>Ceilling of very good quality and condition.</p> <p>Very good level in attention to detail on fittings and overall coordination.</p> <p>Splashback in standard tiles.</p>	<p>Excellent quality and condition of wall coverings/paintwork, flooring and ceiling with a professional finish.</p> <p>Excellent application of paint or wallpaper.</p> <p>Attention to detail, thoughtful co-ordination of patterns, colours and textures.</p> <p>Attractive use of pictures, prints and other decorative relief.</p> <p>High quality flooring e.g. ceramic, porcelain, wooden floor tiles etc</p> <p>Ceilling of excellent quality and condition.E.g.moulded, beamed, thatch, double volume ceiling etc.</p> <p>Splashback in glass/stainless steel/stone/contemporary tiles.</p> <p>Professional workmanship of fittings.</p>	<p>Outstanding quality and condition of wall coverings/paintwork, flooring and ceiling with a professional finish.</p> <p>Outstanding application of paint or wallpaper.</p> <p>Attention to detail, thoughtful coordination of patterns, colours and textures.</p> <p>Attractive use of pictures, prints and other decorative relief.</p> <p>High quality flooring e.g. ceramic, porcelain, wooden floor tiles etc</p> <p>Ceilling of excellent quality and ondition.E.g.moulded, beamed, thatch, double volume ceiling etc.</p> <p>Splash back in glass/stainless steel/stone.</p> <p>Outstanding attention given to overall coordination.</p>

KITCHEN	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Lighting and Ventilation <i>(Where provided)</i>	<p>Acceptable quality fixtures and fittings.</p> <p>Adequate lighting for practical use</p> <p>Either openable window/s (with opaque curtains, shutters or blinds) or effectively working extractors/hobs.</p>	<p>Good quality fixtures and fittings.</p> <p>Centre light well positioned providing adequate lighting .</p> <p>Either openable window/s (with opaque curtains, shutters or blinds) or effectively working extractors/hobs</p>	<p>Very good quality of fixtures and fittings.</p> <p>Centre light plus adequate task light.</p> <p>Openable window/s (with opaque curtains, shutters or blinds) and effectively working extractors/hobs.</p>	<p>Excellent quality of fixtures and fittings.</p> <p>Lighting effective for all purposes i.e, ambient lighting and task light particularly at the stove/oven and work surfaces.</p> <p>Openable window/s (with opaque curtains, shutters or blinds) and effectively working extractors/hobs fitted with downlighting.</p>	<p>Outstanding quality of fixtures and fittings.</p> <p>Lighting effective for all purposes i.e., ambient lighting and task light particularly at the stove/oven and work surfaces.</p> <p>Openable window/s (with opaque curtains, shutters or blinds) and effectively working extractors/hobs fitted with downlighting.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Socket outlets in the kitchen must be at a work top level. 					

KITCHEN	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Electrical and Gas Equipment <i>(Where provided)</i>	<p>All equipment in acceptable working condition.</p> <p>Basic equipment of acceptable quality including refridgerator, at least 2 hot plate stove with oven, microwave oven, toaster, electric kettle, etc.</p>	<p>All equipment in good working condition.</p> <p>Equipment of good quality e.g. refridgerator, at least 2 hot plate stove with oven, microwave oven, toaster, electric kettle, etc.</p>	<p>All equipment in a very good working order and very well maintained.</p> <p>A very good range of equipment including 3-4 hot plates stove, iron, washing machine, refridgerator, microwave oven, toaster, electric kettle, etc.</p>	<p>Excellent quality equipment in pristine condition.</p> <p>An excellent range of equipment including 4-burner stove, tumble dryer, iron, washing machine, refridgerator, microwave oven, toaster, electric kettle, etc.</p>	<p>Wide range of outstanding quality items in pristine condition.</p> <p>Equipment provided to include a 4-burner stove, dishwasher, tumble dryer, iron, washing machine, refridgerator, microwave oven, toaster, electric kettle, food processors, blenders, etc.</p>
Best Practice Criterions:					TICK SHEET:
<ul style="list-style-type: none"> Folder with instruction manuals for all electrical and gas appliances should be available. 					

KITCHEN	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Fixtures and Fittings <i>(Where provided)</i>	<p>Acceptable quality and condition of kitchen fittings;</p> <p>Adequate work surfaces and storage with at least one cupboard or shelving for food storage.</p> <p>Functional cupboard doors and drawers fitted correctly.</p> <p>Adequate space to wash and drain dishes.</p>	<p>Good quality and condition of kitchen fittings;</p> <p>Sufficient work surfaces and cupboards for practical use.</p> <p>Doors and drawers fitted correctly.</p> <p>Adequate space to wash and drain dishes.</p>	<p>Very good quality and condition of kitchen fittings;</p> <p>Well fitted and co-ordinated kitchen units</p> <p>More than adequate cupboard and work surface space.</p> <p>Doors and drawers to be fully openable</p>	<p>Excellent quality and condition of kitchen fittings;</p> <p>Excellent amount of work surface free from clutter.</p> <p>Ample storage space for guests' food etc.</p> <p>Doors and drawers to be fully openable.</p> <p>Very convenient layout with plenty of space.</p>	<p>Professionally fitted kitchen units of outstanding quality and condition;</p> <p>Generous work surfaces of high quality finish.</p> <p>Plentiful storage space for guest food, crockery, cutlery and cleaning equipment.</p> <p>Doors and drawers to be fully openable.</p> <p>Co-ordinated or matching designs.</p> <p>Appliances integrated into kitchen design.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Double sink facility in kitchen. 					
<ul style="list-style-type: none"> Mixer taps at the wash basin. 					
<ul style="list-style-type: none"> Non-porous heat resistant work surfaces such as natural stone. 					
<ul style="list-style-type: none"> Full length storage cupboard provided for brooms, ironing boards etc.. 					

<ul style="list-style-type: none"> • Separate utilities room provided for open plan kitchens. 	
<ul style="list-style-type: none"> • Washing line or tumble dryer or daily laundry service provided. 	

KITCHEN	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Crockery, Cutlery, Glassware and Cooking Utensils <i>(Where provided)</i>	<p>Acceptable quality and condition of kitchenware.</p> <p>Matching crockery including plates, bowls, cups and saucers etc (locally made crockery is acceptable).</p> <p>A range of acceptable quality cutlery (main knife and fork, dessert and soup spoons, butter knife etc.) and utensils of varying styles.</p> <p>A range of clear glassware i.e. Hi ball, beer, red and white wine glasses.</p> <p>A range of pots and pans i.e. frying pan, saucepan with lids (Small, medium and large and pots (Small, medium, large).</p>	<p>Good quality and condition of kitchenware.</p> <p>Matching good quality crockery including plates, bowls, cups and saucers etc (locally made crockery is acceptable).</p> <p>A range of good quality cutlery (e.g. 18/0 stainless steel cutlery) which includes main knife and fork, dessert and soup spoons, butter knife etc and utensils of matching styles.</p> <p>A good range of clear glassware i.e. Hi ball, beer, red and white wine glasses.</p> <p>A good range of pots and pans i.e. frying pan, saucepan with lids (Small, medium and large and pots (Small, medium, large).</p>	<p>Very good quality and condition of kitchenware.</p> <p>A wide range of matching and well coordinated very good quality crockery (plates, bowls, cups and saucers etc).</p> <p>A wide range of very good quality (e.g. 18/10 stainless steel cutlery) including main knife and fork, dessert spoon and fork, soup spoon, butter and steak knives etc and utensils of matching and coordinated styles.</p> <p>A very good range of clear glassware i.e. Hi ball, beer, red and white wine, sparkling glasses.</p> <p>A very good range of pots and pans i.e. frying pan, saucepan with lids (Small, medium and large and pots (Small, medium, large).</p>	<p>Excellent quality kitchenware in pristine condition.</p> <p>A wider range of matching and coordinated high quality crockery (plates, bowls, cups and saucers, mugs, platters etc).</p> <p>A wider range of high quality (e.g. 18/10 stainless steel cutlery) including (main knife and fork, dessert spoon and fork, fish knife and fork, soup spoon, butter and steak knives and utensils of matching and coordinated styles.</p> <p>An excellent range of clear glassware i.e. Hi ball, beer, red and white wine, sparkling, sherry glasses etc.</p>	<p>Outstanding quality kitchenware in pristine condition.</p> <p>A comprehensive range of matching and coordinated high quality crockery.</p> <p>A comprehensive range of high quality (e.g. 18/10 stainless steel cutlery) including (main knife and fork, dessert spoon and fork, fish knife and fork, soup spoon, butter and steak knives and utensils of matching and coordinated styles.</p> <p>A comprehensive range of clear glassware i.e. Hi ball, beer, red and white wine, sparkling, sherry glasses etc.</p> <p>An excellent range of pots and pans i.e. non-stick frying pan, wok, saucepan with lids (Small, medium and large and pots (Small, medium, large).</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Dishwashing machine powder or pills provided. 					

<ul style="list-style-type: none"> Stocked spice rack provided. 	
<ul style="list-style-type: none"> Washing up liquid and scourers, dishwashing swabs and brushes provided, along with a minimum of two drying up cloths. 	
<ul style="list-style-type: none"> Wine storage unit. 	
<ul style="list-style-type: none"> Wall mounted fire blanket or fire extinguisher. 	
<ul style="list-style-type: none"> Either non-slip mats or specific kitchen drawer tidier provided in kitchen cupboard drawers for all kitchen accessories (this is to prevent them sliding all over the place), or hanging pegs for kitchen accessories. 	
<ul style="list-style-type: none"> Good quality hanging pegs for hanging washing. 	

PUBLIC AREAS					
	Acceptable	Good	Very Good	Excellent	Outstanding
Decoration	<p>Walls of acceptable quality and condition.</p> <p>Basic attention to co-ordinate patterns and colours.</p> <p>Plain and simple style.</p>	<p>Walls of good quality and condition.</p> <p>Good co-ordination of patterns and colours.</p> <p>Use of pictures and objects d'art.</p>	<p>Walls of very good quality and condition.</p> <p>Very good interior, with evidence of coordinated design.</p> <p>Use of pictures, objects d'art etc.</p>	<p>Walls of excellent quality and condition.</p> <p>Attention to detail, thoughtful co-ordination of patterns, colours and textures.</p> <p>Attractive use of pictures, prints and other decorative relief.</p>	<p>Walls of outstanding quality and condition.</p> <p>Attention to detail, thoughtful coordination of patterns, colours and textures.</p> <p>Attractive use of pictures, prints and other decorative relief where appropriate.</p>

	Acceptable	Good	Very Good	Excellent	Outstanding
Furnishings and Fixtures	<p>Functional furniture of acceptable quality and condition.</p> <p>Chairs with padded seats, lounge sofas with fabric upholstery.</p> <p>Coffee tables provided.</p> <p>Basic co-ordination of colours and styles.</p>	<p>Good quality range of materials and make in good condition.</p> <p>Chairs with padded seats, lounge sofas with fabric upholstery.</p> <p>Coffee tables provided.</p> <p>Good quality electronic equipment in good working order i.e iPod</p> <p>Good co-ordination of colours and styles.</p>	<p>A range of materials in very good quality and condition.</p> <p>Easy chairs,upholstered lounge sofas, ottoman, chase chairs etc.</p> <p>Coffee tables provided e.g pine wood, timber etc.</p> <p>Very good quality functional electronic equipment i.e iPod etc.</p> <p>Very good co-ordination of colours, patterns and styles.</p>	<p>A range of materials in excellent quality and condition.</p> <p>Easy chairs, upholstered lounge sofas, ottoman, chase chairs etc.</p> <p>Coffee tables provided e.g glass, solid oak, leather etc.</p> <p>Electronic equipments of excellent quality and condition (<i>Where applicable</i>) i.e iPod etc</p> <p>Excellent coordination of colours, patterns, textures and styles.</p>	<p>Outstanding, well-constructed and professional finishes and detail on all furniture.</p> <p>Easy chairs, upholstered lounge sofas, ottoman, chase chairs etc.</p> <p>Coffee tables provided e.g. glass, solid oak, leather etc.</p> <p>Electronic equipments of excellent quality and condition (<i>Where applicable</i>) i.e iPod etc</p> <p>Outstanding coordination of colours, patterns, textures and styles.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Fresh flowers, plants or some form of table decoration placed in the foyer/reception area. 					
<ul style="list-style-type: none"> A choice of environments in public areas of sufficient relevant size to provided generous personal space. 					
<ul style="list-style-type: none"> Spacious, functionally separate, reception area offering seated registration facility at an independent reception desk. 					
<ul style="list-style-type: none"> Guest facilities to be available include at least four (4) of the following: <ul style="list-style-type: none"> ➤ Guest library; ➤ Fitness facility with at least four exercise machines; ➤ Touch and beauty therapy treatments; ➤ Sauna, Jacuzzi, steam room or spa pool; 					

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| <ul style="list-style-type: none">➤ Private swimming pools for at least 50% of rooms;➤ Specialist guest accessories for sale/hire included toiletries; binoculars, sun block, curios;➤ Telescopes for star gazing; | |
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	Acceptable	Good	Very Good	Excellent	Outstanding
Flooring and Ceiling	<p>Acceptable quality and condition of flooring and ceiling;</p> <p>Simple quality flooring e.g. Wooden, rugs, decorative animal skin etc flooring.</p>	<p>Good quality and condition of flooring and ceiling;</p> <p>Good quality flooring e.g. wooden, rugs, decorative animal skin etc</p> <p>Good attention applied to fitting and overall coordination.</p>	<p>Very good quality and condition of flooring and ceiling;</p> <p>Very good quality flooring e.g. wooden, rugs, decorative animal skin etc</p> <p>Very good attention applied to fitting and overall coordination.</p>	<p>Excellent quality and condition of flooring and ceiling;</p> <p>High quality flooring e.g. wooden, rugs, decorative animal skin etc</p> <p>Excellent attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p>	<p>Outstanding quality and condition of flooring and ceiling;</p> <p>High quality flooring e.g. wooden, rugs, decorative animal skin etc</p> <p>Excellent attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p> <p>Outstanding attention given to overall coordination.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Non-slip floor coverings, and all rugs or loose floor coverings anchored down to prevent sliding or tripping. 					
<ul style="list-style-type: none"> At least one continuous handrail provided on all steps or where changes in levels occur. 					
<ul style="list-style-type: none"> All signage to be clear and direction to public toilets indicated from the foyer area. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Lighting and Power Points	<p>Fixtures of acceptable quality and condition;</p> <p>Adequate light for practical use.</p> <p>Good blend of natural and electric lighting.</p>	<p>Fixtures of good quality and condition;</p> <p>Adequate light for practical use.</p> <p>Good blend of natural and electric lighting.</p>	<p>Fixtures of very good quality and condition;</p> <p>Well and evenly lit areas.</p> <p>Provision of more sources of light, well positioned, i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p> <p>Power points are fairly distributed through-out.</p>	<p>Fixtures of excellent quality and condition;</p> <p>Well and evenly lit areas.</p> <p>Provision of more sources of light, well positioned, i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p> <p>International socket power points well positioned.</p>	<p>Fixtures of outstanding quality and condition;</p> <p>Outstanding illumination throughout the areas and well positioned, effective for all tasks i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p> <p>International socket power points well positioned.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Whenever possible, the use of energy saving light fittings and bulb should be used. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Atmosphere and Ambience	<p>Areas large enough to contain all necessary furniture and to allow access to all facilities.</p> <p>Acceptable levels of comfort in all areas.</p>	<p>Spacious areas with good access to all furniture and facilities.</p> <p>Good comfortable seating area with a relaxed feel.</p>	<p>Spacious areas with very good access to all furniture and facilities.</p> <p>Very comfortable, relaxed feel.</p> <p>Co-ordinated décor, finishing, etc.</p>	<p>Harmonious combination of décor, lighting and comfortable furniture.</p> <p>Soothing co-ordinated effect.</p> <p>No jarring elements.</p>	<p>Areas of sufficient size to allow the provision of all appropriate furniture and still allow an easy access when using facilities.</p> <p>Large lounge area with significant sitting space to relax.</p> <p>Library with comprehensive tourist information.</p> <p>Overall luxurious impression.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Temperature control to maintain ambient temperature. 					
PUBLIC RESTROOMS					
	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Decoration, Flooring and Ceiling	<p>All restrooms well maintained, regularly cleaned, checked and adequately ventilated.</p> <p>Plain and simple design with little coordination</p> <p>Acceptable quality flooring, ceiling and neatly painted</p>	<p>All restrooms well maintained, regularly cleaned, checked and adequately ventilated.</p> <p>Use of pictures etc, on walls.</p> <p>Good quality flooring, ceiling and wall covering.</p>	<p>All restrooms well maintained, regularly cleaned, checked and adequately ventilated.</p> <p>Use of pictures, wall hangings etc on walls.</p> <p>Very good quality flooring, ceiling and wall</p>	<p>All restrooms well maintained, regularly cleaned, checked and adequately ventilated.</p> <p>Use of pictures, wall hangings and fresh flowers, etc</p> <p>Excellent quality flooring,</p>	<p>All restrooms well maintained, regularly cleaned, checked and adequately ventilate.</p> <p>Use of pictures, wall hangings and fresh flowers, etc.</p> <p>Outstanding quality flooring, ceiling and wall</p>

	walls.	Coordinated design.	covering. Professional workmanship and well coordinated design and decor.	ceiling and wall covering. Grouting in excellent condition. Well-fitted flooring, ceiling and wall covering executed to a professional standard.	coverings in pristine condition. Grouting in outstanding condition. Well-fitted flooring, ceiling and wall covering executed to a professional standard. Outstanding interior design and overall impression.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Full walled, sound proofed toilet cubicles with individual motorised air extraction. 					
<ul style="list-style-type: none"> Door furniture to indicate when toilet is occupied. 					
PUBLIC RESTROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Fixtures and Fittings	<p>Fixtures and fittings of an acceptable quality and condition;</p> <p>Windows have opaque glass, curtain or blinds for guest privacy.</p> <p>Wash basins with separate hot and cold water taps.</p> <p>Toilet with functional</p>	<p>Fixtures and fittings of good quality and condition;</p> <p>Windows have opaque glass, curtain or blinds for guest privacy.</p> <p>Wash basins with separate hot and cold water taps.</p>	<p>Fixtures and fittings of very good quality and condition;</p> <p>Windows have opaque glass, curtain or blinds for guest privacy.</p> <p>Full size wash basins with stainless steel mixer taps with easy-to-use</p>	<p>Fixtures and fittings of excellent quality and condition;</p> <p>Windows have opaque glass, curtain or blinds for guest privacy.</p> <p>Full size wash basins with stainless steel mixer taps with easy-to-use</p>	<p>Fixtures and fittings of Outstanding quality and condition;</p> <p>Windows have opaque glass, curtain or blinds for guest privacy.</p> <p>Full size wash basins with stainless steel mixer taps with easy-to-use</p>

	<p>flushing system.</p> <p>Well fitted and appropriately placed rust free mirrors.</p> <p>Hooks for hanging clothes in each WC cubicle.</p> <p>limited coordination of style or design</p> <p>Sufficient water pressure and satisfactory drainage for practical use of facilities.</p> <p>She-bins to be serviced regularly, hand washing liquid or dispensers, toilet brushes and covered bins to be provided.</p>	<p>Toilet with functional flushing system.</p> <p>Well fitted and appropriately placed rust free mirrors.</p> <p>Hooks for hanging clothes in each WC cubicle.</p> <p>Good coordination of style or design</p> <p>Good water flow and pressure and satisfactory drainage for practical use of facilities.</p> <p>She-bins to be serviced regularly, hand washing liquid or dispensers, toilet brushes and covered bins to be provided.</p>	<p>responsive controls.</p> <p>Toilet with a functional dual flush concealed cistern.</p> <p>Well fitted and appropriately placed rust free mirrors.</p> <p>Hooks for hanging clothes in each WC cubicle.</p> <p>Very good coordination of style or design.</p> <p>Very good water flow and pressure and satisfactory drainage for practical use of facilities.</p> <p>She-bins to be serviced regularly, hand washing liquid or dispensers, toilet brushes and covered bins to be provided.</p>	<p>responsive controls.</p> <p>Toilet with a functional dual flush concealed cistern.</p> <p>Framed bevel edge mirror or mirror recessed into tiling.</p> <p>Hooks for hanging clothes in each WC cubicle.</p> <p>Excellent coordination of style or design.</p> <p>Custom design and coordinated with overall room style/theme</p> <p>Excellent water flow and pressure and satisfactory drainage for practical use of facilities.</p> <p>She-bins to be serviced regularly, hand washing liquid or dispensers, toilet brushes and covered bins to be provided.</p>	<p>responsive controls.</p> <p>Toilet with a functional dual flush concealed cistern.</p> <p>Framed bevel edge mirror or mirror recessed into tiling.</p> <p>Hooks for hanging clothes in each WC cubicle.</p> <p>Outstanding coordination of style or design.</p> <p>Custom design and coordinated with overall room style/theme</p> <p>Excellent water flow and pressure and satisfactory drainage for practical use of facilities.</p> <p>She-bins to be serviced regularly, hand washing liquid or dispensers, toilet brushes and covered bins to be provided.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> All public toilets must be well-maintained and serviced on a regular basis during the course of the day; they must be checked and well ventilated with some form of automatic air freshener unit. 					
<ul style="list-style-type: none"> A nappy changing facility to be provided in the wheelchair / mobility access toilet. 					

<ul style="list-style-type: none"> A separate disabled access toilet should be provided that adheres to the principles of universal access requirements. 					
<ul style="list-style-type: none"> Privacy dividers provided between urinals. 					
<ul style="list-style-type: none"> Accessories: hand cream dispensers in ladies toilets; variety of hand drying options from hot air, paper roller to individual hand cloths with collection bin; use of non-splash pee mats in men's urinals. 					
<ul style="list-style-type: none"> Sensor / guest controlled urinal flush system. 					
PUBLIC RESTROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Lighting and Ventilation	<p>Fixtures of acceptable quality and condition;</p> <p>Adequate lighting for safe and practical use.</p> <p>Either windows that open or effectively working extractors.</p>	<p>Fixtures of good quality and condition;</p> <p>Centre lights well positioned providing sufficient general lighting.</p> <p>Either windows that open or effectively working extractors.</p>	<p>Fixtures of very good quality and condition;</p> <p>Centre lights plus task lighting providing very good illumination.</p> <p>Windows that open and effectively working extractors.</p>	<p>Fixtures of excellent quality and condition;</p> <p>Centre lights, task and ambient lighting providing excellent illumination.</p> <p>Windows that open and effectively working extractors.</p>	<p>Fixtures of outstanding quality and condition;</p> <p>Centre lights, task, spots and ambient lighting providing outstanding illumination.</p> <p>Excellent extraction and ventilation.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> All public restrooms must have extractor fans or natural ventilation. 					

DINING FACILITIES					
	Acceptable	Good	Very Good	Excellent	Outstanding
Decoration	<p>Acceptable quality wall coverings;</p> <p>Basic attention to co-ordinate patterns and colours.</p> <p>Plain and simple style.</p>	<p>Good quality wall coverings;</p> <p>Use of pictures etc, on walls.</p> <p>Good co-ordination of patterns and colours.</p>	<p>Very good quality and well finished wall coverings;</p> <p>Very good interior, with evidence of coordinated design.</p> <p>Use of pictures, objects d'art etc., on walls.</p>	<p>Excellent quality and condition of wall coverings with a professional finish;</p> <p>Attention to detail, thoughtful co-ordination of patterns, colours and textures.</p> <p>Attractive use of pictures, prints and other decorative relief.</p>	<p>Outstanding quality and condition of wall coverings with a professional finish;</p> <p>Fastidious attention to detail, thoughtful coordination of patterns, colours and textures.</p> <p>Attractive use of pictures, prints and other decorative relief.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> The dining table and chairs should have sufficient space between sittings to allow a high degree of privacy and freedom of movement. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Furniture and Furnishings	<p>Functional furniture and furnishings of acceptable quality and condition.</p> <p>High back chairs of appropriate height to the dining tables.</p> <p>Serving stations.</p> <p>Basic co-ordination of styles.</p>	<p>Good quality range of materials and make in good condition.</p> <p>High back chairs of appropriate height to the dining tables.</p> <p>Serving stations.</p> <p>Good co-ordination of styles.</p>	<p>A range of materials in very good quality and condition.</p> <p>High back chairs of appropriate height to the dining tables.</p> <p>Serving stations with space to store additional cutlery and crockery, glassware and napery.</p> <p>High chair for children.</p> <p>Very good co-ordination of styles.</p>	<p>A range of materials in excellent quality and condition.</p> <p>High back chairs of appropriate height to the dining tables.</p> <p>Serving stations with space to store additional cutlery and crockery, glassware and napery.</p> <p>High chair for children.</p> <p>Excellent coordination of styles.</p>	<p>Outstanding, well-constructed and professional finishes and detail on all furniture.</p> <p>Upholstered high back chairs of appropriate height to the dining table</p> <p>Serving stations with space to store additional cutlery and crockery, glassware and napery.</p> <p>High chair for children.</p> <p>Outstanding coordination of styles.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Restaurants should have at least one waiter's station for use for storage, and placing items during service. 					
<ul style="list-style-type: none"> Seating should be a variety of seating: low, high, firm, soft, with and without arms. Tables must be stable and provide support for people rising from their chairs. 					
<ul style="list-style-type: none"> An indoor as well as an outdoor dining facility to be available for service of all meals (weather dependent). 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Flooring and Ceiling	<p>Acceptable quality and condition of flooring and ceiling;</p> <p>Simple quality flooring e.g. Wooden, rugs, decorative animal skin etc flooring.</p>	<p>Good quality and condition of flooring and ceiling;</p> <p>Good quality flooring e.g. wooden, rugs, decorative animal skin etc</p> <p>Good attention applied to fitting and overall coordination.</p>	<p>Very good quality and condition of flooring and ceiling;</p> <p>Very good quality flooring e.g. wooden, rugs, decorative animal skin etc</p> <p>Very good attention applied to fitting and overall coordination.</p>	<p>Excellent quality and condition of flooring and ceiling;</p> <p>High quality flooring e.g. wooden, rugs, decorative animal skin etc</p> <p>Excellent attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p>	<p>Outstanding quality and condition of flooring and ceiling;</p> <p>High quality flooring e.g. wooden, rugs, decorative animal skin etc</p> <p>Excellent attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p> <p>Outstanding attention given to overall coordination.</p>

	Acceptable	Good	Very Good	Excellent	Outstanding
Lighting and Powerpoints	<p>Fixtures of acceptable quality and condition;</p> <p>Adequate light for practical use.</p> <p>Good blend of natural and electric lighting.</p>	<p>Fixtures of good quality and condition;</p> <p>Adequate light for practical use.</p> <p>Good blend of natural and electric lighting.</p>	<p>Fixtures of very good quality and condition;</p> <p>Well and evenly lit areas.</p> <p>Provision of more sources of light, well positioned, i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p>	<p>Fixtures of excellent quality and condition;</p> <p>Well and evenly lit areas.</p> <p>Provision of more sources of light, well positioned, i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p>	<p>Fixtures of outstanding quality and condition;</p> <p>Outstanding illumination throughout the areas and well positioned, effective for all tasks i.e. ambient, task and accent lightings.</p> <p>Very good blend of natural and electric lighting.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Lighting must be sufficient to easily read the menu. 					
<ul style="list-style-type: none"> Sufficient screening provided from direct sunlight to all outside / indoor tables. 					
<ul style="list-style-type: none"> Direct lighting to be provided over buffet/carvery areas. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Menu Presentation	<p>Acceptable, clean and well presented written menus, with accurate descriptions.</p> <p>Clear verbal description of the dishes</p> <p>Menu may be presented on a neat menu board.</p>	<p>Good, clean and well presented written menus, with accurate descriptions.</p> <p>Clear verbal description of the dishes</p> <p>Menu may be presented on a neat menu board.</p>	<p>Very good, clean and well presented written menus, with accurate descriptions;</p> <p>Clear verbal description of the dishes</p> <p>Menu items divided according to type i.e starter, main, dessert or theme with a minimum of four course menu and a wide selection of beverages</p> <p>Separate wine menu provided.(where provided)</p>	<p>Excellent, clean and well presented written menus, with accurate descriptions;</p> <p>Attractive design in excellent condition.</p> <p>Menu items verbally explained. with a minimum of five course menu with superiour quality cuisine with an extnsive wine list offereing a selection of different cultivars.</p> <p>Wine set out in clear sections.</p> <p>Separate wine menu provided. (where provided)</p>	<p>Outstanding, clean and well presented written menus, with accurate descriptions;</p> <p>Choice of dishes might be classical, innovative or a combination of both but will display a sound gastronomic base.</p> <p>Menu items verbally explained with superiour quality cuisine with an exetnsive wine list offereing a selection of different cultivars.</p> <p>Extensive wine selection with recommended wines to accompany different dishes on the menu.</p> <p>Separate wine menu provided.(where provided)</p>
Best Practice Criterions:					TICK SHEET:
<ul style="list-style-type: none"> Menus should be printed in a clear font that is easy to read. 					
<ul style="list-style-type: none"> Menus highlighting local specialities are helpful in differentiating the produce offering from that of competitors. Highlight the connection between local producers whenever possible, and incorporate a description of where the ingredients are sourced, who the producer is, and why the item has been chosen. 					

<ul style="list-style-type: none"> • A variety of dietary requirements should be accommodated on the menu e.g. dairy free, vegetarian, vegan, wheat free, lactose free, nut free. 	
<ul style="list-style-type: none"> • Staff must have excellent menu product knowledge, and must be able to explain each dish on the menu using other words than those printed on the menu. Staff must be able to recommend at least 2/3 wines with each dish on the menu. 	

	Acceptable	Good	Very Good	Excellent	Outstanding
Table Settings/ Appointments <i>(Cognisance will be taken of the nature and style of the establishment.)</i>	<p>Acceptable quality, matching and well coordinated tableware;</p> <p>Stainless steel cutlery.</p> <p>Crystal clear glassware</p> <p>Chinaware crockery (locally made crockery is acceptable)</p> <p>Thin napkins or basic multi-ply paper serviettes.</p>	<p>Good quality, matching and well coordinated tableware;</p> <p>Good quality cutlery (<i>at least 18/0 stainless steel</i>)</p> <p>Crystal clear glassware</p> <p>Chinaware crockery (locally made crockery is acceptable)</p> <p>Good quality napkins or multi-ply paper serviettes.</p> <p>Tables correctly laid with appropriate cutlery, crockery, glasses and napery</p> <p>Table cover appropriate for the type of service i.e. breakfast, lunch or dinner.</p>	<p>Very good quality, matching and well coordinated tableware;</p> <p>Cutlery (at least 18/10 stainless steel)</p> <p>Crystal clear glassware</p> <p>Fine china crockery.</p> <p>Very good quality linen napkins.</p> <p>Tables correctly laid with appropriate cutlery, crockery, glasses and napery</p> <p>Additional table accessories to include a centrepiece e.g. flower vase, table identity, candlesticks etc.</p> <p>Table cover appropriate for the type of service i.e. breakfast, lunch or dinner.</p>	<p>Excellent quality, matching and well coordinated tableware;</p> <p>Cutlery (at least 18/10 stainless steel)</p> <p>A full range of crystal clear glassware for different uses e.g. white wine, red wine, dessert wine, water etc.</p> <p>Fine china/porcelain crockery.</p> <p>Excellent quality linen napkins measuring at least 50cm x 50cm.</p> <p>Tables correctly laid with appropriate cutlery, crockery, glasses and napery</p> <p>Provision of appropriate styles of cutlery for different functions and different glasses for different uses.</p> <p>Additional features such as vases, candlesticks, coasters, etc.</p> <p>Table cover appropriate for the type of service i.e. breakfast, lunch or</p>	<p>Outstanding quality, matching and well-coordinated tableware;</p> <p>Provision of appropriate styles of at least 18/10 stainless steel cutlery for different functions.</p> <p>A full range of crystal clear glassware for different uses e.g. white wine, red wine, dessert wine, water etc.</p> <p>Fine china/porcelain crockery.</p> <p>Outstanding quality linen napkins measuring at least 50cm x 50cm.</p> <p>Tables correctly laid with appropriate cutlery, crockery, glasses and napery.</p> <p>High quality accessories e.g. ice bucket, sauce boats, preserve containers etc.</p> <p>Additional table accessories to include a centre piece e.g. flowers in a vase, table identity, candlesticks, toothpicks etc.</p>

				dinner.	Table cover appropriate for the type of service i.e. breakfast, lunch or dinner.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Size of linen napkin – minimum of 50cm x 50cm. 					
<ul style="list-style-type: none"> All tables have full place settings prior to commencement of service with place settings maintained throughout service period. 					
<ul style="list-style-type: none"> Each table to be provided with custom decor item e.g. bud vase and fresh flower, objet d'art that is appropriate for the style and theme of the restaurant, candles. These items should not obstruct the line of vision between guests seated at the table. 					

	Acceptable	Good	Very Good	Excellent	Outstanding
Atmosphere and Ambience	<p>Dining area spacious enough to contain all necessary furniture and facilities allowing free flow of movement for both guests and staff.</p> <p>Comfortable area with sufficient light to create a relaxed atmosphere.</p> <p>Good blend of natural and artificial lighting.</p> <p>Adequate ventilation allowing good air circulation.</p> <p>Basic co-ordination of styles without creating a sense of clutter, busyness etc.</p>	<p>Spacious dining area with good access to all furniture and facilities allowing free flow of movement for both guests and staff.</p> <p>Comfortable area with sufficient light to create a relaxed atmosphere.</p> <p>Good blend of natural and artificial lighting</p> <p>Adequate ventilation allowing good air circulation.</p> <p>Good co-ordination of styles without creating a sense of clutter, busyness etc</p> <p>Good combination of decor, lighting and general spaciousness creating warmth and harmony</p>	<p>Spacious dining area with very good access to all furniture and facilities allowing free flow of movement for both guests and staff.</p> <p>Comfortable area with sufficient light to create a relaxed atmosphere.</p> <p>Good blend of natural and artificial lighting</p> <p>Good co-ordination of styles without creating a sense of clutter, busyness etc.</p> <p>Very good combination of decor, lighting and general spaciousness creating warmth, harmony and a sense of fine dining.</p>	<p>Spacious, well planned dining area with very good access to all furniture and facilities allowing free flow of movement for both guests and staff.</p> <p>Harmonious combination of decor, style and lighting creating a sense of fine dining experience.</p> <p>Good blend of natural and artificial lighting.</p>	<p>Spacious, well planned dining area with very good access to all furniture and facilities allowing free flow of movement for both guests and staff.</p> <p>Harmonious combination of decor, style and lighting creating a sense of fine dining experience.</p> <p>Good blend of natural and artificial lighting.</p> <p>Overall luxurious impression.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Live music provided at least once a week (may be provided by staff). 					
<ul style="list-style-type: none"> There is a high level of sound proofing between the food preparation and presentation and dining areas. 					

HOSPITALITY CRITERIONS

FRONT OF HOUSE					
	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Reservations <i>(This service may be provided partly or in full off site via a central reservations office)</i>	<p>Telephone answered promptly (<i>within 3 rings</i>) in a friendly manner.</p> <p>Identification of business and self when answering the phone.</p> <p>All necessary reservation details are recorded e.g. name, contact details, date of booking, arrival and departure dates, number of pax.</p> <p>Bookings can be taken by fax or phone and should be cleared and responded to within 24 hours.</p> <p>Clear directions are provided on how to locate the property.</p> <p>Guests informed on the telephone exactly what is included in all prices quoted in accommodation,</p>	<p>Telephone answered promptly (<i>within 3 rings</i>) in a friendly manner.</p> <p>Identification of business and self when answering the phone.</p> <p>All necessary reservation details are recorded and repeated back e.g. name, contact details, date of booking, arrival and departure dates, number of pax.</p> <p>Bookings can be taken by fax or phone and should be cleared and responded to within 20 hours.</p> <p>Clear directions are provided on how to locate the property</p> <p>Guests informed on the telephone exactly what is included in all prices quoted in accommodation, including taxes and any other</p>	<p>Telephone answered promptly (<i>within 3 rings</i>) in a friendly manner.</p> <p>Identification of business and self when answering the phone.</p> <p>Repeat guests are recognised and acknowledged</p> <p>Evidence of an organised approach for dealing with guest enquiries, bookings, correspondence e.g. noting names, phone numbers, arrival and departure dates, number of pax, estimated arrival times, dietary requirements, cancellation policy etc.</p> <p>Staff knowledgeable about room types available.</p> <p>Bookings can be taken by email, fax or phone and should be cleared and</p>	<p>Telephone answered promptly (<i>within 3 rings</i>) in a friendly manner.</p> <p>Identification of business and self when answering the phone.</p> <p>Repeat guests are recognised and acknowledged</p> <p>Evidence of an organised approach for dealing with guest enquiries, bookings, correspondence e.g. noting names, phone numbers, arrival and departure dates, number of pax, estimated arrival times, dietary requirements, cancellation policy etc.</p> <p>Staff knowledgeable about room types available.</p> <p>Bookings can be taken by email, fax or phone and should be cleared and</p>	<p>Telephone answered promptly (<i>within 3 rings</i>) in a friendly manner.</p> <p>Identification of business and self when answering the phone.</p> <p>Repeat guests are recognised and acknowledged</p> <p>Evidence of an organised approach for dealing with guest enquiries, bookings, correspondence e.g. noting names, phone numbers, arrival and departure dates, number of pax, special requests/occasion, estimated arrival times, dietary requirements, cancellation policy etc.</p> <p>Staff knowledgeable about room types available.</p> <p>Bookings can be taken by email, fax or phone and</p>

	including taxes and any other surcharges.	surcharges.	<p>responded to within 12 hours.</p> <p>Clear directions are provided on how to locate the property e.g. in brochures, or on website.</p> <p>Guests informed in print, in electronic media and on the telephone exactly what is included in all prices quoted in accommodation, including taxes and any other surcharges.</p> <p>Information about pre booked services (<i>spa treatment</i>) and any unacceptable types of payments should be communicated e.g. credit cards</p>	<p>responded to within 4 hours.</p> <p>Clear directions are provided on how to locate the property e.g. in brochures, or on website.</p> <p>Guests informed in print, in electronic media and on the telephone exactly what is included in all prices quoted in accommodation, including taxes and any other surcharges.</p> <p>Information about pre booked services (<i>spa treatment</i>) and any unacceptable types of payments should be communicated e.g. credit cards</p>	<p>should be cleared and responded to within 2 hours.</p> <p>Clear directions are provided on how to locate the property e.g. in brochures, or on website.</p> <p>Guests informed in print, in electronic media and on the telephone exactly what is included in all prices quoted in accommodation, including taxes and any other surcharges.</p> <p>Information about pre booked services (<i>spa treatment</i>) and any unacceptable types of payments should be communicated e.g. credit cards</p> <p>Identification of business and self when answering the phone.</p> <p>Recognition of repeat guests extends to the ability to recognise their preferences in advance e.g. guest history database.</p> <p>Confirmation letter, reference number and directions sent by fax/email including cancellation</p>
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					policies / terms of trade.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> In-house policies to ensure that all resident guests have prioritised access to all on-site facilities and that they are not inconvenienced by outside bookings or day visitors or groups. 					
<ul style="list-style-type: none"> Ability to make a prompt and effective reservation 24 hours a day. 					
<ul style="list-style-type: none"> All legal requirements to be spelt out during the reservation process, and done in clear English (not legalize) i.e. cancellation policies. 					
<ul style="list-style-type: none"> During the reservation process, any specific access requirements to be established, and if there is a special occasion. 					
<ul style="list-style-type: none"> Online reservations facility. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Meet and Greet	<p>Guests greeted warmly.</p> <p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p>	<p>Guests greeted warmly.</p> <p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p>	<p>Guests greeted enthusiastically.</p> <p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Guests welcomed by traditional music - songs and poets especially in lodges.</p>	<p>Guests greeted enthusiastically.</p> <p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Guests offered refreshments and/or refresher towels on arrival.</p>	<p>Guests greeted cordially with enthusiasm.</p> <p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Guests offered refreshments and/or refresher towels on arrival.</p> <p>Goes the 'extra mile' to ensure guests feel welcome, e.g. personalised greeting for each guest i.e. fresh flowers, welcome message on the TV screen, letter/card, fresh fruits, bottle of wine etc.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Pre-announced arrival service provided with warning to reception of the arrival of the guest. This will enable reception to get documentation ready to greet guests by their names. Guest names to be used in all interactions.(this may not apply to self-drive) 					
<ul style="list-style-type: none"> Luggage to be delivered to the guest room whilst the familiarisation of the camp is taking place. 					
<ul style="list-style-type: none"> Public areas and guest bedrooms to be set at an ambient temperature for guest arrivals. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Check-in and general efficiency	<p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Guests given registration card to complete.</p> <p>All necessary information offered to guests i.e. available facilities and meal times.</p> <p>Guests given key and directed to their room.</p>	<p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Guests given registration card to complete.</p> <p>All necessary information offered to guests i.e. layout of property, available facilities and meal times.</p> <p>Guests are escorted to the rooms and given orientation about the facilities in the room.</p>	<p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Pre-prepared registration card and pen given to guests to confirm the details and sign.</p> <p>Repeat guests are recognised and acknowledged.</p> <p>All necessary information offered to guests i.e. layout of the property, available facilities, meal times etc.</p> <p>Guests allocated room type booked.</p> <p>Guests are escorted to the rooms and given orientation about the facilities in the room.</p>	<p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Pre-prepared registration card and pen given to guests to confirm the details and sign.</p> <p>Repeat guests are recognised and acknowledged.</p> <p>All essential information given to guests, i.e. layout of property, available facilities, meal times, etc.</p> <p>Guests allocated room type booked.</p> <p>Any messages forwarded promptly.</p> <p>Guests are escorted to the rooms and given orientation about the facilities in the room.</p> <p>Guests wished a pleasant stay.</p>	<p>Verbal acknowledgement of guest presence.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Pre-prepared registration card and pen given to guests to confirm the details and sign.</p> <p>Repeat guests are recognised and acknowledged.</p> <p>Receptionist use guest's name during check in.</p> <p>All essential information given to guests, i.e. layout of property, available facilities, meal times, etc.</p> <p>Guests allocated room type booked.</p> <p>Any messages forwarded promptly.</p> <p>Guests are escorted to the rooms and given orientation about the facilities in the room.</p> <p>Guests wished a pleasant stay.</p>

Best Practice Criteria:	TICK SHEET:
<ul style="list-style-type: none"> All guests that have special access needs to be assisted during the check-in process. 	
<ul style="list-style-type: none"> All documentation to be obtained during the check-in process, according to the country laws and the hotel policies i.e. copies of passports/ID documents, and the signature and home address of the guest obtained in case of emergencies. 	
<ul style="list-style-type: none"> Lodge staff should not announce publicly the room number of the guest, this should be done discreetly for the safety and security of the guest. 	

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Check-out Efficiency	<p>Immediate acknowledgement of guest at reception.</p> <p>Guest greeted in a warm, friendly and polite manner</p> <p>Bill prepared promptly and guest given opportunity to check it.</p> <p>Guest asked how they will settle the bill.</p>	<p>Immediate acknowledgement of guest at reception.</p> <p>Guest greeted in a warm, friendly and polite manner</p> <p>Guest asked how they will settle the bill.</p> <p>Bill correct and presented in reasonable time and guest given opportunity to check it, with payment processed without undue distraction from other duties.</p> <p>Guest asked if they enjoyed their stay and wished a pleasant journey.</p>	<p>Immediate acknowledgement of guest at reception.</p> <p>Guest greeted in a warm, friendly and polite manner</p> <p>Receptionist use guest's name during check out.</p> <p>Guest asked how they will settle the bill.</p> <p>Bill correct and presented in reasonable time and guest given opportunity to check it, with payment processed without undue distraction from other duties.</p> <p>Guests politely requested for the key/ card.</p> <p>Guest asked if they enjoyed their stay and wished a pleasant journey.</p>	<p>Immediate acknowledgement of guest at reception.</p> <p>Guest greeted in a warm, friendly and polite manner</p> <p>Receptionist use guest's name during check out.</p> <p>Guest asked how they will settle the bill.</p> <p>Bill correct and presented in reasonable time.</p> <p>Bill presented discreetly and guest given opportunity to check it</p> <p>Payment processed without undue distraction from other duties.</p> <p>Guests politely requested for the key/ card.</p> <p>Customer satisfaction made prior to departure with portorage and offer of assistance with transport.</p> <p>Guest asked if they enjoyed their stay and wished a pleasant journey, with an invitation to come</p>	<p>Immediate acknowledgement of guest at reception.</p> <p>Guest greeted in a warm, friendly and polite manner</p> <p>Receptionist use guest's name during check out.</p> <p>Bill pre-prepared and presented discreetly and guest given opportunity to check it.</p> <p>Guest asked how they will settle the bill.</p> <p>Payment processed without undue distraction from other duties, and receipt/invoice placed in a branded envelope for the guest.</p> <p>Guests politely requested for the key/ card.</p> <p>Customer satisfaction made prior to departure with portorage and offer of assistance with transport.</p> <p>Guest asked if they enjoyed their stay and wished a pleasant journey, with an invitation to come</p>

				back.	back.
Best Practice Criteria:					TICK SHEET:

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Porterage <i>(It is recognised that this service may be provided by guides / room attendants).</i>	Porter has good knowledge of establishment. Assistance with luggage available throughout the day and evening.	Porter has good knowledge of establishment. Assistance with luggage available throughout the day and evening Care and attention to detail when handling luggage.	Porter has very good knowledge of accommodation, tourist attractions and visitor services throughout the city/area. Assistance with luggage available throughout the day and evening Porterage staff dressed in identifiable porter uniform.	Excellent knowledge of accommodation, tourist attractions and visitor services throughout the city/area. Dedicated porterage staff dressed in identifiable porter uniform. Porters take guests luggage promptly to their rooms. Full explanation of facilities in the room provided.	Outstanding knowledge of accommodation, tourist attractions and visitor services throughout the city/area. Dedicated porterage staff dressed in identifiable porter uniform. Porters take guests luggage promptly to their rooms. Full explanation of facilities in the room provided. Porter always on hand to attend promptly to guest needs. Porters conscious of security while handling guests luggage i.e not leaving guests luggage unattended.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Secure luggage storage available. All left luggage to be correctly labelled before being put into storage, and a receipt provided to the guest. 					
<ul style="list-style-type: none"> A seamless transition on arrival. No delays. 					
<ul style="list-style-type: none"> Convenient use of an access to luggage rack to be provided in each room. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Tourist Information	<p>Acceptable amount of tourist information at reception and guest rooms.</p> <p>Tourist information for local and surrounding area, e.g. local banks, restaurants, leisure centres, places of worship, etc.</p> <p>Details of how to operate equipment in the rooms.</p>	<p>A good amount of tourist information at reception and guest rooms.</p> <p>Tourist information for local and surrounding area, e.g. local banks, restaurants, leisure centres, places of worship, etc.</p> <p>A variety of pamphlets available on surrounding areas.</p> <p>Staff able to assist with additional information.</p>	<p>A very good range of tourist information at reception and guest rooms.</p> <p>Comprehensive tourist information, well presented.</p> <p>A variety of pamphlets and brochures available on surrounding areas.</p> <p>Staff have a very good knowledge of local attractions.</p>	<p>An excellent range of tourist information at reception, lounge and guest rooms.</p> <p>Tourist information provided at reception, lounge and in guest rooms.</p> <p>Staff have excellent knowledge of local attractions.</p> <p>Additional information compiled including local and sporting activities, local banks, shops, etc.</p>	<p>An outstanding range of tourist information at reception, lounge and guest rooms.</p> <p>Information pack in bedrooms, reception and lounge. Information covers immediate and surrounding area as well as specific accommodation information.</p> <p>Books, pamphlets on matters of local interest, leisure facilities, etc.</p> <p>Tourist information package tailor made to individual guest preference.</p> <p>Staff well versed on relevant tourist information and be able assist and inform tourists on the local area.</p> <p>Comprehensive information compiled including local and sporting activities, local banks, shops, etc.</p> <p>Outstanding attention to personalised itineraries and personal interest in guest's information</p>

					requirements is shown.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> • Camp information provided in a range of formats i.e. large print, Braille, photographs. 					
<ul style="list-style-type: none"> • Tourist information kept updated on a regular basis. 					
<ul style="list-style-type: none"> • Bi-lingual - according to guest market profile - guest directories (with enhanced content) available. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Concierge services (where available)	<p>Concierge staff knowledgeable or trained regarding relevant local activities/attractions.</p> <p>Limited local information available e.g. a file of relevant brochures or brochure display rack.</p>	<p>Concierge staff knowledgeable or trained regarding relevant local activities/attractions.</p> <p>Good range of local information available e.g. a file of relevant brochures or brochure display rack.</p>	<p>A concierge desk available.</p> <p>Atleast 12hrs concierge service available.</p> <p>Concierge staff knowledgeable or trained regarding relevant local activities/attractions</p> <p>Very good range of information provided on all on-site facilities and relevant local attractions e.g road maps, camp guide, excursions.</p>	<p>Dedicated concierge office available</p> <p>Atleast 16hrs concierge service available</p> <p>Concierge staff knowledgeable or trained regarding relevant local activities/attractions</p> <p>Excellent range of information provided on all on-site facilities and relevant local attractions e.g road maps, camp guide, excursions.</p>	<p>Dedicated concierge office available.</p> <p>Atleast 16hrs concierge service available.</p> <p>Concierge staff knowledgeable or trained regarding relevant local activities/attractions</p> <p>Comprehensive, well presented information provided on all on- site facilities and relevant local attractions.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Tourist information kept updated on a regular basis. 					
<ul style="list-style-type: none"> Multi-lingual guest services manual, according to the main languages used by guests staying at the property. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Communi- cation services	<p>Where telephones are not provided in bedrooms, a means of communication with staff at night in the event of an emergency should be provided, and advertised in the bedroom.</p> <p>Telephones should display the property telephone number together with the bedroom extension or telephone number.</p>	<p>Where telephones are not provided in bedrooms, a means of communication with staff at night in the event of an emergency should be provided, and advertised in the bedroom.</p> <p>Telephones should display the property telephone number together with the bedroom extension or telephone number.</p> <p>Telephones, should have instructions on how to use any additional services such as telephone message service, and room-to-room calls.</p>	<p>Telephones, should display the property telephone number together with the bedroom extension or telephone number.</p> <p>Telephones, should have instructions on how to use any additional services such as telephone message service, and room-to-room calls.</p> <p>Internal telephone system provided.</p>	<p>Telephones, should display the property telephone number together with the bedroom extension or telephone number.</p> <p>Telephones, should have instructions on how to use any additional services such as telephone message service, and room-to-room calls.</p> <p>Internal telephone system provided.</p> <p>Direct dial telephone system</p>	<p>Telephones, should display the property telephone number together with the bedroom extension or telephone number.</p> <p>Telephones, should have instructions on how to use any additional services such as telephone message service, and room-to-room calls.</p> <p>A minimum of two direct dial telephones if fixed – one at the bedside and one on the desk/writing table or single cordless phone.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> A minimum of two telephones in guest bedrooms – one beside the bed and one on the desk/writing table. 					
<ul style="list-style-type: none"> Internal fire alarm communication systems available and tested on a regular basis. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Shuttle Service (where available)	<p>Vehicle clean, tidy free from litter and with a fresh smell.</p> <p>Vehicle in good condition.</p> <p>Shuttle driver neat in appearance (uniform and name tag)</p> <p>Name of facility/guest name clearly visible on a board.</p> <p>Meet and greet.</p> <p>Driver briefs the guests on security and safety issues e.g. safety belts, handling of travel documents etc.</p> <p>Driver manoeuvres safely from pick up point to the destination.</p> <p>Driver wishes guest an enjoyable stay</p>	<p>Vehicle clean, tidy free from litter and with a fresh smell.</p> <p>Vehicle in good condition.</p> <p>Shuttle driver neat in appearance (uniform and name tag).</p> <p>Name of facility/guest name clearly visible on a board.</p> <p>Meet and greet.</p> <p>Porterage offered to shuttle.</p> <p>Driver briefs the guests on security and safety issues e.g. safety belts, handling of travel documents etc.</p> <p>Driver manoeuvres safely from pick up point to the destination.</p> <p>Driver wishes guest an enjoyable stay</p>	<p>Vehicle clean, tidy free from litter and with a fresh smell.</p> <p>Vehicle in good condition.</p> <p>Shuttle driver neat in appearance (uniform and name tag).</p> <p>Name of facility/guest name clearly visible on a board.</p> <p>Meet and greet.</p> <p>Porterage offered to shuttle.</p> <p>Driver briefs the guests on security and safety issues e.g. safety belts, handling of travel documents etc.</p> <p>Driver manoeuvres safely from pick up point to the destination.</p> <p>Driver knowledgeable of the local area.</p> <p>Driver wishes guest an</p>	<p>Vehicle clean, tidy free from litter and with a fresh smell.</p> <p>Vehicle in good condition.</p> <p>Vehicle with fully functional climate control.</p> <p>Shuttle driver neat in appearance (uniform and name tag).</p> <p>Name of facility/guest name clearly visible on a board.</p> <p>Meet and greet.</p> <p>Porterage offered to shuttle.</p> <p>Driver open/close the door for the guest.</p> <p>Driver briefs the guests on security and safety issues e.g. safety belts, handling of travel documents etc.</p> <p>Driver manoeuvres safely</p>	<p>Vehicle clean, tidy free from litter and with a fresh smell.</p> <p>Vehicle in good condition.</p> <p>Vehicle with fully functional climate control.</p> <p>Shuttle driver neat in appearance (uniform and name tag)</p> <p>Name of facility/guest name clearly visible on a board</p> <p>Meet and greet.</p> <p>Porterage offered to shuttle.</p> <p>Driver open/close the door for the guest.</p> <p>Driver briefs the guests on security and safety issues e.g. safety belts, handling of travel documents etc.</p> <p>Driver manoeuvres safely from pick up point to the</p>

			enjoyable stay.	from pick up point to the destination. Driver knowledgeable of the local area. Driver wishes guest an enjoyable stay	destination. Driver knowledgeable of the local area. Newspapers and magazines provided. Driver wishes guest an enjoyable stay.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Appropriate vehicles to be advertised as available to meet individual guests by pre-arrangement. 					
<ul style="list-style-type: none"> Temperature controlled vehicle and driver to be provided and refreshments to be available at the correct temperature 					
<ul style="list-style-type: none"> Vehicle service to include portage / luggage assistance. 					

FOOD AND BEVERAGE SERVICE					
	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Breakfast Preparation and Presentation	<p>Acceptable levels of breakfast presentation and quality.</p> <p>Attempt to enhance appearance of the food i.e. variety of colours and textures.</p> <p>Food well arranged on plate.</p> <p>Care taken to ensure that juices are chilled, toast is crisp and coffee/ tea is freshly made.</p> <p>Fresh fruits, preserves, butters and spreads provided.</p> <p>Cereals and juices served in appropriate containers.</p> <p>Hot items served at the right temperature.</p> <p>Each dish on the buffet served in and with appropriate gear.</p> <p>Buffet replenished and refreshed.</p> <p>Covering of food to control flies and insects.</p>	<p>Good levels of breakfast presentation and quality.</p> <p>Care taken to ensure that juices are chilled, toast is crisp and coffee/ tea is freshly made.</p> <p>Fresh fruits, preserves, butters and spreads provided.</p> <p>Cereals and juices served in appropriate containers.</p> <p>Hot items served at the right temperature.</p> <p>Buffet food items clearly labelled.</p> <p>Each dish on the buffet served in and with appropriate gear.</p> <p>Buffet replenished and refreshed.</p> <p>Covering of food to control flies and insects.</p>	<p>Very good levels of breakfast presentation and quality.</p> <p>Fresh fruits, preserves, ground and decaffeinated coffee, teas, butters and spreads provided.</p> <p>Guests offered a choice of how their eggs are cooked to include fried, poached, boiled and scrambled.</p> <p>Cereals and freshly squeezed juices served in appropriate containers.</p> <p>Hot items served at the right temperature.</p> <p>Buffet food items clearly labelled.</p> <p>Each dish on the buffet served in and with appropriate gear.</p> <p>Buffet replenished and refreshed.</p> <p>Buffet visually appealing and well laid out with a logical flow.</p>	<p>Excellent levels of breakfast presentation and quality.</p> <p>All food prepared with an excellent level of skill, care and presentation and served at the correct temperature.</p> <p>Fresh fruits, preserves, ground and decaffeinated coffee, teas, butters and spreads provided.</p> <p>Cereals and freshly squeezed juices served in appropriate containers.</p> <p>Cold buffet neatly set out in attractive containers.</p> <p>An option for plated cold courses are available.</p> <p>Plated hot breakfast items and eggs cooked to guests preference.</p> <p>High quality fresh ingredients and wide choice.</p> <p>Fresh breads, pastries</p>	<p>Outstanding levels of breakfast presentation and quality.</p> <p>High quality ingredients cooked with an outstanding level of skill and presented to an outstanding standard.</p> <p>Fresh fruits, preserves, ground and decaffeinated coffee, teas, butters and spreads provided.</p> <p>Cereals and freshly squeezed juices served in appropriate containers.</p> <p>Cold buffet neatly set out in attractive containers.</p> <p>An option for plated cold courses is available.</p> <p>Plated hot breakfast items and eggs cooked to guests' preference either prepared in the kitchen to order, or in front of the guest at a buffet cooking station.</p> <p>High quality fresh ingredients and wide choice.</p> <p>Fresh breads, pastries and dairy products.</p>

			Covering of food to control flies and insects.	<p>and dairy products.</p> <p>Each dish on the buffet served in and with appropriate gear.</p> <p>Buffet replenished and refreshed.</p> <p>Buffet visually appealing and well laid out with a logical flow.</p> <p>Covering of food to control flies and insects.</p> <p>Chef available to explain food items.</p>	<p>Each dish on the buffet served in and with appropriate gear.</p> <p>Buffet replenished and refreshed.</p> <p>Buffet visually appealing and well laid out with a logical flow.</p> <p>Covering of food to control flies and insects.</p> <p>Special dietary and food produce available.</p> <p>Chef available to explain food items.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Minimum of two juice varieties. Iced water also available at breakfast service. 					
<ul style="list-style-type: none"> Minimum of four varieties of freshly prepared/sliced fruits, as well as whole fruits available on the buffet. 					
<ul style="list-style-type: none"> A variety of breads and pastries. 					
<ul style="list-style-type: none"> Provision made for full cream and low fat milk, correctly labelled. 					
<ul style="list-style-type: none"> In the cold section, a selection of cheeses and cold meats that are all kept at the appropriate temperature 					
<ul style="list-style-type: none"> A variety of speciality dishes such as sausages, back bacon, streaky bacon, tomatoes for grilling. Plus a vegetarian option available. 					

<ul style="list-style-type: none"> • All pork dishes identified with an appropriate label. 	
<ul style="list-style-type: none"> • Butter and margarine available for breakfast service. 	
<ul style="list-style-type: none"> • A minimum of six preserves/jams/marmalade (a citrus marmalade and honey including a preserve that is suitable for a diabetic (clearly identified). A minimum of two quality sandwich spreads such as marmite, peanut butter, cheese spread available. 	
<ul style="list-style-type: none"> • A full range of condiments such as mustard, tomato ketchup, Tabasco sauce, Worcestershire sauce, HP sauce, sweet chilli sauce available for guest use. 	
<ul style="list-style-type: none"> • An espresso coffee machine provided for making speciality beverages. 	

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Lunch / Dinner preparation and presentation	<p>Acceptable quality of food carefully prepared.</p> <p>Use of fresh ingredients and fresh produce.</p> <p>Meals freshly cooked and served at appropriate temperature.</p> <p>Balanced menu.</p> <p>Food well arranged on plate.</p> <p>Attempt to enhance appearance of the food i.e. variety of colours and textures.</p> <p>If plated, the plates should be large enough to hold all the food easily (<i>plates should not overflow</i>).</p> <p>Labelling of buffet food items</p> <p>Each dish on the buffet served in and with appropriate gear.</p> <p>Buffet replenished and refreshed.</p> <p>Condiments provided according to dishes on</p>	<p>A good mixture of fresh ingredients and good quality prepared meals.</p> <p>Obvious care and attention paid to preparation i.e. following the recipe and cooked to the right degree.</p> <p>Well balanced menu to cater for all taste e.g. children, vegetarians, local dishes etc.</p> <p>All hot foods well presented and served at the correct temperature on warm plates.</p> <p>Innovative attractive arrangement of food and garnishes i.e variety of colours, shapes and textures.</p> <p>If plated, the plates should be large enough to hold all the food easily (plates should not overflow).</p> <p>Labelling of buffet food items</p> <p>Each dish on the buffet served in and with appropriate gear.</p> <p>Buffet replenished and refreshed.</p> <p>Condiments provided</p>	<p>Food freshly cooked from high quality fresh ingredients.</p> <p>All meals including any room service prepared with a very good level of skill, care and presentation and served at the correct temperature.</p> <p>Well balanced menu to cater for all taste e.g. children, vegetarians, local dishes etc.</p> <p>Food well presented on appropriate plates with attractive and appropriate garnishes i.e. pleasing combination of colours, textures, and shapes.</p> <p>Description of the dish on the menu to match presentation of food items on the plate.</p> <p>Labelling of buffet food items.</p> <p>Buffet visually appealing and well laid out with a logical flow.</p> <p>Buffet replenished and refreshed.</p>	<p>Excellent level of execution in preparation of meals.</p> <p>Skilful use of finest, fresh food.</p> <p>Great attention to detail and quality.</p> <p>Everything prepared to the right temperature.</p> <p>Excellent balance of ingredients on the menu</p> <p>Well balanced menu to cater for all taste e.g. children, vegetarians, local dishes etc.</p> <p>Excellent levels of meal presentations.</p> <p>Obvious care and attention to detail with visual effect and an excellent degree of skill in presentation.</p> <p>Description of the dish on the menu to match presentation of food items on the plate.</p> <p>Labelling of buffet food items.</p> <p>Buffet visually appealing</p>	<p>Outstanding level of execution in preparation of meals.</p> <p>Fresh, high quality ingredients.</p> <p>Flavours well balanced and easy to distinguish.</p> <p>Supporting ingredients well balanced.</p> <p>Cooked with accuracy, care and integrity.</p> <p>Well balanced menu to cater for all taste e.g. children, vegetarians, local dishes etc.</p> <p>Outstanding levels of meal presentations.</p> <p>Obvious care and attention to detail with visual effect and an outstanding degree of skill in presentation.</p> <p>Description of the dish on the menu to match presentation of food items on the plate.</p> <p>Chef available to explain food items.</p> <p>Buffet visually appealing and well laid out with a</p>

	<p>offer</p> <p>The underside of the plate and rim of plate clean and free of any food smear marks.</p> <p>Covering of food to control flies and insects.</p>	<p>according to dishes on offer.</p> <p>The underside of the plate and rim of plate clean and free of any food smear marks.</p> <p>Covering of food to control flies and insects.</p>	<p>Each dish on the buffet served in and with appropriate gear.</p> <p>Condiments provided according to dishes on offer.</p> <p>The underside of the plate and rim of plate clean and free of any food smear marks.</p> <p>Covering of food to control flies and insects.</p> <p>Chef available to explain food items.</p>	<p>and well laid out with a logical flow.</p> <p>Each dish on the buffet served in and with appropriate gear.</p> <p>Buffet replenished and refreshed.</p> <p>Condiments provided according to dishes on offer i.e. capers and lemon for smoked salmon, black pepper grinder with pasta dishes etc.</p> <p>Sauces and condiments served in appropriate containers.</p> <p>The underside of the plate and rim of plate clean and free of any food smear marks.</p> <p>Carvery attended by a chef and refreshed at all times.</p> <p>Covering of food to control flies and insects.</p>	<p>logical flow.</p> <p>Each dish on the buffet served in and with appropriate gear.</p> <p>Buffet replenished and refreshed.</p> <p>Condiments provided according to dishes on offer i.e. capers and lemon for smoked salmon, black pepper grinder with pasta dishes etc.</p> <p>Sauces and condiments served in appropriate containers.</p> <p>The underside of the plate and rim of plate clean and free of any food smear marks.</p> <p>Carvery attended by a chef and refreshed at all times.</p> <p>Covering of food to control flies and insects.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Menus highlighting local specialities. 					
<ul style="list-style-type: none"> A variety of dietary requirements accommodated on the menu e.g. dairy free, vegetarian, vegan, wheat free, lactose free, nut free. 					

<ul style="list-style-type: none"> Staff with excellent menu product knowledge, and able to explain each dish on the menu using other words than those printed on the menu. Staff able to recommend at least 2/3 wines with each dish on the menu. Staff with excellent menu product knowledge, and able to explain each dish on the menu using other words than those printed on the menu. Staff able to recommend at least 2/3 wines with each dish on the menu. 	
<ul style="list-style-type: none"> Staff available to assist guests whenever there is a carvery or buffet self-service, 	

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Room Service (Where available)	<p>Initial telephone call to room service is answered promptly i.e. within three rings.</p> <p>Response to room service request polite and friendly.</p> <p>Order is correct and required condiments are provided.</p> <p>Food served at correct temperature and covered.</p> <p>Appropriate cutlery and crockery provided.</p>	<p>Initial telephone call to room service is answered promptly i.e. within three rings.</p> <p>Response to room service request polite and friendly and order repeated with an estimate of delivery time.</p> <p>Order is correct and required condiments are provided.</p> <p>Food served at correct temperature and covered.</p> <p>Appropriate cutlery and crockery provided.</p>	<p>Initial telephone call to room service is answered promptly i.e. within three rings.</p> <p>Identification of department and self when answering the phone.</p> <p>Response to room service request polite and friendly and order repeated with an estimate of delivery time.</p> <p>Very good product knowledge displayed.</p> <p>Room service order is repeated and room number confirmed with guest.</p> <p>Service provided promptly by professional and well-presented staff – the waitron knocks and asks where to set up and when to return to clear.</p> <p>Food served at correct temperature and covered with cloche.</p> <p>Appropriate cutlery and crockery provided.</p>	<p>Initial telephone call to room service is answered promptly i.e. within three rings.</p> <p>Identification of department and self when answering the phone.</p> <p>Response to room service request polite and friendly and order repeated with an estimate of delivery time.</p> <p>Dedicated staff able to give informed advice on the menu.</p> <p>Room service order is repeated and room number confirmed with guest.</p> <p>Service provided promptly by professional and well-presented staff – the waitron knocks and asks where to set up and when to return to clear.</p> <p>Excellent presentation, either on a trolley or table with correct cutlery, crockery, glassware and napery.</p> <p>Drinks are opened and</p>	<p>Initial telephone call to room service is answered promptly i.e. within three rings.</p> <p>Identification of department and self when answering the phone.</p> <p>Response to room service request polite and friendly and order repeated with an estimate of delivery time.</p> <p>Dedicated staff able to give informed advice on the menu.</p> <p>Room service order is repeated and room number confirmed with guest. There is evidence of good product knowledge by the staff member and recommendations are made to the guest.</p> <p>Attention to customer care with courtesy call made prior and after delivery of food.</p> <p>Outstanding presentation, either on a trolley or table with correct cutlery, crockery, glassware and napery.</p> <p>Food served at correct temperature and covered</p>

				<p>poured for guests.</p> <p>Food served at correct temperature and covered with cloche.</p> <p>Collection of soiled plates clearly established e.g. by at least a tent card.</p>	<p>with cloche. Service delivery allows for each course to be eaten at the correct temperature. All meals to be served on a dining table or heated trolley, or each hot course delivered separately.</p> <p>Drinks are opened and poured for guests.</p> <p>Collection of soiled plates clearly established e.g. by communicating with the guest about collection time.</p> <p>Waitron will offer service to the guest – to pour any beverage or to remove the cloche on the plates.</p> <p>The waitron wishes the guest a pleasant day / evening.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Service delivery allows for each course to be eaten at the correct temperature. All meals to be served on a dining table or heated trolley, or each hot course delivered separately. 					
<ul style="list-style-type: none"> A full mini-bar in the room, either pre-stocked or stocked on request of the guest. A variety of glassware available in the bedroom to suit the drinks available in the mini-bar. 					
<ul style="list-style-type: none"> In room ice tray or ice bucket to be filled on turndown by Housekeeping staff. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Wine and Beverage Service	<p>Sequence of wine service i.e.</p> <p>Wine presented with label facing the guest.</p> <p>After the approval of host, pour the wine into the glasses, ladies first.</p> <p>Staff demonstrating basic knowledge about the wines available.</p>	<p>Sequence of wine service i.e.</p> <p>Wine presented with label facing the guest.</p> <p>After the approval of host, pour the wine into the glasses, ladies first.</p> <p>Staff demonstrating good knowledge about the wines available.</p>	<p>Sequence of wine service i.e.</p> <p>White wine presented in an ice bucket on stand with a napkin.</p> <p>Wine presented with label facing the guest.</p> <p>After the approval of host, pour the wine into the glasses, ladies first.</p> <p>Staff demonstrating very good levels of product knowledge and service skills.</p>	<p>Sequence of wine service i.e.</p> <p>White wine presented in an ice bucket on stand with a napkin.</p> <p>Wine presented with label facing the guest.</p> <p>After the approval of host, pour the wine into the glasses, ladies first..</p> <p>Staff demonstrating excellent levels of product knowledge and service skills.</p>	<p>Sequence of wine service i.e.</p> <p>White wine presented in an ice bucket on stand with a napkin.</p> <p>Wine presented with label facing the guest.</p> <p>After the approval of host, pour the wine into the glasses, ladies first. t.</p> <p>Staff demonstrating outstanding levels of product knowledge and service skills.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> At least one member of the restaurant team who is a practising sommelier or who has had specific wine training. 					
<ul style="list-style-type: none"> All beverages served in the correct style of glass, appropriate for the type of drink. Drinks served at the correct temperature. 					
<ul style="list-style-type: none"> A cocktail menu provided. 					
<ul style="list-style-type: none"> Drinks opened in the sight of the guest, and poured in front of the guest. 					
<ul style="list-style-type: none"> Ice cubes always served separately in an ice bucket with tongs. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Meal and beverage service	<p>Sufficient staff to ensure prompt service at all meals served.</p> <p>Polite and courteous staff providing acceptable standard of customer care.</p> <p>Staff demonstrating acceptable levels of knowledge about the dishes being served.</p> <p>Acceptable standard of personal cleanliness.</p> <p>Guests greeted and shown to the tables.</p> <p>Guests presented with menus.</p> <p>Sequence of service i.e.</p> <p>Order taking of food and drinks</p> <p>Presentation of food at the table</p> <p>Timing of meal courses</p> <p>Crumbing down of tables</p>	<p>Sufficient staff to ensure prompt service at all meals served.</p> <p>Polite and courteous staff providing good standard of customer care.</p> <p>Staff demonstrating good levels of knowledge about the dishes being served.</p> <p>Helpful and attentive staff.</p> <p>Requests dealt with promptly.</p> <p>Good standard of personal cleanliness.</p> <p>Guests greeted and shown to the tables.</p> <p>Guests presented with menus.</p> <p>Sequence of service i.e.</p> <p>Order taking of food and drinks</p> <p>Presentation of food at the table</p> <p>Good judgement on timing of courses and drinks.</p>	<p>A supervisor on duty in the dining area to ensure a more effecient service.</p> <p>Polite, cheerful and courteous staff providing very good standard of customer care.</p> <p>Staff demonstrating very good levels of food, beverage and wine product knowledge and service skills.</p> <p>Sufficient number of staff to ensure prompt meal service.</p> <p>Very good levels of customer care with satisfaction checks.</p> <p>Very good standard of personal cleanliness.</p> <p>Guests greeted and waitrons introduce themselves.</p> <p>Guests escorted to the tables.</p> <p>Guests presented with menus open on the first page.</p>	<p>A manager on duty in the restaurant to ensure a highly effecient service.</p> <p>Unobstructive, cheerful polite, and courteous staff providing a excellent standard of customer care.</p> <p>Staff demonstrating excellent levels food, beverage and wine product knowledge and service skills.</p> <p>Structured and well organised staffing with clear evidence of supervision.</p> <p>Excellent standard of personal cleanliness</p> <p>Guests greeted and waitrons introduce themselves.</p> <p>Guests escorted to the tables.</p> <p>Guest seated with napkin placed on the lap.</p> <p>Guests presented with menus open on the first page.</p> <p>Special of the day verbally</p>	<p>A well-structured team of staff with management presence.</p> <p>The restaurant always staffed.</p> <p>Unobtrusive, cheerful, polite and courteous staff providing an outstanding standard of customer care.</p> <p>Highly trained, professional and proactive staff.</p> <p>Guests welcomed and escorted to their table at all meals and in all areas where food and drinks are served.</p> <p>Prompt table service in public areas where guests seat themselves.</p> <p>Staff demonstrating outstanding levels of food, beverage and wine product knowledge and service skills.</p> <p>Outstanding standard of personal cleanliness.</p> <p>Guests greeted and</p>

	<p>Top-ups of drinks and</p> <p>Prompt clearing of soiled plates</p> <p>Presentation of bill</p>	<p>Crumbing down of tables</p> <p>Top-ups of drinks and</p> <p>Prompt clearing of soiled</p> <p>Presentation of bill</p> <p>Good knowledge of the dishes and drinks being served.</p>	<p>Special of the day verbally explained to guest.</p> <p>Sequence of service i.e.</p> <p>Order taking of food and drinks</p> <p>Presentation of food at the table</p> <p>Very good timing of meal courses and drinks.</p> <p>Crumbing down of tables</p> <p>Top-ups of drinks and</p> <p>Prompt clearing of soiled plates</p> <p>Presentation of bill</p> <p>Any spare cover to be removed.</p> <p>Very good knowledge of the dishes and drinks being served.</p>	<p>explained to guest.</p> <p>Sequence of meal service i.e.</p> <p>Order taking of food and drinks</p> <p>Knowledge of which guest is having which dish.</p> <p>Presentation of food at the table</p> <p>Excellent timing of meal courses and drinks.</p> <p>Crumbing down of tables</p> <p>Top-ups of drinks</p> <p>Prompt clearing of soiled plates</p> <p>Presentation of bill</p> <p>Staff demonstrating excellent knowledge of the dishes and drinks being served.</p> <p>Well-paced satisfaction checks throughout the meal service.</p> <p>Interaction of chef with the guests.</p> <p>Guest wished good day on</p>	<p>waitrons introduce themselves.</p> <p>Guests escorted to the tables.</p> <p>Waitron pulls out the chair and seats the guest with napkin placed on the lap (<i>ladies first</i>).</p> <p>Special of the day verbally explained to guest.</p> <p>Sequence of meal service i.e.</p> <p>Order taking of food and drinks</p> <p>Knowledge of which guest is having which dish.</p> <p>Presentation of food at the table</p> <p>Impeccable timing of meal courses and drinks.</p> <p>Crumbing down of tables</p> <p>Napkin replaced / folded up every time guest leaves the table.</p> <p>Drinks topped up at regular intervals without being intrusive.</p> <p>Prompt clearing of soiled</p>
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				leaving the dining area.	<p>plates</p> <p>Presentation of bill</p> <p>Knowledge of which guest is having which dish.</p> <p>Well-paced satisfaction checks throughout dinner.</p> <p>Interaction of chef with the guests.</p> <p>Staff demonstrating outstanding levels of product knowledge and service skills.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Staff to be in full uniform, have excellent personal hygiene, and wear some form of identification such as a name badge. Staff to be ready to perform their duties at least ten minutes prior to the opening times of the restaurant or bar. 					
<ul style="list-style-type: none"> Where a rate is not fully inclusive, a facility for guests to be billed for extras to be available and for these to be charged automatically to the room account. 					
<ul style="list-style-type: none"> Food & Beverage staff to have excellent product knowledge on the menu and wine list, and must be able to explain dishes on the menu in language other than the language used on the menu. Staff members to recommend wines and drinks as accompaniments to the meal ordered. 					
<ul style="list-style-type: none"> Smoke free dining facilities. 					
<ul style="list-style-type: none"> Outdoor dining tables provided. 					
<ul style="list-style-type: none"> Afternoon tea service provided with a minimum 'cake of the day' option. 					
<ul style="list-style-type: none"> A well-structured team of staff with management and hosts present. 					

HOUSEKEEPING AND MAINTENANCE					
	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Bedrooms	<p>Acceptable cleanliness and well maintained areas.</p> <p>All walls, ceilings, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, under beds, mirrors, windows, headboards, frames and mattresses free from dust, dirt, cobwebs, grease and marks.</p> <p>Bedding kept off the floors.</p> <p>All crockery, cutlery and glassware clean and sanitised.</p> <p>Housekeeping cleaning materials in good order i.e spray bottles, colour coded cloths for different surfaces .</p> <p>Curtains properly hooked.</p> <p>Bins emptied and clean.</p>	<p>Good standard of cleanliness and well maintained areas.</p> <p>All walls, ceilings, ledges, equipment and fittings spotlessly clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, under beds, mirrors, windows, headboards, frames and mattresses free from dust, dirt, cobwebs, grease and marks.</p> <p>Bed linen and valence clean.</p> <p>Bedding kept off the floors.</p> <p>All crockery, cutlery and glassware clean and sanitised.</p> <p>Rooms clean with a fresh smell.</p> <p>Housekeeping cleaning materials in good order i.e spray bottles, colour coded cloths for different surfaces</p> <p>Curtains properly hooked.</p> <p>Bins emptied and clean.</p>	<p>A very good standard of cleanliness and well maintained areas.</p> <p>All walls, ceilings, ledges, equipment and fittings spotlessly clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, under beds, mirrors, windows, headboards, frames and mattresses free from dust, dirt, cobwebs, grease and marks.</p> <p>Bed linen and valence clean.</p> <p>Bedding kept off the floors.</p> <p>All crockery, cutlery and glassware clean and sanitised.</p> <p>Equipment and room accessories tidy and well arranged.</p> <p>Carpets vacuumed and cleaned regularly.</p> <p>Housekeeping cleaning materials in good order i.e</p>	<p>An excellent standard of cleanliness and attention to detail.</p> <p>Evidence of thorough cleaning.</p> <p>Well-made beds.</p> <p>Bed linen and valence clean.</p> <p>Bedding kept off the floors.</p> <p>All crockery, cutlery and glassware sparkling clean and sanitised.</p> <p>Equipment and room accessories tidy and well arranged.</p> <p>Gleaming surfaces, no smears or marks.</p> <p>Soft furnishings and carpets stain and dust free. Carpets freshly combed.</p> <p>Housekeeping cleaning materials in good order i.e spray bottles, colour coded cloths for different surfaces .</p>	<p>Outstanding standard of thorough cleanliness and attention to detail.</p> <p>Evidence of cleaning programme in place.</p> <p>Soft furnishings and carpets stain and dust free. Carpets freshly combed.</p> <p>A real sparkle evident everywhere.</p> <p>Bed linen and valence clean.</p> <p>All crockery, cutlery and glassware sparkling clean and sanitised.</p> <p>Equipment and room accessories tidy and well arranged.</p> <p>Housekeeping cleaning materials in good order i.e spray bottles, colour coded cloths for different surfaces</p> <p>Curtains properly hooked.</p> <p>Bins emptied and clean A full turndown</p>

			spray bottles, colour coded cloths for different surfaces . Curtains properly hooked. Bins emptied and clean.	Curtains properly hooked. Bins emptied and clean.	service
Best Practice Criterions:					TICK SHEET:
<ul style="list-style-type: none"> Provision for hygienic sanitising of hospitality tray crockery / cutlery (Not bathroom wash basin). 					
<ul style="list-style-type: none"> Crockery, cutlery and glassware on the hospitality tray and in the guest bedroom to be washed and polished prior to return to use. (The bathroom washbasin is not acceptable for this purpose). 					
<ul style="list-style-type: none"> All linen and towelling kept off the floor at all times – dirty or clean. 					
<ul style="list-style-type: none"> All spare bedding kept clean, fresh and wrapped. 					
<ul style="list-style-type: none"> High regard for security whilst cleaning guest bedrooms. 					
<ul style="list-style-type: none"> Evidence of an on-going cleaning programme (spring cleaning), and records kept of these dates. 					
<ul style="list-style-type: none"> Personalised services available such as one hour pressing, shoe cleaning etc... 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Bathrooms	<p>Acceptable cleanliness and well maintained areas;</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>Corners behind bathroom doors and difficult to reach areas clean.</p> <p>Toilet paper on toilet roll holder.</p>	<p>A good standard of cleanliness and well maintained areas;</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>Corners behind bathroom doors and difficult to reach areas clean.</p> <p>Toilet paper on toilet roll holder.</p>	<p>A very good standard of cleanliness and well maintained areas;</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>Corners behind bathroom doors and difficult to reach areas clean.</p> <p>Toilet paper on toilet roll holder and a spare toilet roll.</p> <p>Consistent supply of amenities</p> <p>A clean fresh smell.</p>	<p>An excellent standard of cleanliness and attention to detail;</p> <p>Evidence of thorough cleaning.</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>Clean and fresh smell</p> <p>Bathroom fittings and accessories tidy and well arranged.</p> <p>Gleaming surfaces, no smears or marks.</p> <p>Refreshed / laundered towels checked at turndown.</p> <p>Corners behind bathroom doors and difficult to reach areas clean.</p> <p>Toilet paper on toilet roll</p>	<p>Outstanding standard of thorough cleanliness and attention to detail;</p> <p>Fastidious attention to detail.</p> <p>Evidence of thorough cleaning programme in place.</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>All surfaces gleaming. Clean, fresh smell.</p> <p>Bathroom fittings and accessories tidy and well arranged.</p> <p>Refreshed / laundered towels checked at turndown.</p> <p>Corners behind bathroom doors and difficult to reach</p>

				holder and a spare toilet roll. Consistent supply of amenities.	areas clean. Toilet paper on toilet roll holder and a spare toilet roll. Consistent supply of amenities.
Best Practice Criterions:					TICK SHEET:
<ul style="list-style-type: none"> The appropriate cleaning materials should be used when cleaning bathrooms: <ul style="list-style-type: none"> Red cloth for toilet cleaning – with toilet disinfectant Green cloth for general purpose cleaning – with a general purpose cleaner Blue cloth for mirrors – window cleaning liquid A brush for cleaning grouting in showers where applicable A toothbrush for cleaning overflow plug holes and other hard to reach areas A pair of rubber gloves for toilet cleaning A bucket for cleaning the toilet A bucket for cleaning the bath / shower / floor areas A toilet brush in holder A drying up cloth for drying glassware 					
<ul style="list-style-type: none"> Evidence of staff training in use of cleaning chemicals. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Public Areas	<p>Acceptable cleanliness and well maintained areas.</p> <p>All walls, ceilings, ledges, furniture and furnishings clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks.</p>	<p>Good standard of cleanliness and well maintained areas.</p> <p>All walls, ceilings, ledges, furniture and furnishings clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks.</p> <p>Up to date newspapers and magazines</p> <p>All items kept neatly and well arranged.</p>	<p>A very good standard of cleanliness and well maintained areas.</p> <p>All walls, ceilings, ledges, furniture and furnishings spotlessly clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks</p> <p>Furniture and all other furnishings tidy and well arranged.</p> <p>Up to date newspapers and magazines</p> <p>All items kept neatly and well arranged.</p> <p>Ash trays emptied regularly throughout the day in smoking areas.</p>	<p>An excellent standard of cleanliness and attention to detail.</p> <p>Evidence of thorough cleaning.</p> <p>All walls, ceilings, ledges, furniture and furnishings sparkling clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks</p> <p>Fresh and well arranged flowers.</p> <p>Newspapers, books, etc up to date and tidy.</p> <p>Furniture and all other furnishings tidy and well arranged.</p> <p>Ash trays emptied regularly throughout the day in smoking areas.</p>	<p>Outstanding standard of thorough cleanliness and attention to detail;.</p> <p>Evidence of cleaning programme in place.</p> <p>All walls, ceilings, ledges, furniture and furnishings sparkling clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks</p> <p>Fresh and well arranged flowers.</p> <p>Newspapers, books, etc up to date and tidy.</p> <p>A real sparkle evident everywhere.</p> <p>Ash trays emptied regularly throughout the day in smoking areas.</p>

Best Practice Criteria:	TICK SHEET:
<ul style="list-style-type: none"> Public area cleaning done as unobtrusively as possible, and at a time of the day when the area is quietest. 	
<ul style="list-style-type: none"> All housekeeping trolleys / equipment to have privacy flaps / containers. 	
<ul style="list-style-type: none"> Fragrant scenting. No intrusive smells / odours. 	

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Public Toilets	<p>Acceptable cleanliness and well maintained areas.</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>Corners behind bathroom doors and difficult to reach areas clean.</p> <p>Toilet paper on toilet roll holder.</p> <p>Clean and fresh smell.</p>	<p>A good standard of cleanliness and well maintained areas.</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>Corners behind bathroom doors and difficult to reach areas clean.</p> <p>Toilet paper on toilet roll holder.</p> <p>Clean and fresh smell.</p>	<p>A very good standard of cleanliness and well maintained areas.</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>Corners behind bathroom doors and difficult to reach areas clean.</p> <p>Toilet paper on toilet roll holder and a spare toilet roll.</p> <p>Consistent supply of amenities</p> <p>A clean fresh smell.</p>	<p>An excellent standard of cleanliness and attention to detail.</p> <p>Evidence of thorough cleaning.</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>Clean and fresh smell</p> <p>Bathroom fittings and accessories tidy and well arranged.</p> <p>Gleaming surfaces, no smears or marks.</p> <p>Refreshed / laundered towels.</p> <p>Corners behind bathroom doors and difficult to reach areas clean.</p> <p>Toilet paper on toilet roll</p>	<p>Outstanding standard of thorough cleanliness and attention to detail.</p> <p>Fastidious attention to detail.</p> <p>Evidence of thorough cleaning programme in place.</p> <p>All walls, ceilings, taps, ledges, equipment and fittings clean.</p> <p>All flat surfaces, light fittings, flooring, grouting, skirtings, shower curtains, extractor fans, plug sockets, toilet brushes, mirrors, and windows free from dust, dirt, cobwebs, mould, grease and marks.</p> <p>All surfaces gleaming. Clean, fresh smell.</p> <p>Bathroom fittings and accessories tidy and well arranged.</p> <p>Refreshed / laundered towels.</p> <p>Corners behind bathroom doors and difficult to reach</p>

				holder and a spare toilet roll. Consistent supply of amenities	areas clean. Toilet paper on toilet roll holder and a spare toilet roll. Consistent supply of amenities.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> Hand held or wall mounted air deodorisers. 					
<ul style="list-style-type: none"> Spacious, luxurious and numerous toilet facilities specific to each public area. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Turndown Service / Additional Service <i>(Where provided)</i>	Close down the curtains/drapes. Empty the rubbish bin. Tidy up the bathroom.	Close down the curtains/drapes. Empty the rubbish bin. Tidy up the bathroom. Replace all used glass with clean ones.	Close down the curtains/drapes. Empty the rubbish bin. Tidy up the bathroom. Replace all used glass with clean ones. Fold the corner of the bed cover. Place turn down gift on the pillow bedside table. Replace all used amenities	Close down the curtains/drapes. Empty the rubbish bin. Tidy up the bathroom. Replace all used glass with clean ones. Fold the corner of the bed cover. Place turn down gift on the pillow / bedside table. Fill the ice basket with ice cubes. Place the slippers by the bed. Store away extra bed accessories (scatter cushions, bed throws etc.) Replace all used amenities.	Close down the curtains/drapes. Empty the rubbish bin. Tidy up the bathroom. Replace all used glass with clean ones. Fold the corner of the bed cover. Place turn down gift on the pillow / bedside table. Fill the ice basket with ice cubes. Place the slippers by the bed. Store away extra bed accessories (scatter cushions, bed throws etc.) Replace all used amenities.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> • Turndown to be done whilst the guest is occupied on a game drive or at dinner so as to be as unobtrusive as possible. 					
<ul style="list-style-type: none"> • Turndown gifting to be rotated so that the guest does not receive the same item each night of their stay. 					
<ul style="list-style-type: none"> • Housekeeping service provided during early morning game drives for stay over guests. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Restaurant	<p>Acceptable cleanliness and well maintained areas.</p> <p>All walls, ceilings, ledges, furniture and furnishings clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks.</p>	<p>Good standard of cleanliness and well maintained areas.</p> <p>All walls, ceilings, ledges, furniture and furnishings clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks.</p> <p>Up to date newspapers and magazines</p> <p>All items kept neatly and well arranged.</p>	<p>A very good standard of cleanliness and well maintained areas.</p> <p>All walls, ceilings, ledges, furniture and furnishings spotlessly clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks</p> <p>Furniture and all other furnishings tidy and well arranged.</p> <p>Up to date newspapers and magazines</p> <p>All items kept neatly and well arranged.</p> <p>Ash trays emptied regularly throughout the day in smoking areas.</p> <p>Neatly organised and well stocked waiter stations.</p>	<p>An excellent standard of cleanliness and attention to detail.</p> <p>Evidence of thorough cleaning.</p> <p>All walls, ceilings, ledges, furniture and furnishings sparkling clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks</p> <p>Fresh and well arranged flowers.</p> <p>Newspapers, books, etc up to date and tidy.</p> <p>Furniture and all other furnishings tidy and well arranged.</p> <p>Ash trays emptied regularly throughout the day in smoking areas.</p>	<p>Outstanding standard of thorough cleanliness and attention to detail.</p> <p>Evidence of cleaning programme in place.</p> <p>All walls, ceilings, ledges, furniture and furnishings sparkling clean.</p> <p>All flat surfaces, light fittings, flooring, skirtings, dado/picture rails, pictures, mirrors, stair treads, underseat cushions, inside and outside furniture, powerpoints and light switches, blinds, curtain rails and windows free from dust, dirt, cobwebs, grease and marks</p> <p>Fresh and well arranged flowers.</p> <p>Newspapers, books, etc up to date and tidy.</p> <p>A real sparkle evident everywhere.</p> <p>Ash trays emptied regularly throughout the day in smoking areas.</p> <p>Neatly organised and well stocked waiter station.</p>

				Neatly organised and well stocked waiter stations.	
Best Practice Criteria:					TICK SHEET:

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Appearance of Staff	<p>Staff appropriately dressed in uniform.</p> <p>Staff tidily dressed and well groomed i.e. clean teeth and finger nails, minimal facial hair for men, hair tied back from the face, no revealing clothes etc.</p> <p>Staff clothing fresh and well ironed.</p> <p>Particular attention given to personal hygiene.</p> <p>Smart, clear name tags.</p> <p>Polished shoes.</p>	<p>Staff appropriately dressed in uniform.</p> <p>Staff tidily dressed and well groomed i.e. clean teeth and finger nails, minimal facial hair for men, hair tied back from the face, no revealing clothes etc.</p> <p>Staff clothing fresh and well ironed.</p> <p>Particular attention given to personal hygiene.</p> <p>Smart, clear name tags.</p> <p>Polished shoes.</p>	<p>Staff very well presented in uniform.</p> <p>Staff tidily dressed and well groomed i.e. clean teeth and finger nails, minimal facial hair for men, hair tied back from the face, no revealing clothes etc.</p> <p>Staff clothing fresh and very well ironed, .</p> <p>Very good attention given to personal hygiene.</p> <p>Very smart, clear name tags.</p> <p>Polished shoes.</p>	<p>Staff very smart in uniform, with professional and excellent social skills.</p> <p>Staff tidily dressed and well groomed i.e. clean teeth and finger nails, minimal facial hair for men, hair tied back from the face, no revealing clothes etc.</p> <p>Fastidious attention given to personal hygiene.</p> <p>Uniform fresh and well ironed, with appropriate closed and polished footwear.</p> <p>Professionally-made name tags.</p>	<p>Staff appearance excellent, in uniform, with high levels of professionalism, social skills and attention to customer care.</p> <p>Immaculate presentation.</p> <p>Outstanding quality and professional uniforms i.e tuxedo for men.</p> <p>Uniform fresh and well ironed with appropriate closed and polished footwear.</p> <p>Pristine grooming including very neat hair.</p> <p>Professionally-made name tags.</p> <p>Fastidious attention given to personal hygiene.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> All staff uniforms to wear appropriate styles and in keeping with the theme of the property. 					
<ul style="list-style-type: none"> Name badges to be worn at all times. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Appearance of Vehicles	<p>Game drive vehicle of acceptable quality and condition with;</p> <ul style="list-style-type: none"> ▪ Cushioned bench. ▪ Detachable roofs ▪ Communal storage for guests' personal items. <p>Vehicle must be serviced regularly, and must be checked for roadworthiness prior to going on each day.</p>	<p>Game drive vehicle of good quality and condition with;</p> <ul style="list-style-type: none"> ▪ Cushioned bench ▪ Detachable roofs ▪ All weather side flaps ▪ Communal storage for guests' personal items. <p>Vehicle must be serviced regularly, and must be checked for roadworthiness prior to going on each day.</p>	<p>Game drive vehicle of very good quality and condition with;</p> <p>a) Cushioned bench or bucket seats</p> <ul style="list-style-type: none"> ▪ Detachable roofs ▪ All weather side flaps ▪ Communal storage for guests' personal items. <p>Vehicle must be serviced regularly, and must be checked for roadworthiness prior to going on each day.</p>	<p>Game drive vehicle of excellent quality and condition with;</p> <p>b) Cushioned bench or bucket seats</p> <ul style="list-style-type: none"> ▪ Detachable roofs ▪ All weather side flaps ▪ Individual storage for guest personal items. <p>Vehicle must be serviced regularly, and must be checked for roadworthiness prior to going on each day. There must be a fire extinguisher on the vehicle.</p>	<p>Game drive vehicle of outstanding quality and condition with;</p> <p>c) Cushioned bench or bucket seats</p> <ul style="list-style-type: none"> ▪ Detachable roofs ▪ All weather side flaps ▪ Individual storage for guest personal items. ▪ Can holder per seat ▪ Blankets or some form of covering <p>Vehicle must be serviced regularly, and must be checked for roadworthiness prior to going on each day. There must be a fire extinguisher on the vehicle.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> • The general upkeep and maintenance of vehicles to be excellent and appropriate record keeping in place. 					
<ul style="list-style-type: none"> • Ponchos provided for each guest on game drives. 					
<ul style="list-style-type: none"> • Hot water bottles provided for early morning game drives in winter months. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Maintenance Response	<p>Initial telephone call to maintenance department is answered promptly i.e. within three rings.</p> <p>Response from maintenance request polite and friendly.</p> <p>Guests informed of estimated time of assistance.</p> <p>Reported maintenance issue resolved within the stipulated estimated time frame.</p>	<p>Initial telephone call to maintenance department is answered promptly i.e. within three rings.</p> <p>Response from maintenance request polite and friendly.</p> <p>Guests informed of estimated time of assistance.</p> <p>Reported complaint responded to within the stipulated estimated time frame.</p> <p>Reported maintenance issue resolved within an acceptable time frame.</p>	<p>Initial telephone call to maintenance department is answered promptly i.e. within three rings.</p> <p>Response from maintenance request polite and friendly.</p> <p>Guests informed of estimated time of assistance.</p> <p>Reported complaint responded to within the stipulated estimated time frame.</p> <p>Service provided promptly by professional and well-presented staff – the maintenance staff knocks and confirms the nature of complaint.</p> <p>Reported maintenance issue resolved within an acceptable time frame.</p>	<p>Initial telephone call to maintenance department is answered promptly i.e. within three rings.</p> <p>Response from maintenance request polite and friendly.</p> <p>Guests informed of estimated time of assistance.</p> <p>Reported complaint responded to within the stipulated estimated time frame.</p> <p>Service provided promptly by professional and well-presented staff – the maintenance staff knocks and confirms the nature of complaint.</p> <p>Reported maintenance issue resolved within an acceptable time frame.</p> <p>Minimal disruption to the guest comfort while resolving reported maintenance issue/s.</p>	<p>Initial telephone call to maintenance department is answered promptly i.e. within three rings.</p> <p>Response from maintenance request polite and friendly.</p> <p>Guests informed of estimated time of assistance.</p> <p>Reported complaint responded to within the stipulated estimated time frame.</p> <p>Service provided promptly by professional and well-presented staff – the maintenance staff knocks and confirms the nature of complaint.</p> <p>Reported maintenance issue resolved within an acceptable time frame.</p> <p>Minimal disruption to the guest comfort while resolving reported maintenance issue/s.</p> <p>Alternative solutions offered.</p>

Best Practice Criteria:	TICK SHEET:
<ul style="list-style-type: none"> Maintenance request items are documented by housekeeping and attended to on a same day service. 	
<ul style="list-style-type: none"> There is a documented preventative maintenance programme schedule which includes all rooms on an annual basis. 	
<ul style="list-style-type: none"> Complimentary inconvenience gift offered. 	
<ul style="list-style-type: none"> After hours access to basic items such as light bulbs, tool box etc... 	

GENERAL SERVICES					
	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Hosting Service	<p>Host(s) friendly and confident in meeting people: e.g. smile, speak clearly, etc.</p> <p>Host(s) communicates meal options and provides meals accordingly.</p> <p>Host(s) capable of dealing with people of different nationalities.</p> <p>Host(s) available 24 hours a day.</p>	<p>Host(s) friendly and confident in meeting people: e.g. smile, speak clearly, etc.</p> <p>Host(s) communicates meal options and provides meals accordingly.</p> <p>Host(s) capable of dealing with people of different nationalities.</p> <p>Host(s) present during meal times to wait on guests and/or join guests for the meal.</p> <p>Host(s) available 24 hours a day.</p>	<p>Host(s) friendly and confident in meeting people: e.g. smile, speak clearly, etc.</p> <p>Host(s) have a good general knowledge and are able to communicate with guests on a wide range of topics.</p> <p>Host(s) present to offer guests a warm welcome and to thank and bid them farewell e.g. shown around the property, introduced to the family/ staff members.</p> <p>Hosts are available on site 24 hours a day.</p>	<p>Host(s) friendly and confident in meeting people: e.g. smile, speak clearly, etc.</p> <p>Host(s) have a good general knowledge and are able to communicate with guests on a wide range of topics.</p> <p>Host(s) present to offer guests a warm welcome and to thank and bid them farewell e.g. shown around the property, introduced to the family/ staff members.</p> <p>Hosts are available on site 24 hours a day.</p> <p>Hosting is conducted by the same person/s throughout the guests stay.</p> <p>Excellent interpretation of the natural, cultural and historical heritage of the local area is offered to guests.</p> <p>Host(s) able and willing to anticipate guest needs in terms of interaction e.g. leave tired guests to relax in private or direct guests to communal areas to mix</p>	<p>Host(s) friendly and confident in meeting people: e.g. smile, speak clearly, etc.</p> <p>Host(s) have a good general knowledge and are able to communicate with guests on a wide range of topics.</p> <p>Host(s) present to offer guests a warm welcome and to thank and bid them farewell e.g. shown around the property, introduced to the family/ staff members.</p> <p>Hosts are available on site 24 hours a day.</p> <p>Hosting is conducted by the same person/s throughout the guests stay.</p> <p>Outstanding interpretation of the natural, cultural and historical heritage of the local area is offered to guests.</p> <p>Hosts impart unique knowledge relating to special interests relevant to food & beverage: e.g. chef on site and available</p>

				with hosts and / or other guests.	<p>to consult with guests.</p> <p>Host(s) able and willing to anticipate guest needs in terms of interaction e.g. leave tired guests to relax in private or direct guests to communal areas to mix with hosts and / or other guests.</p>
Best Practice Criteria:					TICK SHEET:

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Public Area Service (lounge, swimming pool area, foyer)	<p>Guests acknowledged and greeted warmly.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Guests offered prompt assistance.</p> <p>Staff using guest names.</p> <p>Staff careful not to chat amongst themselves.</p> <p>Staff talking softly to each other.</p>	<p>Guests acknowledged and greeted warmly.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Guests offered prompt assistance.</p> <p>Staff using guest names.</p> <p>Staff careful not to chat amongst themselves.</p> <p>Staff talking softly to each other.</p> <p>Staff enthusiastic when dealing with guests.</p>	<p>Guests acknowledged and greeted enthusiastically.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Staff active and alert in coming to guests' aid.</p> <p>Service provided promptly by professional and well-presented staff – care taken to remember guests' orders, usage of the tray to serve and clear the tables, top ups of drinks provided regularly, etc.</p> <p>Staff using guest names.</p>	<p>Guests acknowledged and greeted enthusiastically.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Staff active and alert in coming to guests' aid.</p> <p>Service provided promptly by professional and well-presented staff – care taken to remember guests' orders, usage of the tray to serve and clear the tables, top ups of drinks provided regularly, etc.</p> <p>Staff using guest names.</p> <p>Excellent product knowledge displayed.</p>	<p>Guests acknowledged and greeted politely and enthusiastically.</p> <p>Staff displaying positive body language – smile, eye contact.</p> <p>Staff active and alert in coming to guests' aid.</p> <p>Service provided promptly by professional and well-presented staff – care taken to remember guests' orders, usage of the tray to serve and clear the tables, top ups of drinks provided regularly, etc.</p> <p>Staff using guest names.</p> <p>Outstanding product knowledge displayed.</p> <p>Waitron will offer service to the guest – to pour any beverage or to remove the cloche on the plates.</p>
Best Practice Criterions:					TICK SHEET:
<ul style="list-style-type: none"> English to be used as the language of initial communication with all guests. Local languages not used in the presence of foreign guests. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Guides	<p>Well-spoken and presentable guide.</p> <p>Enthusiastic with good communication skills.</p> <p>Conversant in safety and first aid procedures.</p> <p>Minimal two way radio interruptions.</p>	<p>Well-spoken and presentable guide.</p> <p>Good manners overall knowledge and skill level of the guide.</p> <p>Able to answer most questions.</p> <p>Communication with the guests, pointing out most different sightings / sounds/ smells. Shows some passion for nature.</p> <p>Conversant in safety and first aid procedures.</p> <p>Minimal two way radio interruptions.</p>	<p>Well-spoken and presentable guide.</p> <p>Good communication skills, more enthusiastic and knowledgeable.</p> <p>Good co-ordination of actions and driving skills.</p> <p>Communication with the guests, pointing out most different sightings / sounds/ smells. Shows some passion for nature.</p> <p>Conversant in safety and first aid procedures.</p> <p>Minimal two way radio interruptions.</p>	<p>Well-spoken and presentable guide.</p> <p>Excellent interpretation of the natural (biodiversity species & habitats), demographics, cultural and historical heritage of the local area.</p> <p>Conversant in safety and first aid procedures.</p> <p>Minimal two way radio interruptions.</p> <p>Good co-ordination of actions and driving skills.</p>	<p>Outstanding interpretation of the natural (biodiversity species & habitats), demographics, cultural and historical heritage of the local area.</p> <p>High skill interaction level of the guide and tracking team with the guests.</p> <p>Minimal two way radio interruptions</p> <p>Outstanding communication with the guests, pointing out all different sightings/sounds/ smells. Shows some passion for nature.</p> <p>Superb driving skills, total control of the vehicle at all times.</p> <p>Conversant in safety and first aid procedures.</p>
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> All guides to be fluent in English. 					
<ul style="list-style-type: none"> All guides to have basic first aid training, as well as have attended fire training. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Business services <i>(Where provided)</i>	The following services available: <ul style="list-style-type: none"> • facsimile service • message service for guests • multi-functional printer 	The following services available: <ul style="list-style-type: none"> ▪ facsimile service; ▪ Message service for guests. ▪ multi-functional printer 	Business centre facility with the following; <ul style="list-style-type: none"> ▪ a single colour laser printer ▪ at least two computer terminals with USB sockets ▪ colour photocopying machine; ▪ facsimile services ▪ business centre staffed during posted opening hours; 	Business centre facility with the following; <ul style="list-style-type: none"> ▪ a single colour laser printer, ▪ at least two computer terminals with USB sockets, ▪ colour photocopying machine; ▪ business centre staffed during posted opening hours; ▪ Secretarial services e.g. typing, scanning, binding, laminating, copying. ▪ facsimile services 	Business centre facility with the following; <ul style="list-style-type: none"> ▪ a single colour laser printer, ▪ at least two computer terminals with usb sockets, ▪ colour photocopying machine; ▪ business centre staffed during posted opening hours; ▪ Secretarial services e.g. typing, scanning, binding, laminating, copying. ▪ facsimile services
Best Practice Criteria:					TICK SHEET:
• Wi-Fi access throughout the property.					
• Professional support for all in-house IT requirements.					
• A data projector, lectern and microphone system provided for all in-house conference facilities.					
• At least eight socket outlets available in a conference room, as well as extension leads.					
• Total block out facilities in all conference rooms.					
• Individually adjustable AC controls for each conference room.					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Internet Services <i>(minimum bandwidth Required (Mbps))</i>	Internet/WIFI is provided on request or in cases of emergency.	Internet/WIFI is provided on request or in cases of emergency.	Internet/WIFI is provided on request or in cases of emergency.	Internet/WIFI is provided on request or in cases of emergency.	Internet/WIFI is provided on request or in cases of emergency.
Best Practice Criteria:					TICK SHEET:
<ul style="list-style-type: none"> A portable device available on demand for use in the guest bedroom. 					
<ul style="list-style-type: none"> Homepage with meaningful, realistic pictures of the property. 					
<ul style="list-style-type: none"> All website listings and any published tariffs are up to date and correct. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Safety and security	<p>Guests made aware of where staff / hosts are in case of emergency.</p> <p>Appropriate safety features in place including appropriate lighting, banisters on stairways, first aid kit, and host knows how to use fire extinguishers.</p> <p>Property is adequately enclosed e.g. secure fencing.</p>	<p>Guests made aware of where staff /hosts are in case of emergency</p> <p>Appropriate safety features in place including appropriate lighting, banisters on stairways, first aid kit, and host knows how to use fire extinguishers.</p> <p>Relevant safety features communicated to guests eg. emergency information, pool safety, safe operation of recreational equipment.</p> <p>Property is adequately enclosed e.g. secure fencing.</p>	<p>Guests made aware of where staff /hosts are in case of emergency</p> <p>Appropriate safety features in place including appropriate lighting, banisters on stairways, first aid kit, and host knows how to use fire extinguishers.</p> <p>Relevant safety features communicated to guests eg. emergency information, pool safety, safe operation of recreational equipment.</p> <p>Property is adequately enclosed e.g. secure fencing.</p> <p>Added security features for room e.g. window security stays, shutters or screens etc</p>	<p>Guests made aware of where staff /hosts are in case of emergency</p> <p>Appropriate safety features in place including appropriate lighting, banisters on stairways, first aid kit, and host knows how to use fire extinguishers.</p> <p>Relevant safety features communicated to guests eg. emergency information, pool safety, safe operation of recreational equipment.</p> <p>Property is adequately enclosed e.g. secure fencing.</p> <p>Added security features for room e.g. window security stays, shutters or screens etc</p> <p>Guests, while in-house, can be contacted 24 hrs.</p>	<p>Outstanding levels of security in context to the size, type and location of the property e.g. monitored fire /security alarms, security provided for guest cars, safe storage, gate alarm etc</p> <p>Appropriate safety features in place including appropriate lighting, banisters on stairways, first aid kit, and host knows how to use fire extinguishers.</p> <p>Relevant safety features communicated to guests eg. emergency information, pool safety, safe operation of recreational equipment.</p> <p>Added security features for room e.g. window security stays, shutters or screens etc</p> <p>Guests, while in-house, can be contacted 24 hrs.</p>
Best Practice Criteria:					TICK SHEET:

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Customer satisfaction and feedback	<p>Customers are asked for feedback.</p> <p>Complaint handling policy and procedures in place.</p>	<p>Customers are asked for feedback.</p> <p>Complaint handling policy and procedures in place.</p> <p>Customer complaints are dealt with satisfactorily.</p>	<p>Customers are encouraged to give written feedback e.g. visitor book, feedback cards.</p> <p>Complaint handling policy and procedures in place.</p> <p>Complaints resolved promptly with genuine attempt to restore customer goodwill.</p>	<p>Customers are encouraged to give written feedback e.g. visitor book, feedback cards.</p> <p>Complaint handling policy and procedures in place.</p> <p>Complaints resolved promptly with genuine attempt to restore customer goodwill.</p> <p>Evidence that a variety of customer feedback mechanisms are used and analysed e.g. confidential survey, follow-up phone calls to agents etc</p>	<p>Customers are encouraged to give written feedback e.g. visitor book, feedback cards.</p> <p>Complaint handling policy and procedures in place.</p> <p>Complaints resolved promptly with genuine attempt to restore customer goodwill.</p> <p>Evidence that a variety of customer feedback mechanisms are used and analysed e.g. confidential survey, follow-up phone calls to agents etc</p> <p>Ongoing improvements are made to the service and / or facilities based on data collected from customer feedback.</p>
Best Practice Criterions:					TICK SHEET:
<ul style="list-style-type: none"> A mystery guest programme used to monitor standards –at least on an annual basis, and these reports documented. 					
<ul style="list-style-type: none"> All negative guest comments attended to within 24 hours, and the guest to be given adequate feedback about the problem. If the guest is in-house, then the problem to be resolved immediately with the guest and remedial action taken. If the guest has left the property, the guest to be contacted either telephonically or via email/letter to apologise and to make restitution. 					
<ul style="list-style-type: none"> On departure, all guests to be invited to write a review on a portal or homepage. 					

RESPONSIBLE TOURISM

	NB: Scoring Key ✓ Minimum Licensing Requirement (1) Point Scoring Opportunity Note: It will be necessary to include Back of House areas in the site inspection to complete an evaluation of Responsible tourism Standards.	Scoring
<i>Fire Safety</i>	There shall be a Fire Assembly Point with clear and visible signage	✓
	There shall be a Fire Management Action Plan and Evacuation Instructions prominently displayed in all public areas.	1
	Each bedroom shall have Fire Evacuation Instructions and Escape Routes Map with clear direction arrows leading to the nearest exit and the Fire Assembly Point	1
	There shall be atleast one member of staff with a valid certificate in fire safety and management (Fire Marshall)on duty at all times.	1
	Adequate and appropriate fire- fighting equipment (Fire Alarm, Fire Extinguishers, Hose-reel, Sprinklers and Fire Hydrant for 10 rooms and above @ every 1000m ²) shall be provided and well maintained in accordance with local fire fighting and prevention byelaws	✓
	There shall be Fire safety and exits signs in compliance with safety Regulations.	1
	All staff shall be familiar with available fire fighting equipment and their use.	1
	Every establishment shall have an in- house core fire fighting team	1
	There shall be an Annual Fire Evacuation Drill Refresher Training for the Fire Marshall or the in-house fire fighting team.	1

	There shall be a Fire Escape Evacuation Drill for all guests and staff every six months certified by the Local Fire Department	1
	The hotel must be insured against fire hazards.	✓ 1
Water use and conservation	A basic water conservation and use policy in place.	1
	A basic staff water use awareness policy in place.	1
	A visitor water use awareness plan in place (<i>e.g towel and linen re-use programme</i>)	1
	At least 50% of taps or shower heads fitted with low flow device	1
	Monthly records of water leakage assessments and repairs are in place	1
	Monthly water consumption recorded and monitored.	1
	Watering of the gardens done in the early mornings or late evenings	1
Waste water management	All liquid waste from kitchen, workshop, laundry pass through the fat/grease trap before entering the waste water treatment system.	✓
	Trapped grease/fat appropriately stored and disposed off at local landfill.	✓
	Where there is no sewer network, conservancy tanks used and emptied regularly in an approved and responsible manner.	✓
	The facility uses biodegradable cleaning and laundry materials that are certified environmentally friendly.	1
Energy	Energy conservation policy and plan in place.	1

Conservation	Visitor and staff energy use awareness plan in place.	1
	All hot water pipes insulated.	1
	At least five percent of water heating done by solar geysers.	1
	All light bulbs of low energy consumption (e.g. LED, CFL's).	1
	Cooking gas use monitoring records available.	1
	Electricity consumption monitoring records available.	1
	Provision of a generator capable of providing electricity to the entire property.	1
Solid waste management	Solid Waste Management Plan that demonstrates going beyond compliance with all government regulations in place.(e.g. <i>reducing packaging, using refillable amenity dispensers, donating surplus/used items to local communities</i>).	1
	At least 80% (by volume) kitchen waste not landfilled (can be composted, offered to pet owners etc). Evidence provided	1
	Waste segregation (e.g.glass/plastic bottles, metal cans, papers etc) practiced and a record of selling recyclables in place.	1
	Guests informed about the hotel's recycling policy and activities	1
	Production of the facilities principal marketing document uses recycled paper or board or is electronically available.	1
	The facility can present and indicate where it is implementing a basic purchasing plan in the following; <ul style="list-style-type: none"> • Chooses products with longer lifespan • Buys in bulk including concentrates • Reduces packaging 	1 1 1 1

	<ul style="list-style-type: none"> Minimises food waste 	
Other waste (oil, chemicals, fuel)	Records of used oils taken to a local collection site for recycling provided.	1
	Approved absorbents (e.g. pit sorb, sand etc) used to clean fuel spills.	✓
Health and safety	The facility has a health and safety policy in place.	1
	Records of policy implementation in addressing medical emergencies and routine incidents in place.	1
	Kitchen staff to wear non-slip shoes and food safety hair nets/hats.	1
	Health and Safety induction conducted for all new staff and regular safety briefs conducted.	1
	Inspection check list (i.e. vehicles, pipeworks, plant and equipments, electrical appliances etc) and maintenance procedures in place.	1
	Incident reporting and investigation procedure in place.	1
	A list of emergency contacts is available to all personnel and guests.	1
Fair Trade Principles	The facility demonstrates basic fair employment practices in the following;	
	a) Capacity building through training and promotion.	1
	b) Payment of better than or equal to minimum wage.	1
	c) Basic health care provision that includes HIV/AIDS awareness, maternity etc.	1
	d) Ensure gender and generation balance	1
	e) Adequate compensation for injuries sustained on the job.	1

	The facility's promotional materials are accurate and do not promise more than can be delivered.	1
	The facility can demonstrate is a registered Botswana Company	1
	The facility can demonstrate that it pays the applicable taxes and fees (e.g. VAT, royalties, lease rentals, training levies, license fees, grading fees, Tax clearance etc).	1
	The facility can demonstrate that the majority of its profits are not re-directed out of the country but retained within Botswana.	1
	The facility buys local, with 50% of the value of all foods and beverages served at the facility supplied by the Botswana suppliers (Buy Botswana).	1
	The property can demonstrate their support / promotion of local arts and crafts.	1
	The property can demonstrate their support of community projects.	1
Food safety	All food handlers shall have valid medical certificates and shall abide by the Food control Act, 1993	✓
Fuel storage and handling	All fuels stored in an impermeable surface and bunded area.	✓
	The backup generator and/or water pump housed appropriately with no soil contamination.	✓
Smoking policy	A smoking area designated.	✓
	Clear signage for smoking and non-smoking areas provided.	✓
	A minimum of 75% of the rooms are non-smoking.	✓
	Dining area is non-smoking or there is a designated and enclosed area for smoking.	✓

Emergency medical procedures	Fully stocked first aid kit available and easily accessible with clear signage.	1
	A trained and/or qualified First Aider with a valid certificate on duty at all times.	1
	Medical assistance and evacuation procedures readily available.	1
Indemnity	Guests sign an indemnity form and made aware of procedures in place.	1
Staff training	All staff members who routinely use chemicals as part of their job have at least one in-house chemical training per year.	1
	All staff undergo first aid and fire management training programme at least twice a year.	1
	Fire drill exercises practiced every three months.	1
	All staff trained on emergency procedures and operation of equipment.	1
Facilities for Disabled Persons	Wheelchair access/facilities in all public areas i.e. ramps, dedicated toilet facilities.	1
	Wheelchair access in bath/shower rooms with permanent fixed grab rails.	1
	Bedroom facilities provided for sight impaired guests.	1
	Facilities provided for aurally impaired guests.	1

