



GRADING CRITERIA

FOR SELF CATERING ACCOMMODATION

Self-catering accommodation is defined as an accommodation establishment that provides the facilities and equipment necessary for guests to prepare their own meals with a minimum of four (4) studios or a minimum of four (4) units, and a maximum of three (3) bedrooms.

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 self-catering accommodation.
- The overall percentage score required for a specific grading band must be achieved in;
 - **Facility Standards**
This measures the cleanliness, quality, condition, adequacy and comfort in all areas.
 - **Hospitality Standards**
This measures the range, proficiency and consistency of all guest services.
 - **Responsible Tourism Standards**
This measures the properties level of success in implementing both sustainable and responsible tourism practices.
 - **Best Practice Standards**
This measurement is applied against properties applying for 3, 4 or 5 star ratings 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 i.e. 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 Standards	91% - 100%
Hospitality Standards	91% - 100%
Best Practice Standards	50%
Responsible Tourism Standards	60%

4-Star

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

3-Star

Facility Standards	51% - 71%
Hospitality Standards	51% - 71%
Best Practice Standards	30 %
Responsible tourism	60%

2-Star

Facility Standards	31%- 50%
Hospitality Standards	31% -50%
Responsible tourism	60%

1-Star

Facility Standards	20% - 30%
Hospitality Standards	20% - 30%
Responsible tourism	60%

GRADING CRITERIA /QUALITY INDICATORS FOR SELF-CATERING ACCOMMODATION

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

				Excellent quality, visible and clearly illuminated signage or reflective signage	of the establishment. Building Signage Outstanding quality, visible and clearly illuminated signage or reflective signage
Best Practice Standards:					Tick Sheet:
• The establishments name clearly visible to vehicular traffic from the road.					
• Balconies, patios, terraces provided in more than 50% of the bedrooms.					
• Main entrance well illuminated at night.					
• In urban areas, signage illuminated by electricity.					

BUILDING/EXTERIOR	Acceptable	Good	Very Good	Excellent	Outstanding
Stairs / Corridors / Hallways	<p>All corridors and staircases should allow easy passage.</p> <p>Little design input or co-ordination of décor and flooring.</p> <p>General lighting for practical use.</p> <p>All light switches to be easily accessible.</p> <p>Visible and clear directional signage</p>	<p>All corridors and staircases should allow easy passage.</p> <p>Good design and coordination of décor and flooring.</p> <p>General lighting for practical use.</p> <p>All light switches to be easily accessible.</p> <p>Visible and clear directional signage</p> <p>Pictures and prints may be used to enhance the areas.</p>	<p>All corridors and staircases should be spacious.</p> <p>A very good degree of coordination of the décor, flooring and lighting.</p> <p>Pictures and prints with accent lighting may be used to enhance the areas.</p> <p>Visible and clear directional signage to all public areas and bedrooms.</p> <p>All areas should be well lit.</p>	<p>All corridors and staircases should be wide and spacious to allow free movement for guests and service trolleys.</p> <p>An excellent degree of coordination of the décor, flooring and lighting.</p> <p>Pictures, prints and potted plants with accent lighting may be used to enhance the areas.</p> <p>Visible and clear directional signage to all public areas and bedrooms.</p> <p>All areas should be well lit.</p>	<p>All corridors and staircases should be wide and spacious to allow free movement for guests and service trolleys.</p> <p>An outstanding degree of coordination of the décor, flooring and lighting.</p> <p>Pictures, prints and potted plants with accent lighting may be used to enhance the areas.</p> <p>Visible and clear directional signage to all public areas and bedrooms.</p> <p>Attention to detail, comfort and elegance.</p> <p>All areas should be well lit.</p>
Best Practice Standards:					TICK SHEET:
▪ All passages and corridors or staircases illuminated either through natural or electric lighting 24 hours a day.					
▪ All staircases free of obstruction 24 hours a day. In the case of passages/corridors, sufficient space for two guests to pass freely.					
▪ Non-slip staircase surfaces, and in the case of carpeting, protective nosing on the staircase.					
▪ Staircases with a handrail.					
▪ A lift for any building higher than three floors.					
▪ A separate service lift i.e. provided for staff use i.e. room service, housekeeping.					

BUILDING/EXTERIOR	Acceptable	Good	Very Good	Excellent	Outstanding
Grounds and Gardens	<p>An adequate first impression, e.g;</p> <p>Refuse bins discreetly positioned.</p> <p>Well maintained driveways, gardens and enclosed area around the establishment.</p> <p>Mixed use of trees and flower beds.</p> <p>Tidy and well-lit pathways.</p> <p>Overall tidiness of immediate areas.</p>	<p>Evidence of more effort made to make gardens more attractive and tidy and litter free;</p> <p>Refuse bins discreetly positioned.</p> <p>Well maintained driveways, gardens and enclosed area around the establishment.</p> <p>Mixed use of trees and flower beds.</p> <p>Good quality garden furniture (e.g. plastic furniture)</p> <p>Overall tidiness of immediate areas.</p> <p>Adequate external lighting</p> <p>Pathways without trip hazards.</p> <p>Trimmed trees or bushes</p>	<p>Well maintained and tidy overall appearance of grounds, gardens and footpaths etc.</p> <p>refuse bins discreetly positioned.</p> <p>Well maintained driveways, gardens and enclosed area around the establishment.</p> <p>Evidence of some attempt to produce a pleasing effect, e.g. mixed use of trees, flower beds, different plants and shrubs.</p> <p>Some architectural features e.g. water fountain, outdoor ponds etc)</p> <p>Very good quality garden furniture e.g. bamboo chairs and tables.</p> <p>Low maintenance gardening e.g. dry garden may be used.</p> <p>Effective lighting where required e.g. long driveway or path to the main entrance.</p>	<p>A systematic programme of maintenance – well tended gardens or an attractive natural environment;</p> <p>Screened dustbin areas.</p> <p>Well maintained driveways, gardens and enclosed area around the establishment.</p> <p>No disorder or rubbish and no evidence of litter.</p> <p>Provision of enhancements to create a pleasing effect, e.g. mixed use of trees, flower beds, different plants and shrubs.</p> <p>Excellent variety of mature plants, professionally planned and manicured.</p> <p>Excellent provision of architectural features e.g. water fountain, outdoor ponds etc)</p> <p>Low maintenance gardening e.g. dry garden may be used.</p>	<p>A systematic programme of maintenance – well tended gardens or an attractive natural environment;</p> <p>Screened dustbin areas.</p> <p>Well maintained driveways, gardens and enclosed area around the establishment.</p> <p>Provision of enhancements to create a pleasing effect, e.g. mixed use of trees, flower beds, different plants and shrubs.</p> <p>Excellent variety of mature plants, showing extensive variety of landscaping with meticulous attention to detail in placement and care.</p> <p>Outstanding provision of architectural features e.g. water fountain, outdoor ponds, gazebo etc.)</p> <p>Low maintenance gardening e.g. dry garden may be used.</p>

			Pathways without trip hazards.	Provision of excellent quality garden furniture e.g. rattan furniture. Effective lighting in all areas e.g. long driveway or path to the main entrance. Pathways without trip hazards.	Provision of garden furniture (e.g. high density polyethylene rattan) Excellent, well positioned lighting. Pathways without trip hazards.
Best Practice Standards:					TICK SHEET
<ul style="list-style-type: none"> Indigenous landscaping preferable. 					
<ul style="list-style-type: none"> Ambient garden lighting. 					

BUILDING/EXTERIOR	Acceptable	Good	Very Good	Excellent	Outstanding
Parking / Driveways / Parking Signage / Points of Entry	<p>Adequate, marked and safe parking space with clear signage.</p> <p>Well maintained driveways.</p> <p>Unobstructed, clearly marked special parking for the disabled.</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>Unobstructed, clearly marked special parking for the disabled.</p>	<p>Organised, secure parking close to accommodation.</p> <p>Clear parking signage.</p> <p>Very good lighting between parking area and accommodation.</p> <p>Well paved parking bays</p> <p>Unobstructed, clearly marked special parking for the disabled.</p> <p>Functional boom gate at the hotel gate.</p>	<p>Sufficient, paved, organised parking bays in a secure environment for all rooms.</p> <p>Excellent external security lighting.</p> <p>50% of the parking covered/shaded.</p> <p>Carports/shades blending well with the overall exterior features.</p> <p>Shading material in excellent condition.</p> <p>Presence of security personnel or functional CCTV monitoring around the parking bays</p> <p>Functional boom gate at the hotel gate.</p>	<p>Sufficient, paved, organised parking bays in a secure environment for all rooms.</p> <p>75% of the parking covered/shaded.</p> <p>Carports/shades blending well with the overall exterior features.</p> <p>Shading material in outstanding condition.</p> <p>Valet service provided</p> <p>Parking well drained, on excellent and even surface (paved, tarred) with clearly marked pristinely maintained bays.</p> <p>Clear illuminated directional signage.</p> <p>Presence of security personnel and functional CCTV monitoring around the parking bays.</p> <p>Functional boom gate and entry tokens at the hotel gate.</p>

Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Demarcated covered drop-off parking bay directly outside main entrance which is used to provide a car valet service. 					
<ul style="list-style-type: none"> Automated gates with an intercom system linking the gate with reception, if there is no security guard at the gate. 					
<ul style="list-style-type: none"> Designated parking suitable for mini-buses or buses provided for group arrivals. 					
<ul style="list-style-type: none"> Oversized capacity with two car width at main entrance. 					
<ul style="list-style-type: none"> In urban properties, basement or garage parking bays for guests to be available for at least 50% of room total. 					

BEDROOMS					
	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>Architraves and chair rails in excellent condition.</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> <p>Architraves and chair rails in outstanding condition.</p>
Best Practice Standards – additional point allocations:					TICK SHEET:
<ul style="list-style-type: none"> Appropriate noise control at the windows. 					
<ul style="list-style-type: none"> Sound absorbing doors. 					
<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. The size of the mosquito net to be appropriate to the bed size. 					

BEDROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Furniture and Furnishings	<p>Functional furniture of acceptable quality and condition.</p> <p>Chairs with padded seat of appropriate height to the dressing/ writing table.</p> <p>Basic co-ordination of styles.</p> <p>Full length mirror unframed, and mirror near desk/dressing table.</p> <p>Stand-alone wardrobes with adequate shelving/drawer space, painted chipboard.</p> <p>Impregnated mosquito nets in acceptable condition.</p>	<p>Good quality range of materials and make in good condition eg. melamine, imitation timber veneers, laminates.</p> <p>Chairs with padded seat and back of appropriate height to the dressing/ writing table.</p> <p>Good quality electronic equipment in good working order</p> <p>Good co-ordination of styles.</p> <p>Full length mirror – framed, and mirror near desk/dressing table.</p> <p>Stand-alone wardrobes with adequate shelving/drawer space, backed.</p> <p>Minimum ten coat hangers – either plastic or wood (both male and female hangers).</p> <p>Impregnated mosquito nets in good condition</p>	<p>A range of materials in very good quality and condition eg. timber plywood, melamine, timber veneer, laminates</p> <p>Upholstered chairs of appropriate height to the dressing/ writing table.</p> <p>Very good quality functional electronic equipment.</p> <p>Very good co-ordination of styles.</p> <p>Full length mirror – framed, and mirror near desk/dressing table.</p> <p>Fitted wall wardrobes with adequate shelving and hanging space, backed with drawer runners.</p> <p>Minimum ten coat hangers – either plastic or wood (both male and female hangers).</p> <p>Impregnated mosquito nets in very good condition</p>	<p>A range of materials in excellent quality and condition eg. designer timber veneers.</p> <p>Upholstered chairs of appropriate height to the dressing/ writing table.</p> <p>Comfortable easy chairs with coffee or side table.</p> <p>Electronic equipments of excellent quality and condition with functional remotes. (<i>Where applicable</i>)</p> <p>Excellent coordination of styles.</p> <p>Both full length mirror and mirror above desk/dressing table – custom designed frame.</p> <p>Fitted wall wardrobes with adequate shelving and hanging space back of wardrobe must be solid.</p> <p>Minimum ten coat hangers -wood (both male and female hangers).</p>	<p>Outstanding, well-constructed and professional finishes and detail on all furniture e.g. solid timbers.</p> <p>Upholstered chairs of appropriate height to the dressing/ writing table.</p> <p>Comfortable easy chairs/sofas with coffee or side table.</p> <p>Thick interlined curtains of outstanding quality, which are weighted.</p> <p>Electronic equipments of outstanding quality and condition with functional remotes. (<i>Where applicable</i>)</p> <p>Outstanding coordination of styles.</p> <p>Both full length mirror and mirror above desk/dressing table – custom designed frame and polished, bevelled edges.</p> <p>Minimum twelve high quality wooden or padded</p>

				Impregnated mosquito nets in excellent condition	<p>hangers.</p> <p>Concealed hardware, interior illumination.</p> <p>Fitted wall wardrobes with adequate shelving and hanging space, solid wood and co-ordinated with obvious use of elements and principles of design.</p> <p>Impregnated mosquito nets in excellent condition</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Table, desk or desk top with a free working space of 0.75m² and appropriate direct lighting. 					
<ul style="list-style-type: none"> Possibility to hang up a suit bag (outside of wardrobe). 					

BEDROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Flooring	Acceptable quality and condition of flooring;	Good quality and condition of flooring; Simple quality flooring e.g. vinyl, carpet tiles or low density carpeting.	Very good quality and condition of flooring; Ceramic, wooden tiles, medium density synthetic/mix carpets, laminated timber floor. Carpeting (<i>where applicable</i>) should have underlay providing additional comfort Decorative area rungs as appropriate.	Excellent quality and condition of flooring; Ceramic, porcelain, wooden tiles, high density wool mix carpet eg. 80/20 with underlay providing additional comfort Professional workmanship of fittings. Custom design and co-ordinated with overall room style/theme. Decorative area rungs as appropriate.	Outstanding quality and condition of flooring; Ceramic, porcelain, natural stone such as limestone, granite or marble tiles, wooden parquet flooring or high quality laminated wooden flooring with substantial underlay, high density wool mix carpet with thick underlay providing additional comfort. Decorative area rugs are luxurious and unique. Outstanding attention given to overall coordination and principles of design. High degree of professional workmanship of fittings.
Best Practice Standards:					TICK SHEET:
Non slip floor surfaces (Non slip mats provided under rugs where necessary).					

BEDROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Walls and Ceilings	<p>Acceptable quality and condition of walls eg. plain brick or concrete block walls with plaster.</p> <p>Rhino board ceiling.</p> <p>Grouting, skirting boards and cornices in acceptable condition.</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>Rhino board and plaster ceiling.</p> <p>Grouting, skirting boards and cornices in good condition.</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 paint work, showing evidence of architectural design.</p> <p>Plaster board ceiling, moulded, or beamed, thatch ceiling.</p> <p>Grouting, skirting boards and cornices in very good condition.</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 showing evidence of architectural design. Walls plastered.</p> <p>Plaster board ceiling, moulded, beamed, thatch, double volume ceiling.</p> <p>Grouting in excellent condition with decorative, skirting boards and cornices.</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 that have been architecturally designed. Plastered walls.</p> <p>Moulded, beamed, thatch, double volume ceiling.</p> <p>Grouting in excellent condition with decorative, skirting boards and decorative cornices in generous proportions.</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>
Best Practice Standards:					TICK SHEET:

BEDROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
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 roller blinds.</p> <p>Exposed tracking.</p>	<p>Curtains must have bonded backing.</p> <p>Curtains must be fuller.</p> <p>Imitation timber venetians/shutters. Woven plastic roller blinds.</p> <p>Exposed tracking.</p> <p>Limited co-ordination style/design elements.</p>	<p>Curtains must have bonded backing.</p> <p>Curtains must be fuller.</p> <p>Imitation timber venetians/shutters. Woven plastic roller blinds.</p> <p>Tracking exposed, designer rods.</p> <p>Co-ordinated style/design elements.</p>	<p>Thick quality drapes with separate block out lining.</p> <p>Curtains must have "fullness" and be provided with pullrods or control cords.</p> <p>Contemporary timber venetians / shutters. Woven plastic roller blinds.</p> <p>Concealed tracking exposed, pelmets or designer rods.</p> <p>Custom design and co-ordinated with overall style/theme elements.</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 cords.</p> <p>Quality timber venetians / shutters. Woven plastic roller blinds.</p> <p>Concealed tracking exposed, pelmets or designer rods.</p> <p>Custom design and co-ordinated with obvious use of elements and principles of design.</p>
Best Practice Standards:					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. 					

BEDROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Beds and Linen	<p>Acceptable quality and condition of bed frames, mattresses and bed linen.</p> <p>Every room 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)cm.</p> <p>At least 29cm thick mattresses, can be foam on wire/chipboard base with basic shallow innerspring.</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 with elastic anchor straps on the mattress protector.</p> <p>Pillows – polyester filled with an optional feather pillow.</p> <p>Blankets – acrylic or polyester.</p>	<p>Good quality and condition of bed frames, mattresses and bed linen.</p> <p>Every room 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 can be high density foam mattress on wire/ply timber base with basic shallow innerspring.</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 with elastic anchor straps on the</p>	<p>Very good quality and condition of bed frames, mattresses and bed linen.</p> <p>Every room 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 2 x (92 x 188)cms.</p> <p>Mattress should be standard coil spring with comfort layers and may have an added pillow top.</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 or quilted, with elastic anchor straps on the mattress protector.</p> <p>Pillows – microfibre filled</p>	<p>Excellent quality and condition of bed frames, mattresses and bed linen.</p> <p>Every room 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 2 x (92 x 188)cms; queen beds of minimum 152 x 188cm, king bed of 183 x 188cm).</p> <p>Mattress should be coil spring with comfort layers and pillow top.</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 or quilted, with elastic anchor straps/fitted sheet style</p>	<p>Outstanding quality and condition of bed frames, mattresses and bed linen.</p> <p>Every room 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 2 x (92 x 188)cms; queen beds of minimum 152 x 188cm, king bed of 183 x 188cm)</p> <p>Latex or pocket spring mattress with deep comfort layers and thick pillow top.</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 or quilted fitted sheet style or zip closure for the mattress protector.</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>mattress protector.</p> <p>Pillows – polyester/microfibre filled with an optional feather pillow.</p> <p>Blankets – synthetic mix such as polyester fleece.</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 furnishings.</p>	<p>and feather pillow.</p> <p>Blankets – cotton or wool blends, synthetic velour.</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 room.</p> <p>Very good coordination of bed linen with bedroom décor and other soft furnishings.</p>	<p>on the mattress protector.</p> <p>Pillows – microfibre, down/feather fill, may have latex core, memory foam.</p> <p>Blankets – cotton or wool blends.</p> <p>Headboards offering comfort and free from head or other stains.</p> <p>Throws to enhance the overall decor of the room.</p> <p>Excellent supply and variety of cushions.</p> <p>Valances where appropriate.</p> <p>Excellent coordination of bed linen with bedroom décor and other soft furnishings.</p>	<p>Pillows – goose down, latex.</p> <p>Blankets – cotton or wool blends with satin edging, cashmere or fine cotton.</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> <p>Excellent supply and variety of cushions.</p> <p>Valances where appropriate.</p> <p>Outstanding coordination of bed linen with bedroom décor and other soft furnishings.</p>
Best Practice Standards:					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 					

<ul style="list-style-type: none"> • 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"> • Certified cleaning of mattresses at least every two years. 	
<ul style="list-style-type: none"> • All spare bedding provided should be stored in hygienic storage bags. 	

BEDROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Temperature Control	<p>Free standing appliance able to maintain a comfortable temperature in the room.</p> <p>Doors and windows are properly sealed when closed to minimise draughts and increase energy efficiency from heating/cooling appliances.</p> <p>Water bottles, electric blankets acceptable.</p>	<p>Free standing appliance able to maintain a comfortable temperature in the room.</p> <p>Doors and windows are properly sealed when closed to minimise draughts and increase energy efficiency from heating/cooling appliances.</p> <p>Water bottles, electric blankets acceptable.</p>	<p>Thermostatically and remote controlled heating and cooling system capable of maintaining a comfortable temperature of between 18°C and 30°C appropriate to size and location of room. Appliance in very good condition.</p> <p>Doors and windows are properly sealed when closed to minimise draughts and increase energy efficiency from heating/cooling appliances.</p>	<p>Thermostatically and remote controlled heating and cooling system capable of maintaining a comfortable temperature of between 18°C and 30°C appropriate to size and location of room. Appliance in excellent condition.</p> <p>Doors and windows are properly sealed when closed to minimise draughts and increase energy efficiency from heating/cooling appliances.</p>	<p>Thermostatically and remote controlled heating and cooling system capable of maintaining a comfortable temperature of between 18°C and 30°C appropriate to size and location of room. Appliance in Outstanding condition</p> <p>Doors and windows are properly sealed when closed to minimise draughts and increase energy efficiency from heating/cooling appliances.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> All air conditioning units controlled from within the bedrooms, and be individually adjustable (no centralised controls). 					

BEDROOMS	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>No co-ordination of style or design.</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>Light weight lamp base with basic shade,</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>Limited co-ordination of style or design.</p>	<p>Fixtures of very good quality and condition;</p> <p>Well and evenly lit rooms, with standard down or wall mounted lights.</p> <p>Bedside and/or bed head lamps with separate control for each guest.</p> <p>Weighted bedside lamp, may have directional head.</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>Co-ordination showing style/design elements.</p>	<p>Fixtures of excellent quality and condition;</p> <p>Well and evenly lit rooms, down lights – halogen or LED.</p> <p>Bedside and/or bed head lamps with separate control for each guest.</p> <p>Custom made bedside lamps, weighted base.</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>Bedroom lights can be switched off at the bedside.</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 (<i>including wardrobe</i>). Architectural design down lighting.</p> <p>Switch controls easily accessible and understandable.</p> <p>Bedside and/or bed head lamps with separate control for each guest.</p> <p>Designer bedside lamps with solid construction.</p> <p>Dimmer able to be used to change the intensity and ambience of the room i.e. work, relaxing, reading, TV watching.</p> <p>Very good blend of natural and electric lighting.</p> <p>Main light switch located by the entrance door.</p> <p>Master switch provided by the bedside for ease of use.</p> <p>Co-ordinated with obvious use of elements and principles of design.</p>

				Custom design and co-ordination with overall room style/theme.	
Best Practice Standards:					TICK SHEET:
<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 socket outlets 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. 					
<ul style="list-style-type: none"> • Illumination provided inside the wardrobe. 					

BEDROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Accessories (Fruit bowl with fresh fruits, plants, pay channels, books, magazines, umbrellas, welcome letter/cards, complimentary gifts, TV guide, mending kit, potpourri, biscuits, pack of cards, games, mineral water, sweets, mints or chocolates, scent menu, linen laundry basket, shoe mitt, shoe horn, lint remover, pen and writing paper, correspondence folder etc.)	A minimum of three accessories of acceptable quality.	A minimum of five accessories of good quality.	A minimum of seven accessories of very good quality.	A minimum of ten accessories of excellent quality.	A minimum of twelve branded accessories of outstanding quality.
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> The television with minimum 80cm flat screen, HD ready with remote control. The screen size beyond the minimum shall be conducive to the viewing environment 					
<ul style="list-style-type: none"> A television in the bedrooms as well as the lounge. 					
<ul style="list-style-type: none"> A docking station or music system. 					
<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"> A variety of at least 15 television channels – including an international news channel, and relevant channels for the target market i.e. children's channels if it is a family hotel, National Geographic for lodges etc.. 					
<ul style="list-style-type: none"> Iron and ironing board provided in the unit. 					

BEDROOMS	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 e.g. TV on a wall bracket.</p> <p>No intrusive noise from plumbing, corridor, lifts, etc.</p>	<p>Spacious room with good access to all furniture and facilities.</p> <p>Care taken in positioning of furniture e.g. TV on a wall bracket.</p> <p>Unrestricted view of the TV.</p> <p>No intrusive noise from plumbing, corridor, lifts, etc.</p>	<p>Very good access to all furniture and facilities.</p> <p>Well positioned furniture and facilities e.g. wall mounted TV,</p> <p>Unrestricted view of the TV and full length mirror.</p> <p>Cupboard doors and drawers should open freely/easily.</p> <p>No intrusive noise from other rooms or public areas.</p> <p>A small area in terms of spaciousness would be a minimum of 6 sqm or greater of free floor space.</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>TV visible from the sitting area or bed.</p> <p>Unrestricted view of full mirror.</p> <p>No intrusive noise from other rooms or public areas.</p> <p>Medium spaciousness would be a minimum of 9 sqm or greater of free floor space.</p>	<p>Bedroom should be of a sufficient size to allow the provision of all appropriate bedroom 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 smells and noise from other areas e.g. corridors, external extractor fans, etc.</p> <p>Overall luxurious impression.</p> <p>To be considered spacious, the industry standard is a minimum of 12 sqm or greater of free floor space.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> No variation in floor sizes or facilities of multiple bedroom units. 					

BATHROOMS					
	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Decoration, Flooring and Ceiling	<p>All bathrooms well maintained, and adequately ventilated.</p> <p>Plain and simple design with little coordination.</p> <p>Acceptable quality flooring can be vinyl, ceiling and neatly painted walls.</p>	<p>All bathrooms well maintained, and adequately ventilated.</p> <p>Use of pictures etc, on walls.</p> <p>Good quality flooring, ceiling and wall covering with tiles.</p> <p>Coordinated design.</p>	<p>All bathrooms well maintained, and adequately ventilated with both natural ventilation and an extractor fan.</p> <p>Use of pictures, wall hangings etc on walls.</p> <p>Very good quality flooring, ceiling and contemporary tiled wall covering.</p> <p>Professional workmanship and well coordinated design and decor.</p>	<p>All bathrooms well maintained, and adequately ventilated with both natural ventilation and an extractor fan that comes on automatically with the light switch.</p> <p>Use of pictures, wall hangings and fresh flowers, etc</p> <p>Excellent quality flooring, ceiling and tiled or granite/marble wall covering.</p> <p>Grouting in excellent condition matching the colour of the tiles.</p> <p>Well-fitted flooring, ceiling and wall covering executed to a professional standard.</p>	<p>All bathrooms well maintained, and adequately ventilated; Use of pictures, wall hangings and fresh flowers, etc.</p> <p>Outstanding quality flooring, ceiling and wall coverings in pristine condition making use of natural stone or designer tiles with features.</p> <p>Grouting in outstanding condition and matching the colour of tiles.</p> <p>Well-fitted flooring, ceiling and wall covering executed to a professional standard.</p> <p>Outstanding interior design and overall impression.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> In open plan bathroom areas, a separate toilet which is behind a closed door. 					
<ul style="list-style-type: none"> Opaque glass, blinds, curtains for all bathroom windows. 					

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| <ul style="list-style-type: none">• Non slip floor surfaces (Non slip mats provided under rugs where necessary). | |
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BATHROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Fixtures and Fittings	<p>Fixtures and fittings of an acceptable quality and condition.</p> <p>Shower <i>(if provided)</i> has a plastic curtain or door <i>(unless wetfloor style)</i>; plastic shower grate is acceptable.</p> <p>Acrylic bathtub.</p> <p>Windows have opaque glass, curtain or blinds where necessary 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>Hot and cold water at all times.</p> <p>Hooks and towel rails</p>	<p>Fixtures and fittings of good quality and condition.</p> <p>Shower <i>(if provided)</i> has a good quality curtain or door (unless wetfloor style).</p> <p>Sturdy steel or acrylic bath.</p> <p>No small baths or under-sized showers with awkward access.</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. Mirror should be a minimum of</p>	<p>Fixtures and fittings of very good quality and condition.</p> <p>Good-sized bath.</p> <p>Shower <i>(if provided)</i> 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 concealed cistern.</p> <p>Well fitted and appropriately placed rust free mirrors.</p> <p>Hooks and towel rails</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 (400 x 250mm).</p> <p>Stainless steel mixer taps with easy-to-use and responsive controls.</p> <p>Framed bevel edge mirror or mirror recessed into tiling.</p> <p>Excellent supply of hot and cold water.</p> <p>Toilet with a functional dual flush concealed cistern.</p> <p>Hooks and towel rails</p> <p>Custom design and</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. Shower heads in excellent working condition with adequate pressure and height.</p> <p>Full size wash basin (400 x 250mm).</p> <p>Toilet with a functional dual flush concealed cistern.</p> <p>Stainless steel mixer taps with easy-to-use responsive controls.</p> <p>Hooks and heated towel rails.</p> <p>Bevel edge designer mirror with quality framing or mirror recessed into tiling. Mirror should be a minimum of 600mm (h) x 450mm (w).</p> <p>Excellent supply of hot and cold water.</p> <p>Custom design and</p>

	Limited coordination of style or design.	450mm (h) x 350mm (w). Hooks and towel rails. Good coordination of style or design.	Matching and co-ordinated styles.	coordinated with overall room style/theme.	coordinated with overall room style/theme.
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> The full bath size - minimum of 1300mm x 600mm. 					
<ul style="list-style-type: none"> 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. 					
<ul style="list-style-type: none"> The vanity area - minimum of 300mm x 200mm. 					
<ul style="list-style-type: none"> 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. 					

BATHROOMS	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 90cm</p> <p>Bath towels : 680cm 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 90cm</p> <p>Bath towels : 680cm 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 design.</p> <p>Towelling sizes :</p> <p>Hand towels – 50cm x 90cm</p> <p>Bath towels : 680cm 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 design.</p> <p>Towelling sizes :</p> <p>Hand towels – 50cm x 90cm</p> <p>Bath sheets – 85cm 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 design.</p> <p>Towelling 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 Standards:					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"> Towelling sizes: Hand towels - 50cm x 90cm; Bath towels 68cm x 132cm; Bath sheets - 85cm x 150cm; Bath mats - 50cm x 70cm 					
<ul style="list-style-type: none"> Extra length towelling bathmats provided for oversized baths/double washbasins. 					

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| <ul style="list-style-type: none">• Pool towels provided for each guest or on each pool lounge. | |
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BATHROOMS	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 over vanity area providing very good illumination.</p> <p>Windows that open and effectively working extractors.</p>	<p>Fixtures of excellent quality and condition.</p> <p>Lighting effective for all purposes.</p> <p>Task light particularly at the washbasin and shaving point.</p> <p>Excellent quality fittings, recessed lights, spot lamps.</p> <p>Excellent automatic extraction and ventilation.</p>	<p>Fixtures of outstanding quality and condition.</p> <p>Outstanding lighting throughout the whole bathroom with focused lighting in all areas (<i>toilet, basin, bath and shower</i>).</p> <p>High intensity lighting e.g. halogen spots illuminating all areas.</p> <p>Excellent automatic extraction and ventilation.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> There must be a mechanical exhaust system for removal of moisture and odours. 					
<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. 					

BATHROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Accessories (Liquid or wrapped soap at washbasin and wrapped soap (40g) at the bath, Shampoo, Conditioner, Body Wash/Shower gel, Hand/ Body lotion, Aftershave, Cologne, Talcum powder, Toilet paper, Tooth brushes, Tooth paste, Shower cap, Disposable sanitary bags, Tissues, Air freshener, Flowers, Magazines, Cotton wool balls, Cotton buds, Bath Slats, Bath Scales, Lined waste bin at washbasin etc.)	<p>A minimum of three accessories of acceptable quality.</p> <p>Liquid dispensers may be used for shampoo, conditioner, body wash and body lotion.</p> <p>Shoe mitt, sewing kit, toothcare kit, shaving kit, sunscreen lotion.</p>	<p>A minimum of five accessories of good quality.</p> <p>Liquid dispensers may be used for shampoo, conditioner and body wash.</p> <p>Shoe mitt, sewing kit, toothcare kit, shaving kit, sunscreen lotion.</p>	<p>A minimum of seven accessories of very good quality.</p> <p>Shampoo, conditioner, body wash and body lotion must be individually portioned.</p> <p>Toothcare kit, shaving kit, sunscreen lotion.</p>	<p>A minimum of ten accessories of excellent quality.</p> <p>Shampoo, conditioner, body wash and body lotion must be individually portioned.</p> <p>Toothcare kit, shaving kit, sunscreen lotion.</p>	<p>A minimum of twelve accessories of outstanding quality.</p> <p>Shampoo, conditioner, body wash and body lotion must be individually portioned.</p> <p>All guest amenities to be provided in the bathroom.</p>
Best Practice Standards:					TICK SHEET:
<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). 					
<ul style="list-style-type: none"> Eco friendly / bio degradable bathroom toiletries used. 					

BATHROOMS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Spaciousness	Room large enough to contain all necessary fittings and to allow access to all facilities.	Spacious room with good access to all facilities. Adequate space for toiletries.	Very good-sized rooms with access to all facilities. No awkward corners or obstructed parts. Vanity unit provided for guest toiletries. To be classified as 'small', less than 2 sqm but greater than 1sqm of free floor space.	A high standard of spaciousness. Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. To be classified as 'adequate', equal to or greater than 2sq of free floor space.	Bathrooms should be of a sufficient size to allow the provision of all fittings (separate bath and shower) and still allow an easy access when using these facilities. Provision of double wash basins. Plenty of provision for laying out toiletries and hanging up clothes, etc. To be classified as 'spacious', a minimum of 4sqm of free floor space.
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Main bedroom en-suite with separate bath/shower facilities. 					
<ul style="list-style-type: none"> Secondary bedroom provided with bath or bath/shower facilities. 					

KITCHEN	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Decoration, Walls, Flooring and Ceiling	<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>Rhino board ceiling.</p> <p>Grouting, skirting boards and cornices in acceptable condition and finish.</p> <p>Backsplash in basic tiles eg. Ceramic / mozaic</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>Calcrete, vinyl and ceramic tile floors</p> <p>Rhino board, plaster ceiling etc.</p> <p>Grouting, skirting boards and cornices in good condition and finish.</p> <p>Attention paid to fitting and overall coordination.</p> <p>. Backsplash in basic tiles eg. Ceramic / mozaic</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>Ceramic, wooden tiles etc</p> <p>Moulded, beamed, thatch ceiling.</p> <p>Grouting, skirting boards and cornices in very good condition and finish.</p> <p>Very good level in attention to detail on fittings and overall coordination.</p> <p>Backsplash in standard tiles.eg. ceramic / mozaic</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>Ceramic, porcelain, wooden floor tiles etc</p> <p>Moulded, beamed, thatch, double volume ceiling etc.</p> <p>Splashback in glass/stainless steel/stone/contemporary tiles.</p> <p>Grouting, skirting boards and cornices.</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>Ceramic, porcelain, marble tiles, parquet flooring, wooden etc.</p> <p>Moulded, beamed, thatch, double volume ceiling etc.</p> <p>Splash back in glass/stainless steel/stone.</p> <p>Grouting, skirting boards and decorative cornices.</p> <p>Outstanding attention given to overall coordination.</p> <p>Highly durable surfaces showing negligible wear</p>

					and tear.
Best Practice Standards:					TICK SHEET:

KITCHEN	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Lighting and Ventilation	<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 with multiple socket outlets.</p> <p>Socket outlets in the kitchen must be at work top level.</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 with multiple socket outlets.</p> <p>Socket outlets in the kitchen must be at work top level</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 with multiple socket outlets.</p> <p>Socket outlets in the kitchen must be at work top level.</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 down lighting.</p>
Best Practice Standards:					TICK SHEET:
All light bulbs shall be LED					

KITCHEN	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Electrical and Gas Equipment	<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 Standards:					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	<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 Standards:					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. 					

- Washing line or tumble dryer or daily laundry service provided.

KITCHEN	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Crockery, Cutlery, Glassware and Cooking Utensils	<p>Acceptable quality and condition of kitchenware.</p> <p>Matching Chinaware crockery including plates, bowls, cups and saucers etc (locally made crockery is acceptable).</p> <p>A range of stainless steel cutlery (main knife and fork, dessert and soup spoons, butter knife etc.) and utensils of varying styles.</p> <p>A range of crystal 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 Chinaware crockery including plates, bowls, cups and saucers etc (locally made crockery is acceptable).</p> <p>A range of 18/0 stainless steel cutlery (main knife and fork, dessert and soup spoons, butter knife etc.) and utensils of matching styles.</p> <p>A good range of crystal 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 fine chinaware crockery (plates, bowls, cups and saucers etc).</p> <p>A wide range of 18/10 stainless steel cutlery (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 crystal 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 fine china/porcelain crockery (plates, bowls, cups and saucers, mugs, platters etc).</p> <p>A wider range of 18/10 stainless steel cutlery (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 crystal 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 fine china/porcelain crockery.</p> <p>A comprehensive range of 18/10 stainless steel cutlery (main knife and fork, dessert spoon and fork, fish knife and fork, soup spoon, butter and steak knives etc.) and utensils of matching and coordinated styles.</p> <p>A comprehensive range of crystal 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 Standards:	TICK SHEET:
<ul style="list-style-type: none"> Sufficient (2 person) complimentary packaged ingredients provided for hot beverage service. 	
<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"> Eco friendly / bio-degradable 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. 	

LOUNGE / DINING ROOM / PATIO	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Decoration	<p>Acceptable quality wall coverings/paintwork.</p> <p>Basic application of paint or wallpaper.</p> <p>Little 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>Very good application of paint or wallpaper.</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>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>Architraves and chair rails in excellent condition.</p>	<p>Outstanding quality and condition of wall coverings and paintwork with a professional finish.</p> <p>Outstanding application of paint or wallpaper.</p> <p>Attention to detail, thoughtful coordination of patterns, colours and textures showing evidence of the use of principles of design.</p> <p>Attractive use of pictures, prints and other decorative relief.</p> <p>Architraves and chair rails in outstanding condition.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> All artwork should be appropriate for the setting/theme of the property, and should not be offensive in nature. 					

LOUNGE / DINING ROOM / PATIO	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>Lined drapes, with a lace/blinds.</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>Lined drapes, with a lace/blinds.</p> <p>Good quality electronic equipment in good working order i.e TV, music system etc.</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>Thick lined drapes.</p> <p>Very good quality functional electronic equipment i.e TV, music system 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>Thick lined drapes with pelmets and tiebacks.</p> <p>Electronic equipments of excellent quality and condition with functional remotes. (<i>where applicable</i>) i.e TV, music system, 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>Thick interlined curtains of outstanding quality, which are weighted with pelmets and tiebacks.</p> <p>Electronic equipments of outstanding quality and condition with functional remotes. (<i>Where applicable</i>) i.e TV, music system, ipod etc.</p> <p>Outstanding coordination of colours, patterns, textures and styles.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Outdoor seating with table of outstanding quality provided for each unit. 					

<ul style="list-style-type: none"> • Concealed cables/cords for TV in lounge. 	
<ul style="list-style-type: none"> • Additional entertainment facilities i.e. DVD player, CD player, Games system, iPod docking station. 	
<ul style="list-style-type: none"> • Fully upholstered purpose designed lounge seating, with arms, for maximum number of occupants in the unit. 	
<ul style="list-style-type: none"> • Dining table and chairs provided for maximum number of occupants in the unit. 	
<ul style="list-style-type: none"> • Well-stocked small/medium library containing a number of books of interest relating to the local area. 	
<ul style="list-style-type: none"> • Hanging area for coats and hats to be provided. 	

LOUNGE / DINING ROOM / PATIO	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. vinyl, calcrete etc.</p> <p>Rhino board, thatch ceiling</p> <p>Grouting, skirting boards and cornices in acceptable condition.</p>	<p>Good quality and condition of flooring and ceiling;</p> <p>Vinyl tiles, calcrete</p> <p>Rhino board, thatch and plaster ceiling.</p> <p>Grouting, skirting boards and cornices in good condition.</p> <p>Good attention applied to fitting and overall coordination.</p>	<p>Very good quality and condition of flooring and ceiling;</p> <p>Ceramic, wooden tiles, carpets</p> <p>Carpeting (<i>where applicable</i>) should be appropriate and of a very good quality with underlay providing additional comfort</p> <p>Moulded, beamed, thatch ceiling.</p> <p>Grouting, skirting boards and cornices in very good condition.</p> <p>Very good attention applied to fitting and overall coordination.</p> <p>Decorative floor rugs as appropriate.</p>	<p>Excellent quality and condition of flooring and ceiling;</p> <p>Ceramic, porcelain, wooden tiles, high density wool mix carpet with underlay providing additional comfort</p> <p>Moulded, beamed, thatch, double volume ceiling.</p> <p>Grouting, skirting boards and cornices.</p> <p>Excellent attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p> <p>Decorative floor rugs as appropriate.</p>	<p>Outstanding quality and condition of flooring and ceiling;</p> <p>Ceramic, porcelain, marble tiles, parquet flooring, wooden, high density wool mix carpet with thick underlay providing additional comfort.</p> <p>Moulded, beamed, thatch, double volume ceiling.</p> <p>Grouting, skirting boards and decorative cornices.</p> <p>Outstanding attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p> <p>Custom made decorative floor rugs, luxurious and well placed for maximum visual impact and comfort.</p>
Best Practice Standards:					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"> On each step or change of level, a nosing strip that contrasts in colour installed on the floor. 					

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| <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. |

LOUNGE / DINING ROOM / PATIO	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Lighting / Power / Switches	<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>All light switches easily accessible.</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>All light switches easily accessible.</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, with evidence of thought given to both intensity and to positioning eg for reading.</p> <p>Very good blend of natural and electric lighting.</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 areas.</p> <p>Provision of more sources of light, well positioned, i.e. ambient, task and accent lightings, with evidence of thought given to both intensity and to positioning eg for reading.</p> <p>Dimmer able to be used to change the intensity and ambience of the area i.e. Conference projecting, relaxing, reading, TV watching.</p> <p>Very good blend of natural and electric lighting.</p> <p>All light switches easily accessible.</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, with careful thought given to both intensity and to positioning of lighting for specific tasks eg for reading.</p> <p>Switch controls easily accessible and understandable.</p> <p>Dimmer able to be used to change the intensity and ambience of the area i.e. Conference projecting, relaxing, reading, TV watching.</p> <p>Very good blend of natural and electric lighting.</p> <p>International socket power points well positioned.</p>
Best Practice Standards:					TICK SHEET:

<ul style="list-style-type: none"> Whenever possible, the use of energy saving light fittings and bulb should be used. 	
<ul style="list-style-type: none"> Spare power points provided in each room. 	
<ul style="list-style-type: none"> Supplementary lighting on side tables or standard lamps provided for reading purposes. 	

LOUNGE / DINING ROOM / PATIO	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>Care taken in positioning of furniture e.g. TV on a wall bracket.</p> <p>No intrusive noise.</p>	<p>Spacious areas with good access to all furniture and facilities.</p> <p>Care taken in positioning of furniture e.g. TV on a wall bracket.</p> <p>Unrestricted view of the TV.</p> <p>No intrusive noise.</p>	<p>Spacious areas with very good access to all furniture and facilities.</p> <p>Well positioned furniture and facilities e.g. wall mounted TV.</p> <p>Unrestricted view of the TV.</p> <p>No intrusive noise.</p>	<p>Spacious, well-planned areas with furniture conveniently placed.</p> <p>A sitting area with sufficient space to relax.</p> <p>Space to put tourist information material.</p> <p>Easy access to all facilities e.g. use of laptops, view of TV etc.</p> <p>No intrusive noise.</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>No intrusive noise.</p> <p>Overall luxurious impression.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Temperature control to maintain ambient temperature. 					
<ul style="list-style-type: none"> Independent radio or music system provided. 					

ADDITIONAL FACILITIES	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Laundry	<p>All equipment of acceptable quality in working condition.</p> <p>Good layout of equipment for practical use.</p> <p>Detailed instructions for use of equipment.</p>	<p>All equipment of good quality in working condition.</p> <p>Good layout of equipment for practical use.</p> <p>Detailed instructions for use of equipment.</p> <p>16 hour access (<i>where facilities are communal</i>) –which may be via a key etc or extended opening hours to suit customer needs.</p>	<p>All equipment of a very good quality in working condition.</p> <p>Spacious and well laid out equipment.</p> <p>Sufficient equipment for convenient use.</p> <p>24 hour access (<i>where facilities are communal</i>) –which may be via a key etc or extended opening hours to suit customer needs.</p> <p>Detailed instructions for use of equipment.</p>	<p>Excellent and ample provision of higher quality equipment.</p> <p>Spacious and well laid out equipment (washing machine, tumble dryer, ironing board, iron etc)</p> <p>Indoor hanging area with pegs.</p> <p>Detailed instructions for use of equipment.</p>	<p>Ample provision of outstanding quality equipment.</p> <p>Washing machines, tumble dryers, spin dryers, ironing facilities, hand wash facilities etc. in excellent working condition.</p> <p>Well organized layout with consideration for ease of use of all equipment.</p> <p>Indoor hanging area with pegs.</p> <p>Clear instructions for use of each equipment.</p>
Best Practice Standards:					TICK SHEET:

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Recreation <i>(Examples might include a swimming pool, barbecue, table tennis, gym etc where provided, they will form part of the assessment)</i>	<p>Limited availability of recreational facilities and access.</p> <p>All equipment well maintained and in acceptable condition.</p>	<p>Facilities should be of a good quality and maintained in working order.</p> <p>Several activities catered for with good quality equipment.</p>	<p>Facilities should be of a very good quality and maintained in working order.</p> <p>Opening hours shall be made known or displayed</p>	<p>Facilities of an excellent standard, clean and well maintained.</p> <p>Wider selection of facilities.</p> <p>Well maintained changing rooms (where applicable).</p>	<p>Facilities provided to an outstanding standard;</p> <p>Equipment in an outstanding condition.</p> <p>Extended opening hours to suit customer needs.</p>
Best Practice Standards:					TICK SHEET:

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Grocery shop <i>(Where provided)</i>	<p>Adequate range of stock items to suit customer needs.</p> <p>Opening hours made known or displayed.</p> <p>All stock in acceptable condition.</p>	<p>Good range of stock items, fitting the size of operation and customer needs.</p> <p>Opening hours made known or displayed.</p> <p>All stock in good condition.</p>	<p>Very good range of stock items, fitting the size of operation and customer needs.</p> <p>Opening hours made known or displayed.</p> <p>All stock in good condition.</p> <p>Extended opening hours to suit customer needs.</p>	<p>Excellent range of stock items, fitting the size of operation and customer needs.</p> <p>Opening hours made known or displayed.</p> <p>All stock in good condition.</p> <p>Opened for 18 hours to suit customer needs.</p>	<p>Excellent range of stock items, fitting the size of operation and customer needs.</p> <p>Opening hours made known or displayed.</p> <p>All stock in good condition.</p> <p>Opened for 18 hours to suit customer needs.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Additional pre-stocking service provided for kitchen supplies prior to arrival. 					

PUBLIC AREAS (All areas other than the areas previously mentioned which are inside a building and are accessible to guests and the public, should be evaluated under this section. Dining area if separate should not be included in this area.)					
PUBLIC 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>Very good application of paint or wallpaper.</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>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>Architraves and chair rails in excellent condition.</p>	<p>Outstanding quality and condition of wall coverings and paintwork 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>Architraves and chair rails in outstanding condition.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> All artwork should be appropriate for the setting/theme of the property, and should not be offensive in nature. 					

PUBLIC AREAS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Furniture and furnishings	<p>Functional furniture and furnishings of acceptable quality and condition.</p> <p>Welcome table/ cashier desk.</p> <p>High back chairs with padded seat of appropriate height to the dining tables.</p> <p>Serving stations.</p> <p>Lined drapes, with a lace/blinds.</p> <p>Basic co-ordination of styles.</p>	<p>Good quality range of materials and make in good condition.</p> <p>Welcome table/ cashier desk.</p> <p>High back chairs with padded seat of appropriate height to the dining tables.</p> <p>Serving stations.</p> <p>Lined drapes, with a lace/blinds.</p> <p>Good quality electronic equipment in good working order e.g coffee maker, computers etc.</p> <p>Good co-ordination of styles.</p>	<p>A range of materials in very good quality and condition.</p> <p>Welcome table/ cashier desk.</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>Lined drapes or blinds of very good quality.</p> <p>Very good quality functional electronic equipment e.g coffee maker, computers etc.</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>Welcome table/ cashier desk.</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>Lined curtains or blinds of excellent quality and fit for purpose.</p> <p>Electronic equipments of excellent quality and condition e.g coffee maker/ cappucino machine,computers etc.</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>Welcome table/ cashier desk.</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>Lined curtains or blinds of outstanding quality and fit for purpose.</p> <p>Electronic equipments of excellent quality and condition e.g coffee maker/ cappucino machine,computers etc.</p> <p>High chair for children.</p> <p>Outstanding coordination of styles.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Outdoor seating area with table of outstanding quality provided. 					
<ul style="list-style-type: none"> Concealed electrical cables/cords. 					

<ul style="list-style-type: none"> Fully upholstered purpose designed lounge seating, with arms, for guest use. 	
<ul style="list-style-type: none"> Well-stocked small/medium library containing a number of books of interest relating to the local area. 	
<ul style="list-style-type: none"> Facilities provision to ensure a family friendly environment. 	

PUBLIC AREAS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Flooring and Ceilings	<p>Acceptable quality and condition of flooring and ceiling.</p> <p>Simple quality flooring e.g. vinyl, calcrete etc.</p> <p>Rhino board, thatch ceiling</p> <p>Grouting, skirting boards and cornices in acceptable condition.</p>	<p>Good quality and condition of flooring and ceiling.</p> <p>Vinyl tiles, calcrete, floor tiles.</p> <p>Rhino board, thatch and plaster ceiling.</p> <p>Grouting, skirting boards and cornices in good condition.</p> <p>Good attention applied to fitting and overall coordination.</p>	<p>Very good quality and condition of flooring and ceiling.</p> <p>Ceramic, wooden tiles, carpets.</p> <p>Carpeting (<i>where applicable</i>) should be appropriate and of a very good quality with underlay providing additional comfort</p> <p>Moulded, beamed, thatch ceiling.</p> <p>Grouting, skirting boards and cornices in very good condition.</p> <p>Very good attention applied to fitting and overall coordination.</p>	<p>Excellent quality and condition of flooring and ceiling.</p> <p>Ceramic, porcelain, wooden tiles, high density wool mix carpet with underlay providing additional comfort.</p> <p>Moulded, beamed, thatch, double volume ceiling.</p> <p>Grouting, skirting boards and cornices.</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>Ceramic, porcelain, marble tiles, parquet flooring, wooden, high density wool mix carpet with thick underlay providing additional comfort.</p> <p>Moulded, beamed, thatch, double volume ceiling.</p> <p>Grouting, skirting boards and decorative cornices.</p> <p>Outstanding attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p>
Best Practice Standards:					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"> On each step or change of level, a nosing strip that contrasts in colour installed on the floor. 					
<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 reception area.	

PUBLIC AREAS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Lighting	<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>Fixtures of outstanding quality and condition.</p> <p>Outstanding illumination throughout the areas and well positioned, effective for all tasks</p> <p>Very good blend of natural and electric lighting.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Whenever possible, the use of energy saving light fittings and bulb should be used. 					
<ul style="list-style-type: none"> Supplementary lighting on side tables or standard lamps provided for reading purposes. 					

PUBLIC AREAS	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Atmosphere and Ambience	All areas spacious enough to contain all necessary furniture and facilities allowing free flow of movement for both guests and staff.	Spacious areas with good access to all furniture and facilities allowing free flow of movement for both guests and staff.	Spacious areas with very good access to all furniture and facilities allowing free flow of movement for both guests and staff.	Spacious, well planned areas with very good access to all furniture and facilities allowing free flow of movement for both guests and staff.	Spacious, well planned areas with excellent access to all furniture and facilities allowing free flow of movement for both guests and staff.
	Comfortable areas with sufficient light to create a relaxed atmosphere.	Comfortable areas with sufficient light to create a relaxed atmosphere.	Comfortable areas with sufficient light to create a relaxed atmosphere.	Harmonious combination of decor, style and lighting creating a sense of luxury.	Harmonious combination of decor, style and lighting creating a sense of luxury.
	Good blend of natural and electric lighting.	Good blend of natural and electric lighting.	Good blend of natural and electric lighting.	Good blend of natural and electric lighting.	Good blend of natural and electric lighting.
	Adequate ventilation allowing good air circulation.	Adequate ventilation allowing good air circulation.	Very good layout of tables/chairs allowing exclusivity and privacy.	Excellent layout of tables/chairs allowing exclusivity and privacy.	Outstanding layout of tables/chairs allowing exclusivity and privacy.
	Basic co-ordination of styles without creating a sense of clutter, busyness etc.	Good layout of tables allowing exclusivity and privacy. Good co-ordination of styles without creating a sense of clutter, busyness etc	Good co-ordination of styles without clutter. Very good decor, lighting and spaciousness creating warmth and harmony.	Background music suitable for the time of the day e.g serene, trendy, earthy etc.	Background music suitable for the time of the day e.g serene, trendy, earthy etc.
	No intrusive noise.	Good combination of decor, lighting and general spaciousness.	Background music appropriate for the time of day.	No intrusive noise.	No intrusive noise.
Best Practice Standards:					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 walls.</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>Coordinated design.</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 covering.</p> <p>Professional workmanship and well coordinated design and decor.</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, ceiling and wall covering.</p> <p>Grouting in excellent condition.</p> <p>Well-fitted flooring, ceiling and wall covering executed to a professional standard.</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 coverings in pristine condition.</p> <p>Grouting in outstanding condition.</p> <p>Well-fitted flooring, ceiling and wall covering executed to a professional standard.</p> <p>Outstanding interior design and overall impression.</p>
Best Practice Standards:					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 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>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>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</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 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</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 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</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 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>

		bins to be provided.	liquid or dispensers, toilet brushes and covered bins to be provided.	of facilities. She-bins to be serviced regularly, hand washing liquid or dispensers, toilet brushes and covered bins to be provided.	She-bins to be serviced regularly, hand washing liquid or dispensers, toilet brushes and covered bins to be provided.
Best Practice Standards:					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 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"> A nappy changing facility to be provided in the wheelchair / mobility access toilet. 					
<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 Standards:					TICK SHEET:
<ul style="list-style-type: none"> All public restrooms must have extractor fans or natural ventilation. 					

DINING FACILITIES (where provided)	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>Very good application of paint or wallpaper.</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>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>Architraves and chair rails in excellent condition.</p>	<p>Outstanding quality and condition of wall coverings and paintwork 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>Architraves and chair rails in outstanding condition.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> The restaurant tables and chairs should have sufficient space between them to allow a high degree of privacy and freedom of movement. 					

DINING FACILITIES (where provided)	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Furniture and furnishings	<p>Functional furniture and furnishings of acceptable quality and condition.</p> <p>Welcome table/ cashier desk.</p> <p>High back chairs with padded seat of appropriate height to the dining tables.</p> <p>Serving stations.</p> <p>Lined drapes, with a lace/blinds.</p> <p>Basic co-ordination of styles.</p>	<p>Good quality range of materials and make in good condition.</p> <p>Welcome table/ cashier desk.</p> <p>High back chairs with padded seat of appropriate height to the dining tables.</p> <p>Serving stations.</p> <p>Lined drapes, with a lace/blinds.</p> <p>Good quality electronic equipment in good working order e.g coffee maker, computers etc.</p> <p>Good co-ordination of styles.</p>	<p>A range of materials in very good quality and condition.</p> <p>Welcome table/ cashier desk.</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>Lined drapes or blinds of very good quality.</p> <p>Very good quality functional electronic equipment e.g coffee maker, computers etc.</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>Welcome table/ cashier desk.</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>Lined curtains or blinds of excellent quality and fit for purpose.</p> <p>Electronic equipments of excellent quality and condition e.g coffee maker/ cappucino machine,computers etc.</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>Welcome table/ cashier desk.</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>Lined curtains or blinds of outstanding quality and fit for purpose.</p> <p>Electronic equipments of excellent quality and condition e.g coffee maker/ cappucino machine,computers etc.</p> <p>High chair for children.</p> <p>Outstanding coordination of styles.</p>
Best Practice Standards:					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"> There should be a variety of seating: firm, soft, with and without arms. Tables must be stable and provide support for people rising from 					

their chairs.	
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DINING FACILITIES (where provided)	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. vinyl, calcrete etc.</p> <p>Rhino board, thatch ceiling</p> <p>Grouting, skirting boards and cornices in acceptable condition.</p>	<p>Good quality and condition of flooring and ceiling.</p> <p>Vinyl tiles, calcrete, floor tiles.</p> <p>Rhino board, thatch and plaster ceiling.</p> <p>Grouting, skirting boards and cornices in good condition.</p> <p>Good attention applied to fitting and overall coordination.</p>	<p>Very good quality and condition of flooring and ceiling.</p> <p>Ceramic, wooden tiles, carpets.</p> <p>Carpeting (<i>where applicable</i>) should be appropriate and of a very good quality with underlay providing additional comfort</p> <p>Moulded, beamed, thatch ceiling.</p> <p>Grouting, skirting boards and cornices in very good condition.</p> <p>Very good attention applied to fitting and overall coordination.</p>	<p>Excellent quality and condition of flooring and ceiling.</p> <p>Ceramic, porcelain, wooden tiles, high density wool mix carpet with underlay providing additional comfort.</p> <p>Moulded, beamed, thatch, double volume ceiling.</p> <p>Grouting, skirting boards and cornices.</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>Ceramic, porcelain, marble tiles, parquet flooring, wooden, high density wool mix carpet with thick underlay providing additional comfort.</p> <p>Moulded, beamed, thatch, double volume ceiling.</p> <p>Grouting, skirting boards and decorative cornices.</p> <p>Outstanding attention given to overall coordination.</p> <p>Professional workmanship of fittings.</p>
Best Practice Standards:					TICK SHEET:

DINING FACILITIES (where provided)	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Lighting	<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>Dimmer able to be used to change the intensity and ambience of the area i.e. reading, TV watching.</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</p> <p>Dimmer able to be used to change the intensity and ambience of the area i.e. reading, TV watching.</p> <p>Very good blend of natural and electric lighting.</p>
Best Practice Standards:					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. 					

DINING FACILITIES (where provided)	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Menu Presentation	<p>Acceptable, clean and well presented written menus, with accurate descriptions.</p> <p>Verbal description of the dishes acceptable.</p> <p>Price of meals displayed if not included in the accommodation tariff.</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>Verbal description of the dishes acceptable.</p> <p>Price of meals displayed if not included in the accommodation tariff.</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>Menu items divided according to type i.e starter, main, dessert or theme</p> <p>Price of meals displayed if not included in the accommodation tariff.</p> <p>Separate wine list provided.</p>	<p>Excellent, clean and well presented written menus, with accurate descriptions.</p> <p>Attractive design in excellent condition.</p> <p>Price of meals displayed if not included in the accommodation tariff.</p> <p>Menu items could be verbally explained.</p> <p>Wine set out in clear sections.</p> <p>Separate wine list provided with option of wine by the glass.</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>Price of meals displayed if not included in the accommodation tariff.</p> <p>Menu items could be verbally explained.</p> <p>Extensive wine selection with recommended wines to accompany different dishes on the menu.</p> <p>Separate wine list provided with option of wine by the glass.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Menus should be printed in a minimum font size of 16pt, and in a clear font such as Arial. 					
<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. 	

DINING FACILITIES (where provided)	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 18/8 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) for main restaurant/dining room.</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>Outstanding quality, matching and well-coordinated tableware.</p> <p>Provision of appropriate styles of at least 18/10 stainless steel cutlery for all different functions.</p> <p>A full range of crystal clear cut glassware for different uses e.g. white wine, red wine, dessert wine, water etc. in main dining room.</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>

				Table cover appropriate for the type of service i.e. breakfast, lunch or dinner.	Table cover appropriate for the type of service i.e. breakfast, lunch or dinner.
Best Practice Standards:					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. 					

DINING FACILITIES (where provided)	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 electric 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>No intrusive noise.</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 electric lighting.</p> <p>Adequate ventilation allowing good air circulation.</p> <p>Good layout of tables allowing exclusivity and privacy. Good co-ordination of styles without creating a sense of clutter, busyness etc</p> <p>Good combination of decor, lighting and general spaciousness.</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 electric lighting.</p> <p>Very good layout of tables allowing exclusivity and privacy.</p> <p>Good co-ordination of styles without clutter. Very good decor, lighting and spaciousness creating warmth, harmony and a sense of fine dining</p> <p>Background music appropriate for the time of day.</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 electric lighting.</p> <p>Very good layout of tables allowing exclusivity and privacy.</p> <p>Background music suitable for the time of the day e.g serene, trendy, earthy etc.</p> <p>No intrusive noise.</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 electric lighting.</p> <p>Excellent layout of tables allowing exclusivity and privacy.</p> <p>Background music suitable for the time of the day e.g serene, trendy, earthy etc.</p> <p>No intrusive noise.</p> <p>Overall luxurious impression.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Live music provided at least once a week by local artists / entertainers. 					

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|---|--|
| <ul style="list-style-type: none">• There is a high level of sound proofing between the food preparation / presentation and dining areas. | |
|---|--|

HOSPITALITY STANDARDS

FRONT OF HOUSE					
	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Reservations	<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 (within 3 rings) 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 (within 3 rings) 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 organized 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 (within 3 rings) in a friendly manner.</p> <p>Identification of business and self when answering the phone.</p> <p>Repeat guests are recognized and acknowledged</p> <p>Evidence of an organized 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</p>
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					including cancellation policies / terms of trade.
Best Practice Standards:					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 Standards:					TICK SHEET:
<ul style="list-style-type: none"> If there is a security boom gate at the entrance to the property, the security guard to call reception and alert reception of the arrival of the guest. This will enable reception to get documentation ready, to be outside the front door and to greet guests by their surnames. Guest surnames to be used in all interactions. 					
<ul style="list-style-type: none"> Luggage to be delivered to the guest room whilst the familiarisation of the unit is taking place. 					
<ul style="list-style-type: none"> Public areas and guest units 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 tot he 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</p>

					stay.
Best Practice Standards:					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"> Reception staff should not announce publicly the unit 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 Standards:					TICK SHEET:

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Porterage	<p>Porter has good knowledge of establishment.</p> <p>Assistance with luggage available throughout the day and evening.</p>	<p>Porter has good knowledge of establishment.</p> <p>Assistance with luggage available throughout the day and evening</p> <p>Care and attention to detail when handling luggage.</p>	<p>Porter has very good knowledge of accommodation, tourist attractions and visitor services throughout the city/area.</p> <p>Assistance with luggage available throughout the day and evening</p> <p>Porterage staff dressed in identifiable porter uniform.</p>	<p>Excellent knowledge of accommodation, tourist attractions and visitor services throughout the city/area.</p> <p>Dedicated porterage staff dressed in identifiable porter uniform.</p> <p>Porters take guests luggage promptly to their rooms.</p> <p>Full explanation of facilities in the room provided.</p>	<p>Outstanding knowledge of accommodation, tourist attractions and visitor services throughout the city/area.</p> <p>Dedicated porterage staff dressed in identifiable porter uniform.</p> <p>Porters take guests luggage promptly to their rooms.</p> <p>Full explanation of facilities in the room provided.</p> <p>Porter always on hand to attend promptly to guest needs.</p> <p>Porters conscious of security while handling guests luggage i.e not leaving guests luggage unattended.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> All left luggage to be locked, and special note made if there are any valuables in the luggage. 					
<ul style="list-style-type: none"> Secure luggage storage available, and a dual receipting system used. 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 from outside the entrance to reception. No delays. 	
<ul style="list-style-type: none"> • Luggage trolley for porters – all areas accessible to trolley. 	
<ul style="list-style-type: none"> • Convenient use of and 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 units e.g. a file of relevant brochures or brochure display rack.</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 units.</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</p>

					guest's information requirements is shown.
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> • Guest 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"> • Multi-lingual - according to guest market profile - guest directories (with enhanced content) available. 					

	ACCEPTABLE	GOOD	VERY GOOD	EXCELLENT	OUTSTANDING
Communi- cation services	<p>Where telephones are not provided in units, a means of communication with staff at night in the event of an emergency should be provided, and advertised in the unit.</p> <p>Telephones should display the property telephone number together with the unit extension or telephone number.</p>	<p>Where telephones are not provided in units, a means of communication with staff at night in the event of an emergency should be provided, and advertised in the unit.</p> <p>Telephones should display the property telephone number together with the unit extension or telephone number.</p> <p>Telephones, should have instructions on how to use any additional services such as telephone message service, and unit-to-unit calls.</p>	<p>Telephones, should display the property telephone number together with the unit extension or telephone number.</p> <p>Telephones, should have instructions on how to use any additional services such as telephone message service, and unit-to-unit calls.</p> <p>Internal telephone system provided.</p>	<p>Telephones, should display the property telephone number together with the unit extension or telephone number.</p> <p>Telephones, should have instructions on how to use any additional services such as telephone message service, and unit-to-unit 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 unit extension or telephone number.</p> <p>Telephones, should have instructions on how to use any additional services such as telephone message service, and unit-to-unit calls.</p> <p>A minimum of two direct dial telephones if fixed – one in the bedroom and one in the lounge, or single cordless phone.</p>
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> A minimum of two telephones in guest units – one in the bedroom and one in the lounge. 					
<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 provided)	<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>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>

			Driver wishes guest an 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 Standards:					TICK SHEET:
<ul style="list-style-type: none"> Limousine service to be advertised as available to meet individual guests by pre-arrangement. 					
<ul style="list-style-type: none"> Limousine service with chauffeur transport to be provided in temperature controlled vehicle, refreshments to be available at the correct temperature i.e. chilled water, and hand wipes must be available with appropriate reading material provided in the vehicle. 					
<ul style="list-style-type: none"> Limousine service to include portering / luggage assistance, and guests to be delivered to their individual units. 					

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 sanitized.</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</p>

			spray bottles, colour coded cloths for different surfaces . Curtains properly hooked. Bins emptied and clean.	Curtains properly hooked. Bins emptied and clean.	A full turndown service
Best Practice Standards:					TICK SHEET:
<ul style="list-style-type: none"> Low impact, chlorine-free, environmentally friendly cleaning chemicals to be used. 					
<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 units. 					
<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"> Customised service provided at specified time by guest request. 					

	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, socket outlets, 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, socket outlets, 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, socket outlets, 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, socket outlets, 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>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, socket outlets, 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>

				<p>Toilet paper on toilet roll holder and a spare toilet roll.</p> <p>Consistent supply of amenities.</p>	<p>areas clean.</p> <p>Toilet paper on toilet roll holder and a spare toilet roll.</p> <p>Consistent supply of amenities.</p>
Best Practice Standards:					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 Standards:	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 to have privacy flaps. 	
<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, socket outlets, 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, socket outlets, 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, socket outlets, 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, socket outlets, 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, socket outlets, 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 Standards:					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
Restaurant (where provided)	<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</p>

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

GENERAL SERVICES					
	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 Standards:					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
Meal preparation and presentation (where provided)	<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</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>Flavors 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>refreshed.</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>There should be a dedicated wine team (sommelier)</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> <p>There should be a dedicated wine team (sommelier)</p>
Best Practice Standards:					TICK SHEET:
<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 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
Meal and beverage service (where provided)	<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>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>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>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>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>Guests presented with menu and wine list open on the first page.</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</p>
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				Guest wished good day on leaving the dining area.	<p>intervals without being intrusive.</p> <p>Prompt clearing of soiled 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 Standards:					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"> A facility for guests to sign a docket for meals and beverages to be available, and for these to be charged automatically to the unit account. 					
<ul style="list-style-type: none"> F & B 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. 					

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| <ul style="list-style-type: none">• A well-structured team of staff with management and hosts present. | |
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	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 Standards:					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
Business services	<p>The following services available:</p> <ul style="list-style-type: none"> • facsimile service • message service for guests • multi-functional printer • Wi-Fi access throughout the property 	<p>The following services available:</p> <ul style="list-style-type: none"> ▪ facsimile service; ▪ message service for guests. ▪ multi-functional printer ▪ Wi-Fi access throughout the property 	<p>Business centre facility with the following;</p> <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; ▪ Wi-Fi access throughout the property 	<p>Business centre facility with the following;</p> <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 ▪ Wi-Fi access throughout the property 	<p>Business centre facility with the following;</p> <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 ▪ Wi-Fi access throughout the property
Best Practice Standards:					TICK SHEET:
• 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 power sockets 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> As may be changed from time to time	2 mbps (5- 10 rooms)	2 mbps (5- 10 rooms)	3 mbps (5 – 10 rooms)	4 mbps (5 – 10 rooms)	5 mbps (5 – 10 rooms)
	4 mbps (11 – 29 rooms)	4 mbps (11 – 29 rooms)	5 mbps (11 – 29 rooms)	6 mbps (11 – 29 rooms)	7 mbps (11 – 29 rooms)
	6 mbps (30 – 49 rooms)	6 mbps (30 – 49 rooms)	8 mbps (30 – 49 rooms)	8 mbps (30 – 49 rooms)	9 mbps (30 – 49 rooms)
	12 mbps (50 – 99 rooms)	12 mbps (50 – 99 rooms)	15 mbps (50 – 99 rooms)	17 mbps (50 – 99 rooms)	18 mbps (50 – 99 rooms)
	20 mbps (100 – 149 rooms)	20 mbps (100 – 149 rooms)	23 mbps (100 – 149 rooms)	25 mbps (100 – 149 rooms)	27 mbps (100 – 149 rooms)
	25 mbps (150 – 199 rooms)	25 mbps (150 – 199 rooms)	31 mbps (150 – 199 rooms)	33 mbps (150 – 199 rooms)	36 mbps (150 – 199 rooms)
	32 mbps (200 – 249 rooms)	32 mbps (200 – 249 rooms)	38 mbps (200 – 249 rooms)	41 mbps (200 – 249 rooms)	45 mbps (200 – 249 rooms)
	38 mbps (250 and above rooms)	38 mbps (250 and above rooms)	46 mbps (250 an above rooms)	50 mbps (250 and above rooms)	55 mbps (250 and above rooms)
	Universally accessible high speed internet across 100% of the rooms, lobby, poolside, gym, restuarant, business centre etc.	Universally accessible high speed internet across 100% of the rooms, lobby, poolside, gym, restuarant, business centre etc.	Universally accessible high speed internet across 100% of the rooms, lobby, poolside, gym, restuarant, business centre etc.	Universally accessible high speed internet across 100% of the rooms, lobby, poolside, gym, restuarant, business centre etc.	Universally accessible high speed internet across 100% of the rooms, lobby, poolside, gym, restuarant, business centre etc.
	Access points and hotspots well positioned to guarantee acceptable signal strength.	Access points and hotspots well positioned to guarantee acceptable signal strength.	Access points and hotspots well positioned to guarantee acceptable signal strength.	Access points and hotspots well positioned to guarantee acceptable signal strength.	Access points and hotspots well positioned to guarantee acceptable signal strength.
	Additional bandwidth available for applications that require high bandwidth i.e. video conferencing.	Additional bandwidth available for applications that require high bandwidth i.e. video conferencing.	Additional bandwidth available for applications that require high bandwidth i.e. video conferencing.	Additional bandwidth available for applications that require high bandwidth i.e. video conferencing.	Additional bandwidth available for applications that require high bandwidth i.e. video conferencing.

	bandwidth i.e. video conferencing.				
Best Practice Standards:					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 Standards:					TICK SHEET:
<ul style="list-style-type: none"> All doors fitted with a primary and secondary locking mechanism. 					
<ul style="list-style-type: none"> All external doors i.e. French doors, sliding doors to have surface mounted slide bolts. 					






<ul style="list-style-type: none">• Self-locking entrance doors.	
<ul style="list-style-type: none">• Non slip floor surfaces throughout the property (non-slip mats provided under rags where necessary).	

	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 Standards:					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. 					
<ul style="list-style-type: none"> Electronic Guest Questionnaire initiatives sent to guests on departure.. 					

	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 Standards:	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... 	

RESPONSIBLE TOURISM

	NB: Scoring Key <div style="text-align: center;">  Minimum Licensing Requirement (1) Point Scoring Opportunity </div> <p>NOTE: It will be necessary to include any Back on House areas in the site inspection to complete an evaluation of the Responsible Tourism Standards.</p>	Scoring
Fire management	Fire management and evacuation instructions including a plan in place.	
	Atleast one member of staff with a valid certificate in fire safety and management on duty at all times.	
	Adequate and appropriate firefighting equipment provided and well maintained and in accordance with local fire fighting and prevention by- law	
	All staff familiar with available fire fighting equipment and their use.	1
	Establishment has an in- house core fire fighting team	1
	Fire alarms/ smoke detectors/sprinklers installed and statutory fire safety notices prominently displayed in guest rooms and public areas.	1
	Facility insured against fire hazards.	1
	Fire safety and exits signs in compliance with safety Regulations in place.	
Water use and	A basic water conservation and use policy in place.	1

conservation	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 Conservation	Energy conservation policy and plan in place.	1
	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.	
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 • 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 that it 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 (hearing) impaired guests.	1
	Non slip floor surfaces.	1

