

## رابعاً: معايير التصنيف

# Hotel Classification Manual

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## Introduction

In October 2013, Exceed Hospitality was tasked by Ministry of Industry & Commerce "Tourism Section" to conduct a research into the Kingdom of Bahrain accommodation sector. Over the months of November and December 2013, Exceed Hospitality conducted this research in the form of an extensive online survey that queried over 200 characteristics of existing hotels and serviced apartments.

This data was compared to the findings of an international benchmark that covered 14 systems representing over 30 countries that were launched in recent years.

The research concluded that in certain areas, Bahrain Hotels offer standards above the international benchmark. Areas include sizes of rooms and beds, availability of suites, specific luxury facilities, and dedicated hospitality services. In terms of the provision, speed and cost of internet, Bahrain hotels exceed international standards as well.

Areas of concern involve a number of basic facilities that international travellers expect, but are not consistently being offered. Examples include full-length mirrors, hairdryers, bath and shower facilities, amenities, and housekeeping services. Another key concern was the misalignment of facilities of services offered in relation to the existing ratings. This was most evident when studying the offerings of 3 and 4 star hotels where 3 star hotels frequently appeared to offer more facilities and services than 4 star hotels. This finding amplified the need to redraft and enhance the hotel classification system to which Exceed Hospitality was tasked in January 2014.

Through a series of engagements with the Ministry of Industry & Commerce, its Department tasked with licensing and classification, and the wider industry and stakeholders, the initial draft has been refined over the second half of 2014, with the version in front of you being the final result.

This manual presents the structure and criteria of a new system that is based on the findings of the research conducted, taking into account the state of the industry in Bahrain as well as international best practices.

### Hotel Classification System

A hotel classification system provides guidance for guests to make an informed choice about where to stay in the Kingdom. A well-prepared and implemented classification system will uniquely identify the differences between the hotel levels based on infrastructure and/or service and set proper expectations. Travel agencies and operators also depend on the hotel classification while setting their packages or guiding individual customers.

It is further expected that the system will motivate hoteliers and hotel investors to raise the bar in terms of services and facilities offered to visitors, thus making Bahrain a more attractive tourism destination.

### System Elements

To ensure that all areas of the hotel operation that influence the guest experience are well covered, the system covers a total of six elements that are defined in table 1.

Table 1.1 System Elements and their definitions

System Elements	Definition
<b>1. Minimum Mandatory Criteria</b>	<i>Criteria that reflect minimum expectations of the traveller and need to be <b>completely fulfilled</b> for each respective category</i>
<b>2. Rating Criteria</b>	<i>Criteria that reflect the quality of the hotel's infrastructure. Rating requirements focus on the quality of materials used, state of maintenance, presentation, and cleanliness. Hotels need to achieve a <b>minimum final score</b> for each respective classification category.</i>
<b>3. Scoring Criteria</b>	<i>Criteria that are not a traveller's minimum expectation, but do create substantial value in the guest experience. Also here, hotels need to achieve a <b>minimum final score</b> for each respective classification category.</i>
<b>4. Guest Experience Index</b>	<i>The average weighted online review score from up to 130 online review platforms weighted per platform and per reviewer. Platforms that do not verify reviews are weighted lower. Also the individual reviewer is weighted whereby a reviewer that has written more reviews is weighted stronger than a traveller with a minor number of reviews. The Guest Experience index will <b>only apply after a hotel classification has been awarded</b>. Hotels then need to achieve a <b>minimum final score</b> for each respective classification category and will be subject review when the minimum score is not achieved.</i>
<b>5. Product Designators</b>	<i>A term indicating the specific target group or hotel features that attracts a certain target group. The designator gives assurance that the specific services and facilities required by such target group are provided for. Product designator requirements comprise of <b>Minimum Criteria</b> that must be achieved; however the application for a product designator is <b>voluntary</b>.</i>

### System focus areas

Each system element is broken down into an area of focus in the hotel though not all focus areas are represented in all system elements. Table 1.2 outlines the eight different focus areas of the system.

Table 1.2 Focus Areas of classification criteria

Focus Area	Description
1) General Requirements	Administrative, legal and other requirements
2) Public Areas	Requirements focussing on the hotel's public areas, building, safety and security and access control.
3) Guest Rooms	Requirements focussing on the individual guest rooms.
4) Guest Bathrooms	Requirements focussing on the individual guest bathrooms.
5) Guest Services	Requirements focussing on services offered to hotel guests.
6) Food & Beverage	Requirements focussing on the provision of Food & Beverages
7) Staffing	Requirements focussing on staffing policies and practices
8) Service Quality	Requirements focussing on the management and monitoring of service quality.

### System Criteria

The system criteria have been enhanced by adding criteria that contemporary hotel guests expect, deleting out-dated criteria, restructuring criteria that were identified to be in the incorrect place in the system, and rewording criteria that may have presented a bias.

### Minimum Mandatory Criteria

The minimum mandatory criteria reflect today's traveller minimum expectations of a hotel in the respective category. Minimum Mandatory Criteria provide the foundation of the system and the five categories in it and aims to ensure that the minimum Expectations of the guests of the respective category are fulfilled.

### Rating Criteria

Rating criteria refer to those criteria that are responsible for the quality perception of the guest of the hotel's infrastructure, accessories or amenities and focus on cleanliness, state of maintenance, and the quality of materials used in the hotel's infrastructure.

Table 1.3 Rating Scores weighting in the Enhanced System

System Element	Points Available	Weight Allocation
<b>2. Public Areas</b>	90	<ul style="list-style-type: none"> <li><span style="color: blue;">■</span> Public Areas</li> <li><span style="color: red;">■</span> Guest Bedrooms</li> <li><span style="color: green;">■</span> Guest Bathrooms</li> <li><span style="color: purple;">■</span> Food &amp; Beverage Areas</li> </ul>
<b>3. Guest Bedrooms</b>	120	
<b>4. Guest Bathrooms</b>	60	
<b>6. Food &amp; Beverage</b>	30	
<b>Total</b>	<b>300</b>	

From table 1.3 it can be seen that rating scores only apply to four different system elements with the heaviest focus on guest bedrooms. Table 1.4 presents the required minimum scores for each classification category.

Table 1.4 Minimum Rating Requirements for the classification categories

Rating	Rating Requirement (Max 300)	Standard %
<b>1 Star</b>	180	60%
<b>2 Star</b>	195	65%
<b>3 Star</b>	210	70%
<b>4 Star</b>	240	80%
<b>5 Star</b>	270	90%

From table 1.4 it can be seen that a one star hotel will thus have to score 60% of the total points and a five star hotel will need to achieve a total score of 90% of the total points of the rating requirements to obtain its classification.

#### Scoring Criteria

Scoring criteria refer to facilities or services that present a value, but are not necessarily vital to a minimum expectation of a guest when considering the respective star rating. The scoring criteria thus represent an element of the system of objective tangible facilities and services that add value to the guest, but do not comprise a must. Criteria are presented that contemporary research shows are valued by today's hotel guest with a rating structure that is based on the perceived value of those requirements. The scoring criteria are outlined in chapter 3 of this document.

Table 1.5 Scoring Criteria points available

Division	Points Available	%
2. Public Areas	10	5%
3. Guest Bedrooms	60	30%
4. Guest Bathrooms	20	10%
5. Guest Services	100	50%
8. Staff Training & Development	10	5%
<b>Total</b>	<b>200</b>	<b>100%</b>

The minimum scores for each classification category are as follows:

Table 1.6 Minimum Scoring Requirements for the classification categories

Rating	Scoring Requirement (200 points max)	%
<b>1 Star</b>	70	35%
<b>2 Star</b>	90	45%
<b>3 Star</b>	110	55%
<b>4 Star</b>	130	65%
<b>5 Star</b>	150	75%

From table 1.6 it can be seen that the minimum percentage score for the scoring requirements ranges from 35 to 75% of the available points.

### *Guest Experience Index*

Service delivery standards comprise of the most influential determinants of guest satisfaction. Historically it has been difficult, if not impossible to measure these objectively. By partnering with one of the World's leading companies in Guest Sentiment analysis, the Ministry of Industry & Commerce "Tourism Sector" has access to a measuring tool that generates the most objective score possible from a vast volume of guest reviews taken from over 100 guest review platforms. This score is balanced by weighing factors that account more value to verified feedback platforms (e.g. Hotels.com) over non-verified feedback platforms (e.g. TripAdvisor.com). In addition, also the reviewer track record is used in this balance whereby reviewers with a multitude of reviews in their name are given more weight than reviewers with only a few reviews written under their account. The detailed scoring requirements are outlined in chapter 4 of this manual.

### *Product Designators*

In addition to the 1-5 star rating, the system makes provision for hotels to position themselves by obtaining a 'designator'. This allows travellers to easily identify the 'type' of hotel that they are looking for over and above comfort and service level. A total of 9 designators apply that are applicable to different hotel classification as indicated in table 1.7.

Table 1.7: Designator Options and Conditions

<b>Designator</b>	<b>Applicable to</b>
<b>1. Airport Hotel</b>	3-5 star
<b>2. Beach Hotel</b>	3-5 star
<b>3. Boutique Hotel</b>	4-5 star
<b>4. Business Hotel</b>	1-5 star
<b>5. City Hotel</b>	1-5 star
<b>6. Convention Hotel</b>	1-5 star
<b>7. Family Hotel</b>	3-5 star
<b>8. Resort Hotel</b>	3-5 star
<b>9. Apartment Hotel</b>	1-5 star

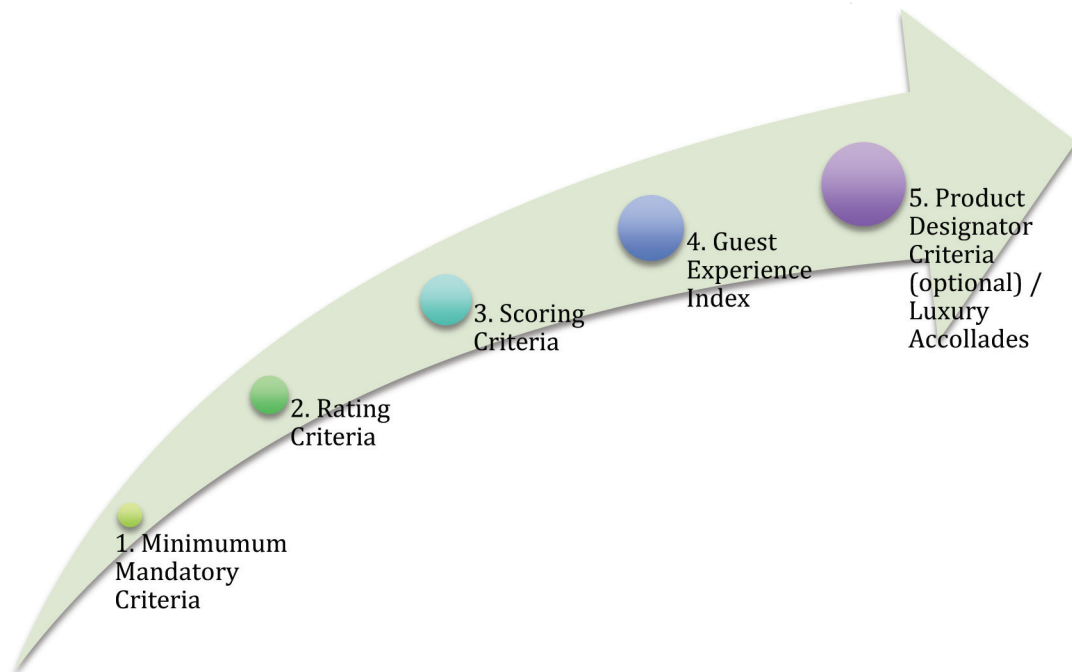
Designators are awarded after the hotel has met the requirements of the respective designators. Certain designators may create exemption from Minimum Mandatory Criteria. An example is the designator of airport hotels that exempts the hotel with complying with minimum room sizes if it is situated right at the airport.

### The classification process

This section outlines the processes involved in applying for and renewing the hotel classification. First an outline is presented in the entire system after which the typical processes are outlined.

The classification process is designed to be both efficient and effective. Figure 1 outlines how the different elements of the system are approached from a process perspective:

Figure 1 The classification process



In figure 1, the following processes are outlined:

- 1) A hotel will first need to comply with the **Minimum Mandatory Criteria** for its category. These criteria reflect the minimum expectations that a guest would have of the rating applied for and must be fulfilled.
- 2) Second, it needs to obtain a minimum score for its respective category on the **Rating Criteria**. These criteria represent subjective tangible criteria that represent the respective category, but do not individually represent the minimum expectations and thus allow for some flexibility.
- 3) Third, a minimum score needs to be attained on the **Scoring Criteria**. The scoring criteria represent objective tangible criteria that add value to the guest but do not necessarily reflect a minimum expectation.
- 4) After the hotel classification has been awarded, the Department monitors the **Guest Experience Index (GEI)** on a monthly basis.
- 5) If the GEI drops below the minimum threshold for 3 months in a row, the hotelier is invited for a meeting to commit to rectifying the issue within a set time frame. If the

issue is not resolved within the set time frame, the hotel classification is lowered as per the GEI.

- 6) The Hotel Classification is determined by the first three steps of the process and is awarded based on the complete fulfilment of the Minimum Mandatory Criteria and the attainment of the minimum scores for the Rating and the Scoring Criteria, though simultaneously, one or more *Hotel Designators* may be applied for. The awarding of a designator requires minimum criteria to be fulfilled that differ per classification. Further, 5 star hotels may apply for and be awarded two luxury accolades if they exceed requirements.

#### *Serviced Apartments become **Hotel Apartments***

Serviced Apartments are included in the hotel system to ensure there is a uniform system of quality control and classification of the tourism products in the Kingdom. This means that serviced apartments, under the new system, will be referred to as 'Hotel Apartments' and will need to comply with the respective hotel star rating they aspire as well as the designator criteria for the Hotel Apartment Designator. The designator does however allow for exemption from certain criteria. Please see 6.8 for more information.

#### **Implementation & Industry Support**

The enhanced criteria have been drafted with the existing hotel infrastructure in mind to avoid scenarios whereby an existing hotel would have to incur significant costs to maintain its hotel classification. Therefore most criteria are expected to impose only minor expenses, or may apply only to newly built hotels. The conditions surrounding such requirements are indicated in the criteria chapters by means of footnotes.

At present, the following facilitation is in place. Changes to processes may occur from time to time and will be communicated by the department to the hoteliers in writing.

##### *a) Online System*

The classification system is integrated in a comprehensive Online System that maintains all available data on Bahrain's hotels. It facilitates the identification of improvement areas for hotels and maintains a history on communications and actions involving a hotel including its inspection cycle.

##### *b) Self-Assessment*

To enhance the participation and feedback from the hotel industry, hotels can be registered in the system for **Self-Assessment** preceding the formal assessment. With this facility, the Department expects to create a positive dialogue with the hotel industry with mutual benefit.

##### *c) Complaints and Appeals*

Each hotelier has a right to appeal or complain about a process or execution thereof. The Department has procedures in order to handle all customers' complaints in a professional and timely manner. The following principles govern this process:

- All Hotel Establishments related complaints are acknowledged within one working day
- Where required supporting documentation will be requested
- The facts of the complaints will be verified
- If required an investigation will take place
- The hotel will be kept informed of the status and the outcome of the complaint

### Inspections

The Department will conduct various types of inspections. Listed below are the inspection types and a brief description of each inspection.

#### *Initial approval for the construction of a building to be used as a Hotel Establishment*

Once the applicant has submitted the application to the department, an inspector will conduct an inspection on the plot of land where the suggested Hotel Establishment is to be built and review the suitability of the land in terms of, amongst others:

1. Land Size (minimum mandatory criterion 1.1.2.1);
2. Distance from Schools and Mosques, the general location; and
3. Accessibility of the Land.

After the inspection, the department provides in writing its approval, or disapproval of the suitability of the land and the reasons thereof.

#### *Documents Required for Initial approval for construction of a building to be used as a Hotel Establishment*

- Application Form: *Initial Approval for construction of a building to be used as a hotel establishment*
- Photocopy of the passport and CPR of the applicant
- If the applicant is a corporation, copies of: Company Article of Association, Authorised Signatory, and Chamber of Commerce CR.
- Project feasibility study
- Full set of drawings of the proposed building with a scale of 1:100
- Copy of the current site plan drawing and Google map showing site location
- Title deed certificate of the plot on which the building is to be constructed
- If the land is leased, a certified copy of the lease agreement with the landlord
- A 3D rendering of the hotel external view
- Any other supporting documents that the Department may require to support the application

#### *Approval to transform an existing building into a Hotel Establishment.*

An approval to transform an existing building into a hotel establishment is required for the following scenarios:

- Transform or change a building under construction into a Hotel Establishment
- Transform or change a new existing building into a Hotel Establishment
- Transform or change an existing occupied building into a Hotel Establishment
- Transform or change a current apartment building into a hotel or hotel apartments.

The approval is based on:

1. The suitability of the land (see 'initial approval for the construction of a hotel');
2. The suitability of the building, focussing on the Minimum Mandatory Criteria.



*Documents Required for Approval to transform an existing building into a Hotel Establishment*

- Application Form: *Approval to transform an existing building into a Hotel Establishment*
- Photocopy of the passport and CPR of the applicant
- If the applicant is a corporation, copies of: Company Article of Association, Authorised Signatory, and Chamber of Commerce CR.
- Project feasibility study
- Full set of drawings of the proposed building with a scale of 1:100
- Copy of the current site plan drawing and Google map showing site location
- Title deed search Certificate of the plot on which the building is to be constructed
- If the land is leased, a certified copy of the lease agreement with the landlord
- No objection letter from the owner of the building to the applicant to change the function of the premises
- List of tenants and their lease expiry dates (if the building is currently residential)
- A 3D rendering of the hotel external view
- Any other supporting documents that the Department may require to support the application

*Inspection for a new License for a Hotel Establishment*

Upon completion of the construction work an inspector will perform an inspection of the building in order to issue a temporary operating license to allow for a 'soft opening'

*Documents Required for New Licence for a Hotel Establishment*

- Application Form: *New Licence for a Hotel Establishment*
- Approval of trade name of the building
- A building completion certificate
- Photocopy of the consent issued by Civil Defense
- Photocopy of the passport and CPR of the applicant
- If the applicant is a corporation, copies of: Company Article of Association, Authorised Signatory, and Chamber of Commerce CR.
- Any other supporting documents that the Department may require to support the application

*Inspection for approval to operate a new Hotel Establishment*

Prior to a Hotel Establishment being fully operational, there will be a final inspection before a Hotel Establishment license to operate is issued.

*Documents Required for Approval to Operate a new Hotel Establishment*

- Application letter requesting approval to operate from the applicant on the official letterhead of the tourism establishment
- The application letter should be received by the Department a minimum of 30 days prior to the establishment receiving the first guest
- Any other supporting documents that the Department may require to support the application

*Renewal of License & Classification Certificate to operate as a Hotel Establishment*

Re-inspection of each Hotel Establishment is required every year to ensure that the hotel is still meeting the required standards. Until this inspection has taken place the license will not be renewed.

*Documents Required for Renewal of License & Classification Certificate to Operate a Hotel Establishment*

- Application Form: *Renew a Tourism License for a Hotel Establishment*
- Copy of the current original Tourism License of the establishment
- Copies of all other renewal consents as per government requirements
- If the land or the building of the establishment is leased, then a copy of the renewed tenancy lease agreement
- Any other supporting documents that the Department may require to support the application

*Inspections after a complaint has been received by the Department*

Should the Department receive a complaint about an establishment, it has a responsibility to investigate the complaint, and this may include an inspection visit of the establishment

*Spot check inspections carried out ad hoc by the Department*

Department inspectors may conduct spot checks on an ad hoc basis in order to ensure that establishments are complying with the required standards of both their license and the respective classification.

### Violations

It may occur that during a classification inspection, inspectors identify serious violations that may:

1. Jeopardise the safety of guests;
2. Are unhygienic to the extent of creating a health hazard;
3. Jeopardise the reputation or the good order in the Kingdom; or
4. Comprise an illegal activity.

Inspectors, by nature of their job are bound to report any of these matters, which will lead to proper legal action.

### Exemptions on Minimum Mandatory Criteria

Despite elaborate research and test runs that lie at the basis of the classification system, it may be that existing hotels cannot comply with a requirement in their respective category. In such case the hotel may apply for exemption of the respective requirement. This exemption request needs to specify:

1. Why the hotel cannot comply with the specific requirement;
2. How it seeks to overcome the lack of compliance in terms of the guest experience.

The department will review each request based on:

- a. The reasoning provided by the hotel;
- b. The impact on the guest experience; and
- c. The further compliance with Minimum Mandatory Criteria, and the respective scores on the Rating Criteria, Scoring Criteria and Guest Experience Index.

## 1. Minimum Mandatory Criteria

The objective of the Minimum Mandatory Criteria is to:

1. Provide the foundation of the system and the five categories in it.
2. Ensure that the Minimum Expectations of the guests that they would have of the respective category are fulfilled at all times.

### 1.1 General Standards

1. General	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.1.1 General Standards and Procedures</b>	1.1.1.1	Emergency and fire evacuation signage and emergency telephone numbers are posted in all food and beverage outlets, staff facilities and back of house in Arabic and English.				
	1.1.1.2	Hotel staff are available to guests 24 hours a day, 7 days a week				
	1.1.1.3	Power generator available that can sufficiently generate power for the whole establishment. To operate essential supplies, including air conditioning. <sup>1</sup>				
	1.1.1.4	Maintain accounting books, records and data related to the business for a minimum of five years.				
	1.1.1.5	Display the name of the establishment on all records, invoices, correspondence and brochures of the establishment, in Arabic and English.				
	1.1.1.6	All areas of the hotel, including any rented shops/outlets or other commercial areas that are advertised as being part of the hotel fall under the requirements of the standards referred to in this manual and compliance with these standards is the responsibility of the hotel.				
<b>1.1.2 Land Size</b>	1.1.2.1 <sup>2</sup>	The size of the land is at least 2500sqm	The size of the land is at least 1500sqm	The size of the land is at least 1000sqm		
<b>1.1.3 Lobby Size</b>	1.1.3.1 <sup>3</sup>	The size of the lobby is at least 500sqm	The size of the lobby is at least 400sqm	The size of the lobby is at least 300sqm	The size of the lobby is at least 200sqm	The size of the lobby is at least 200sqm

### 1.2 Public Areas

1.2 Building	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.2.1 Exterior</b>	1.2.1.1	Hotel entrances are controlled 24 hours a day by security camera(s), as per regulations of the Kingdom "Ministry of Interior". Camera records to be kept for a minimum of 4 months.				
	1.2.1.2	The exterior of the property is well maintained in a sound and clean condition and does not pose a health and safety hazard to the public or property's employees.				
	1.2.1.3	Sufficient lighting in all areas where the members of the public, employees and Guests will frequent to ensure safety.				

<sup>1</sup> Hotels built before 1 January 2015 will be exempted until further notice. Boutique hotels are not exempted.

<sup>2</sup> Applies to hotels built after 1 January 2015 only.

<sup>3</sup> Applies to hotels built after 1 January 2015 only. Boutique hotels may be exempted given that they comply with all boutique requirements.

1.2 Building	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.2.2 Landscaping</b>	1.2.2.1	If the outside areas that are part of the establishment plot of land can be landscaped, this should be done in a manner that is suitable for the environment and location of the establishment.				
	1.2.2.2	All measures should be taken to ensure that gardens, landscaped areas and public pathways are safe to the public. Indemnity boards are placed where Guests can observe these easily. They should be readable at night.				
<b>1.2.3 Signage</b>	1.2.3.1	Main signboards in public areas are in Arabic and English; signboards are signs promoting the property name and should be readable at night.				
	1.2.3.2	The Classification Certificate is clearly displayed in the reception area				
	1.2.3.3	The maximum rates ('rack rates') for each room type are visibly displayed in the reception area. Rack Rate to be sent to Tourism Sector for approved.				
	1.2.3.4	The Classification signboard is clearly displayed outside the main entrance				
	1.2.3.5	Signage on or near doors of guest rooms indicating the room number				
	1.2.3.6	On each floor signs indicating the direction of specific room numbers are required in the corridors. Signage in the lobby area of the hotel is required if direction is not obvious.				
<b>1.2.4 Guest Security &amp; Access</b>	1.2.4.1	Each guest is offered to be escorted to the room at check-in.	Guests are escorted to rooms at check-in upon request.	-	-	-
	1.2.4.2	Guests with special needs will be escorted throughout their stay upon request.				
	1.2.4.3	A safety deposit facility is available at the reception of the establishment to allow for the keeping of guest valuables.				
	1.2.4.4	Security guard/guards available 24 hours per day.				
<b>1.2.5 Safety &amp; Comfort in Public Areas</b>	1.2.5.1	Corridors and stairs, including emergency routes are in a good state of repair and are free from obstacles/hazards.				
	1.2.5.2	Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings				
	1.2.5.3	Air conditioning maintains comfortable temperature, 18 - 23c, throughout the year in all public areas and back of house areas				
	1.2.5.4	All emergency stairs are required to have a permanently fixed handrail and be in a good state of repair, along with floor signage displayed on each floor inside the staircase.				
	1.2.5.5	The entrance and lobby have adequate emergency lighting.				
	1.2.5.6	All corridors should be well lit, clean well maintained				
	1.2.5.7 <sup>4</sup>	Width of corridors cannot be less than 1.8m <sup>5</sup>				
<b>1.2.6 Maintenance</b>	1.2.6.1	Interior fixtures and buildings are well maintained and are in a clean condition.				
	1.2.6.2	Electrical equipment must be safely maintained and in good working condition. Records should be kept showing preventative maintenance plans and repair records.				
	1.2.6.3	Maintenance service is available 24 hours per day.	Maintenance service is available 18 hours per day.			
<b>1.2.7 Garbage</b>	1.2.7.1	Garbage collection and recycling processes are in place according to the requirements of the official governmental entity "Ministry of Municipalities Affairs". Garbage area to be away from guest area and time of the collection to be early such as 6 am to ensure guest will not see it.				
<b>1.2.8 Entrances</b>	1.2.8.1	The Hotel has its own entrance, separate from a restaurant or another establishment.				
	1.2.8.2	A separate entrance and exit to kitchens where food is delivered and a separate				

<sup>4</sup> Buildings constructed before implementation of the system that do not comply may ask for exemption of this criteria, though specific safety protocols may be imposed to avoid obstructions during a hotel evacuation.

<sup>5</sup> Applies to all buildings constructed after implementation of the system.

1.2 Building	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		entrance and exit where waste is disposed of, in accordance with the official government entity "Ministry of Health".				
	1.2.8.3	The Hotel's entrances facilitate access for disabled Guests, in accordance with the official government entity.				
	1.2.8.4	Separate service or delivery entrance.			-	-
	1.2.8.5 <sup>6</sup>	A shaded driveway near to the entrance wide enough for two cars able to pass by next to each other.			-	-
<b>1.2.9 Reception Area</b>	1.2.9.1	There is a clearly designated reception area with a nearby seating area.				
	1.2.9.2	The reception's Staff is available 24 hours.				
	1.2.9.3	Fully stocked First Aid kit available behind the reception area and potentially more as designated by the Civil Defence.				
	1.2.9.4	Registration Cards should be available and completed by all guests on check-in.				
	1.2.9.5	A Property Management System in place, suitable to the size of the property				
	1.2.9.6	Staff that can speak Arabic and English is available at the front desk at all times.	Staff that can speak Arabic and English is available to be called to assist on each shift.			
	1.2.9.7	Appropriate background music played in the lobby/reception area.				
	1.2.9.8	Concierge / Guest Relations Service 24 hours per day. A high level of training is expected with training records of concierge staff available as evidence.	-	-	-	-
<b>1.2.10 Seating Area Lobby Lounge</b>	1.2.10.1	A sitting area is provided with sufficient comfortable seating, available throughout the day				
	1.2.10.2	Air conditioning provides an ambient temperature of 18c-23c.				
	1.2.10.3	Sufficient lighting to allow guest to see comfortably				
	1.2.10.4	Signage available showing hours of Hotel services and events.				
<b>1.2.11 Elevators</b>	1.2.11.1	All elevators must meet the requirements of the government entity "Civil Defence"				
	1.2.11.2	Clearly marked floor numbers in all elevators.				
	1.2.11.3	The number of elevators has been planned based on a traffic study that indicates acceptable waiting times for guests when the hotel is fully occupied.				
	1.2.11.4	All elevators are required to have an emergency call facility that is in working order. Either a speaker/ telephone handset linked directly to the operator or security office of the building. The hotels facilities (E.g. Restaurants, Health Club) are indicated in the elevator.				
	1.2.11.5	Elevators must allow access for disabled visitors.				
	1.2.11.7	Elevators must have a ventilation system that is in working order.				
	1.2.11.8	The hotel has separate service elevators based on services provided "traffic study must be conducted". Existing hotels without service elevators minimise combined traffic especially during peak hours.				

<sup>6</sup> Existing hotels that do not provide this are given 6 months from the implementation of the system to provide this infrastructure. Existing hotels may be exempted if the location does not allow for this standard.

<b>1.2.12 Public Toilets</b>	1.2.12.1	At least one public toilet near the reception area and similar near F&B outlets: a) for gents, at least two toilet stalls with toilet hoses, one urinal, and two washbasins separate from the toilet stalls and at least one public toilet b) for ladies at least two toilet stalls with toilet hoses, and two washbasins separate from the toilet stalls. c) At least one toilet stall must be accessible for disabled guests at each cluster of public toilets	
	1.2.12.2	Each Washbasin is equipped with: a) Mirror with light. b) Hot and cold water. c) Liquid Soap in a dispenser	
	1.2.12.3	Individual Hand Towels are available near each washbasin.	Paper towels or hot air dryer is available near each washbasin.
	1.2.12.4	Waste paper basket with lid (of non-flammable material)	
	1.2.12.5	Adequate ventilation in the form of an extractor fan, or built-in ventilation.	
	1.2.12.6	An internal lock on each stall or door	
	1.2.12.7	A bin for the disposal of sanitary items.	
	1.2.12.8	Air freshener	

### 1.3 Guest Rooms

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.3.1 General Safety &amp; Security</b>	1.3.1.1	Emergency and fire evacuation plan and emergency telephone numbers are posted in each room in Arabic and English				
	1.3.1.2	A safety deposit box is available in all guest rooms.			-	-
<b>1.3.2 Room Sizes (incl. bathroom)</b>	1.3.2.1 <sup>7</sup>	Standard 30m <sup>2</sup> Suites 50m <sup>2</sup>	Standard 26m <sup>2</sup> Suites 45m <sup>2</sup>	Standard 22m <sup>2</sup> Suites 35m <sup>2</sup>	Standard 20m <sup>2</sup> -	
<b>1.3.3 Bathroom Sizes</b>	1.3.3.1 <sup>8</sup>	Minimum size 6m <sup>2</sup>	Minimum size 5m <sup>2</sup>	Minimum size 4m <sup>2</sup>	Minimum size 3m <sup>2</sup>	
<b>1.3.4 Suites &amp; Interconnecting Rooms</b>	1.3.4.1	At least 5 % of all rooms are suites.	At least 2 % of all rooms are suites.	-	-	-
	1.3.4.2 <sup>9</sup>	A minimum of 10 % of all rooms is interconnecting.			-	-
<b>1.3.5 Non Smoking Rooms</b>	1.3.5.1	A minimum of 50% of all rooms is designated to be Non-smoking rooms. All non-smoking rooms are to be located in designated floors/areas. Smoking is not allowed in the corridor or lift of the designated area(s) and this is indicated and enforced clearly.				
<b>1.3.6 Rooms for Disabled Guests</b>	1.3.6.1 <sup>10</sup>	A minimum of one percent of all rooms (with a minimum of one) is suitable for special needs guests by providing the following facilities:  1. Wider doors to enable easy access, at least 0,815m (recommended 0,9m);				

<sup>7</sup> Room sizes are measured in square meter (m<sup>2</sup>) and include bathroom and living room areas, but exclude outside areas such as balconies and patios. Hotels built before implementation date may request exemption given that the criteria is not met for only a few rooms or the deviation is minimal.

<sup>8</sup> Applies to all buildings constructed after implementation of the system.

<sup>9</sup> Existing hotels can apply for exemption if this is not feasible in the existing infrastructure.

<sup>10</sup> Existing hotels that do not comply will be given a six month grace period from implementation date to comply.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		2. Guest room door has a second peep-hole for a guest in a wheelchair; 3. Wider bathroom doors, at least 0,815m (recommended 0,9 m). 4. Guest bathrooms must have grab bars 5. Bathroom provides a space in diameter 1,52m to turn a wheelchair 360 degrees 6. Pull cord alarm system is available in guest bathroom 7. Wheelchair accessible showers: bathroom floor is non-slippery and suitable for wheelchairs (non-static). 8. Lowered switches throughout the guest room and bathroom; maximum height of 1,22m. 9. Access to the bed from both sides 10. Sufficient space between all of the furniture in the bedroom and all fixtures in the bathroom to facilitate movement for special needs guest 11. Telephones in the rooms are available with large buttons and a flashing light when the phone rings. 12. A portable 'vibrating alarm' available on request for guests who may have difficulty in responding to an audible fire alarm 13. Doorbell with visual signal, in the form of flashing lights 14. An adjoining room with inter-leading door for a caregiver <sup>11</sup>				
<b>1.3.7 Housekeeping</b>	1.3.7.1	All bedrooms are cleaned daily.				
	1.3.7.2	All beds are made daily.				
	1.3.7.3 <sup>12</sup>	Bed linen changed daily		Bed linen changed every other day and upon check out of a guest.		
	1.3.7.4	Establishments are required to show hard evidence (annual plans, implementation checklists etc.) that an annual deep cleaning schedule exists and the establishment adheres to the schedule. This should also include regular cleaning of mattresses.				
	1.3.7.5	Turn down service required.	Turn down service may be on request.	-	-	-
	1.3.7.6	Mattresses should be dated and turned at least every 3 months.				
	1.3.7.7	Exterior or sealed Window cleaning at least every 12 weeks in a cyclical manner prioritising high traffic areas with records kept.		Exterior or sealed Window cleaning at least every 16 weeks in a cyclical manner prioritising high traffic areas with records kept.		
<b>1.3.8 Housekeeping Making of Beds</b>	1.3.8.1	Two clean pillows per person with a clean pillowcase and a pillow protector. Two decorative pillows.	Two clean pillows per person with a clean pillowcase and a pillow protector.	Two clean pillows per person with clean pillowcases.		
	1.3.8.2	One clean top and one clean bottom sheet.				

<sup>11</sup> Applies only to hotels built after implementation of the system.

<sup>12</sup> It is allowed for hotels to work with 'guest cards' that the guest can use that he / she does not want the linen changed. When such practice is established, the hotel may deviate from requirement 1.3.7.3



1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
	1.3.8.3	At least one clean blanket or one clean duvet with cover per bed. A record of blanket and duvet cleaning is required. Duvet covers are treated as a sheet in terms of replacing.				
	1.3.8.4	Spare pillows and blankets available on request.				
	1.3.8.5	Bed and base sets that are durable, hygienic, and comfortable with thick mattresses of high quality.				
<b>1.3.9 Beds</b>	1.3.9.1 <sup>13</sup>	Bed sizes minimum: Single Beds: 100 x 200 cm Double Beds: 180 x 200 cm		Bed sizes minimum: Single beds: 90 x 190 cm Double beds: 160 x 190 cm		
	1.3.9.2	All beds have access from both sides.				
	1.3.9.3	All mattresses are clean, well maintained and are fitted with mattress protectors or under-blankets.				
	1.3.9.4	Cots (baby beds) available on request in a good, clean condition. Cots are stored hygienically.				
<b>1.3.10 Furnishings</b>	1.3.10.1	A bedside table is provided for each person (or one between two beds). The bedside table should match the design of the room and be in good condition				
	1.3.10.2	Desk with chair in good condition and suitable for the user.				
	1.3.10.3	Desk lamp is provided in working order and suitable for the user.				
<b>1.3.11 Seating</b>	1.3.11.1	One comfortable seating space per guest in the room. This can be an armchair, couch, or chaise longue		One comfortable seating space in the room.		-
<b>1.3.12 Windows &amp; Curtains</b>	1.3.12.1	Windows of guest rooms and other public areas of the establishment should be lockable.				
	1.3.12.2	Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows allowing for a complete 'black out' of the room.		Curtains, blinds, or shutters are provided on all windows, including glass panels to doors and skylight windows.		
	1.3.12.3 <sup>14</sup>	All windows in guest rooms must be double-glazed and made of safety / laminated glass, as are any glass doors.				
<b>1.3.13 Doors</b>	1.3.13.1	Entry door has a primary lock and a secondary lock and door chain that can be opened with an electronic key card.				
	1.3.13.2	Entry door has a peephole.				
	1.3.13.3 <sup>15</sup>	Doors to connecting rooms are equipped with a deadbolt lock and a soundproof double door system. Each room can only open one door.				
	1.3.13.4	Guest rooms should be able to be locked from inside without the use of a key.				
<b>1.3.14 Lighting</b>	1.3.14.1	General room lighting controlled by switch near the main door of the guest room				
	1.3.14.2	A bedside or headboard reading light for (and controllable by) each person.				
	1.3.14.3	All light bulbs should be functioning and, unless decorative, have a shade or cover. Energy saving lights mandatory, with the exception of areas that require specialized lighting.				
	1.3.14.4 <sup>16</sup>	Each bedroom has emergency lighting.				
<b>1.3.15 Flooring</b>	1.3.15.1	Fully fitted carpet or acceptable alternative flooring (wood/ parquet/ marble/ ceramic tile) is provided and should be in good state of repair and clean.				
<b>1.3.16 Wardrobe</b>	1.3.16.1	Wardrobe or closet that is fitting to the size and number of beds (occupants) in a room with 4 wooden coat hangers, 4 padded hangers, and 4		Wardrobe or closet that is fitting to the size and number of beds		

<sup>13</sup> Existing hotels need to comply when beds are renewed but at least before 1 July 2017.

<sup>14</sup> Applies to all buildings constructed after implementation date.

<sup>15</sup> Existing hotels that do not comply will be given a one-year grace period from implementation date.

<sup>16</sup> Existing hotels that do not comply will be given a 6 months grace period from implementation date.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		wooden trouser clips.			(occupants) in a room with four hangers or hooks provided per person. The wardrobe depth has to be at least 60 cm.	
	1.3.16.2	Built-in-drawers, chest of drawers or shelf space is provided with an interior surface that can be wiped clean. A minimum of two drawers or two shelves per bed in the room suitable for the number of persons occupying the hotel room.				
<b>1.3.17 Mirror</b>	1.3.17.1	One full-length mirror (minimum 1.6m long) in each room. This can be part of the bedroom wardrobe.				
<b>1.3.18 Telephones and Directory</b>	1.3.18.1	Direct dial telephones offered in all guest rooms				
	1.3.18.2	Telephone rates are available in guest rooms, in Arabic and English				
	1.3.18.3	All in-room phones display the hotel telephone number and the bedroom extension or number.				
	1.3.18.4	Guest Services directory available in all guest rooms, in a good state of repair, in English and Arabic that must include: a) Welcome to the guest from the establishments management. b) Local city information and telephone numbers of where further information can be obtained. Both an internal extension, number and the number of a credible information source where reliable information can be obtained. c) List of services and facilities available in the establishment as well as the prices and availability of these services and facilities.				
	1.3.18.5	Yellow pages available on request from reception.				
<b>1.3.19 Television</b>	1.3.19.1 <sup>17</sup>	Flat screen colour television with remote control of at least 32 inch.	Flat screen colour television with remote control.			
	1.3.19.2	Digital/satellite/ cable reception with a minimum of four paid international channels and all local and regional free to air channels and radio	Local and regional free to air channels and radio channels.			
<b>1.3.20 Qibla Direction Indicator</b>	1.3.20.1	Each room must have a Qibla indicator on the ceiling or other visible place showing direction of Mecca that can be easily seen by the guest.				
<b>1.3.21 Quran and Prayer Mat</b>	1.3.21.1	Quran and Prayer mat are available on request.				
<b>1.3.22 Accessories</b>	1.3.22.1 <sup>18</sup>	Two dual (two point) additional sockets next to the desk and two next to the bed for use of electrical / electronic equipment with international plugs available on request.	Two dual (two point) Power sockets available, conveniently located for use of electrical/electronic equipment with international plugs available on request.			
	1.3.22.2	An ashtray, if smoking is permitted. Matches available on request.				
	1.3.22.3	Washable, wastepaper basket made of non-flammable material.				
	1.3.22.4	A luggage rack or designated space for at least one suitcase.				
	1.3.22.5	Ironing board and iron available upon request. Both should be clean and in				

<sup>17</sup> Deadline for implementation is 1 year after implementation of the system.

<sup>18</sup> Hotels opened that do not comply are expected to have adapted their rooms within one year after implementation of the system.

1.3 Guest Room	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		good condition.				
	1.3.22.6	One bottle of drinking water per guest (min 300ml) with one drinking tumbler per guest hygienically presented and replenished daily.			-	-
	1.3.22.7	Each room has coffee and tea-making facilities that are replenished daily.			-	-
	1.3.22.8	Writing materials and paper are available in each room.				

#### 1.4 Guest Bathrooms

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star	
<b>1.4.1 House-keeping</b>	1.4.1.1	All bathrooms are cleaned daily.					
	1.4.1.2 <sup>19</sup>	Bath linen changed every day.		Bath linen changed every other day.			
<b>1.4.2 Fixtures &amp; Accessories</b>	1.4.2.1	All bathrooms are equipped with sealed non-porous surfaces to floors and walls.					
	1.4.2.2	All bathrooms have a washbasin with hot and cold indicating taps and running water.					
	1.4.2.3 <sup>20</sup>	All rooms have a walk in shower and a bathtub with a minimum width of 80cm.	All rooms have a shower.				
	1.4.2.4	Shower has screen or (sliding) door(s)					
	1.4.2.5	Cold (25-28 C) and hot (52 C within one minute of turning on the tap) running water for washbasin, shower, bath, and bidet.		Cold (25-35C) and hot (52 C within one minute of turning on the tap) running water for washbasin, shower, bath, and bidet.			
	1.4.2.6	Bidet and a soap holder near the bidet.	Toilet hose with running water near to the toilet or a bidet.				
	1.4.2.7	Toilet with seat and lid. Toilet paper roll holder and toilet paper and one spare roll of toilet paper in the bathroom.					
	1.4.2.8	Per person staying in the room: a) 1 Hand Towel b) 1 Bath Towel c) 1 Face Towel d) 1 Bidet Towel e) 1 Bath Mat			Per person staying in the room: a) 1 Hand Towel b) 1 Bath Towel		
	1.4.2.9	A towel ring or hanging rack for towels.					
	1.4.2.10 <sup>21</sup>	Liquids 30ml	Liquids 25ml	Liquids 20ml	Liquids 20ml	Liquids 20ml	

<sup>19</sup> It is allowed for hotels to work with 'guest cards' that the guest can use that he / she does not want the linen changed. When such practice is established, the hotel may deviate from requirement 1.4.1.2

<sup>20</sup> Existing hotels may ask for dispensation if their bathroom facilities come close to fulfilling the requirements.

<sup>21</sup> Amenities may be offered through dispensers as part of the hotel's environmental policy. The quality of the dispensers should however be reflective of the hotel's rating. Soap bars should be fresh and individually wrapped. Amenities indicated with \* may be available on demand; this should then be clearly communicated to the guests. For 4 & 5 star hotels, amenities must be branded.

1.4 Guest Bathroom	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.4.2 Fixtures &amp; Accessories</b>		Soap 30 gr Body Lotion Conditioner Cosmetic kit Dental kit* Nail care kit* Sanitary Bags Sewing kit* Soap Shampoo Shaving kit* Shoe Polish Kit Shower Cap Shower Gel	Soap 25 gr Body Lotion Conditioner Cosmetic kit Dental kit* Nail care kit * Sanitary Bags Sewing kit* Soap Shampoo Shaving kit * Shoe Polish Kit Shower Cap Shower Gel	Soap 20 gr Body Lotion* Conditioner* Dental kit* Nail care kit * Sanitary Bags* Sewing kit* Soap Shampoo Shoe Polish Kit Shower Cap* Shower Gel	Soap 20 gr Soap Shampoo Shower Gel	Soap 20 gr Soap Shampoo
	1.4.2.11	A light with shade or cover with waterproof housing.				
	1.4.2.12	Insulated electric razor outlet (waterproof) within easy reach of the mirror.				
	1.4.2.13	Mirror with light above or adjacent to washbasin.				
	1.4.2.14	Shower curtain, screen or sliding doors				
	1.4.2.15	Hook available on door or wall				
	1.4.2.16	Running water is available at all times with adequate pressure (3 Bar) for bathing and washing.				
	1.4.2.17	If there are any windows in the bathroom, they should be covered with opaque curtains or blinds				
	1.4.2.18	Expandable washing line (drip dry) in the bathtub or walk in shower area.	-	-		
	1.4.2.19	Adequate ventilation through extractor fan built-in ventilation.				
	1.4.2.20	Waste bin with lid made of non-flammable material.				
	1.4.2.21	Telephone in the bathroom connected to the operator that makes a call without needing to dial.	-			
	1.4.2.22	Hair dryer is available in (bath) room of at least 1200 Watt.				Hair dryer available on request of at least 1200 Watt.
	1.4.2.23	Scale available in bathroom or on request.	-	-		

## 1.5 Services and Amenities

1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.5.1 Porter Service</b>	1.5.1.1	24-hour room porter service by designated porter staff.		16-hour room porter service. Reception staff to offer assistance if there is no porter.	8-hour room porter service. Reception staff to offer assistance if there is no porter.	
<b>1.5.2 Wake Up Calls</b>	1.5.2.1	Wake up call service available 24 hours including a reminder.				
<b>1.5.3 Luggage Service</b>	1.5.3.1	Luggage Room available in the lobby/entrance area.				
<b>1.5.4 Wheelchair</b>	1.5.4.1	Wheelchair available on request				
<b>1.5.5 Internet Access</b>	1.5.5.1	Wi-Fi Internet is available throughout the hotel, also at all outdoor areas of the hotel used by guests. Internet is free of charge for in house guests.			Wi-Fi Internet available in at least the lobby area. Internet if free of charge for in house guests.	

1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
<b>1.5.6 Laundry Service</b>	1.5.6.1	Laundry and dry cleaning services are available.			Laundry and dry clean service offered off-site on guest request.	
	1.5.6.2	Same day service and express service (3 hours) (Excluding dry cleaning, 24 hours).	Same day or overnight service. (Excluding dry cleaning, 24 hours).	Laundry returned within 24 hours.		
<b>1.5.7 Valet Parking</b>	1.5.7.1	Available 24 hours per day.	Available 16 hours per day.	Available 12 hours per day.	-	-
<b>1.5.8 Parking</b>	1.5.8.1	Parking facilities are provided as per the approval of the concerned official government entity.				
<b>1.5.9 Medical Services</b>	1.5.9.1	A doctor and emergency medical services are available on call, or medical referral services are available, 24 hours a day.				
<b>1.5.10 Cell Phone Reception</b>	1.5.10.1	Good cell phone reception with latest technology available in all guest areas of the hotel, if required through a mobile reception booster.			-	-
<b>1.5.11 Swimming Pool</b>	1.5.11.1	A swimming pool on site that complies with the following conditions: a) Depth markers indicating the depth. b) Lifeguards on duty during opening hours after hours a pool alarm is in place. More lifeguards are required when pool size or layout limits full visibility of one lifeguard. <sup>22</sup> c) Life guards are fully certified and equipped d) Non-slip tiles in and around the pools. e) Stairs with balustrades f) Signage with opening and lifeguard hours and indemnity signage g) Temperature thermometer with actual temperature visible to guests		If a pool exists, compliance is applicable as for 4 and 5 star hotels.		
<b>1.5.12 Health Club</b>	1.5.12.1	A Health Club / Gym on site with a qualified instructor available 10 hours per day <sup>23</sup> .		-	-	-
<b>1.5.13 Spa</b>	1.5.13.1	Spa facility on site that offers a variety of professionally	-	-	-	-

<sup>22</sup> The hotel must be able to show the inspectors the analysis conducted to ensure that there are sufficient lifeguards on duty during opening hours to oversee the entire pool area.

<sup>23</sup> Existing hotels will be given a grace period of one year from implementation of the system to establish a Gym.

1.5 Services and Amenities	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		administered spa services. <sup>24</sup>				

<sup>24</sup> Five star hotels that do not have a Spa facility on site are given a grace period of 1 year from implementation date.

## 1.6 Food & Beverage

1.6 Food & Beverage	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.6.1 Breakfast	1.6.1.1	Breakfast buffet or equivalent in the dining room. Breakfast served up to 10:30 am.			Continental breakfast served in the dining room until 10:30 am	
1.6.2 Room Service	1.6.2.1	Room Service available 24 hours. Menu and telephone service offered in Arabic and English. Availability of dishes over the 24-hour period is indicated.	-	-	-	-
1.6.3 Mini Bar	1.6.3.1	Mini-bar in all rooms with an itemized price list of all mini-bar items.	-	-	-	-
1.6.4 F&B Mandatory Standards	1.6.4.1	The F&B outlets of the hotel must comply with the F&B Mandatory Minimum standards for its respective category				

## 1.7 Staff Development

1.7 Staff Development	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.7.1 Staff Training & Development	1.7.1.1	An annual training schedule for all members of staff at the hotel. There must be evidence that the training plan is implemented.				
	1.7.1.2	The hotel has a staff development policy and can supply evidence that this policy is being implemented and monitored. The policy and gathered evidence should describe: <ol style="list-style-type: none"> <li>1. The staff development targets</li> <li>2. The activities employed to achieve those targets</li> <li>3. The budget allocated to these targets</li> <li>4. All staff must have a letter of appointment</li> </ol>				
	1.7.1.3	The hotel can display evidence of an introduction / orientation training of all new staff that includes: <ol style="list-style-type: none"> <li>1. A Health and Safety training</li> <li>2. Testing of English / Arabic language capability</li> </ol>				
1.7.2 Staff Appearance	1.7.2.1	All staff uniforms must be fitting, in good condition, and in line with the overall design of the hotel.				
	1.7.2.2	All staff members must have nametags.				
	1.7.2.3	All staff members must have a clean, hygienic and presentable appearance.				
1.7.3 Staff Satisfaction	1.7.3.1	The hotel should measure its staff satisfaction at least annually and use this information to improve working conditions (e.g. staff motivation program). Records of this practice should be available.				
1.7.4 Staff Handbook	1.7.4.31	The hotel has a staff handbook that describes, within the context of the national labour law: <ol style="list-style-type: none"> <li>1. All policies and procedures of the company.</li> <li>2. All rights and responsibilities of staff.</li> <li>3. All applicable health and safety requirements.</li> </ol>				

1.7 Staff Development	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
		All new staff is expected to sign that they have read, understand, and commit to the staff handbook within 7 days of commencing their employment.				

## 1.8 Guest Satisfaction Monitoring

1.8 Guest Satisfaction Monitoring	Criteria #	5 Stars	4 Stars	3 Stars	2 Stars	1 Star
1.8.1 Surveys	1.8.1.1	The hotel conducts surveys to monitor the satisfaction of its guests continuously. Records of this practice should be available.				
1.8.2 Service Audit	1.8.2.1	The hotel conducts a yearly service audit by means of a mystery shopping assessment, social media review, or panel interviews with guests. Records of this practice should be available and are kept for at least 3 years.				
1.8.3 Guest Engagement	1.8.3.1	The hotel actively engages with guests on at least 3 social media platforms (e.g. Facebook, Twitter, TripAdvisor.com, Bookings.com, Agoda.com, etc.)			The hotel actively engages with guests on at least 1 social media platform.	
1.8.4 Complaint Resolution	1.8.4.1	The hotel has a system in place regarding the receiving, documenting, and resolving of complaints. Evidence of this is available.				



## 2. Rating Criteria

Rating criteria are intended to ensure that standards of facilities and amenities are representative of the respective hotel rating. Rating criteria thus focus on:

1. The quality of facilities and amenities;
2. The condition of facilities and amenities;
3. The cleanliness of facilities and amenities; and
4. The functionality of facilities and amenities.

Rating criteria are subjective and can thus only be assessed through a rating score whereby the inspector assesses the above four items, typically on a scale of 1-10. The weight of areas of the hotel operation is linked to the importance that the guest places on that area. Therefore, one will find many more areas, and thus points, allocated to guest rooms opposed to, for instance, certain public areas. The following table outlines the focus areas and point allocation.

Criteria #	Area	Points
<b>2.2</b>	<b>Public Areas</b>	<b>90</b>
2.2.1	Appearance of Building	10
2.2.2	Outdoor Areas and Landscaping	10
2.2.3	Housekeeping of Public Areas	10
2.2.4	Public Areas Décor, Walls, Ceilings & Curtains	10
2.2.5	Public Areas Furnishings & Fixtures	10
2.2.6	Public Areas Flooring	10
2.2.7	Public Areas Ventilation & Temperature	10
2.2.8	Public Areas Lighting	10
2.2.9	Public Toilets	10
<b>2.3</b>	<b>Guest Bedrooms</b>	<b>120</b>
2.3.1	Housekeeping of Guest Bedrooms	10
2.3.2	Décor, Walls, Ceiling of Guest Bedrooms	10
2.3.3	Flooring of Guest Bedrooms	10
2.3.4	Curtains of Guest Bedrooms	10
2.3.5	Guestroom Furniture: Dresser, Wardrobe, Tables, desks and chairs	10
2.3.6	Guestroom Soft Furniture, Cushions, Mirrors, and Artwork	10
2.3.7	Guestroom Beds & Bedding	20
2.3.8	Guestroom Ventilation & Temperature	10
2.3.9	Guestroom Lighting	10
2.3.10	Spaciousness of Guest Bedrooms	10
2.3.11	Soundproofing of Guest Bedrooms	10
<b>2.4</b>	<b>Guest Bathrooms</b>	<b>60</b>
2.4.1	Housekeeping of Guest Bathrooms	10
2.4.2	Ventilation of Bathrooms	10
2.4.3	Guest Bathrooms Walls, Flooring, and Ceiling	10
2.4.4	Guest Bathroom Fixtures	10
2.4.5	Guest Bathroom Linens	10
2.4.6	Guest Bathroom Amenities	10
<b>2.7</b>	<b>Food &amp; Beverage Outlets</b>	<b>30</b>
2.7.1	Spaciousness and Ambiance of F&B Outlets	10
2.7.2	Furniture and linen of F&B Outlets	10
2.7.3	Housekeeping of Food & Beverage Areas	10

## 2.2 Public Areas

### 2.2.1 Appearance of Building

Appearance of Building (Roadside Appeal)	Rating (10)
2.2.1.1 <input type="checkbox"/> The building should not show signs of weathering. <input type="checkbox"/> Fresh, well-maintained paintwork; an overall clean and "new" look. <input type="checkbox"/> Any outbuildings or annexes to be in the same design concept/theme as the main hotel establishment design. <input type="checkbox"/> Excellent external lighting that creates an enchanting appeal at night-time. <input type="checkbox"/> Very good, clear signage <input type="checkbox"/> Architectural features of the building are unique and suitable to the overall design of the building	Excellent 10
2.2.1.2 <input type="checkbox"/> Good quality maintenance of exterior surfaces, though some natural weathering may be present. <input type="checkbox"/> All areas of paintwork are in sound condition with only minor flaws.	Good 8
2.2.1.3 <input type="checkbox"/> External appearance shows ageing (for example, wearing of steps) may be apparent. <input type="checkbox"/> No obvious structural defects or damage.	Sufficient 6
2.2.1.4 <input type="checkbox"/> Areas of paint may be ageing and weathered. <input type="checkbox"/> Visible defects, damage and cracks to exterior. <input type="checkbox"/> No evidence of recent freshening up. Ageing signage.	Insufficient 4
2.2.1.5 <input type="checkbox"/> Generally neglected appearance. <input type="checkbox"/> Obvious structural defects or damage (for example, crumbling brickwork, cracked stone). <input type="checkbox"/> Poor Materials, flaking paint, rotting exposed wood. <input type="checkbox"/> Illegible signs.	Very Poor 0

## 2.2.2 Outdoor Areas and Landscaping (including outdoor leisure areas)

Outdoor Areas and Landscaping	Rating (10)
<p>2.2.2.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> All driveways and entrances to the property are in an excellent condition and reflect the overall design of the property</li> <li><input type="checkbox"/> Attractive design features at the entrance</li> <li><input type="checkbox"/> All (potted) shrubs, plants and trees are in excellent condition</li> <li><input type="checkbox"/> All walkways and pathways are clean, well maintained and in excellent state of repair</li> <li><input type="checkbox"/> External lighting reflects the overall design of the property and be sufficient to meet the safety requirements of the public</li> <li><input type="checkbox"/> Out-door leisure areas are all very well constructed, maintained, clean, and tidy.</li> </ul>	<p>Excellent 10</p>
<p>2.2.2.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Driveway and entrance to property are of a good standard, clean and well maintained.</li> <li><input type="checkbox"/> All pathways are clean and in a good state of repair with minor wear visible.</li> <li><input type="checkbox"/> Sufficient lighting to meet the safety of public</li> <li><input type="checkbox"/> Effort made to have some greenery in the form of shrubs/ trees/ plants though not perfect.</li> <li><input type="checkbox"/> Out-door leisure areas are overall well constructed, maintained, clean, and tidy.</li> </ul>	<p>Good 8</p>
<p>2.2.2.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Drive way and entrances are generally clean and maintained however with visible flaws.</li> <li><input type="checkbox"/> All pathways are clean and in an acceptable state of repair</li> <li><input type="checkbox"/> Entrance is welcoming but basic.</li> <li><input type="checkbox"/> Sufficient lighting to meet the safety of public</li> <li><input type="checkbox"/> Limited greenery at the entrances</li> <li><input type="checkbox"/> Out-door leisure areas are not very well constructed, maintained, clean or tidy.</li> </ul>	<p>Sufficient 6</p>
<p>2.2.2.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> In some areas, pathways, driveways and entrances are in an inadequate state of repair</li> <li><input type="checkbox"/> Entrances are not welcoming, but adequate for the user</li> <li><input type="checkbox"/> Sufficient lighting to meet the safety of public is present only in some areas</li> <li><input type="checkbox"/> No greenery at the entrance or in poor state.</li> <li><input type="checkbox"/> Out-door leisure areas are not at all well constructed, maintained, clean, or tidy.</li> </ul>	<p>Insufficient 4</p>
<p>2.2.2.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Entrance inadequate for the user</li> <li><input type="checkbox"/> Insufficient lighting to ensure safety for public</li> <li><input type="checkbox"/> Pathway and driveway are in a poor state of repair</li> <li><input type="checkbox"/> Serious lack of maintenance or cleaning in outdoor leisure area.</li> </ul>	<p>Very Poor 0</p>

## 2.2.3 Housekeeping of Public Areas

Housekeeping of Public Areas	Rating (10)
2.2.3.1 <input type="checkbox"/> Excellent standard of cleanliness. All carpets and/or other flooring in public areas well vacuumed, swept, polished, or otherwise well maintained. <input type="checkbox"/> All surfaces, high and low, dust-free, no cobwebs. <input type="checkbox"/> Table surfaces well polished, no smears. <input type="checkbox"/> Ashtrays, both standing and on tables, are clean and in a good state of repair <input type="checkbox"/> No fingerprints on doorplates, light switches. <input type="checkbox"/> Fresh flowers, well-arranged, in a design that matches the concept/theme of the Hotel Establishment <input type="checkbox"/> Newspapers, magazines, books are tidy and up-to-date. <input type="checkbox"/> Windows to be spotless and without marks.	Excellent 10
2.2.3.2 <input type="checkbox"/> Generally good level of vacuuming, sweeping, polishing, and dusting. <input type="checkbox"/> Everything tidy and well arranged. <input type="checkbox"/> Minor deviations can be noticed (e.g. some dust on frames), however not to the extend that guests would notice.	Good 8
2.2.3.3 <input type="checkbox"/> Sufficient level of cleanliness however, with visible flaws that guests could notice. <input type="checkbox"/> Seating areas may have a "lived-in" feel – e.g. books, magazines, strewn on tables. <input type="checkbox"/> Occasional Smears and dirt on surfaces <input type="checkbox"/> Occasional dying/dried out houseplant.	Sufficient 6
2.2.3.4 <input type="checkbox"/> One or more areas are visibly dirty through lack of housekeeping. <input type="checkbox"/> Clutter. Books and magazines out of date, in untidy piles. <input type="checkbox"/> Dying/dried out houseplants. <input type="checkbox"/> Visible smears on surfaces. <input type="checkbox"/> Ashtrays, both standing and on tables, not clean or in a poor state of repair.	Insufficient 4
2.2.3.5 <input type="checkbox"/> Generally neglected housekeeping unhygienic impressions. <input type="checkbox"/> Most surfaces dusty. <input type="checkbox"/> Cobwebs, dead insects. <input type="checkbox"/> Wilting flowers or plants. <input type="checkbox"/> Ashtrays not emptied. Poor state of repair <input type="checkbox"/> Newspapers, books on floor. <input type="checkbox"/> Dirty glasses/cups on tables (evident for a prolonged time)	Very Poor 0

#### 2.2.4 Public Areas – Decor, Walls, Ceilings and Curtains

Public Areas – Decor, Walls, Ceilings and Curtains	Rating (10)
<p>2.2.4.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent quality wall/ceilings coverings in excellent condition.</li> <li><input type="checkbox"/> Evidence of coordinated design. Interesting architectural features</li> <li><input type="checkbox"/> No evidence of ageing, wear and tear.</li> <li><input type="checkbox"/> High quality professional finish to woodwork or other surfaces.</li> </ul>	<p>Excellent 10</p>
<p>2.2.4.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use of good quality materials, though not necessarily in pristine condition. More moderate quality materials, if very recently executed, to professional standard.</li> <li><input type="checkbox"/> Attempt at coordinated design with additional attractive features (for example, photographs, prints).</li> <li><input type="checkbox"/> No scratches, chips, stains or scuffs</li> </ul>	<p>Good 8</p>
<p>2.2.4.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Fair style and quality of decor, some ageing and some wear and tear.</li> <li><input type="checkbox"/> Use of wall hangings, pictures</li> <li><input type="checkbox"/> Evidence of competent workmanship</li> </ul>	<p>Sufficient 6</p>
<p>2.2.4.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Moderate quality, showing signs of ageing.</li> <li><input type="checkbox"/> Some slight damage, wear and tear.</li> <li><input type="checkbox"/> Dated style</li> <li><input type="checkbox"/> Amateurish application of wallpaper/ wall covering or paint.</li> <li><input type="checkbox"/> Show no evidence of “design” input or co-ordination.</li> <li><input type="checkbox"/> Tired looking</li> </ul>	<p>Insufficient 4</p>
<p>2.2.4.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very old, faded, damaged wall coverings/paint surfaces.</li> <li><input type="checkbox"/> Evidence of damp/water penetration. Peeling paper, grubby marks.</li> <li><input type="checkbox"/> Evidence of neglect.</li> <li><input type="checkbox"/> Unsightly paintwork or exposed wiring.</li> </ul>	<p>Very Poor 0</p>

## 2.2.5 Public Areas – Furnishings &amp; Fittings

Public Areas – Furnishings & Fittings	Rating (10)
2.2.5.1 <input type="checkbox"/> Excellent degree of comfort and luxury. <input type="checkbox"/> Antique, reproduction or high quality modern furniture in excellent condition. <input type="checkbox"/> Attractive, coordinated extras – scatter cushions. <input type="checkbox"/> Decorative, occasional pieces in room(s), suite(s) and corridor.	Excellent 10
2.2.5.2 <input type="checkbox"/> Good quality furniture, but not necessarily new. <input type="checkbox"/> Comfortable easy seating. <input type="checkbox"/> All in sound condition, but may have “lived in” feel. <input type="checkbox"/> More moderate quality furniture, in good condition. <input type="checkbox"/> Minor stains and scratches on one or two items.	Good 8
2.2.5.3 <input type="checkbox"/> Fair quality of manufacture, but showing wear and tear. <input type="checkbox"/> May be rather dated, but still clean and in an acceptable state of repair <input type="checkbox"/> New furniture of average quality. <input type="checkbox"/> Comfortable, but with no great degree of luxury. <input type="checkbox"/> Minor stains and scratches on multiple items.	Sufficient 6
2.2.5.4 <input type="checkbox"/> Furniture is old and worn or stained. <input type="checkbox"/> Sparse arrangement, not particularly comfortable or attractive. <input type="checkbox"/> Inferior quality furniture.	Insufficient 4
2.2.5.5 <input type="checkbox"/> Furniture is old and worn to the point of being unhygienic <input type="checkbox"/> Damaged to the point of being dysfunctional <input type="checkbox"/> Dirty upholstery.	Very Poor 0

## 2.2.6 Public Areas – Flooring

Public Areas – Flooring	Rating (10)
<p>2.2.6.1</p> <p><input type="checkbox"/> Excellent quality carpet/flooring with good underlay. Alternatively, well maintained polished marble or wood flooring with high quality rugs/mats.</p> <p><input type="checkbox"/> Clearly professionally fitted throughout.</p> <p><input type="checkbox"/> Immaculate condition throughout.</p> <p><input type="checkbox"/> No wear in areas of heavy traffic (e.g., entrance to staff areas/kitchen/reception/main staircase).</p>	<p>Excellent</p> <p>10</p>
<p>2.2.6.2</p> <p><input type="checkbox"/> Good quality carpet/flooring, but not new; some flattening of pile in busy areas, but no noticeable damage. Well-maintained polished marble, ceramic tiles or wood surfaces, smaller rugs/mats in good condition.</p> <p><input type="checkbox"/> Professionally fitted with minor blemishes.</p> <p><input type="checkbox"/> No marks, burns, or stains, or discoloration detectable.</p> <p><input type="checkbox"/> Minor wear in areas of heavy traffic only.</p>	<p>Good</p> <p>8</p>
<p>2.2.6.3</p> <p><input type="checkbox"/> Average quality carpet, well fitted. Not necessarily new, but in good condition. Adequately maintained marble, wood or ceramic flooring, with signs of wear.</p> <p><input type="checkbox"/> Professionally fitted, though some issues can be observed.</p> <p><input type="checkbox"/> Minor marks, burns, or stains, or discoloration detectable.</p> <p><input type="checkbox"/> Minor wear and tear in multiple places.</p>	<p>Sufficient</p> <p>6</p>
<p>2.2.6.4</p> <p><input type="checkbox"/> Showing age and wear and tear, but no holes or bald patches. Cracked or broken marble, wood or ceramic flooring.</p> <p><input type="checkbox"/> Unprofessionally fitted.</p> <p><input type="checkbox"/> Marks, burns, or stains, or discoloration detectable.</p> <p><input type="checkbox"/> Clear wear and tear.</p>	<p>Insufficient</p> <p>4</p>
<p>2.2.6.5</p> <p><input type="checkbox"/> Very old, thin, cheap quality with bald patches, marks, or stains. Cracked or broken marble, wood or ceramic flooring</p> <p><input type="checkbox"/> Badly fitted - loose, or with large gaps.</p> <p><input type="checkbox"/> Clearly worn out.</p>	<p>Very Poor</p> <p>0</p>

## 2.2.7 Public Areas – Ventilation &amp; Temperature

Public Areas – Ventilation & Temperature	Rating (10)
2.2.7.1 <input type="checkbox"/> Thermostatically controlled source for cooling of air in all public areas. <input type="checkbox"/> Consistent airflow with no hot, draughty, or chilly corners. <input type="checkbox"/> All appliances in excellent condition. <input type="checkbox"/> Excellent air quality, no bad smells; even in smoking areas.	Excellent 10
2.2.7.2 <input type="checkbox"/> Thermostatically controlled system that maintains a comfortable temperature in most areas with only areas of low traffic showing minor deviations in temperature. <input type="checkbox"/> Consistent airflow with hardly any hot, draughty, or chilly corners. <input type="checkbox"/> Good air quality, no bad smells.	Good 8
2.2.7.3 <input type="checkbox"/> Thermostatically controlled with all high traffic areas maintained in terms of temperature. <input type="checkbox"/> May not be the most up-to- date system, but effective though differences in temperature can be noticed. <input type="checkbox"/> Sufficient air quality, minor smells noticeable in certain areas.	Sufficient 6
2.2.7.4 <input type="checkbox"/> Some areas hotter/colder than others. Ageing, dated appliances. <input type="checkbox"/> Uncontrolled cooling –too hot or cold. <input type="checkbox"/> Moderate air quality; bad smells noticeable.	Insufficient 4
2.2.7.5 <input type="checkbox"/> Certain areas are not temperature controlled. <input type="checkbox"/> No way of achieving a comfortable ambient temperature. <input type="checkbox"/> Very poor air quality, with clear bad smells	Very Poor 0



## 2.2.8 Public Areas – Lighting

Public Areas – Lighting	Rating (10)
<p>2.2.8.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent standard of lighting, giving sufficient light for all practical purposes, but also designed for good effect – showing off features of rooms/corridors.</li> <li><input type="checkbox"/> Excellent quality fittings throughout.</li> <li><input type="checkbox"/> All lights functioning.</li> </ul>	<p>Excellent 10</p>
<p>2.2.8.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Good quality lighting with more than adequate spread of illumination for practical use, though limited sophisticated use of lighting effects.</li> <li><input type="checkbox"/> Good quality fittings.</li> <li><input type="checkbox"/> Minor inconsistencies (bulbs not working)</li> </ul>	<p>Good 8</p>
<p>2.2.8.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> More than minimal lighting but no sophisticated use of lighting.</li> <li><input type="checkbox"/> Medium quality fittings in sound condition.</li> <li><input type="checkbox"/> Some observable inconsistencies with regards to lights not working.</li> </ul>	<p>Sufficient 6</p>
<p>2.2.8.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Enough light for practical use, but nothing more</li> <li><input type="checkbox"/> Stark, unattractive, harsh lighting</li> <li><input type="checkbox"/> No occasional lamps, fittings dated, ageing, discoloured.</li> <li><input type="checkbox"/> A significant number of lights is not working.</li> </ul>	<p>Insufficient 4</p>
<p>2.2.8.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Low quality fittings in poor condition – exposed, fraying wires, wobbly fittings, loose plugs.</li> <li><input type="checkbox"/> Dim, gloomy effect with dark areas where it is impossible to read.</li> <li><input type="checkbox"/> Glaring, irritating, harsh fluorescent lights with no diffuser or naked bulbs or fluorescent tubes.</li> <li><input type="checkbox"/> Large number of lights not working.</li> </ul>	<p>Very Poor 0</p>

## 2.2.9 Public Toilets

Public Toilets <i>Quality and Condition of fittings and accessories. Standard of Cleanliness</i>	Rating (10)
2.2.9.1 <input type="checkbox"/> Excellent quality, solid, well-made fittings in excellent condition with quality finishing throughout. <input type="checkbox"/> Premium accessories such as face towels and quality soap / lotion and a separate bin for used towels. <input type="checkbox"/> Superb attention to cleanliness, all surfaces gleaming free from dirt <input type="checkbox"/> Clean, fresh smell.	Excellent 10
2.2.9.2 <input type="checkbox"/> Good quality fittings throughout, but not necessarily new, or minor issues with finishing. <input type="checkbox"/> Good accessories such as face towels. <input type="checkbox"/> Generally very good standard of cleanliness, but perhaps one or two slight lapses. <input type="checkbox"/> Fresh smelling.	Good 8
2.2.9.3 <input type="checkbox"/> Average range of bathroom fittings or fittings show clear evidence of use. <input type="checkbox"/> Soap, paper towels or hand dryers all stocked and working properly but no luxury feel. <input type="checkbox"/> Surfaces generally clean though there are some minor lapses in cleaning. <input type="checkbox"/> Smell is acceptable.	Sufficient 6
2.2.9.4 <input type="checkbox"/> Cheap ranges of bathroom fittings, or ageing fittings – dull finish to porcelain, chrome wearing off. <input type="checkbox"/> Soap or towels have run out or poorly presented. <input type="checkbox"/> Cleanliness clearly lacks attention to detail – dust high and low and in inaccessible places, surfaces and enamel dull, or flooring discoloured or stained. <input type="checkbox"/> Unpleasant smell is detectable. <input type="checkbox"/> Some items are empty or not functioning.	Insufficient 4
2.2.9.5 <input type="checkbox"/> Poor quality fittings or clearly lacking maintenance: washbasin enamel chipped, stained, dull. Cracks in toilet or seating unstable. <input type="checkbox"/> No Soap or towels. <input type="checkbox"/> Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. <input type="checkbox"/> Unacceptable smell. <input type="checkbox"/> Most items are not functioning.	Very Poor 0

## 2.3 Guest Bedrooms

### 2.3.1 Housekeeping of Guest Bedrooms

Housekeeping of Guest Bedrooms	Rating (10)
2.3.1.1 <input type="checkbox"/> No evidence of dust or smears marks or stains throughout. <input type="checkbox"/> Gleaming surfaces, no smears, dust, or marks.	Excellent 10
2.3.1.2 <input type="checkbox"/> Good standard of cleanliness, however, attention to detail is not flawless (e.g. dust on frames).	Good 8
2.3.1.3 <input type="checkbox"/> Level of cleanliness is sufficient, but attention to detail has clear blemishes (e.g. dust under the bed), light smears on mirror, etc.	Sufficient 6
2.3.1.4 <input type="checkbox"/> Surfaces are smeary and dusty. <input type="checkbox"/> Evidence of crumbs and dust under beds and in corners. <input type="checkbox"/> Threads, pieces of paper, debris in corners and under furniture	Insufficient 4
2.3.1.5 <input type="checkbox"/> Very heavy dust on surfaces <input type="checkbox"/> Dust, dirt, old newspapers, clothes and other debris in drawers/wardrobe/closet. <input type="checkbox"/> Bits of paper, threads and other items, grit, on carpet/floor.	Very Poor 0

## 2.3.2 Decor, Walls, and Ceiling of Guest Bedrooms

Decor <sup>25</sup> , Walls, and Ceiling of Guest Bedrooms	Rating (10)
2.3.2.1 <input type="checkbox"/> Outstanding quality wall/ceiling coverings with no marks, scratches, strains or blemishes. <input type="checkbox"/> Attention to detail, thoughtful coordination of patterns, colours & textures. <input type="checkbox"/> No mismatched seams, bubbling, peeling corners, stains, patches on wall covering.	Excellent 10
2.3.2.2 <input type="checkbox"/> Wall/ceiling covering of a good standard, but may not reach quite the highest standard. <input type="checkbox"/> Some slight signs of wear and tear on an overall good standard. <input type="checkbox"/> Minor marks, scratches, and peeling in certain areas.	Good 8
2.3.2.3 <input type="checkbox"/> Standard has clear blemishes but the overall effect is still sufficient. <input type="checkbox"/> Wear and tear is noticeable. <input type="checkbox"/> Seams and finishing have easily detectable flaws.	Sufficient 6
2.3.2.4 <input type="checkbox"/> Décor is worn and in need of refreshment and/or repair. <input type="checkbox"/> Poor application of wallpaper, paint i.e. clear evidence of paint smudges, blisters, incorrect seams. <input type="checkbox"/> Clear signs of wear and tear on walls and room finish.	Insufficient 4
2.3.2.5 <input type="checkbox"/> Low-grade materials, poorly executed. Extremely poor workmanship. <input type="checkbox"/> Unacceptable wear and tear (stains, scratches or cracks in wall/ceiling coverings and room finishes).	Very Poor 0

<sup>25</sup> Decor refers to the interior decoration, ornamentation and beautification. Personal preference and taste are excluded from the rating.

### 2.3.3 Flooring of Guest Bedrooms

Flooring of Guest Bedrooms	Rating (10)
<p>2.3.3.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Well fitted carpets, professionally laid and in pristine condition.</li> <li><input type="checkbox"/> Excellent thick pile and underlay.</li> <li><input type="checkbox"/> Alternatively, polished wood, ceramic tile or marble with excellent quality smaller mats or rugs.</li> <li><input type="checkbox"/> No stains, burns or marks whatsoever.</li> </ul>	<p>Excellent 10</p>
<p>2.3.3.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Good quality carpet, beginning to show some flattening, or carpet may have higher percentage of nylon if in new condition.</li> <li><input type="checkbox"/> Polished wood, ceramic tile or marble needs buffing; smaller but high quality rugs.</li> <li><input type="checkbox"/> Minor blemishes, hardly noticeable by average guest.</li> </ul>	<p>Good 8</p>
<p>2.3.3.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Flooring is showing flattening, or wear in areas of most traffic, but generally still all in sufficient condition</li> <li><input type="checkbox"/> Small discoloration or stains in places, however the feel is still that of a hygienic flooring.</li> </ul>	<p>Sufficient 6</p>
<p>2.3.3.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Carpets that show considerable use; flattened pile, spots, bleaching by window (sunlight), thinning.</li> <li><input type="checkbox"/> Unprofessional fitting - ripples, rough ill-fitting edges, thin or no underlay.</li> <li><input type="checkbox"/> Carpets have a few holes, tears, loose threads or other defects that render the carpet unsound.</li> </ul>	<p>Insufficient 4</p>
<p>2.3.3.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Distinct signs of wearing - visible canvas, patches, stains, discoloration, obvious seams.</li> <li><input type="checkbox"/> Amateurish fitting - gaping joints, gaps between the carpet and wall.</li> <li><input type="checkbox"/> Low quality, damaged, stained flooring.</li> </ul>	<p>Very Poor 0</p>

## 2.3.4 Curtains of Guest Bedrooms

Curtains of Guest Bedrooms	Rating (10)
2.3.4.1 <input type="checkbox"/> Full height, light blocking curtains with high quality fabrics and lining, excellent stitching, high quality rail and appropriate accessories. <input type="checkbox"/> Three sets of curtains required for this level rating: A decorative opaque set that covers windows and keeps out outside light. Black out layer fully opaque, (can be attached to the decorative set). Net curtain layer (transparent) that allows light to enter room while offering some levels of privacy. <input type="checkbox"/> Curtains are very smooth to operate.	Excellent 10
2.3.4.2 <input type="checkbox"/> Curtains/blinds/window covering are clean and in good condition, and effective in blocking light but their quality and appearance is fairly ordinary.	Good 8
2.3.4.3 <input type="checkbox"/> Curtains/blinds/window covering is some years old, but not damaged, torn or stained. <input type="checkbox"/> Curtains are not running in their rails smoothly. <input type="checkbox"/> No complete black out but still darkening the room significantly. <input type="checkbox"/> Some light shines through at the edges of the curtain.	Sufficient 6
2.3.4.4 <input type="checkbox"/> Thin, short or skimpy curtains. <input type="checkbox"/> Signs of wear and tear and fading in curtains <input type="checkbox"/> May be difficult to operate, not functional. <input type="checkbox"/> Curtains are not darkening the room sufficiently.	Insufficient 4
2.3.4.5 <input type="checkbox"/> Apparent stains or tears in curtains. <input type="checkbox"/> No black out functionality.	Very Poor 0

### 2.3.5 Guestroom Furniture: Guestroom Dresser, Wardrobe, Tables, Desks and Chairs

Furniture: Guestroom Dresser, Wardrobe, Tables, Desks and Chairs	Rating (10)
2.3.5.1 <input type="checkbox"/> All Guestroom furniture is of superb quality and condition with little or no signs of ageing, wear and tear. <input type="checkbox"/> Spacious wardrobe of excellent quality, also inside.	Excellent 10
2.3.5.2 <input type="checkbox"/> Guestroom furniture is of good quality with minimal signs of use. <input type="checkbox"/> Good quality wardrobe though minor blemishes may be visible.	Good 8
2.3.5.3 <input type="checkbox"/> Furniture shows signs of some wear and tear. <input type="checkbox"/> Average quality material and construction. <input type="checkbox"/> Wardrobe is of sufficient quality but may be limited in space.	Sufficient 6
2.3.5.4. <input type="checkbox"/> Clear damage or scratches are apparent on furniture. <input type="checkbox"/> Surfaces not well maintained. Scratches or marks. <input type="checkbox"/> Wardrobe does not open and close well, or is cracked.	Insufficient 4
2.3.5.5 <input type="checkbox"/> Furniture is clearly of poor quality, or broken. <input type="checkbox"/> Wardrobe is very poor, or broken.	Very Poor 0

## 2.3.6 Soft Furniture, Cushions, Mirrors, and Artwork

Soft Furniture, Cushions, Mirrors, and Artwork	Rating (10)
2.3.6.1 <input type="checkbox"/> Soft furniture is of sound construction with little or no signs of ageing <sup>26</sup> or wear and tear. <input type="checkbox"/> Materials are of an outstanding quality, in good condition and give an impression of luxury. <input type="checkbox"/> High quality pictures, photos, plates, artwork and mirrors, though some styles may require a "minimalist" approach.	Excellent 10
2.3.6.2 <input type="checkbox"/> High quality of materials may show some signs of use. Alternatively some furniture, even when brand new, will only be "good." <input type="checkbox"/> Attractive, comfortable seating with upholstery in very good condition. <input type="checkbox"/> Good quality pictures, photos, plates, artwork and mirrors,	Good 8
2.3.6.3 <input type="checkbox"/> Furniture shows signs of wear and tear. <input type="checkbox"/> Minor damage, stains, or fraying to surfaces or upholstery, all furniture is however in useable condition (no broken legs).	Sufficient 6
2.3.6.4 <input type="checkbox"/> Furniture is worn, heavily stained, or not in a useable condition. <input type="checkbox"/> Surfaces not well maintained or clear stains, marks on soft furnishings.	Insufficient 4
2.3.6.5 <input type="checkbox"/> Furniture gives an unhygienic impression.	Very Poor 0

<sup>26</sup> Some antique furniture may show signs of "distress" which does not detract from its excellence depending on the degree of deterioration.



### 2.3.7 Guestroom Beds & Bedding

Beds & Bedding – Focus on Headboards, Mattresses and Box springs, Sheets, Linens, Pillows, Blankets, Duvets, and Bed Covers.	Rating (20)
<p>2.3.7.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sound and firm mattresses of the highest quality.</li> <li><input type="checkbox"/> High quality Percale linen/sheets crisply laundered.</li> <li><input type="checkbox"/> Duvets and pillows in excellent condition with no signs of wear and tear.</li> <li><input type="checkbox"/> Excellent quality headboards offering a degree of comfort and free from stains.</li> </ul>	<p>Excellent 20</p>
<p>2.3.7.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Good firm mattress and sound base with no lumps or sags.</li> <li><input type="checkbox"/> All bed linen/sheets and bedding of good quality though it may not be new.</li> <li><input type="checkbox"/> Blankets/duvets and pillows in good condition, with no signs of wear and tear.</li> <li><input type="checkbox"/> Good quality headboards with minor blemishes or errors in finishing.</li> </ul>	<p>Good 16</p>
<p>2.3.7.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Base and mattress may show some signs of wear.</li> <li><input type="checkbox"/> Sheets well ironed, but not necessarily best quality linen or it is clearly visible that the linen is old. The linen is however free from stains, holes, and wear.</li> <li><input type="checkbox"/> Blankets /duvets and pillows of sufficient quality and comfort.</li> <li><input type="checkbox"/> Headboards may be a simple wooden board attached to the wall.</li> </ul>	<p>Sufficient 12</p>
<p>2.3.7.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Bed and mattress set of insufficient quality</li> <li><input type="checkbox"/> Clear signs of wear and tear; mattresses are thin, sagging or have a shallow base. Mattress and bed move or creak.</li> <li><input type="checkbox"/> Sheets thinning, faded, have holes, marks, or are slightly torn.</li> <li><input type="checkbox"/> Thin duvets or pillows, or filled with polyester.</li> <li><input type="checkbox"/> No headboards, or stains or clear marks on the headboards.</li> </ul>	<p>Insufficient 8</p>
<p>2.3.7.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Beds or mattresses are broken or clearly stained.</li> <li><input type="checkbox"/> Cheap sheets with fraying edges, holes, faded.</li> <li><input type="checkbox"/> Thin duvets or pillows frequently old and with stains and filled with polyester.</li> <li><input type="checkbox"/> No headboards, or have clear stains or marks.</li> </ul>	<p>Very Poor 0</p>

## 2.3.8 Guestroom Ventilation &amp; Temperature

Ventilation & Temperature	Rating (10)
2.3.8.1 <input type="checkbox"/> Personal controllable thermostat. <input type="checkbox"/> Excellent circulation of air. <input type="checkbox"/> Air has no adverse smells <input type="checkbox"/> Appropriate to size and location of room. <input type="checkbox"/> Rooms pre-cooled on arrival. <input type="checkbox"/> Apparatus in excellent condition. <input type="checkbox"/> Windows have double-glazing insulation. <input type="checkbox"/> Cooling units have low noise levels suitable for the guest comfort	Excellent 10
2.3.8.2 <input type="checkbox"/> Personal controllable thermostat. <input type="checkbox"/> Good circulation of air, though certain areas in the room may be slightly cooler or warmer. <input type="checkbox"/> Air has no adverse smells <input type="checkbox"/> Appropriate to size and location of room. <input type="checkbox"/> Apparatus in good condition though may be older and thus somewhat higher noise levels. <input type="checkbox"/> Windows have double-glazing insulation.	Good 8
2.3.8.3 <input type="checkbox"/> Personal controllable thermostat. <input type="checkbox"/> Good circulation of air, though certain areas in the room is cooler or has a minor draft. <input type="checkbox"/> Air has no adverse smells <input type="checkbox"/> Windows have single glazing, but of sufficient quality to minimise differences in temperature close to the window. <input type="checkbox"/> Cooling units have slight noise levels.	Sufficient 6
2.3.8.4 <input type="checkbox"/> Freestanding cooling unit to maintain reasonable temperature in room. <input type="checkbox"/> Appliances are noisy. <input type="checkbox"/> Acceptable circulation of air. <input type="checkbox"/> Smells in air conditioning system. <input type="checkbox"/> Draughts from windows.	Insufficient 4
2.3.8.5 <input type="checkbox"/> Inadequate source of cooling, unresponsive, not subject to thermostatic regulation. <input type="checkbox"/> Air has bad smells. <input type="checkbox"/> Cold air only available close to cooling unit – not in far corners of room. <input type="checkbox"/> Cooling units are very noisy. <input type="checkbox"/> Unacceptable circulation of air, windows broken.	Very Poor 0

### 2.3.9 Guestroom Lighting

Lighting in Guest Bedrooms	Rating (10)
<p>2.3.9.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Overall excellent standard of illumination in room.</li> <li><input type="checkbox"/> Lights, neither dim nor glaring, controllable with dimmer system.</li> <li><input type="checkbox"/> Light sources in all appropriate places – especially for shaving, make- up, contact lenses, reading.</li> <li><input type="checkbox"/> Excellent level of natural light</li> <li><input type="checkbox"/> All lights and shades of high quality of manufacture and in excellent order.</li> </ul>	<p>Excellent 10</p>
<p>2.3.9.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Lights may not be dimmable but by turning different lights on and off, different atmospheres can be created.</li> <li><input type="checkbox"/> Light sources in all appropriate places – especially for shaving, make- up, contact lenses, reading.</li> <li><input type="checkbox"/> Good level of natural light</li> <li><input type="checkbox"/> Good quality light fittings and lamps</li> </ul>	<p>Good 8</p>
<p>2.3.9.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sufficient illumination, however control is limited.</li> <li><input type="checkbox"/> Single centre light, bedside lights or bed head light.</li> <li><input type="checkbox"/> Acceptable level of natural light.</li> <li><input type="checkbox"/> Quality of light fittings and lamps is acceptable though minor maintenance issues; e.g. one light bulb blown.</li> </ul>	<p>Sufficient 6</p>
<p>2.3.9.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Illumination is too dim or too bright and cannot be controlled by the guest.</li> <li><input type="checkbox"/> Restricted natural light.</li> <li><input type="checkbox"/> Light fixtures and shades are of noticeable low quality, or are scruffy.</li> <li><input type="checkbox"/> Significant maintenance issues with lights that don't work or look severely damaged.</li> </ul>	<p>Insufficient 4</p>
<p>2.3.9.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Illumination is very poor either through a lack of lighting sources, or overly powerful lights.</li> <li><input type="checkbox"/> Very low quality fittings and appliances.</li> <li><input type="checkbox"/> Poor natural light.</li> <li><input type="checkbox"/> Shades burnt, stained, scruffy.</li> </ul>	<p>Very Poor 0</p>

## 2.3.10 Spaciousness of Guest Bedrooms

Spaciousness of guest bedrooms - Comfort in Room	Rating (10)
2.3.10.1 <input type="checkbox"/> A spacious, well-planned room, with appropriate furniture in suitable places. <input type="checkbox"/> Ease of access to all cupboards, wardrobes and drawers <input type="checkbox"/> No dual use of surfaces, e.g. desktop/ tea tray, bedside/dressing table. <input type="checkbox"/> A seating area with sufficient space to ensure guests' comfort. <input type="checkbox"/> Adequate space to put luggage, so that it does obstruct access. <input type="checkbox"/> Overall balanced impression and layout.	Excellent 10
2.3.10.2 <input type="checkbox"/> Room provides good access to all facilities. <input type="checkbox"/> No areas of restricted access or obstruction. <input type="checkbox"/> Overall good impression and layout	Good 8
2.3.10.3 <input type="checkbox"/> Room large enough to contain all necessary furniture and to allow access to all facilities. Some areas are slightly restricted such as narrow access along both sides of a double bed. <input type="checkbox"/> Overall acceptable layout and impression.	Sufficient 6
2.3.10.4 <input type="checkbox"/> Room is cluttered; large furniture for floor space. Need to move some things to get at others. <input type="checkbox"/> Awkward opening of drawers and doors. <input type="checkbox"/> Inadequate space for luggage - gets in the way. <input type="checkbox"/> Overall insufficient impression and layout.	Insufficient 4
2.3.10.5 <input type="checkbox"/> Furniture too large for room. <input type="checkbox"/> Access to most facilities restricted or awkward. <input type="checkbox"/> Overall very poor impression and layout	Very Poor 0

### 2.3.11 Soundproofing of Guest Bedrooms

Soundproofing of Guest Rooms	Rating (10)
2.3.11.1 <input type="checkbox"/> Excellent soundproofing with loud noises from outside the guest room barely heard. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated 60 or higher <sup>27</sup> .	Excellent 10
2.3.11.2 <input type="checkbox"/> Very good soundproofing with loud noises from outside the guest room heard faintly. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated 45 or higher.	Good 8
2.3.11.3 <input type="checkbox"/> Soundproofing is fair with loud speech from outside the guest room heard. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated 35 or higher.	Sufficient 6
2.3.11.4 <input type="checkbox"/> Soundproofing is poor with loud speech from outside the guest room understood. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated 30 or higher.	Insufficient 4
2.3.11.5 <input type="checkbox"/> Soundproofing is very poor with normal speech from outside the guest room understood. <input type="checkbox"/> Sound Transmission Class (STC) of Guestrooms is rated below 30.	Very Poor 0

<sup>27</sup> Hotels constructed after implementation of the system are expected to have documentation of a 16 frequencies STC test executed by a reputable sound insulation company. In the case an existing hotel disagrees with the assessment of the Department inspectors; the same documentation will be considered binding on the decision.

## 2.4 Rating Criteria Guest Bathrooms

### 2.4.1 Housekeeping of Bathrooms

Housekeeping of Bathrooms - Daily and Periodical Cleaning	Rating (10)
2.4.1.1 <input type="checkbox"/> Superb attention to cleanliness. <input type="checkbox"/> No sign of mildew/mould <input type="checkbox"/> All surfaces gleaming. <input type="checkbox"/> Clean, fresh smell. <input type="checkbox"/> Grouting is clean and in good condition. <input type="checkbox"/> Mirrors, showerheads, and taps are polished clear from watermarks.	Excellent 10
2.4.1.2 <input type="checkbox"/> Generally very good standard but oversights can be detected. <input type="checkbox"/> Clean and fresh smell <input type="checkbox"/> Grouting shows minor signs of discoloration. <input type="checkbox"/> Mirrors, showerheads, and taps are polished but show minor watermarks.	Good 8
2.4.1.3 <input type="checkbox"/> Surfaces are generally clean and there are no adverse smells <input type="checkbox"/> Dust can be detected at some surfaces. <input type="checkbox"/> Slight discoloration of enamel/grout. <input type="checkbox"/> Clear watermarks or minor corrosion on showerheads and taps.	Sufficient 6
2.4.1.4 <input type="checkbox"/> Lacking attention to detail – dust high and low and in inaccessible places. <input type="checkbox"/> Surfaces and enamel dull. <input type="checkbox"/> Enamel/grout is discoloured or stained. <input type="checkbox"/> Corrosion on metal fixtures.	Insufficient 4
2.4.1.5 <input type="checkbox"/> Very low standard of housekeeping – dust on all surfaces. <input type="checkbox"/> Long-term encrusted grime in inaccessible places, dirt and hairs on floor in corners. <input type="checkbox"/> Enamel / grout is very discoloured or severely stained. <input type="checkbox"/> Significant corrosion on metal fixtures.	Very Poor 0

## 2.4.2 Ventilation of Bathrooms

Ventilation of Bathrooms	Rating (10)
<p>2.4.2.1</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent circulation of air; hardly any fogging in the bathroom.</li> <li><input type="checkbox"/> Air quality very good, no bad smells.</li> <li><input type="checkbox"/> No noise from ventilation system</li> <li><input type="checkbox"/> Ventilation rosters are immaculately clean.</li> </ul>	<p>Excellent 10</p>
<p>2.4.2.2</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very good circulation of air; fogging is cleared within minutes.</li> <li><input type="checkbox"/> Air quality very good, no adverse smells</li> <li><input type="checkbox"/> Ventilation system can be heard but is not loud.</li> <li><input type="checkbox"/> Slight dust on ventilation rosters.</li> </ul>	<p>Good 8</p>
<p>2.4.2.3</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Fair circulation of air but fogging occurs easily.</li> <li><input type="checkbox"/> Air Quality good, no adverse smells</li> <li><input type="checkbox"/> Ventilation system can be heard clearly.</li> <li><input type="checkbox"/> Ventilation rosters slightly discoloured but definitely not filthy.</li> </ul>	<p>Sufficient 6</p>
<p>2.4.2.4</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Limited circulation of air; fogging occurs easily and remains.</li> <li><input type="checkbox"/> Poor air quality, some bad smells</li> <li><input type="checkbox"/> Ventilation system disrupts due to the noise.</li> <li><input type="checkbox"/> Ventilation rosters are visibly dirty.</li> </ul>	<p>Insufficient 4</p>
<p>2.4.2.5</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> No circulation noticeable / system broken.</li> <li><input type="checkbox"/> Poor Air Quality, many adverse smells</li> <li><input type="checkbox"/> Ventilation system is very noisy.</li> <li><input type="checkbox"/> Ventilation rosters are very dirty.</li> </ul>	<p>Very Poor 0</p>

## 2.4.3 Guest Bathrooms Walls, Flooring and Ceiling

Guest Bathrooms Walls, Flooring, and Ceiling - Materials & Workmanship	Rating (10)
2.4.3.1 <input type="checkbox"/> Excellent quality finishes of wall coverings from excellent materials. <input type="checkbox"/> Tiles or marble fitted without a blemish - clearly excellent workmanship. <input type="checkbox"/> Grouting in excellent condition.	Excellent 10
2.4.3.2 <input type="checkbox"/> Good quality finish, but with minor flaws, or with signs of wear. <input type="checkbox"/> Floor covering or tiles or marble well fitted but also with minor flaws. <input type="checkbox"/> Grouting in good order with minor blemish.	Good 8
2.4.3.3 <input type="checkbox"/> Standard quality bathroom flooring or standard-grade tiles. <input type="checkbox"/> Workmanship not consistently well performed, however the result is hygienic. <input type="checkbox"/> Grouting is dated, but still acceptable.	Sufficient 6
2.4.3.4 <input type="checkbox"/> Lower quality materials, ageing. <input type="checkbox"/> Evidence of poor standard and amateurish installation. <input type="checkbox"/> Grouting needs to be redone as moist and dirt is piling up.	Insufficient 4
2.4.3.5 <input type="checkbox"/> Cracked tiles or other broken fixtures. Paintwork chipped, flaking. <input type="checkbox"/> Workmanship very poor. <input type="checkbox"/> Sealant or grouting clearly mouldy.	Very Poor 0



#### 2.4.4 Guest Bathroom Fixtures

Bathroom Fixtures - Shower Mixers & Accessories, Bathtub and Shower screen or curtain, Washbasin, Toilet and Bidet: Quality, Appearance, and Condition.	Rating (10)
2.4.4.1 <input type="checkbox"/> Excellent quality, solid, well-made bathroom fixtures, in excellent condition. <input type="checkbox"/> All porcelain in excellent condition. <input type="checkbox"/> Shower screen is of excellent quality and fitting - no shower curtains.	Excellent 10
2.4.4.2 <input type="checkbox"/> Decent quality bathroom fixtures in good condition. <input type="checkbox"/> All porcelain in good order - no cracks, dull finishes or stains. <input type="checkbox"/> Shower screen of good quality or good quality curtain.	Good 8
2.4.4.3 <input type="checkbox"/> Average range of bathroom fixtures or older quality fixtures that show their age. <input type="checkbox"/> Porcelain showing wear, but still fully functional and hygienic. <input type="checkbox"/> Shower screen shows age, or is of moderate quality.	Sufficient 6
2.4.4.4 <input type="checkbox"/> Fixtures with chrome wearing off, or cheap plastic fixtures. <input type="checkbox"/> Dull finish to porcelain or minor cracks. <input type="checkbox"/> Shower screen of plastic, or poorly functioning or shower curtains showing age	Insufficient 4
2.4.4.5 <input type="checkbox"/> Fixtures very worn, or broken. <input type="checkbox"/> Cracked washbasin or toilet. <input type="checkbox"/> Shower screen clearly broken, or shower curtains worn out.	Very Poor 0

## 2.4.5 Bathroom Linens

Bathroom Linens	Rating (10)
2.4.5.1 <input type="checkbox"/> Excellent quality Bath towel 100cm X 180cm, hand towel 50cm X 70cm, face towel 30cm X 30cm <sup>28</sup> . Double loop, suggested weight 450g - 550g. <input type="checkbox"/> Bathrobes and bathmat are thick, heavy, fluffy excellent quality (90-100% cotton) with plenty of nap.	Excellent 10
2.4.5.2 <input type="checkbox"/> Bath towel 100cm X 180cm, hand towel 50cm X 70cm, face towel 30cm X 30cm. Double loop suggested weight 450g - 550g. Not quite such heavy quality. (70-89% cotton) of slightly older, however still providing good comfort.	Good 8
2.4.5.3 <input type="checkbox"/> Average quality bath towels and bathmat, however functional and clean.	Sufficient 6
2.4.5.4 <input type="checkbox"/> Moderate quality towels, showing age. <input type="checkbox"/> Towels are rather thin; fraying edges, small size. Faded.	Insufficient 4
2.4.5.5 <input type="checkbox"/> Very thin, small, scratchy, old, fraying, some holes, stained, faded. <input type="checkbox"/> Low absorbency.	Very Poor 0

<sup>28</sup> With inspection, provision will be made for normal shrinking of towels during the laundry process.

#### 2.4.6 Bathroom Amenities

The range and minimum volumes of amenities a hotel is expected to present to its guests is outlined in Minimum Mandatory Criterion 1.4.2.10. The quality rating criteria in the table below outline the quality of these amenities.

Bathroom Amenities	Rating (10)
2.4.6.1 <input type="checkbox"/> Top quality Amenities by a leading international brand recognized for its quality and prestige in excellent high quality packaging or hotel branded. <input type="checkbox"/> Soap bar at least 35 grams for bath / shower and 25 grams for hand washing. This soap may not be required if liquid hand soap is provided. <input type="checkbox"/> Items presented have a luxurious feel to them.	Excellent 10
2.4.6.2 <input type="checkbox"/> Good quality amenities in high quality packaging.	Good 8
2.4.6.3 <input type="checkbox"/> Average Quality Amenities <input type="checkbox"/> Items have average printing quality or average packaging.	Sufficient 6
2.4.6.4 <input type="checkbox"/> Amenities have a disposable feel or are clearly inconvenient to use.	Insufficient 4
2.4.6.5 <input type="checkbox"/> Very poor quality amenities with worn printing, presenting poor value for the guest.	Very Poor 0

## 2.7 Food & Beverage Outlets

### 2.7.1 Spaciousness and Ambiance of Food & Beverage Outlets

Spaciousness and Ambiance of Food & Beverage Outlets		Rating (10)
2.7.1.1		Excellent
<input type="checkbox"/>	Spacious room and good layout of tables. More than sufficient space between tables for servers and customer to pass comfortably.	10
<input type="checkbox"/>	Ambiance through decor and lighting is excellent.	
2.7.1.2		Good
<input type="checkbox"/>	Tables provide sufficient space to allow private conversation and staff and customers to pass without awkwardness or inconvenience.	8
<input type="checkbox"/>	Ambiance through decor and lighting is good but not excellent.	
2.7.1.3		Sufficient
<input type="checkbox"/>	Tables quite close together but still sufficient space to pass.	6
<input type="checkbox"/>	Ambiance through decor and lighting is acceptable but not inviting.	
2.7.1.4		Insufficient
<input type="checkbox"/>	Crowded tables, awkward access for customers and servers; difficult to have private conversation.	4
<input type="checkbox"/>	Complete lack of ambiance through lack of decor, theme, or inappropriate lighting.	
2.7.1.5		Very Poor
<input type="checkbox"/>	Space does not resemble a functioning restaurant.	0

## 2.7.2 Furniture and Linen of Food & Beverage Outlets

Decor	Rating (10)
<p>2.7.2.1</p> <p><input type="checkbox"/> Tables and chairs in the restaurant are of excellent quality and in very good condition.</p> <p><input type="checkbox"/> Linen or other table covering is of excellent quality.</p> <p><input type="checkbox"/> Buffets, bars, and other fixtures are of an excellent design and build and are all in excellent condition.</p>	<p>Excellent</p> <p>10</p>
<p>2.7.2.2</p> <p><input type="checkbox"/> Furniture in the restaurant is of good quality with minor flaws.</p> <p><input type="checkbox"/> Linen is of good quality - no use of paper placemats or serviettes.</p> <p><input type="checkbox"/> Buffets, bars, and other fixtures are well designed and build and in good condition.</p>	<p>Good</p> <p>8</p>
<p>2.7.2.3</p> <p><input type="checkbox"/> Furniture in the restaurant is of acceptable quality but clearly older, or of lesser quality.</p> <p><input type="checkbox"/> Linen is of acceptable quality, or paper placemats and serviettes are used.</p> <p><input type="checkbox"/> Buffets, bars, and other fixtures are in acceptable condition but clearly worn.</p>	<p>Sufficient</p> <p>6</p>
<p>2.7.2.4</p> <p><input type="checkbox"/> Furniture in the restaurant is of insufficient quality; it is seriously worn, or of insufficient quality.</p> <p><input type="checkbox"/> Linen is worn, or very basic paper placemats and serviettes are used.</p> <p><input type="checkbox"/> Buffets, bars, and other fixtures are very worn, or simply poorly built.</p>	<p>Insufficient</p> <p>4</p>
<p>2.7.2.5</p> <p><input type="checkbox"/> Furniture in the restaurant is of very poor quality; it is worn, broken, or of clearly inferior quality (e.g. plastic chairs).</p> <p><input type="checkbox"/> Linen is of very poor quality or is simply not provided.</p> <p><input type="checkbox"/> Buffets, bars, and other fixtures are broken or in a very poor state.</p>	<p>Very Poor</p> <p>0</p>

## 2.7.3 Housekeeping of Food &amp; Beverage Areas

Housekeeping of Food & Beverage Areas	Rating (10)
2.7.3.1 <input type="checkbox"/> Floors are immaculately clean. <input type="checkbox"/> Tables and table coverings are without a blemish. <input type="checkbox"/> Tables always set up to high standard, awaiting next service. <input type="checkbox"/> All items used in the restaurant, crockery, glassware, silverware are spotlessly clean.	Excellent 10
2.7.3.2 <input type="checkbox"/> Floors are clean with minor blemishes. <input type="checkbox"/> Tables are cleared but may not be directly reset. <input type="checkbox"/> All items used in the restaurant, crockery, glassware, silverware are clean but show minor traces of wear.	Good 8
2.7.3.3 <input type="checkbox"/> Floors are generally clean but crumbs, dust or smears can be detected. <input type="checkbox"/> Tables are not directly reset; the restaurant looks acceptable but not inviting. <input type="checkbox"/> All items used in the restaurant, crockery, glassware, silverware are clean but show traces of wear.	Sufficient 6
2.7.3.4 <input type="checkbox"/> Floors are dirty; it is clear that cleaning is not consistently done.. <input type="checkbox"/> Tables are not cleared after departure of a guest - end of service looks messy. <input type="checkbox"/> Tables are not directly reset and in between service layout looks messy and dirty. <input type="checkbox"/> Not all items used in the restaurant, crockery, glassware, silverware are clean or show unacceptable traces of wear.	Insufficient 4
2.7.3.5 <input type="checkbox"/> Floors dirty to the point of being sticky and give a very unhygienic impression. <input type="checkbox"/> Restaurant gives a very messy and unhygienic impression. <input type="checkbox"/> Items used in the restaurant, crockery, glassware, silverware are very dirty.	Very Poor 0

### 3. Scoring Criteria

A total of 18 areas are presented in which hotels can obtain points when specific services and facilities are offered. The number of points available is outlined in the table below.

Criteria #	Description	Points
<b>3.2</b>	<b>Public Areas</b>	<b>10</b>
3.2.1	Music in Public Areas	5
3.2.2	Prayer Room	5
<b>3.3</b>	<b>Guest Bedrooms</b>	<b>60</b>
3.3.1	WIFI	20
3.3.2	In Room Entertainment	15
3.3.3	In Room Smart Technology	10
3.3.4	Room Accessories & Services	15
<b>3.4</b>	<b>Guest Bathrooms</b>	<b>20</b>
3.4.1	Bathroom Facilities	20
<b>3.5</b>	<b>Guest Services</b>	<b>100</b>
3.5.1	Children Services	5
3.5.2	Tourism Information	10
3.5.3	Guest Transport Services	10
3.5.4	Front Desk Services	15
3.5.5	Universal Accessibility	10
3.5.6	Environmental Practices Certification	10
3.5.7	Health Club	10
3.5.8	Swimming Pool	10
3.5.9	Spa Facilities	10
3.5.10	Business Centre Facilities	10
<b>3.7</b>	<b>Staff</b>	<b>10</b>
3.7.1	Staff Training	10
<b>Total Points</b>		<b>200</b>

The adapted minimum scoring is as follows per category:

Rating	Required %	Total Score
<b>1 star</b>	35%	70
<b>2 star</b>	45%	90
<b>3 star</b>	55%	110
<b>4 star</b>	65%	130
<b>5 star</b>	75%	150
<b>Total</b>	<b>100%</b>	<b>200</b>

This means that, for instance, a three star hotel needs to obtain 110 out of a total of 200 points to receive a three star rating, representing 55% of the total points available.

**Each facility or service is expected to be of the general standard of the respective rating category (1-5 stars) for scoring points to be allocated.**

## 3.2 Scoring Criteria for Public Areas

### 3.2.1 Music in Public Areas

3.2.1	Music in Public Areas	Score (5)
3.2.1.1	Background music played in all public indoor areas	3
3.2.1.2	Background music played in all public outdoor areas (entrance, leisure areas, etc.)	2

### 3.2.2 Prayer Room

3.2.2	Prayer Room	Score (5)
3.2.2.1	A prayer room is available on site suitable to the size and rating of the hotel.	3
3.2.2.2	Ablution facilities are available near the prayer room	2

## 3.3 Scoring Criteria for Guest Rooms

### 3.3.1 WIFI

3.3.1	WIFI	Score (20)
3.3.1.1	WIFI is available throughout hotel; OR WIFI is available throughout hotel including all outdoor areas visited by guests	2; OR 3
3.3.1.2	Log in system for at least 2 devices; OR Convenient <sup>29</sup> log in system for at least 4 devices	2; OR 3
3.3.1.3	Internet speed for individual guest is at least 516 Kbs at all times Internet speed for individual guest is at least 1 Mbps at all times Internet speed for individual guest is at least 2 Mbps at all times	1; OR 3; OR 5
3.3.1.4	Internet is free for in house guests; OR Internet is free for all hotel guests.	7; OR 9

### 3.3.2 In- room Technology

3.3.2	In Room Entertainment	Score (15)
3.3.2.1	Flat screen size in all rooms > 32 inch Flat screen Size in all rooms > 39 inch Flat screen Size in all rooms > 42 inch	2; OR 4; OR 5
3.3.2.2	Interactive TV or Web enabled Interactive TV <sup>30</sup>	1
3.3.2.3	Bouquet with least 10 paid channels	2
3.3.2.4	Audio docking station for smart phones and tablets in all rooms	1

<sup>29</sup> "Convenient" refers to a system that requires guests to login only once for the duration of their stay and not to have to re-log in with every Internet session.

<sup>30</sup> Interactive TV allows dedicated content to be sent to the room such as messages for the guest, wake up calls, and video on demand. Web enabled TV allows guests to use their TV set for internet applications such as Email, etc.



3.3.2	In Room Entertainment	Score (15)
3.3.2.5	DVD player on request with DVD library at Front Office OR Movie on Demand	1
3.3.2.6	Automated Curtains	1
3.3.2.7	Automatic night lighting in bedroom and/or bathroom (turns on automatically when the guest steps out of bed)	1
3.3.2.8	All room lights controllable from the bedside	1
3.3.2.9	All down lights in room are dimmable	1
3.3.2.10	Automated 'do not disturb' and 'please make up room' system	1

### 3.3.3 Room Services and Accessories

*Traveller research shows that guests specially appreciate personal touches; the most important contemporary one is the ability to make fresh coffee in the room.*

3.3.3	Room Accessories & Services	Score (15)
3.3.3.1	Coffee machine for fresh coffee (e.g. Pod system / Bean to cup) or through butler	3
3.3.3.2	Complimentary food in the room on arrival (e.g. professionally presented fruit platters, dates, cookies); OR Complimentary food in the room refreshed daily (e.g. professionally presented fruit platters, dates, cookies).	3; OR 5
3.3.3.3	Newspaper delivered to guest rooms (may be on request)	2
3.3.3.4	Shoe Polish Service. (Left outside door overnight and cleaned by the night porter or call Housekeeping if service is required immediately).	1
3.3.3.5	Sewing Service. Missing shirt buttons washed in hotel laundry should be replaced automatically. Requests can only include minor alterations and button replacement.	1
3.3.3.6	Pressing / Ironing of clothes can be done within 60 minutes.	2
3.3.3.7	Pillow Menu with at least 4 options of pillows for the guest.	1

## 3.4 Guest Bathroom Scoring Criteria

### 3.4.1 Bathroom Facilities

3.4.1	Bathroom Facilities (requirements for all rooms unless specified)	Score (20)
3.4.1.1	Speaker in bathrooms to allow guests to listen to music.	1
3.4.1.2	Television in bathroom in at least 10% of rooms Television in bathroom in all rooms	1; OR 2
3.4.1.3	Magnified shaving mirror	2
3.4.1.4	Mirror lights (lights dedicated to enhancing the guest's view of the mirror)	2
3.4.1.5	Double sink in at least 50% of rooms.	2
3.4.1.6	Defogging Mirror	2
3.4.1.7	Rain shower	2
3.4.1.8	Bathrobe and slippers in each room	2
3.4.1.9	Separate bath and walk-in shower in all rooms	5

### 3.5 Guest Services

#### 3.5.1 Services for Children

3.5.1	Services for Children	Score (5)
3.5.1.1	Baby Sitting Service with certified and trained female baby sitters on demand with First Aid Certificates. Each Guest should sign an indemnity document.	1
3.5.1.2	In House Child Care for Children with certified female staff open at least 8 hours per day for children 3-12.	2
3.5.1.3	Shaded Playground suitable for the size and classification of the property	1
3.5.1.4	Children's changing facilities in public toilets (male and female)	1

#### 3.5.2 Tourism Information, Destination Marketing and Promotion of Local Heritage

3.5.2	Tourism Information, Destination Marketing and Promotion of Local Heritage	Score (10)
3.5.2.1	Brochure rack with local tourist information; or Concierge / guest relations desk in designated area available 8 hours per day Concierge / guest relations desk in designated area available 16 hours per day	1; OR 3; OR 4
3.5.2.2	Screens (electronic or printed) in elevators or other high traffic areas displaying tourism information and events of the Kingdom.	2
3.5.2.3	Email signatures of all hotel staff communicating through email carries destination events messages supplied by the authority.	1
3.5.2.4	Hotel transport has relevant tourist information on board	1
3.5.2.5	The hotel's interior design and artwork clearly reflects the local heritage of Bahraini culture.	2

#### 3.5.3 Guest Transport Services

3.5.3	Guest Transport Services	Score (10)
3.5.3.1	Car rental service on site	2
3.5.3.2	Hotel Transport facilities are available for airport pick up etc.	3
3.5.3.3	Hotel Limousine service; OR Hotel Limousine service with own <sup>31</sup> cars; OR Hotel Limousine service with own luxury cars <sup>32</sup> :	2; OR 3; OR 5

#### 3.5.4 Front Desk Services

3.5.4	Front Desk Services	Score (15)
3.5.4.1	Foreign currency exchange or ATM that accepts the majority of international cards	2
3.5.4.2	Hot or Cold Towels offered on arrival	2
3.5.4.3	At least one staff member trained to assist handicapped guests (evidence is available).	1
3.5.4.4	At least one staff member trained to communicate in sign language (evidence is available).	1
3.5.4.5	Gift shop / bookstore (on-site) offering various Cultural Curio items, Holiday memorabilia, maps, jewellery, sundries such as water, snacks, cigarettes, sunscreen, and basic amenities. - this must be a full store with staff that is open at least 12 hours per day.	1
3.5.4.5	Hairdresser on site open at least 12 hours per day suitable to the classification of	1

<sup>31</sup> It is expected that hotel vehicles be branded as per the hotel brand.

<sup>32</sup> Luxury Cars include: BMW 7 series, Audi A8, or vehicles of similar class and value, not older than 3 years and in mint condition.

	the hotel.	
3.5.4.6	Express check in / check out service within 5 minutes. This may be in-room, at executive lounge, or at a dedicated desk.	2
3.5.4.7	Executive lounge and floor with full services (reception, business center, etc.), including receptionists, waiters, snack and beverage menus and light background entertainment. Lounge is open 18 Hours per day.	5

### 3.5.5 Universal Accessibility

3.5.5	Universal Accessibility Criteria	Score (10)
3.5.5.1	Parking bays designated for disabled people, provided as close as possible to the main entrance and clearly signposted from the car park entrance that can be identified by the international symbol of accessibility on the floor and on a standing sign. The size is 2,50m minimum in width and 6,10m in length. It has an adjacent access aisle that extends the full length of the parking space it serves of 1,53 meter minimum in width. Accessible parking space surface slopes does not exceed 2% slope in any direction. Total parking spaces / minimum number of accessible parking: 1-25: 1 26-50: 2 51-75: 3 76-100: 4 101-150: 5 151-200: 6	2
3.5.5.3	A person in wheelchair can access the hotel easily from the main entrance and all public facilities in the hotel are accessible for guests in wheelchairs.	4
3.5.5.5	Service counter for guest in wheelchairs is available.	1
3.5.5.6	Elevator call buttons raised or flush, are at least 19mm in dimension and installed at a maximum height of 1,52m if an approach from side is possible otherwise 1,22m. Emergency telephones in lifts shall be easy to use by all persons.	2
3.5.5.7	The washbasin counter surface in public toilets dedicated for handicapped guests shall be no higher than 0,86m above the floor and has to provide a knee clearance of at least 0,68m from the bottom of the sink till the floor. A mirror is positioned at a height of 0,60m of 1,60m above floor.)	1

### 3.5.6 Environmental Practices Certification

3.5.6	Environmental Practices Certification	Score (10)
3.6.5.1	The hotel has an entry-level certification with an internationally recognised sustainability certification organisation <sup>33</sup> .	8; OR
	The hotel has Silver, or 3-4 star, certification with an internationally recognised sustainability certification organisation.	9; OR
	The hotel has a Golden or 5 Star certification with an internationally recognised sustainability certification organisation.	10

### 3.5.7 Health Club

*The quality of the space and the equipment used should represent the desired rating of the hotel for points to be allocated.*

3.5.7	Health Club	Score (10)
3.5.7.1	Gym of at least 40sqm with a minimum of 3 weight machines and 3 cardio machines, with changing rooms with lockers, open 18 hours a day; OR Gym of at least 60sqm with a minimum of 6 weight machines, 6 cardio machines, and Free Weights, with changing rooms with lockers, open 18 hours a day.	3; OR 6
3.5.7.3	Dedicated water service through carafes of cool water or bottles	1
3.5.7.4	Towels provided in the gym	1
3.5.7.5	Gym staffed throughout opening hours by certified staff	2

### 3.5.8 Swimming Pool

*Pool facilities must fully comply with the relevant safety measures as stipulated in Mandatory Minimum criterion 6.14.1. These standards may be enhanced from time to time.*

3.5.8	Exercise Facilities - Swimming Pool	Score (10)
3.5.8.1	Swimming pool size at least 30 square meters; OR Swimming pool size at least 60 square meters; OR Swimming pool size exceeds 80square meters.	3; OR 5; OR 6
3.5.8.2	Changing room facilities with showers	1
3.5.8.3	Controlled water temperature at 28-32°C.	1
3.5.8.4	Sufficient seating around the pool with shaded areas.	1
3.5.8.5	Towel service offered.	1

### 3.5.9 Spa Services

3.5.9	Spa Facilities	Score (10)
3.5.9.1	Full service Spa providing the full range of facial, and body treatments and massage, using upmarket spa brands and providing at least two full time certified therapists.	6
3.5.9.2	Changing room facilities with showers	1
3.5.9.3	Resting Area with provision of magazines and drinks	1
3.5.9.4	Jacuzzi or Whirlpool (on site) available for hotel guests	1
3.5.9.5	Sauna and / or Steam room with cold dipping pool or cold shower unit (on site) available for hotel guests. Separate for men and women	1

<sup>33</sup> Recognised organisations are Green key, Green Seal, Green Globe, LEED and ISO 14001. If another body is suggested by a hotel, this will be reviewed, and added to the list if it is found to comply with international standards.

### 3.5.10 Business Facilities & Services

3.5.10	Business Facilities & Services	Score (10)
3.5.10.1	Property has a purpose built business Centre on site that is suitable to the establishments' clientele.	6
3.5.10.2	Designated staff is available in the business centre at least 8 hours per day; OR Designated staff is available in the business centre at least 16 hours per day.	1; OR 2
3.5.10.3	Colour Printer / Photocopy Machine / Scanner -up to 10 copies free of charge; above no more than 3x cost	1
3.5.10.5	At least 1 computer per 75 rooms with USB sockets, and connected to a printer and the internet.	1

### 3.7 Staffing

#### 3.7.1 Staff Training

*Only formal training is taken into account, opposed to 'on the job' training. Proof for the training activities needs to be available at the HR department, through invoices, training manuals, participation lists, etc.*

3.7.1	Business Facilities & Services	Score (10)
3.7.1.1	Training activity of dedicated training per staff per year exceeds 20 hours	2; OR
	Training activity of dedicated training per staff per year exceeds 30 hours	5; OR
	Training activity of dedicated training per staff per year exceeds 60 hours	8; OR
	Training activity of dedicated training per staff per year exceeds 90 hours	10.

#### 4. Guest Experience Index (GEI)

The following table outlines the minimum GEI scoring requirement for each hotel classification.

Table 3 GEI requirements for the different rating categories

Rating	Minimum Required GEI / Average Rating
<b>1 Star</b>	> 60%
<b>2 Star</b>	> 65%
<b>3 Star</b>	> 70%
<b>4 Star</b>	> 75%
<b>5 Star</b>	> 80%

From table 3 follows that a three star property is expected to be scoring 70% or higher. When this happens over a period exceeding 3 months, the Department will use the dashboard analytics to identify the areas of underperformance and may:

- a. Call the hotelier in to review the issue and agree on a time frame for recovery;
- b. Deploy a mystery shopper who will verify this underperformance in person.

## 5. Mystery Shopper Audit

The mystery shopper is only deployed to assess a typical 'complaint' and will not assess the entire hotel operation. When the mystery shopper cannot verify the underperformance, no further action is taken. When the mystery shopper however verifies that there is an obvious underperformance in service delivery in an area of the hotel, this will be taken as a fact. The hotelier will then be called for a meeting with the Department and will be given a time frame to rectify the issue. If the issue is not rectified within the designated time frame, the following actions may be taken:

- a. The hotel's classification will be adjusted as per the GEI score if this is lower than the required score. In the case of a one star hotel, this may mean that the hotel license is suspended or revoked in its entirety.
- b. If the issue is related to violations, the operating license may be suspended or revoked in its entirety.

The following example outlines this process:

### *Example*

*A three star hotel has been scoring an average GEI of 60% for a period of 3 months. The online reputation tool further indicates that guests complain about the rooms being very dirty and noise levels in the night. After staying at the hotel the mystery shopper confirms in the report that the cleanliness is below standard and that there is too much noise in the night. The Tourism Sector now invites the hotelier for a meeting during which the findings are presented and a solution is explored. The hotelier indicates that a new Executive Housekeeper has just been employed and that this should increase the housekeeping standards strongly. The discussion further results in a commitment from the hotelier to minimise the noise from the F&B areas closing said departments earlier and limiting the volume of music. This means that after three months the GEI of the hotel should be back to their minimum levels. If this is not the case, the hotel rating will be adjusted to a classification that aligns with the actual GEI, which in this example would be a one star rating. If the complaints of noise continue, the department may decide to suspend or revoke the hotel license in its entirety.*

## 6. Product Designators

This chapter presents the criteria on 10 product designators. Each designator is presented as per the following structure:

### Definition

A brief summary of what the designator represents.

### Commitment to the guest

What promises will be communicated by the Ministry of Industry & Commerce "Tourism Sector" to visitors of the Kingdom of Bahrain.

### Minimum Criteria for Designator

While the Minimum Mandatory criteria must be fulfilled first, the *Minimum Criteria for Designator* have to be fulfilled for each respective classification to obtain the designator.

### Permitted Exemptions for Designator

Lists all possible exemptions to the Minimum Mandatory criteria of the hotel classification system when a hotel is awarded this designator are presented here.

### 6.1 Airport Hotel Designator

#### Definition

An Airport hotel is located at the airport or within a 5 km radius of the airport and provides unique services to make air travel more convenient.

#### Commitment to Guests

When booking an airport hotel, guests may expect:

- An easy and quick transfer from the flight to the hotel.
- Express check-in and check-out services at the hotel.
- Availability of 24-hour housekeeping, food and beverage, and other leisure services.
- The availability of flight information in the hotel as well as the option to check in at the hotel.

#### Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
<b>6.1.1 General</b>					
6.1.1.1 Location	The hotel is situated at the airport or within a 5 km radius of the airport. For hotels situated at the airport, discretion may be used for smaller room sizes to accommodate unique hotel concepts.				
<b>6.1.2. Guest Room</b>					
6.1.2.1 Soundproofing	Sound Transmission Class (STC) of Guestrooms is rated 60 or higher for airplane noise and 24 hour guest traffic.	Sound Transmission Class (STC) of Guestrooms is rated 50 or higher for airplane noise and 24 hour guest traffic.	Sound Transmission Class (STC) of Guestrooms is rated 45 or higher for airplane noise and 24 hour guest traffic.	Sound Transmission Class (STC) of Guestrooms is rated 40 or higher for airplane noise and 24 hour guest traffic.	



6.1.2.2 Curtains	All rooms have the possibility for a complete black out of the room to allow travellers to sleep in the daytime.		
6.1.2.3 Housekeeping	Housekeeping services are available 24 hours.	-	-
6.1.2.4 Laundry Service	3 Hours express service available 24 hours.	-	-
6.1.2.5 Luggage Weighing Equipment	Luggage weighing equipment provided in the room.	Luggage weighing equipment provided on request.	
<b>6.1.3 Guest Services and Amenities</b>			
6.1.3.1 Transport	If not situated at the airport, there is transport provided as per a schedule that is available at the reception, in the room, and on the hotel's website. The schedule indicates: a) Timings for pick up and drop off both to and from the airport; b) Description of the vehicles used; and c) Designated pick up and drop off areas.		
6.1.3.2 Welcome	Hot or cold towels and welcome drink available on arrival	-	-
6.1.3.3 Check-in and Check-out times	Check-in and check out times can be adjusted to offer to facilitate stopover travellers.		
6.1.3.4 Check In process	Check in within 5 minutes from arrival.	Check in within 10 minutes from arrival.	
6.1.3.5 Porter Service	Porter service available 24 hours.		
6.1.3.6 Provision of Flight Departure Times	Screen with live departure times clearly visible in the lobby. Same screen available on the television in the room.	Screen with live departure times clearly visible in the lobby.	
6.1.3.7 Flight Check in Facilities	The hotel provides check in facilities, either through and printing dedicated terminals, or through sufficient computers facilities and printers available so that guests can check in and print their boarding cards.		
6.1.3.8 Internet	Free Wireless Internet throughout the hotel.		
6.1.3.9 Health Club	Fully Equipped Gym opened 24 Hours. May be unstaffed from 11:00 PM – 06:00 AM.	-	-
<b>6.1.4 Food &amp; Beverages</b>			
6.1.4.1 Beverages and Snacks	Coffee Shop providing beverages and snacks open 24 hours.	Beverages and snacks sold 24 hours on the property.	
6.1.4.2 Restaurant	Restaurant open 24 hours per day	Restaurant open 18 hours per day.	-

*Permitted Exclusions of Designator*

Hotels situated at the airport terminal may be exempted of the following Minimum Mandatory criteria:

1.3.2 Room Size, given unique hospitality concepts.
1.3.16.1 Wardrobe or closet may be smaller with only two coat hangers per occupant in the room.

## 6.2 Beach Hotel Designator

### Definition

A beach hotel is situated at a beach and provides beach related leisure facilities and services.

### Commitment to Guests

When booking a beach hotel, guests may expect:

- Direct access to a well-kept beach.
- A range of leisure facilities and services on the beach and in the hotel enhance the beach experience.

### Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
<b>6.2.1 General</b>					
6.2.1.1 Location	The hotel is located at the beachfront providing guests direct access to the beach without having to leave the hotel premises.				
6.2.1.2 Beach Presentation	Beach to be cleaned and raked by sunrise.			Beach to be cleaned by sunrise.	
<b>6.2.2 Guest Room</b>					
6.2.2.1 Clothes Line	All rooms are provided with a retractable clothesline above the bath or in the shower area, or an alternative arrangement to dry swimwear.				
<b>6.2.3 Guest Services and Amenities</b>					
6.2.3.1 Transport to Beach	If the walking distance from the hotel to the beach is more than 800 meters, the hotel is required to provide transport that may be in golf cart like vehicles.			-	-
6.2.3.2 Retail of Beach Amenities	A retail outlet selling beach amenities such as swimming goggles, snorkels, sunscreen, sunhats, etc.			-	
6.2.3.3 Beach Activities	A minimum of three supervised beach/ water based activities available such as fishing, banana boat, water skiing, snorkeling, and beach volleyball.			A minimum of one supervised beach / water based activity available.	
6.2.3.4 Leisure Desk	A dedicated area is provided to inform guests on beach activities and take bookings for beach activities. This may be incorporated with the guest relation or concierge desk.			Information and bookings may be done through reception.	
6.2.3.5 Privacy	The hotel ensures that guests can enjoy privacy and that the flow of beach guests does not offend other guests to the hotel.				
6.2.3.6 Beach Furniture	Beach areas well furnished with sun beds with removable cushions, and umbrellas, to accommodate at least 80% of rooms available from 8:00 – 18:00 daily.			-	-
6.2.3.7 Beach Towels	Beach towels are available for all hotel guests from 8:00 to 18:00 daily.			-	-
6.2.3.8 Showers	Showers are provided for at the beach areas.				

<b>6.2.4 Food &amp; Beverages</b>			
6.2.4.1 Beach Bar & Restaurant <sup>34</sup>	The beach area provides a beach bar and restaurant open for at least 10 hours per day.	The beach area provides a beach bar and restaurant, open for at least 8 hours per day.	The beach area provides a beach bar or coffee shop where drinks and small meals are served, open at least 8 hours per day.
6.2.4.2 F&B Service on the Beach	F&B Service is provided to hotel guests on the beach.	-	-
6.2.4.3 Complimentary items	Complimentary bottled water and cold towels provided to hotel guests at the beach area.	Complimentary bottled water is provided at the beach area to hotel guests.	
<b>6.2.5 Staff</b>			
6.2.5.1 Staff Uniforms	Staff in the leisure and beach areas are not be overdressed but neat and tidy to enhance the leisure feel. People should not be viewing Staff sweating whilst they are at work. Beach waitrons should wear protective headgear like bandanas or straw hats.		

*Permitted Exclusions of Designator*

The 'Beach' designator does not exclude the hotel from any Minimum Mandatory Criteria.

<sup>34</sup> If local regulations prohibit a restaurant on or close to the beach, the hotel should provide evidence thereof and indicate how it provides an alternative facility to its guests within the realm of legal possibilities.

### 6.3 Boutique Hotel Designator

#### Definition

A Boutique hotel is a small hotel with a maximum of 40 rooms that provides a unique guest experience through high levels of personalised service and a unique decor throughout the hotel.

#### Commitment to Guests

At a boutique hotel, guests may expect:

- A unique and luxurious design.
- Highly personalised services throughout.
- An intimate and private environment.

#### Minimum Criteria for Designator

Criteria	5 Star	4 Star
<b>6.3.1 General</b>		
6.3.1.1 Design & Decor	Unique and luxurious, providing an environment that is different from contemporary 5 star hotels.	Unique and luxurious, providing an environment that is different from contemporary 4 star hotels.
6.3.1.2 Privacy	All areas of the hotel provide privacy and a home-like feel.	
6.3.1.3 Swimming Pool & Backup Generator	The Hotel must comply with the respective rating Minimum Criteria.	
<b>6.3.2 Guest Room</b>		
6.3.2.1 Guest Room Decor	Guest rooms provide a unique and luxurious decor that is followed through into all details.	
6.3.2.2 Bed	All beds provided are king size: 200cm x 200cm of the highest quality.	
<b>6.3.3 Guest Bathroom</b>		
6.3.3.1 Bath and Shower	All guest bathrooms provide a bath of at least 80cm width and a walk in shower of at least 100cm x 100cm in a unique and luxurious design.	
6.3.3.2 Bathroom Amenities	Full score of at least 20 points on amenities hotel Rating criterion.	Score of at least 15 points on amenities hotel Rating criterion
<b>6.3.4 Guest Services &amp; Amenities</b>		
6.3.4.1 Transport	Transport by own limousines.	
6.3.4.2 Parking	Parking facilities are provided covering the hotel full guests cars capacity.	
6.3.4.3 Personalised Guest Services	Guest services are personalised to the guest with one direct dial number for all services from the room and a one stop shop guest service counter at the front desk providing all possible services required for the rating category. Guest is addressed by name most of the time.	
6.3.4.4 Ironing and Shoe Polish Service	Immediate service with the respective item returned within 30 minutes.	Immediate service with the respective item returned within 60 minutes.
<b>6.3.5 Food &amp; Beverages</b>		
6.3.5.1 Restaurant	Fine dining restaurant with ability for tailoring menus.	
6.3.5.2 All day dining	One restaurant / cafe for all day dining.	
6.3.5.3 Themed Restaurant	At least one themed restaurant.	-
6.3.5.4 Room Service	Room Service provided 24 hours	
6.3.5.5	Possibility for private dining.	-

Private Dining		
<b>6.3.6 Staff</b>		
6.3.6.1	Staff – Guest Ratio of at least 1:1	
Staff – Guest Ratio		

## 6.4 Business Hotel Designator

### Definition

A Business Hotel is provides unique services and facilities for today's business traveller.

### Commitment to Guests

#### **At a Business hotel, Guests may expect:**

1. Express Front Desk, Housekeeping, and Food and Beverage Services.
2. Sufficient working space in the rooms, a business centre, and a business lounge.
3. High speed free Wi-Fi for all hotel guests.

### Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
<b>6.4.1 Guest Room</b>					
6.4.1.1 Working Space	1m <sup>2</sup> of clear working space available in the room.			0,5 m <sup>2</sup> of clear working space available in the room.	
6.4.1.1 Desk light	Separate lighting for the work desk.				
<b>6.4.2 Guest Services and Amenities</b>					
6.4.2.1 Check In Time	Express check in with no more than an average of 3 minutes waiting time and 3 minutes in-process time.		No more than an average of 5 minutes waiting time and 5 minutes in-process time.	-	-
6.4.2.2 Business Centre	The hotel scores full points on scoring criteria 3.6.13.				
6.4.2.3 Business Lounge	A dedicated lounge with comfortable and functional furniture, computer equipment, and food and beverage services for meetings, working and socialising.			-	-
6.4.2.4 Free High Speed WIFI	The hotel provides High Speed Wi-Fi (1 Mbps for each guest) in all areas of the hotel.				
6.4.2.5 Meeting Rooms	The hotel provides at least 2 meeting rooms of 20m <sup>2</sup> seating a minimum of 8 people each.				
6.4.2.6 Daily Newspaper	Daily newspaper delivered to the room.	Daily newspaper available on request delivered to the room	At least 3 daily newspapers available in the breakfast area and lobby.		
6.4.2.7 Express Laundry Valet, and Pressing	Express laundry and pressing service (3 hours) available 24 hours.		Express laundry and pressing service (3 hours) available from 8:00 -17:00.		
<b>6.4.3 Food &amp; Beverage</b>					
6.4.3.1 Early Breakfast	An early breakfast from 06.00, with a "grab and go", option.				

6.4.3.2 All day dining	An all day dining restaurant with a selection of 'quick' dishes for guests that have limited time at their disposal. Alternatively a buffet would provide a 'quick' dining option.
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## 6.5 City Hotel Designator

### Definition

A City Hotel is located in a city centre with good transport facilitation and city information.

### Commitment to Guests

#### At a City hotel, Guests may expect:

- a) A location in the city centre
- b) An efficient and reliable transport, valet and parking system for accessibility.
- c) Detailed information of the city centre as well as complimentary *city maps*.

### Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
<b>6.5.1 General</b>					
6.5.1.1 Location	The hotel is located in the city centre within the oval as indicated on the map below.				
<b>6.5.2 Guest Service and Amenities</b>					
6.5.2.1 Transport	The hotel has the following systems in place to facilitate accessibility: <ol style="list-style-type: none"> <li>1. Valet parking for all guests; and</li> <li>2. Direct availability of taxis is organised by the hotel.</li> </ol>				
6.5.2.2 City Information	The hotel has detailed information available about the city and a city map is freely available at reception.				

## 6.6 Convention Hotel Designator

### Definition

A convention hotel is equipped to hold conventions on site, providing unique facilities and services to host, accommodate, and provide services to convention visitors. Alternatively the hotel is connected to a convention centre.

### Commitment to Guests

#### **At a Convention hotel, Guests may expect:**

- A one-stop shop centralised reservation department to facilitate the organisation of a conference, or event.
- A wide selection of professional conference facilities ranging from 10 to 1000 delegates, with breakaway rooms and state of the art conference equipment and wireless Internet.
- Dedicated facilities and services for delegates arriving and departing on flights.

### Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
<b>6.6.1 General</b>					
6.6.1.1 Location	The hotel is situated in an area that is conducive to being able to accommodate the maximum of their delegate capacity, providing sufficient parking space and accessibility for buses.				
<b>6.6.2 Building, Safety Security &amp; Access</b>					
6.6.2.1 Convention Centre Accessibility	The hotel features a dedicated convention area that provides: <ol style="list-style-type: none"> <li>A separate driveway for guests arriving by car or bus.</li> <li>Dedicated parking for at least 10 buses (may be off site).</li> <li>A separate reception area that allows for the welcoming of large groups (up to 500 delegates minimum).</li> <li>The convention centre is accessible through the hotel for delegates that stay in the hotel.</li> </ol>				
6.6.2.2 Convention Centre Venues	The hotel or its adjoining convention centre provides the following venues, all soundproofed and equipped with air conditioning and lighting suitable for their purpose and number of delegates: <ol style="list-style-type: none"> <li>A conference room with at least 1000sqm of floor space.</li> <li>A second conference room with at least 500 sqm of floor space.</li> <li>At least 5 'break-out' rooms with at least 30sqm of floor space each.</li> <li>A conference organising office of at least 20sqm with dedicated facilities</li> </ol>				
6.6.2.3 Access Security <sup>35</sup>	The convention centre can provide the highest levels of access security.	The convention centre can provide high levels of access security.	-	-	-
6.6.2.4 Convention Centre Facilities	The convention area provides the following equipment and facilities: <ol style="list-style-type: none"> <li>Telephone and Video conferencing equipment</li> <li>Equipment for presenters (e.g. felt pens, laser lights etc)</li> <li>Lectern / Speaker's Desk</li> <li>Stage</li> <li>Audio and PA equipment suitable to the venue.</li> <li>Wireless Headsets and microphones.</li> <li>Projectors and screens suitable to the venue.</li> </ol>				

<sup>35</sup> A letter of compliance from the CID is required to this extend to confirm the access security level of the convention centre.



	<ul style="list-style-type: none"> <li>h) Flip charts and portable projectors.</li> <li>i) Laptops and PC's for presentations.</li> <li>j) Writing board e.g. a white board</li> <li>k) Universal adaptors, and extension cables</li> <li>l) Secretarial Services: typing, binding, laminating, copying, etc.</li> <li>m) High volume Colour copying and printing equipment.</li> <li>n) Wireless Internet.</li> </ul>		
<b>6.6.3 Guest room</b>			
6.6.3.1 Curtains	All rooms have the possibility for a complete black out of the room to allow travellers to sleep in the daytime.		
<b>6.6.4 Guest Services and Amenities</b>			
6.6.4.1 Arrival	The respective arrival areas are equipped and staffed to deal with high volume groups arriving simultaneously.		
<b>6.6.5 Food &amp; Beverage</b>			
6.6.5.1 Restaurants	Restaurants and kitchens are equipped to serve large numbers of guests simultaneously.		
<b>6.6.6 Staffing</b>			
6.6.6.1 Convention Centre Staff	Dedicated convention centre staff including staff specialised in events management, ICT, and dealing with VIP guests.	-	-
6.6.6.2 Security Staff	Security staff is trained and equipped to secure high profile events and deal with large numbers of people.		

## 6.7 Family Hotel Designator

### Definition

A Family Hotel is specifically directed at family groups travelling together on holiday. The hotel may be based on a myriad of designs but with one common purpose; family accommodation and entertainment.

### Commitment to Guests

#### **At a Family Hotel, Guests may expect:**

- A safe and relaxed environment with little rigidity in rules and requirements for children.
- Facilities and services designed for family entertainment.
- Professional childcare and children's activities.

### Minimum Criteria for Designator

Criteria	5*	4*	3*
<b>6.7.1 General</b>			
6.7.1.1 Location	The hotel is situated in an area that is conducive and aimed at purely the family market.		
6.7.1.2 Alcohol policy	The hotel does not serve alcohol, or has a clear policy to ensure that children and families are not disturbed by the consumption of alcohol or related entertainment.		
<b>6.7.2 Building, Safety, Security and Access</b>			
6.7.2.1 Access Security	The hotel provides high levels of access security so that children cannot wander outside through staff at exits. Hotel floors are only accessible for hotel guests.		
<b>6.7.3 Guest room</b>			
6.7.3.1 Family Rooms	At least 30% of rooms are suitable for families, sleeping 3 or 4, either through larger sizes, or by interleaving options.		
6.7.3.2 Curtains	All rooms have the possibility for a complete black out of the room to allow for small children to have a nap in the day.		
6.7.3.3 Television	At least five designated children's channels are available in the room.		
<b>6.7.4 Guest Bathroom</b>			
6.7.4.1 Bath	All family rooms have a bath.		
6.7.4.2 Baby Bath	Baby baths are available on request.		
6.7.4.3 Bathroom Amenities	Child friendly shampoo and bath soap is available on request. This is clearly communicated to the guest.		
<b>6.7.5 Guest Services and Amenities</b>			
6.7.5.1 Baby Sitting	Female baby-sitting service (in room) is available.		
6.7.5.2 Welcome gift	The hotel supplies a welcome gift for all children in the form of a colouring in book or a toy.		
6.7.5.3 Room Drop / Turn Down	Daily unique room drop for kids.	-	-
6.7.5.4 Security Staff	Security staff is trained and equipped to ensure the safety of families and are dressed and act in their positions rather as Public Relations Personnel than security personnel.		
6.7.5.5 Children s' Club	A day Kiddies Club that offers a full day entertainment and Edutainment program. Open a minimum of 8 hours.		

6.7.5.6 Swimming Pools	A dedicated children's pool is available.	
6.7.5.7 Pool Toys	A wide range of children's pool toys is available at the pool.	
6.7.5.8 Pharmacist & Doctor	A doctor and pharmacist are on call 24 hours.	
6.7.5.9 Hotel Shop	A Pharmacy type shop on the complex that will typically supply articles required by younger Guests such as milk, milk bottles, "beach" wear, health snacks, over-the-counter medications, prescribed medicines, pre-pared bottled baby food, disposable nappies, sun screen creams and powders etc.	-
<b>6.7.6 Food &amp; Beverages</b>		
6.7.6.1 Children's Menu	The hotel has a dedicated children's menu with at least 10 options for children, including healthy options.	-
6.7.6.2 Children's Meal Entertainment	During meal times, staff is available to assist with children's eating as well as entertainment as parents finish their meal.	-
<b>6.7.7 Staff</b>		
6.7.7.1 Care & Baby Sitting Staff	All staff that cares for or provides entertainment for children are First Aid trained specifically for children.	
6.7.7.2 Language	The four most prevalent languages related to the target groups of the hotel are spoken by staff that looks after children.	

## 6.8 Resort Hotel Designator

### Definition

A resort hotel provides a relaxing destination experience to its guests through its large grounds and wide range of amenities, services and entertainment offered.

### Commitment to Guests

At a resort hotel, guests may expect:

- A destination experience focussed on relaxation.
- A wide range of leisure and entertainment facilities and services for all.
- A spacious and safe environment.

### Minimum Criteria for Designator

Criteria	5 Star	4 Star	3 Star
<b>6.8.1 Building – Safety, Security &amp; Access</b>			
6.8.1.1 Hotel Grounds	The hotel is situated in fully enclosed gardens or a natural desert environment for the exclusive use of guests of the resort.		
6.8.1.1 Security	The entire hotel grounds are monitored by security 24 hours per day.		
<b>6.8.2 Guest Rooms</b>			
6.10.2.1 Minimum Room Size	Single 37m <sup>2</sup> Double 39m <sup>2</sup> Suite 52m <sup>2</sup>	Single 32m <sup>2</sup> Double 34m <sup>2</sup> Suite 47m <sup>2</sup>	Single 26m <sup>2</sup> Double 28m <sup>2</sup> Suite 36m <sup>2</sup>
<b>6.8.3 Guest Bathrooms</b>			
6.8.3.1 Retractable clothesline	All bathrooms are provided with a retractable clothesline above the bath or in the shower area, or an alternative arrangement to dry swimwear.		
<b>6.8.6 Guest Services</b>			
6.8.3.1 Leisure Activities	At least 4 activities that can be booked in advance.		At least 2 activities that can be booked in advance.
6.8.3.2 Booking of Leisure Activities	A guest can easily book leisure activities through, for instance, a leisure desk.		Bookings may be done through reception.
6.8.3.3 Pool Size	Pool sizes add up to at least 1,5m <sup>2</sup> per guest unit with a minimum size of 150 m <sup>2</sup> .		Pool sizes add up to at least 1,3m <sup>2</sup> per guest unit with a minimum size of 150 m <sup>2</sup> .
6.8.3.4 Showers	Showers are provided for at all pool and beach areas and provide sufficient privacy.		
6.8.3.5 Pool and beach furniture	Pool and beach areas are well furnished with sun beds with removable cushions, tables, and umbrellas, to accommodate at least 80% of rooms.		
6.8.3.6 Towels	At least two beach towels per guest provided in beach/pool areas.	At least one beach towel per guest provided in beach/pool areas.	
6.8.3.7 Transport	If distances on the property exceed 500m, transport is provided.		
<b>6.8.4 Food &amp; Beverage</b>			
6.8.4.1	The pool / beach areas provides a bar and		The pool / beach areas

Criteria	5 Star	4 Star	3 Star
Pool / Beach Restaurants	restaurant open for at least 8 hours per day.		provides a bar and restaurant open for at least 6 hours per day.
6.8.4.2 F&B Service	Food and Beverage Service is provided to all sun beds. There should be a quick and easy method to call for service.		-
<b>6.8.5 Staff</b>			
6.8.5.1 Staff Dress code	Staff in the leisure and beach areas are not be overdressed but neat and tidy to enhance the leisure feel. People should not be viewing Staff sweating whilst they are at work. Beach waitrons should wear protective headgear like bandanas or straw hats.		

## 6.9 Apartment Designator

### Definition

An apartment hotel provides apartments with the full hotel experience providing the space, privacy and facilities of an apartment with the services and standards of a hotel. Alcohol and entertainment are prohibited in the hotel premises.

### Commitment to Guests

At an apartment hotel, guests may expect:

- e) Additional space and privacy by the provision of spacious units with a separated bedroom and living area.
- f) The comprehensive range of facilities and services of the respective hotel category.
- g) Additional services and facilities to accommodate a longer stay.

### Minimum Criteria for Designator

Criteria	5*	4*	3*	2*	1*
<b>6.9.1 Guest Units</b>					
6.9.1.1 Unit Layout	Each unit consists of at least one living area and one bedroom separated by a door. The kitchen may be integrated with the living room or be a separate room. Each bedroom is to fulfil the requirements of a normal hotel guest room.				
6.9.1.2 Minimum Living Room Size	At least 30m <sup>2</sup>	At least 20m <sup>2</sup>	At least 17m <sup>2</sup>		
6.9.1.3 Minimum Bedroom Size	At least 20m <sup>2</sup>	At least 16m <sup>2</sup>	At least 15 m <sup>2</sup>		
6.9.1.4 Minimum Bathroom Size	At least 6m <sup>2</sup>	At least 5m <sup>2</sup>	At least 4 m <sup>2</sup>		
6.9.1.5 Minimum kitchen size	At least 6m <sup>2</sup> , providing sufficient work space to cook for all occupants of the unit				
6.9.1.6 Furnishings	Each unit is furnished so that all occupants of the units can sit comfortably on a coach or armchair. Coffee and corner tables support this seating arrangement.				
6.9.1.7 Seating	The unit is equipped with a dinner table suitable to the number of occupants of the unit.				
6.9.1.8 Iron and ironing board	Iron and ironing board available in the unit.			Iron and ironing board available on request.	
6.9.1.9 Washing Machine and Dryer	Automatic washing machine with built in dryer in kitchen, or separate dryer available.		Automatic Washing Machine and drying rack.	Automatic, or Twin Tub washing machine and drying rack.	
6.9.1.10 Fridge	Under unit refrigerator, larger than a minibar fridge, minimum size; width 61cm, height 86cm, 166 L		Under unit refrigerator, larger than a minibar fridge, minimum size; width 43 cm, height 48cm, 51L		
6.9.1.11 Kitchen Equipment	<p><i>The kitchen is equipped with the following:</i></p> <ul style="list-style-type: none"> <li>a) Running water.</li> <li>b) Dish drying rack in a good state of repair.</li> <li>c) Dish sponge or brush, clean and in a good state of repair.</li> <li>d) Induction Electric cooker (minimum 2 burners).</li> <li>e) Fire extinguisher suitable for kitchen fires (non-water extinguisher).</li> </ul>				

	<p>f) Fire Blanket.</p> <p>g) Adequate-sized hygienic work surface or countertop made with a non-porous material that should be clean and in a good state of repair.</p> <p>h) Adequate storage space for crockery, cutlery and other kitchen equipment, in a good state of repair and that can be wiped clean.</p> <p>i) Dishtowels provided, clean and in a good state of repair.</p> <p>j) Covered garbage bin with a garbage bag liner.</p>					
6.9.1.12 Cooking Equipment and Utensils	<p>The kitchen is equipped with the following cooking equipment and utensils:</p> <p>a) Written lists for guests itemizing all of the kitchen equipment, utensils, crockery and cutlery provided by the hotel apartment.</p> <p>b) Assortment of pots, pans and baking dishes (saucepans of varying sizes, frying pan, casserole dish and oven roasting pan) that are clean, in a good state of repair and of a quality that meets the end users requirement.</p> <p>c) Assortment of cooking utensils (including can opener, corkscrew/bottle opener, colander / sieve, cutting board, grater, kitchen scissors, ladle, measuring cups and spoons, mixing bowl, mixing spoon, oven mitt, sharp knives for cutting meat, vegetables, slotted draining spoon and whisk).</p> <p>d) Coffee and tea making equipment.</p> <p>e) Condiment set (salt/pepper and sugar bowl with sugar in individual packages).</p>					
6.9.1.13 Crockery and Cutlery	<p>All crockery &amp; cutlery must be of a sufficient quantity to meet the requirements of the maximum number of guests that can be accommodated in the apartment. All items should be clean in a good state of repair, fit with the décor of the apartment and be suitable for the end users' needs:</p> <p>a) Plates (large &amp; small).</p> <p>b) Bowls (assorted sizes).</p> <p>c) Drinking tumbler, glasses or mugs.</p> <p>d) Table knives.</p> <p>e) Dessert Spoons and Tea Spoons.</p> <p>f) Forks of different sizes.</p> <p>g) Table Cloth or one place mat per person.</p>					
<b>6.9.2 Services</b>						
6.9.2.1 Services and Amenities	<table border="1"> <tr> <td>Grocery shopping service<sup>36</sup> available.</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </table>	Grocery shopping service <sup>36</sup> available.	-	-	-	-
Grocery shopping service <sup>36</sup> available.	-	-	-	-		

*Permitted Exclusions of Designator with reference to Minimum Mandatory Criteria*

The 'Apartment' designator is permitted the following exclusions:

1. 1.3.3: Bathroom Sizes applies only in the form of criterion 6.11.4 of the designator.
2. Normal cleaning services as per 1.3.7.1, 1.3.7.2, 1.3.7.3, 1.4.1.1, and 1.4.1.2 prevail, unless the guest indicates to not desire such due to privacy.
3. 1.3.7.5 regarding Turn Down service does not apply.
4. 1.3.10.2 and 1.3.10.3 regarding a Desk and Desk Lamp do not apply to each guest room, but to each unit (apartment).
5. 1.3.11.1 applies only in the form of criterion 6.11.3.6 of the Designator.
6. 1.3.13.1 and 3.1.3.2 apply only to the entry door to the apartment and not to interleading doors.

<sup>36</sup> Grocery Shopping Service refers to the service by which the guest, within a time frame before arrival, can chose from a predefined list what items should be stocked in the kitchen upon arrival.

## ثانياً: خدمات تقديم المأكولات والمشروبات بالفنادق والشقق الفندقية

أولاً: المرافق المصرح بها و اوقات عملها	
تنحصر المرافق المخصصة لتقديم خدمات المأكولات والمشروبات بمقار الفنادق والشقق الفندقية المصرح لها علي المرافق الواردة على التالي:	
المطاعم المخصصة للخدمات السياحية	<ul style="list-style-type: none"> <li>مطاعم All Day Dining مفتوح ٢٤ ساعة.</li> <li>مطاعم specialty لا يسمح لها بالعمل من الساعة الثانية فجراً للساعة السابعة صباحاً.</li> <li>مطاعم fine dining لا يسمح لها بالعمل من الساعة الثانية فجراً للساعة السابعة صباحاً</li> </ul>
الكافية (Cafe)	<ul style="list-style-type: none"> <li>كافية Sit Down Service ، ويمكن ان يقدم خدمة Take Away بشرط تحقيق الاشتراطات الخاصة بها و لا يسمح لها بالعمل من الساعة الثانية فجرا للساعة السابعة صباحاً.</li> </ul>
لاونج كلوب ( Lounge Club)	<ul style="list-style-type: none"> <li>لاونج يسمح فيه بالعمل من الساعة التاسعة مساء للساعة الثانية فجراً.</li> </ul>
لاونج (Lounge)	<ul style="list-style-type: none"> <li>لا يسمح لها بالعمل من الساعة الثانية فجرا للساعة السابعة صباحاً.</li> </ul>
وتكون طبيعتها و خدماتها وفقاً للوارد بالتصنيف المرفق.	

## ثانياً: انواع تراخيص المرافق المصرح بها حسب تصنيف الفنادق

الشقق الفندقية من جميع الفئات	<ul style="list-style-type: none"> <li>عدد واحد مطعم مخصص للخدمات السياحية ( All Day Dining ) الزامي على الأقل.</li> <li>فئة الاربعة نجوم يسمح بعدد ١ كافية ( Sit Down Service ) فقط.</li> <li>فئة الخمسة نجوم يسمح بعدد ١ كافية ( Sit Down Service ) الزامي على الأقل.</li> </ul>
الفنادق فئة النجمة والنجمتين والثلاث نجوم	<ul style="list-style-type: none"> <li>عدد واحد كافية ( Sit Down Service ) الزامي فقط.</li> <li>عدد واحد مطعم مخصص للخدمات السياحية ( All Day Dining ) الزامي على الأقل.</li> </ul>
الفنادق فئة الاربعة نجوم	<ul style="list-style-type: none"> <li>عدد واحد كافية ( Sit Down Service ) الزامي على الأقل.</li> <li>عدد واحد مطعم ( All Day Dining ) الزامي على الأقل.</li> <li>عدد ٢ مطعم مخصص للخدمات السياحية الزامي على الأقل.</li> <li>عدد واحد ( Lounge Club ) لكل ٨٠ غرفة.</li> <li>عدد واحد ( lounge ) لكل ٨٠ غرفة.</li> </ul>
الفنادق فئة الخمس نجوم	<ul style="list-style-type: none"> <li>عدد واحد مقهي (كافية Sit Down Service ) الزامي على الأقل.</li> <li>عدد واحد مطعم ( All Day Dining ) الزامي على الأقل.</li> <li>عدد ٢ مطعم مخصص للخدمات السياحية الزامي على الأقل.</li> <li>عدد واحد ( Lounge Club ) لكل ١٠٠ غرفة.</li> <li>عدد واحد ( lounge ) لكل ١٠٠ غرفة.</li> </ul>

## ثالثاً: استخدام الفنانين

يسمح باستخدام و عمل الفنانين و الفنانات و الفرق الفنية و مشغلي الموسيقى في الفنادق كالتالي	
الشقق الفندقية من جميع الفئات	<ul style="list-style-type: none"> <li>لا يسمح باستخدام او عمل الفنانين و الفنانات و الفرق الفنية و مشغلي الموسيقى.</li> </ul>
الفنادق فئة الثلاث والاثنين نجوم وفنادق النجمة الواحدة	<ul style="list-style-type: none"> <li>لا يسمح باستخدام او عمل الفنانين و الفنانات و الفرق الفنية و مشغلي الموسيقى.</li> </ul>
الفنادق فئة الاربعة نجوم	<ul style="list-style-type: none"> <li>يسمح باستخدام مشغلي الموسيقى في ( Lounge Club ).</li> <li>يسمح باستخدام الفرق الفنية و مشغلي الموسيقى في ( lounge ).</li> <li>يسمح باستخدام الفرق الفنية التي تمارس الغناء والعزف فقط في المطاعم المخصصة للخدمات السياحية حسب نوع المطعم وهويته بشرط الا يزيد عدد أعضائها على ثلاثة أفراد.</li> <li>لا يسمح باستخدام او عمل الفنانين و الفنانات و الفرق الفنية و مشغلي الموسيقى في الكافية و مطاعم ( All Day Dining ).</li> </ul>



<ul style="list-style-type: none"> <li>■ يسمح باستخدام مشغلي الموسيقى في (Lounge Club).</li> <li>■ يسمح باستخدام الفرق الفنية و مشغلي الموسيقى في (lounge).</li> <li>■ يسمح باستخدام الفرق الفنية التي تمارس الغناء و العزف فقط في المطاعم المخصصة للخدمات السياحية حسب نوع المطعم وهويته بشرط ألا يزيد عدد أعضائها على ثلاثة أفراد.</li> <li>■ لا يسمح باستخدام أو عمل الفنانين و الفنانات و الفرق الفنية و مشغلي الموسيقى في الكافية ومطاعم ( All Day Dining ).</li> </ul>	<p><b>الفنادق فئة الخمس نجوم</b></p>
<p>وفي كل الأحوال لا يجاوز عمل الفنانين والفنانات والفرق الفنية و مشغلي الموسيقى في الفنادق الوقت المحدد لذلك من الساعة التاسعة مساء الي الساعة الواحدة وخمسة وأربعون دقيقة صباحا وتحدد ادارة المرافق و الخدمات السياحية شروط وطبيعة استخدام أو عمل الفنانين والفنانات والفرق الفنية و مشغلي الموسيقى في مرافق الفنادق المصرح لها.</p>	

#### رابعا : اشتراطات عامة

- تحدد المعايير والاشتراطات المرفقة طبيعة عمل كل نوع من أنواع المرافق المصرح به.
- لا بد من الحصول على موافقات الجهات الحكومية المعنية حسب الأحوال عند ترخيص المرفق او تجديد ترخيصه.
- يجب على كل مرفق الحصول على الموافقة المسبقة لإدارة المرافق والخدمات السياحية على قائمة الاسعار الخاصة به وقت الترخيص او عند تجديد الترخيص، كما يجب أن يتم اثبات رسوم الخدمة الفندقية و رسم الخدمة الخاص Service Charge على القائمة.
- يمنع منعاً باتاً تقديم أو بيع المشروبات الكحولية لمن لم يبلغ ٢١ عاماً من العمر بجميع المنشآت السياحية.
- لا يسمح بتقاضي رسم دخول للمرافق الا بتصريح من ادارة المرافق و الخدمات السياحية، و يمكن تحديد قائمة طعام ثابتة Set Menu بالمطاعم المخصصة للخدمات السياحية بسعر مناسب بشرط موافقة ادارة المرافق و الخدمات السياحية.
- لا يجوز إقامة فعاليات خاصة بالمرافق او تأجيرها بأي صورة بدون اذن مسبق من ادارة المرافق و الخدمات السياحية.
- يلتزم المرخص له بوضع الترخيص بمكان ظاهر بمدخل المرفق.
- يلتزم طالب الترخيص بتقديم تصميم المرفق (3D rendering version) وطبيعة عمله عند طلب الترخيص ولا يجوز له تغيير طبيعته او تصميمه.
- يلتزم المرخص له بالحصول على التصريح المسبق من ادارة المرافق و الخدمات السياحية لعمل الفنانين و الفنانات و الفرق الفنية و مشغلي الموسيقى حسب الموضع اعلاه أيا كانت جنسياتهم.
- لا يسمح باستخدام الفرق الفنية و مشغلي الموسيقى و عمل الفنانين والفنانات في الفنادق فئة البوتيك.



## Food & Beverage Mandatory Minimum Standards

### Purpose of the Food & Beverage Mandatory Minimum Standard

The minimum standard criteria is to provide guidance for hotel management to maintain international standards for the F&B outlets. The guideline will ensure quality services to all guests; to create exceptional experience.

### Categories and Definition

The table below will define the categories type for the food and beverage outlets.

Category Type	Definition
<b>1. Café - Sit-Down Service (Mandatory)</b>	<i>An informal restaurant offering a range of hot meals and made-to-order sandwiches and they primarily serve and derive the majority of their revenue from hot drinks. They often have an intimate and relaxed atmosphere.</i>
<b>2. Café - Takeaway Counter Service</b>	<i>A counter service that provides a wide selection of pastries, deli food and range of beverages.</i>
<b>3. Restaurant - All Day Dining (Mandatory)</b>	<i>The main restaurant of a hotel with fixed prices for buffet breakfast, lunch and dinner. Offering a wide range of cold cuts, appetizers, bread section, hot dishes, live cooking, pastries, etc. It also provides an a la carte menu during off buffet period for in-house and outside guest.</i>
<b>4. Restaurant - Speciality</b>	<i>Restaurant specializes in a particular multicultural cuisine. It can provide one or more cuisine under one roof and authentically operated.</i>
<b>5. Restaurant - Fine-</b>	<i>It provides a high end structured dining experience. It is an upscale restaurant that</i>

Category Type	Definition
<b>Dining</b>	<i>provides a high quality of food and beverage products served with appropriate branding concept in a tasteful environment.</i>
<b>6. Lounge</b>	<i>A lounge service outlet within a hotel premises, provide a wide selection of drinks and beverages with limited a la carte menu to complement the drinks in a relaxing and social atmosphere</i>
<b>7. Lounge Club</b>	<i>A Lounge Club service outlet within a hotel premises, with its main activity offering a wide range of drinks and beverages with a la carte menu in a musical entertainment environment.</i>

## Café (Sit-Down Service) Mandatory Minimum Standards

		5 & 4 Stars	3, 2 & 1 Star
<b>1. GENERAL SERVICE STANDARDS</b>			
<b>1.1 Telephone Etiquette</b>	<p>1.1.1. Telephone calls are answered within 3 rings</p> <p>1.1.2. Standard salutation includes the time of day, name of greeter, name of outlet and an offer of assistance to the caller as per the outlet's standard operating procedures"</p> <p>1.1.3. All calls are answered by a trained hotel staff after outlet's operation hours</p>	<p>1.1.3. Answering machine service is available after outlet's operation hours</p> <p>1.1.4. Answering machine messages are responded to within 12 hours</p>	
<b>1.2 Arrival Experience</b>	<p>1.2.1. Guests are acknowledged within 2 minutes of arrival</p> <p>1.2.2. Guests are attended to with a friendly welcoming greeting</p>		
<b>1.3 The Menu</b>	<p>1.3.1. Menu is visibly clean and in good condition"</p> <p>1.3.2. Fonts are clear and easy to read"</p> <p>1.3.3. Menu contains a simple and brief description of the each food and beverage item offered"</p> <p>1.3.4. Price of each food and beverage item offered is clearly indicated and charged per person</p> <p>1.3.5. Menu is available in English with appropriate and accurate Arabic translation</p> <p>1.3.6. Special items (vegetarian / nuts / spiciness) are clearly indicated</p>		
<b>1.4. Table Set-Up</b>	<p>1.4.1. Cutlery and chinaware used are matching in pattern (if applicable)</p> <p>1.4.2. Dining utensils are clean, in good condition and free of damage and wear (if applicable)</p> <p>1.4.3. Ashtrays are placed on smoking tables (if applicable)</p>		
<b>1.5. Billing &amp; Farewell</b>	<p>1.5.1. Bill is presented within 5 minutes of request</p> <p>1.5.2. Bill is offered in a clean and presentable bill holder with a working pen attached (if applicable)</p> <p>1.5.3. Bill is itemized clearly and items are correctly charged</p>		

	<p>1.5.4 Cash, credit card and room charge are accepted</p> <p>1.5.5 Guest comment cards are available</p> <p>1.5.6 Guest is thanked for patronage and bade farewell</p>
<b>1.6. Child Policy</b>	<p>1.6.1. Child seats / baby chairs are available upon guest request</p> <p>2.6.1. Children's menu is available upon guest request</p>
<b>1.7. Handling Guest Complaints</b>	<p>1.7.1 The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures</p> <p>1.7.2 A record for complaints and service recovery process as well as guest contact details is maintained"</p>
<b>1.8. Employee</b>	<p>1.8.1 Employee uniform is clean, fitting and well-pressed</p> <p>1.8.2 All operational staff members must have name tags</p> <p>1.8.3 Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction Program is implemented</p> <p>1.8.4 Annual training is scheduled for all staff. There must be evidence that this training program is implemented</p> <p>1.8.5 Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted</p> <p>1.8.6 A Supervisor/Senior Staff is contactable at all times, within the hotel premises, during the outlet's operation hours</p> <p>1.8.7 Outlet manager must be qualified as per job specification and approved by Tourism Sector</p>
<b>2. FOOD &amp; BEVERAGE STANDARDS</b>	
<b>2.1. Order-Taking Process</b>	<p>2.1.1. Guest is approached within 5 minutes of being seated</p> <p>2.1.2. Menus are presented first to ladies</p> <p>2.1.3. Waiter/Waitress takes orders first from ladies</p> <p>2.1.4. Waiter/Waitress is knowledgeable about the food and beverage offerings and is able to answer any reasonable queries posed</p> <p>2.1.5. Waiter/Waitress maintains positive body language and eye contact</p> <p>2.1.6. Waiter/Waitress reconfirms all orders to ensure accuracy</p> <p>2.1.7. Waiter/Waitress thanks guest before proceeding to execute the order</p>
<b>2.2 Food Offerings</b>	2.2.1 Offers a limited menu that may consist of a selection of sandwiches, cakes, pastries or equivalent
<b>2.3 Service of Food</b>	2.3.1. Cutlery is changed (if required) to be suitable for the dish ordered

<p>2.3.2 Food items are served within 10 minutes of order                  2.3.3 Hot food items are served hot (no less than 60 Degree C)                  2.3.4 Paper cocktail napkins are available with all food and beverages served                  2.3.5 Name of ordered dish is stated as it is served to each guest                  2.3.6 Waiter/Waitress approaches guest for quality check on food and drink served                  2.3.7 Salt &amp; pepper mills are available on request                  2.3.8 Soiled chinaware / glassware / flatware is cleared within 5 minutes of completion of meal                  2.3.9 Guest is prompted by Waiter/Waitress before plates are cleared                  2.3.10 Appropriate takeaway packaging is available where guests request takeaway service for food and beverage items</p>	
<p><b>2.4 Beverage Offerings</b></p> <p>2.4.1 Fruit juices are available                  2.4.2 Fruit juices are not made from concentrate                  2.4.3 Freshly made coffee is available                  2.4.4 3 types of coffee (e.g. espresso, cappuccino, latte, etc.) are available                  2.4.5 5 types of tea are available                  2.4.6 Bottled drinking and mineral water is available                  2.4.7 4 types of carbonated / non-carbonated soft drinks/sodas and energy drinks are available                  2.4.8 2 types of non-alcoholic cocktails (E.G. smoothies, milkshakes, etc.) are available</p>	
<p><b>2.5 Service of Beverage</b></p> <p>2.5.1 Beverages are served to the guest within 10 minutes”                  2.5.2 Non-alcoholic beverages are presented in their original containers and opened in front of the guest (with the exception of juice containers)                  2.5.3 Mineral water and Soft drinks are poured at the table                  2.5.4 All glassware are clean and free of wear and damage                  2.5.5 Coasters are used for beverages served in glassware                  2.5.6 Petit fours / mints / mini pastries or equivalent accompany orders of coffee/tea                  2.5.7 Coffee / tea is served with appropriate sugar selection that includes white, brown and sweetener                  2.5.8 Appropriate size teapots are used for tea service</p>	
<p><b>2.6 Food Display Counter</b></p> <p>1.6.1. Food display counter is clean, dry and free of any debris                  2.6.1. Food display counters serving ready-to-eat foods are appropriately refrigerated</p>	

	<p>3.6.1. Ready-to-eat foods are appropriately segregated according to their respective food groups</p> <p>4.6.1. Ready-to-eat foods and raw foods are appropriately separated</p> <p>5.6.1. Food items displayed are labeled in English and Arabic</p> <p>6.6.1. Displayed merchandise is neatly arranged and dust-free (if applicable)</p> <p>7.6.1. Hot beverage-making facilities are available</p> <p>8.6.1. Ice storage facility is available</p> <p>9.6.1. Hand sanitizer is available</p> <p>10.6.1. A hand wash sink for staff is accessible in close proximity (not further than 3 meters) of the outlet</p>
<b>3. DESIGN &amp; FUNCTIONALITY</b>	
<b>3.1 Entrance &amp; Signage</b>	<p>3.1.1 Signage is clean and clearly visible</p> <p>3.1.2 Outlet name and Classification must be in Arabic and English</p> <p>3.1.3 Glass panels are clean and free of any smudges (if applicable)</p> <p>3.1.4 Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage outlets</p>
<b>3.2 Handicapped Access</b>	<p>3.2.1 Outlet is accessible and wheelchair friendly</p>
<b>3.3 Interior</b>	<p>3.3.1 Floors are clean and free of any debris</p> <p>3.3.2 Walls are clean and clear of any visible stains</p> <p>3.3.3 Mirrors (if any) are clean and clear of any visible stains</p> <p>3.3.4 Side stations (if any) are clean and tidy</p> <p>3.3.5 Tables, chairs and any furniture are steady with no obvious scratches and are in good condition</p> <p>3.3.6 Upholstery (if any) is clean and free of wear</p> <p>3.3.7 If music is played in the outlet, it is at a volume that does not interfere with the conversation of the guests "Audio system for background music only"</p> <p>3.3.8 Indoor room temperature is comfortable at a range of 18 to 23 Degree Celsius</p> <p>3.3.9 Distance between dining/coffee tables is no less than 1.3 meters to ensure comfort for guests and ease of service</p> <p>3.3.10 Adequate lighting that allows guest to comfortably read.</p> <p>3.3.11 Dance floor is not permitted</p>
<b>3.4 Restrooms</b>	<p>3.4.1 Restrooms are easily accessible</p> <p>3.4.2 Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc.</p>



	<p>3.4.3 Adequate supplies of toiletries are available in the restrooms</p> <p>3.4.4 Toilets, urinals and sinks are clean and in good working order</p> <p>3.4.5 Clean, cloth and/or paper hand towels are available</p> <p>3.4.6 Hand-driers are available</p> <p>3.4.7 Toilets are adequately ventilated</p> <p>3.4.8 Toilets are equipped with air-fresheners</p>
<p><b>3.5 Back-of-House</b></p>	<p>3.5.1. Size of kitchen (if applicable) and storage makes up no less than 20% of outlet space and as per MINISTRY OF HEALTH guidelines</p> <p>3.5.2 Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines</p> <p>3.5.3 All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)</p>
<p><b>3.5 Back-of-House</b></p>	<p>3.6.1 A POS system that is linked to the Hotel's PMS is used</p> <p>3.6.2 Counters are equipped with POS printers for orders processing and controls</p>

## Café (Takeout Counter Service) Mandatory Minimum Standards

<b>5,4,3, 2 &amp; 1 Star</b>	
<b>1. SERVICE STANDARDS</b>	
<b>1.1 Arrival Experience</b>	1.1.1. Guests are acknowledged within 2 minutes of arrival 1.1.2. Guests are attended to with a friendly welcoming greeting
<b>1.2 The Menu (if available)</b>	1.2.1. Menu is visibly clean and in good condition 1.2.2. Fonts are clear and easy to read 1.2.3. Menu contains a simple and brief description of the each food and beverage item offered 1.2.4. Menu is available in English with appropriate and accurate Arabic translation 1.2.5. Price of each food and beverage item offered is clearly indicated 1.2.6. Special items (vegetarian / nuts / spiciness) are clearly indicated
<b>1.3 Billing &amp; Farewell</b>	1.3.1. Bill is offered in a clean and presentable bill holder with a working pen attached (if applicable) 1.3.2. Bill is itemized clearly and items are correctly charged 1.3.3. Cash, credit card and room charge are accepted 1.3.4. Guest is respectfully thanked for patronage and bade farewell
<b>1.4 Handling Guest Complaints</b>	1.4.1. The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures 1.4.2. A record for complaints and service recovery process as well as guest contact details is maintained
<b>1.5 Employee</b>	1.5.1. Employee uniform is clean, fitting and well-pressed 1.5.2. All operational staff members must have name tags 1.5.3. Annual training is scheduled for all staff. There must be evidence that this training program is

	<p>implemented</p> <p>1.5.4 Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted</p> <p>1.5.5 A Supervisor/Senior Staff is contactable at all times, within the hotel premises, during the outlet's operation hours</p> <p>1.5.6 Outlet manager must be qualified as per job specification and approved by Tourism Sector</p>
<b>2. FOOD &amp; BEVERAGE STANDARDS</b>	
<b>2.1 Order-Taking Process</b>	<p>2.1.1. Waiter/Waitress is knowledgeable about the food and beverage offerings and is able to answer any reasonable queries posed</p> <p>2.1.2. Waiter/Waitress maintains positive body language and eye contact</p> <p>2.1.3. Waiter/Waitress reconfirms all orders to ensure accuracy</p> <p>2.1.4. Waiter/Waitress thanks guest before proceeding to execute the order</p>
<b>2.2 Food Offerings</b>	<p>2.2.1 Serves 4 types of sandwiches</p> <p>2.2.2 Serves 6 varieties of pastries, cakes or equivalent</p>
<b>2.3 Service of Food</b>	<p>2.3.1 Hot food items are served hot (no less than 60 Degree C)</p> <p>2.3.2 Paper cocktail napkins are available with all food and beverages served</p> <p>2.3.3 Offers appropriate takeaway packaging</p>
<b>2.4 Beverage Offerings "If applicable"</b>	<p>2.4.1 Fruit juices are available</p> <p>2.4.2 Fruit juices are not made from concentrate</p> <p>2.4.3 Freshly made coffee is available</p> <p>2.4.4 3 types of coffee (e.g. espresso, cappuccino, latte, etc.) are available</p> <p>2.4.5 5 types of tea are available</p> <p>2.4.6 Bottled drinking and mineral water is available</p> <p>2.4.7 4 types of carbonated / non-carbonated soft drinks/sodas and energy drinks are available</p>

<b>2.5 Service of Beverage "If applicable"</b>	<p>2.5.1 Beverages are served to the guest within 10 minutes</p> <p>2.5.2 Coffee / tea is served with appropriate sugar selection that includes white, brown and sweetener</p>
<b>2.6 Food Display Counter</b>	<p>2.6.1 Food display counter is clean, dry and free of any debris</p> <p>2.6.2 Food display counters serving ready-to-eat foods are appropriately refrigerated</p> <p>2.6.3 Ready-to-eat foods are appropriately segregated according to their respective food groups</p> <p>2.6.4 Ready-to-eat foods and raw foods are appropriately separated</p> <p>2.6.5 Food items displayed are labeled in English and Arabic</p> <p>2.6.6 Displayed merchandise is neatly arranged and dust-free (if applicable)</p> <p>2.6.7 Hot beverage-making facilities are available "if applicable"</p> <p>2.6.8 Hand sanitizer is available</p> <p>2.6.9 A hand wash sink for staff is accessible in close proximity (not further than 3 meters) of the outlet</p>
<b>3. DESIGN &amp; FUNCTIONALITY</b>	
<b>3.1 Entrance &amp; Signage</b>	<p>3.1.1 Signage is clean and clearly visible</p> <p>3.1.2 Outlet name and classification must be in Arabic and English</p> <p>3.1.3 Glass panels are clean and free of any smudges (if applicable)</p> <p>3.1.4 Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage outlets</p>
<b>3.2 Handicapped Access</b>	<p>3.2.1 Outlet is accessible and wheelchair friendly</p>
<b>3.3 Interior</b>	<p>3.3.1 Floors are clean and free of any debris</p> <p>3.3.2 Walls are clean and clear of any visible stains</p> <p>3.3.3 Light fixtures are well maintained and in working order</p> <p>3.3.4 Mirrors (if any) are clean and clear of any visible stains</p> <p>3.3.5 Food display counter is in good working condition with no visible scratches</p>
<b>3.4 Technology</b>	<p>3.4.1 A POS system that is linked to the Hotel's PMS is used</p>

## Restaurant (All Day Dining) Mandatory Minimum Standard

	5 & 4 Stars	3, 2 & 1 Star
<b>1. GENERAL SERVICE STANDARDS</b>		
<b>1.1. Telephone Etiquette (applies to all telephone reservations / enquiries received)</b>	<p>1.1.1. Telephone calls are answered within 3 rings</p> <p>1.1.2. Telephone calls are answered by a designated staff member</p> <p>1.1.3. Standard salutation includes the time of day, name of greeter, name of outlet and an offer of assistance to the caller as per the outlet's standard operating procedures</p> <p>1.1.4. Staff answering the telephone thanks caller for reservation/enquiry</p> <p>1.1.5. All calls are answered by a trained hotel staff after outlet's operation hours</p>	<p>1.1.2. Telephone calls are answered either by a designated staff or department (e.g. Reservations Department) within the Hotel"</p>
<b>1.2. Reservations</b>	<p>1.2.1. Outlet accepts reservations through telephone</p> <p>1.2.2. Staff taking reservation obtains name of guest, date and time of reservation, number of people dining and contact / room number</p> <p>1.2.3. All email / fax enquiries and reservations are responded to within 24 hours</p> <p>1.2.4. All email / fax reservations for the same day reservation requests are responded to at least 3 hours prior to start of outlet operations</p>	<p>1.1.5. Answering machine service is available after outlet's operation hours</p> <p>1.1.6. Answering machine messages are responded to within 24 hours</p>
<b>1.3. Arrival Experience</b>	<p>1.3.1. Guests are acknowledged within 2 minutes of arrival</p> <p>1.3.2. Guests are attended to with a friendly welcoming greeting</p>	

	<p>1.3.3. Guests are promptly seated (unless restaurant is running at full capacity)</p> <p>1.4.1. Menu is visibly clean and in good condition</p> <p>1.4.2. Fonts are clear and easy to read</p> <p>1.4.3. Menu contains a brief description of each dish and includes its accompaniments and method of cooking</p> <p>1.4.4. Menu is available in English with appropriate and accurate Arabic translation and charged per person</p> <p>1.4.5. Special items (vegetarian / nuts / spiciness) are clearly indicated "common food allergies to be mentioned"</p>
<b>1.4. The Menu</b>	
<b>1.5. Table Set-Up</b>	<p>1.5.1. Table set-up includes main fork and knife</p> <p>1.5.2. Cutlery and chinaware used are matching in pattern</p> <p>1.5.3. Dining utensils are clean, in good condition and free of damage and wear</p> <p>1.5.4. Table linen and napkins are well-pressed and spotless</p> <p>1.5.5. Ashtrays are placed on smoking tables (if applicable)</p>
<b>1.6. Billing &amp; Farewell</b>	<p>1.6.1. Bill is presented within 5 minutes of request</p> <p>1.6.2. Bill is offered in a clean and presentable bill holder with a working pen attached</p> <p>1.6.3. Bill is itemized clearly and items are correctly charged</p> <p>1.6.4. Cash, credit card and room charge are accepted</p> <p>1.6.5. Guest comment cards are available</p> <p>1.6.6. Guest is thanked for patronage and bade farewell</p>
<b>1.7. Child Policy</b>	<p>1.7.1. Child seats / baby chairs available upon guest request are clean and steady with no visible scratches and are in good working condition</p> <p>1.7.2. Children's menu is available upon guest request</p>
<b>1.8. Handling Guest Complaints</b>	<p>1.8.1. The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures</p> <p>1.8.2. A record for complaints and service recovery process as well as guest contact details is maintained</p>
<b>1.9. Employee</b>	<p>1.9.1. Employee uniform is clean, fitting and well-pressed</p> <p>1.9.2. All operational staff members must have name tags</p> <p>1.9.3. Structured induction program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction program is implemented</p> <p>1.9.4. Annual training is scheduled for all staff. There must be evidence that this training program is</p>

	<p>implemented</p> <p>1.9.5. Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted</p> <p>1.9.6. An Outlet / Assistant Manager is contactable at all times, within the hotel premises, during the outlet's operation hours</p> <p>1.9.7. Outlet manager must be qualified as per job specification and approved by Tourism Sector</p>
<p><b>2. FOOD AND BEVERAGE STANDARDS</b></p>	
<p><b>2.1. Order-Taking Process</b></p>	<p>2.1.1. Guest is approached within no longer than 5 minutes of being seated</p> <p>2.1.2. Daily specials / chef recommendations for a la carte service are highlighted</p> <p>2.1.3. Menus are presented first to ladies for a la carte service</p> <p>2.1.4. Waiter/Waitress takes orders first from ladies</p> <p>2.1.5. Waiter/Waitress is knowledgeable about the food and beverage offerings and is able to answer any reasonable queries"</p> <p>2.1.6. Waiter/Waitress maintains positive body language and eye contact</p> <p>2.1.7. Waiter/Waitress obtains complete orders including any special requests</p> <p>2.1.8. Waiter/Waitress reconfirms all orders to ensure accuracy</p> <p>2.1.9. Waiter/Waitress thanks guest before proceeding to execute the order</p>
<p><b>2.2. Food Offerings</b></p>	<p>2.2.1. International selection of dishes are available till closing</p> <p>2.2.2. Breads and pastries (e.g. muffins, Danish pastries, croissants) are available (Buffet Breakfast)</p> <p>2.2.3. 4 types of cereals are available (Buffet Breakfast)</p> <p>2.2.4. 'Live' egg station is available (Buffet Breakfast)</p>
<p><b>2.3. Service of Food</b></p>	<p>2.3.1. Cutlery is changed (if required) to be suitable for the dish ordered (A la Carte service only)</p> <p>2.3.2. First course is served within no longer than 15 minutes of order (unless specified differently in the menu) (A la Carte service only)</p> <p>2.3.3. Subsequent course is served within no longer than 15 minutes after clearing of the previous course (unless specified differently in the menu) (A la Carte service only)</p> <p>2.3.4. Extra / unused cutlery is cleared appropriately on the completion of each course (A la Carte service only)</p> <p>2.3.5. Hot food items are served hot (no less than 60 Degree C) (A la Carte service only) on appropriately</p>

	<p>warmed plates</p> <p>2.3.6. Name of each dish is stated as it is served to each respective guest</p> <p>2.3.7. All appropriate condiments are automatically offered (A la Carte service only)</p> <p>2.3.8. Salt &amp; pepper mills are available on request</p> <p>2.3.9. Waiter/Waitress conducts quality check on food and service during the meal</p> <p>2.3.10. Soiled chinaware / glassware / flatware is cleared within 5 minutes of completion of meal</p> <p>2.3.11. Guest is prompted by Waiter/Waitress before plates are cleared</p>
<p><b>2.4. Beverage Offerings</b></p>	<p>2.4.1. 3 types of fruit juices are available</p> <p>2.4.2. Fresh fruit juices are either freshly squeezed on premises or purchased from suppliers and as per MINISTRY OF HEALTH guidelines</p> <p>2.4.3. Freshly made coffee is available</p> <p>2.4.4. 3 types of coffee (e.g. espresso, cappuccino, latte, etc.) are available</p> <p>2.4.5. 5 types of tea are available</p> <p>2.4.6. Bottled drinking and mineral water are available</p> <p>2.4.7. 7 types of carbonated / non-carbonated soft drinks/sodas and energy drinks are available</p> <p>2.4.8. 4 types of non-alcoholic cocktails (E.G. smoothies, milkshakes, etc.) are available</p>



<p><b>2.6. Buffet Counters</b></p>	<p>2.6.1. Cakes/pastries, cold meats/seafood, cut/sliced fruits, dairy and salads are kept in refrigerated buffet displays (where applicable)</p> <p>2.6.2. Hot food is kept warm (no less than 60 Degree C) "Plates displayed in plate warmer"</p> <p>2.6.3. Food items are labeled in English and Arabic</p> <p>2.6.4. Appropriate serving-ware is available by each dish displayed at the buffet</p> <p>2.6.5. Buffet counters are visibly clean and free of any debris</p> <p>2.6.6. A Chef is present behind each 'Live' Station (if applicable)</p>
<p><b>3. DESIGN &amp; FUNCTIONALITY</b></p>	
<p><b>3.1. Entrance &amp; Signage</b></p>	<p>3.1.1. Signage is clean and clearly visible</p> <p>3.1.2. Outlet name and Classification must be in Arabic and English</p> <p>3.1.3. Glass panels are clean and free of any smudges (if applicable)</p> <p>3.1.4. Host podium at the entrance is clean, neat and well-organized</p> <p>3.1.5. Reading materials (newspapers / magazines) are placed at the entrance</p> <p>3.1.6. Clean and crease-free menus are available at the entrance</p> <p>3.1.7. Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage outlets</p>
<p><b>3.2. Handicapped Access</b></p>	<p>3.2.1. Outlet is accessible and wheelchair friendly</p>
<p><b>3.3. Interior</b></p>	<p>3.3.1. Floors are clean and free of any debris</p> <p>3.3.2. Walls are clean and clear of any visible stains</p> <p>3.3.3. Light fixtures are well maintained and in working order</p> <p>3.3.4. Mirrors (if any) are clean and clear of any visible stains</p> <p>3.3.5. Side stations (if any) are clean and tidy</p> <p>3.3.6. Tables, chairs and any furniture are steady with no obvious scratches and are in good condition</p>

	<p>3.3.7. Upholstery (if any) is clean and free of wear</p> <p>3.3.12. If music is played in the outlet, it is at a volume that does not interfere with the conversation of the guests "Audio system for background music only"</p> <p>3.3.8. Room temperature is comfortable at a range of 18 to 23 Degree Celsius</p> <p>3.3.9. Distance between dining/coffee tables are no less than 1.3 meters to ensure comfort for guests and ease of service</p> <p>3.3.10. Adequate lighting that allows guest to comfortably read.</p> <p>3.3.11. Dance floor is not permitted</p>
<p><b>3.4. Restrooms</b></p>	<p>3.4.1. Restrooms are easily accessible</p> <p>3.4.2. Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc.</p> <p>3.4.3. Adequate supplies of toiletries are available in the restrooms</p> <p>3.4.4. Toilets, urinals and sinks are clean and in good working order</p> <p>3.4.5. Clean, cloth and/or paper hand towels are available</p> <p>3.4.6. Hand-driers are available</p> <p>3.4.7. Toilets are adequately ventilated</p> <p>3.4.8. Toilets are equipped with air-fresheners</p>
<p><b>3.5. Technology</b></p>	<p>3.5.1. A POS system that is linked to the Hotel's PMS is used</p> <p>3.5.2. Kitchens and service areas are equipped with POS printers for orders processing and controls</p>
<p><b>3.6. Back-of-House</b></p>	<p>3.6.1. Size of kitchen and storage makes up no less than 30% of outlet space and as per MINISTRY OF HEALTH guidelines</p> <p>3.6.2. Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines</p> <p>3.6.3. All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)</p>

## Restaurant (Specialty) Mandatory Minimum Standards

	5 & 4 Stars	3, 2 & 1 Star
<b>1. GENERAL SERVICE STANDARDS</b>		
<b>1.1. Telephone Etiquette (applies to all telephone reservations / enquiries received)</b>	<p>1.1.1. Telephone calls are answered within 3 rings</p> <p>1.1.2. Telephone calls are answered by a designated staff member</p> <p>1.1.3. Standard salutation includes the time of day, name of greeter, name of outlet and an offer of assistance to the caller as per the outlet's standard operating procedures</p> <p>1.1.4. Staff answering the telephone thanks caller for reservation/enquiry</p> <p>1.1.5. All calls are answered by a trained hotel staff after outlet's operation hours</p>	<p>1.1.2. Telephone calls are answered either by a designated staff or department (e.g. Reservations Department) within the Hotel</p> <p>1.1.5. Answering machine service is available after outlet's operation hours</p> <p>1.1.6. Answering machine messages are responded to within 24 hours</p>
<b>1.2. Reservations</b>	<p>1.2.1. Outlet accepts reservations through telephone</p> <p>1.2.2. Staff taking reservation obtains name of guest, date and time of reservation, number of people dining and contact / room number</p> <p>1.2.3. Staff taking reservation repeats and reconfirms reservation details with the caller</p> <p>1.2.4. All email / fax enquiries and reservations are responded to within 24 hours</p> <p>1.2.5. All email / fax reservations for the same day reservation requests are responded to at least 3 hours prior to start of outlet operations</p>	

<b>1.3. Arrival Experience</b>	<p>1.3.1. Guests are acknowledged within 2 minutes of arrival</p> <p>1.3.2. Guests are attended to with a friendly welcoming greeting</p> <p>1.3.3. Guests are led to their allocated table</p> <p>1.3.4. Guests are promptly seated within 2 minutes of their arrival (unless restaurant is running at full capacity)</p> <p>1.3.5. Hot or Cold towel is presented to guest "Hot towel must be hot and cold towel must be cold"</p>
<b>1.4. The Menu</b>	<p>1.4.1. Menu is visibly clean and in good condition</p> <p>1.4.2. Fonts are clear and easy to read</p> <p>1.4.3. Menu contains a brief description of each dish and includes its accompaniments and method of cooking</p> <p>1.4.4. Menu is available in English with appropriate and accurate Arabic translation and charged per person</p> <p>1.4.5. Original names of dishes in the specialty cuisine's local language are appropriately translated into English</p> <p>1.4.6. Special items (vegetarian / nuts / spiciness) are clearly indicated</p>
<b>1.5. Table Set-Up</b>	<p>1.5.1. Appropriate cutlery are set on the table for the number of guest seated</p> <p>1.5.2. Cloth napkins are clean and neatly folded</p> <p>1.5.3. Cutlery and chinaware used are matching in pattern and aligned with outlet concept / cuisine</p> <p>1.5.4. Dining utensils are clean, in good condition and free of damage and wear</p> <p>1.5.5. Table linen (if any) and napkins are well-pressed and spotless</p> <p>1.5.6. Ashtrays are placed on smoking tables (if applicable)</p>
<b>1.6. Billing &amp; Farewell</b>	<p>1.6.1. Bill is presented within 5 minutes of request</p> <p>1.6.2. Bill is offered in a clean and presentable bill holder with a working pen attached</p> <p>1.6.3. Bill is itemized clearly and items are correctly charged</p> <p>1.6.4. Cash, credit card and room charge are accepted</p> <p>1.6.5. Guest is thanked for patronage and bade farewell</p>
<b>1.7. Child Policy</b>	<p>1.7.1. Child seats / baby chairs available upon guest request are clean and steady with no visible scratches and are in good working condition</p> <p>1.7.2. Children's menu is available upon guest request</p>

<p><b>1.8. Handling Guest Complaints</b></p>	<p>1.8.1. The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures</p> <p>1.8.2. A record for complaints and service recovery process as well as guest contact details is maintained</p>
<p><b>1.9. Employee</b></p>	<p>1.9.1. Employee uniform is clean, fitting and well-pressed</p> <p>1.9.2. All operational staff members must have name tags</p> <p>1.9.3. Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction Program is implemented</p> <p>1.9.4. Annual training is scheduled for all staff. There must be evidence that this training program is implemented"</p> <p>1.9.5. Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted</p> <p>1.9.6. An Outlet / Assistant Manager is contactable at all times, within the hotel premises, during the outlet's operation hours</p> <p>1.9.7. Chef de Cuisine or the assistant is available during operation hours</p> <p>1.9.8. Outlet manager must be qualified as per job specification and approved by Tourism Sector</p>

<b>2. FOOD &amp; BEVERAGE STANDARDS</b>	
<b>2.1 Order-Taking Process</b>	<p>2.1.1. Guest is approached within 5 minutes of being seated</p> <p>2.1.2. Daily specials / chef recommendations are highlighted by the Waiter/Waitress during the order-taking process (if applicable)</p> <p>2.1.3. Menus are presented first to ladies</p> <p>2.1.4. Waiter/Waitress takes orders first from ladies</p> <p>2.1.5. Waiter/Waitress is knowledgeable about the food and beverage offerings and is able to answer any reasonable queries</p> <p>2.1.6. Waiter/Waitress maintains positive body language and eye contact</p> <p>2.1.7. Waiter/Waitress obtains complete orders including any special requests</p> <p>2.1.8. Waiter/Waitress reconfirms all orders to ensure accuracy</p> <p>2.1.9. Waiter/Waitress thanks guest before proceeding to execute the order</p>
<b>2.2. Service of Food</b>	<p>2.2.1. Cutlery is changed (if required) to be suitable for the dish ordered</p> <p>2.2.2. First course is served within no longer than 15 minutes of order (unless specified differently in the menu)</p> <p>2.2.3. Subsequent course is served within no longer than 15 minutes after clearing of the previous course (unless specified differently in the menu)</p> <p>2.2.4. Extra / unused cutlery is cleared appropriately on the completion of each course</p> <p>2.2.5. Hot food items are served hot (no less than 60 Degree C) on appropriately warmed plates</p> <p>2.2.6. Name of each dish is stated as it is served to each respective guest</p> <p>2.2.7. All appropriate condiments are automatically offered</p> <p>2.2.8. Salt &amp; pepper mills are available on request</p> <p>2.2.9. Waiter/Waitress approaches guest for quality check during the main course</p> <p>2.2.10. Soiled chinaware / glassware / flatware is cleared within 5 minutes of completion of meal</p> <p>2.2.11. Guest is prompted by Waiter/Waitress before plates are cleared</p>
<b>2.3. Beverage Offerings</b>	<p>2.3.1. 3 types of fruit juices are available</p> <p>2.3.2. Fresh fruit juices are either freshly squeezed on premises or purchased from suppliers or as per MINISTRY OF HEALTH guidelines</p> <p>2.3.3. Fruit juices are not made from concentrate</p> <p>2.3.4. Freshly made coffee is available</p>

	<p>2.3.5. 3 types of coffee (e.g. espresso, cappuccino, latte, etc.) are available</p> <p>2.3.6. 5 types of tea are available</p> <p>2.3.7. Bottled drinking and mineral water is available</p> <p>2.3.8. 7 types of carbonated / non-carbonated soft drinks/sodas and energy drinks are available</p> <p>2.3.9. 4 types of non-alcoholic cocktails (E.G. smoothies, milkshakes, etc.) are available</p>
<p><b>2.4. Service of Beverage</b></p>	<p>2.4.1. Pre-meal beverages are offered within 5 minutes of seating</p> <p>2.4.2. Prepared drinks (e.g. freshly squeezed juices, cocktails, non-alcoholic cocktails) are served within no longer than 15 minutes of order-taking”</p> <p>2.4.3. Pre-prepared drinks (e.g. hot beverages, fruit juices, soft drinks) are served within no longer than 10 minutes of order-taking</p> <p>2.4.4. Non-alcoholic beverages are presented in their original containers and opened in front of the guest (with the exception of juice containers)</p> <p>2.4.5. Mineral water, soft drinks are poured at the table</p> <p>2.4.6. All glassware are clean and free of wear and damage</p> <p>2.4.7. Petit fours / mints / mini pastries or equivalent accompany orders of coffee/tea</p> <p>2.4.8. Coffee/tea is served with appropriate sugar selection that includes white, brown and sweetener</p>
<p><b>2.6. Buffet Counters (where applicable) and in accordance with the concept theme</b></p>	<p>2.5.1 Cakes/pastries, cold meats/seafood, cut/sliced fruits, dairy and salads are kept in refrigerated buffet displays (where applicable)</p> <p>2.5.1 Hot food is kept warm (no less than 60 Degree C)</p> <p>2.5.1 Food items are labeled in English and Arabic</p> <p>2.5.1 Appropriate serving-ware is available by each dish displayed at the buffet</p> <p>2.5.1 Buffet counters are visibly clean and free of any debris</p> <p>2.5.1 A chef is present behind each ‘Live’ Station (if applicable)</p>
<p><b>3. DESIGN &amp; FUNCTIONALITY</b></p>	
<p><b>3.1. Entrance &amp; Signage</b></p>	<p>3.1.1. Signage is clean and clearly visible</p> <p>3.1.2. Outlet name and Classification must be in Arabic and English</p> <p>3.1.3. Glass panels are clean and free of any smudges (if applicable)</p> <p>3.1.4. Host podium at the entrance is clean, neat and well-organized</p> <p>3.1.5. Clean and crease-free menus are available at the entrance</p>

	<p>3.1.6. Emergency exit and fire evacuation signage are clearly visible and emergency telephone numbers are posted in all food and beverage outlets</p>
<p><b>3.2. Handicapped Access</b></p> <p><b>3.3. Interior</b></p>	<p>3.2.1 Outlet is accessible and wheelchair friendly</p> <p>3.3.1. Décor is in line with overall restaurant theme / concept</p> <p>3.3.2. Floors are clean and free of any debris</p> <p>3.3.3. Walls are clean and clear of any visible stains</p> <p>3.3.4. Light fixtures are well maintained and in working order</p> <p>3.3.5. Mirrors (if any) are clean and clear of any visible stains</p> <p>3.3.6. Side stations (if any) are clean and tidy</p> <p>3.3.7. Room temperature is comfortable at a range of 18 to 23 Degree Celsius</p> <p>3.3.8. Tables, chairs and any furniture are steady with no obvious scratches and are in good condition</p> <p>3.3.9. Distance between tables are no less than 1.5 meters</p> <p>3.3.10. Upholstery (if any) is clean and free of wear</p> <p>3.3.11. Live entertainment is applicable based on the restaurant concept "a maximum of three artist will be permitted"</p> <p>3.3.12. Music sound must be kept within the outlet to avoid disturbance</p> <p>3.3.13. Dance floor is not permitted</p>



<p><b>3.4. Restrooms</b></p>	<p>3.4.1. Restrooms are easily accessible  3.4.2. Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc.  3.4.3. Adequate supplies of toiletries are available in the restrooms  3.4.4. Toilets, urinals and sinks are clean and in good working order  3.4.5. Clean, cloth and/or paper hand towels are available  3.4.6. Hand-driers are available  3.4.7. Toilets are adequately ventilated  3.4.8. Toilets are equipped with air-fresheners</p>
<p><b>3.5. Back-of-House</b></p>	<p>3.5.1. Size of kitchen and storage makes up no less than 30% of outlet space and as per MINISTRY OF HEALTH guidelines  3.5.2. Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines  3.5.3. All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)</p>
<p><b>3.6. Technology</b></p>	<p>3.6.2. A POS system that is linked to the Hotel's PMS is used  3.6.3. Kitchens and service areas are equipped with POS printers for orders processing and controls</p>

## Restaurant (Fine-Dining) Mandatory Minimum Standards

<b>5 &amp; 4 Stars</b>	
<b>1. GENERAL SERVICE STANDARDS</b>	
<b>1.1. Telephone Etiquette (applies to all telephone reservations / enquiries received)</b>	<p>1.1.1. Telephone calls are answered within 3 rings</p> <p>1.1.2. Telephone calls are answered by a designated staff member</p> <p>1.1.3. Standard salutation includes the time of day, name of greeter, name of outlet and an offer of assistance to the caller as per the outlet's standard operating procedures</p> <p>1.1.4. Staff answering the telephone thanks caller for reservation/enquiry</p> <p>1.1.5. All calls are answered by a trained hotel staff after outlet's operation hours</p>
<b>1.2 Reservations</b>	<p>1.2.1. Outlet accepts reservations through telephone</p> <p>1.2.2. Staff taking reservation obtains name of guest, date and time of reservation, number of people dining and contact / room number</p> <p>1.2.3. Staff taking reservation checks for special requests such as seating preference</p> <p>1.2.4. Staff taking reservation repeats and reconfirms reservation details with the caller</p> <p>1.2.5. A specific email address for reservations / enquiries is assigned</p> <p>1.2.6. All email / fax enquiries and reservations are responded to within 12 hours</p> <p>1.2.7. All email / fax reservations for the same day reservation requests are responded to at least 3 hours prior to start of outlet operations</p>
<b>1.3 Arrival Experience</b>	<p>1.3.1. Guests are welcomed at the entrance by designated staff</p> <p>1.3.2. Guests are acknowledged immediately upon arrival</p> <p>1.3.3. Guests are attended to with a cordial, welcoming and professional manner and acknowledged by name (if known or reflected in the reservation list)</p> <p>1.3.4. Guests are led to their allocated table by a designated staff</p> <p>Guests are promptly seated within 2 minutes of their arrival or led to the waiting area if the table is not</p>

	<p>ready</p> <p>1.3.5. Tables with reservations do not have extra place settings</p> <p>1.3.6. Place settings are added/removed according to number of guests seated</p> <p>1.3.7. Single diners are offered reading materials or counter seating (if available)</p> <p>1.3.8. Hot or Cold towel is presented to guest "Hot towel must be hot and cold towel must be cold"</p>
<p><b>1.4 The Menu</b></p>	<p>1.4.1. Menu is visibly clean with no signs of wear and tear</p> <p>1.4.2. Fonts are clear and easy to read</p> <p>1.4.3. Menu contains a brief description of each dish and includes its accompaniments and method of cooking</p> <p>1.4.4. Offers appropriate menus for lunch (if any) and dinner</p> <p>1.4.5. Offers set meals featuring chef specials / signature dishes</p> <p>1.4.6. Menu is available in English with appropriate and accurate Arabic translation and charged per person</p> <p>1.4.7. Original names of dishes in the speciality cuisine's local language are appropriately translated into English</p> <p>1.4.8. Special items (vegetarian / nuts / spiciness) are clearly indicated</p> <p>1.4.9. There is evidence that set menus are partially / completely changed every 6 months</p> <p>1.4.10. Menus must be printed on superior quality material that complements the Outlet's design or digitally through tablets</p>
<p><b>1.5 Table Set-Up</b></p>	<p>1.5.1. Cutlery are set up on the table and neatly aligned for the number of guest seated</p> <p>1.5.2. Superior quality chinaware, glassware and cutlery are used</p> <p>1.5.3. Dining utensils are spotlessly clean and free of damage and wear</p> <p>1.5.4. Table linen (if any) and cloth napkins are well-pressed and spotless</p> <p>1.5.5. Ashtrays are placed on smoking tables (if applicable)</p>
<p><b>1.6 Billing &amp; Farewell</b></p>	<p>1.6.1. Bill is presented within 3 minutes of request</p> <p>1.6.2. Bill is offered in a clean and presentable bill holder with a working pen attached</p> <p>1.6.3. Bill is itemized clearly and items are correctly charged</p> <p>1.6.4. Cash, credit card and room charge are accepted</p> <p>1.6.5. Guest comment cards are available</p> <p>1.6.6. Guest is thanked for patronage and bade farewell</p>
<p><b>1.7 Age Restrictions</b></p>	<p>1.7.1 Age restrictions are in accordance with rules and regulations</p>

<b>1.8 Child Policy</b>	<p>1.8.1. Child seats / baby chairs available upon guest request are clean and steady with no visible scratches and are in good working condition (if applicable)</p>
<b>1.9 Handling Guest Complaints</b>	<p>1.9.1. The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures</p> <p>1.9.2. A record for complaints and service recovery process as well as guest contact details is maintained</p>
<b>1.10 Employee</b>	<p>1.10.1. Employee uniform is clean, fitting and well-pressed</p> <p>1.10.2. All operational staff members must have name tags</p> <p>1.10.3. Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction Program is implemented</p> <p>1.10.4. Ongoing training is scheduled for all staff. There must be evidence that this training program is implemented</p> <p>1.10.5. Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted</p> <p>1.10.6. An Outlet / Assistant Manager is contactable at all times, within the hotel premises, during the outlet's operation hours</p> <p>1.10.7. Chef de Cuisine or the assistant is available during operation hours</p> <p>1.10.8. Outlet manager must be qualified as per job specification and approved by Tourism Sector</p>
<b>2. FOOD &amp; BEVERAGE STANDARDS</b>	
<b>2.1. Order-Taking Process</b>	<p>2.1.1. Guest is approached within 3 minutes of being seated</p> <p>2.1.2. Daily specials / chef recommendations are highlighted by the Waiter/Waitress during the order-taking process</p> <p>2.1.3. Employee demonstrates that there is flexibility in accommodating special menu requests</p> <p>2.1.4. Menus are presented first to ladies</p> <p>2.1.5. Waiter/Waitress takes orders first from ladies</p> <p>2.1.6. Waiter/Waitress has detailed knowledge about the food and beverage offerings and is able to answer any reasonable queries</p>

	<p>2.1.7. Waiter/Waitress maintains positive body language and eye contact                  2.1.8. Waiter/Waitress obtains complete orders including any special requests                  2.1.9. Waiter/Waitress reconfirms all orders to ensure accuracy                  2.1.10. Waiter/Waitress thanks guest before proceeding to execute the order</p>
<p><b>2.2. Food Offerings</b></p>	<p>2.2.1. Ingredients used reflect a variety of local, regional and/or international seasonal, speciality and/or organic food items                  2.2.2. Evidence of attention to details in food presentation                  2.2.3. All food mis en place and finishing must be done within the outlet's kitchen                  2.2.4. Bread / pastry items must be finished within the outlet's kitchen</p>
<p><b>2.3. Service of Food</b></p>	<p>2.3.1. Cutlery is changed (if required) to be suitable for the dish ordered                  2.3.2. First course is served within no longer than 15 minutes of order (unless informed by the Waiter/Waitress and specified differently in the menu)                  2.3.3. Subsequent course is served within no longer than 15 minutes after clearing of the previous course (unless informed by the waiter/waitress and specified differently in the menu)                  2.3.4. Extra / unused cutlery is cleared appropriately on the completion of each course                  2.3.5. Hot food items are served hot (no less than 60 Degree C) on appropriately warmed plates                  2.3.6. Name of each dish and special ingredients are explained to guest                  2.3.7. Table is crumbed down after main course is cleared                  2.3.8. All appropriate condiments are automatically offered                  2.3.9. Salt &amp; pepper mills are available on request                  2.3.10. Restaurant/Assistant Manager approaches guest for quality check on food and drink served                  2.3.11. After each course, plates are collectively cleared within 3 minutes after the last person finishes their meal</p>
<p><b>2.4. Beverage Offerings</b></p>	<p>2.4.1. Variety of Fruit juices &amp; Cocktails are available                  2.4.2. Fresh fruit juices are either freshly squeezed on premises                  2.4.3. Fruit juices are not made from concentrate                  2.4.4. Freshly made coffee (with a decaffeinated option) is available                  2.4.5. 3 types of coffee (e.g. espresso, cappuccino, latte, etc.) are available                  2.4.6. 5 types of tea are available                  2.4.7. High quality sparkling and mineral water is available                  2.4.8. 7 types of carbonated / non-carbonated soft drinks/sodas and energy drinks are available</p>

**2.5. Service of Beverage**

- 2.5.1. Pre-meal beverages are offered within 3 minutes of seating
- 2.5.2. Prepared drinks (freshly squeezed juices, cocktails) are served within no longer than 10 minutes of order-taking
- 2.5.3. Pre-prepared drinks (hot beverages, fruit juices, soft drinks) are served within no longer than 8 minutes of order-taking
- 2.5.4. Mineral water, soft drinks are poured at the table
- 2.5.5. All glassware are spotlessly clean and free of damage and wear
- 2.5.6. Petit fours / mints / mini pastries or equivalent accompany orders of coffee/tea
- 2.5.7. Coffee / tea is served with appropriate sugar selection that includes white, brown and sweetener
- 2.5.8. Appropriate size teapots are used for tea service

<b>3. DESIGN &amp; FUNCTIONALITY</b>	
<b>3.1. Entrance &amp; Signage</b>	<p>3.1.1.1. Signage is clean and clearly visible</p> <p>3.1.1.2. Outlet name must be in Arabic and English</p> <p>3.1.1.3. Glass panels are clean and free of any smudges (if applicable)</p> <p>3.1.1.4. Host podium at the entrance is clean, neat and well-organized</p> <p>3.1.1.5. Clean and crease-free menus are available at the entrance</p> <p>3.1.1.6. Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage outlets</p>
<b>3.2. Handicapped Access</b>	<p>3.2.1. Outlet is accessible and wheelchair friendly</p>
<b>3.3. Interior</b>	<p>3.3.1. Floors are clean and free of any debris</p> <p>3.3.2. Walls are clean and clear of any visible stains</p> <p>3.3.3. Light fixtures are well maintained and in working order</p> <p>3.3.4. Mirrors (if any) are clean and clear of any visible stains</p> <p>3.3.5. Side stations (if any) are clean and tidy</p> <p>3.3.6. Tables, chairs and any furniture are steady with no obvious scratches and are in good condition</p> <p>3.3.7. Upholstery is clean and free of wear</p> <p>3.3.8. Room temperature is comfortable at a range of 18 to 23 Degree Celsius</p> <p>3.3.9. Distance between dining tables is no less than 2 meters to ensure comfort for guests and ease of service</p> <p>3.3.10. If music is played in the outlet, it is at a volume that does not interfere with the conversation of the guests "Audio system for background music only"</p> <p>3.3.11. Music sound must be kept within the outlet to avoid disturbance</p> <p>3.3.12. Dance floor is not permitted</p>
<b>3.4. Restrooms</b>	<p>3.4.9. Restrooms are easily accessible</p> <p>3.4.10. Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc.</p> <p>3.4.11. Adequate supplies of toiletries are available in the restrooms</p> <p>3.4.12. Toilets, urinals and sinks are clean and in good working order</p> <p>3.4.13. Clean, cloth and paper hand towels are available</p> <p>3.4.14. Hand-driers are available</p> <p>3.4.15. Toilets are adequately ventilated</p>

	<p>3.4.16. Toilets are equipped with air-fresheners</p>
<b>3.5. Back-of-House</b>	<p>3.5.4. Size of kitchen and storage makes up no less than 30% of outlet space and as per MINISTRY OF HEALTH guidelines</p> <p>3.5.5. Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines</p> <p>3.5.6. All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)</p>
<b>3.6. Technology</b>	<p>3.6.4. A POS system that is linked to the Hotel's PMS is used</p> <p>3.6.5. Kitchens and service areas are equipped with POS printers for orders processing and controls</p>



## LOUNGE Mandatory Minimum Standards

<b>5 &amp; 4 Stars</b>	
<b>1. GENERAL SERVICE STANDARDS</b>	
<b>1.1. Telephone Etiquette (applies to all telephone reservations / enquiries received)</b>	<p>1.1.1. Telephone calls are answered within 3 rings</p> <p>1.1.2. Standard salutation includes the time of day, name of greeter, name of outlet and an offer of assistance to the caller as per the outlet's standard operating procedures</p> <p>1.1.3. Staff answering the telephone thanks caller for reservation/ enquiry</p> <p>1.1.4. All calls are answered</p>
<b>1.2. Arrival Experience</b>	<p>1.2.1. Guests are acknowledged within 2 minutes of arrival</p> <p>1.2.2. Guests are attended to with a friendly, welcoming greeting</p> <p>1.2.3. Guests are promptly seated (unless restaurant is running at full capacity)</p> <p>1.2.4. Place settings are added/removed according to number of guests seated in the dining area</p>
<b>1.3. The Menu</b>	<p>1.3.1. Menu is visibly clean and in good condition</p> <p>1.3.2. Fonts are clear and easy to read</p> <p>1.3.3. Menu contains a brief description of each dish and includes its accompaniments and method of cooking</p> <p>1.3.4. Menu is available in English with appropriate and accurate Arabic translation and charged per person</p> <p>1.3.5. Special items (vegetarian / nuts / spiciness) are clearly indicated</p>

<b>1.4. Table Set-Up</b>	<p>1.4.1. Cutleries are available on designated dining tables</p> <p>1.4.2. Cutlery and chinaware used are matching in pattern</p> <p>1.4.3. Dining utensils are clean, in good condition and free of damage and wear</p> <p>1.4.4. Ashtrays are placed on smoking tables (if applicable)</p>
<b>1.5. Billing &amp; Farewell</b>	<p>1.5.1. Bill is presented within 5 minutes during off-peak periods and within 10 minutes during peak periods (where outlet is operating at more than 75% capacity), with the exception of Cash-on-Delivery bill services</p> <p>1.5.2. Bill is offered in a clean and presentable bill holder with a working pen attached</p> <p>1.5.3. Bill is itemized clearly and items are correctly charged</p> <p>1.5.4. Cash, credit card and room charge are accepted</p> <p>1.5.5. Guest comment cards are available</p> <p>1.5.6. Guest is thanked for patronage and bade farewell</p>
<b>1.6. Age Restriction</b>	<p>1.6.1. Age restrictions (21 years old and above)</p>
<b>1.7. Handling Guest Complaints</b>	<p>1.7.1. The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures</p> <p>1.7.2. A record for complaints and service recovery process as well as guest contact details is maintained</p>
<b>1.8. Employee</b>	<p>1.8.1. Employee uniform is clean, fitting and well-pressed</p> <p>1.8.2. All operational staff members must have name tags</p> <p>1.8.3. Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction Program is implemented</p> <p>1.8.4. Annual training is scheduled for all staff. There must be evidence that this training program is implemented</p> <p>1.8.5. Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted</p> <p>1.8.6. An Outlet / Assistant Manager is contactable at all times, within the hotel premises, during the outlet's operation hours</p> <p>1.8.7. Outlet manager must be qualified as per job specification and approved by Tourism Sector</p>

<p><b>2.1. Order-Taking Process</b></p>	<p>2.1.1. Guest is approached within 5 minutes of being seated at the designated dining table</p> <p>2.1.2. Daily specials / chef recommendations are highlighted</p> <p>2.1.3. Menus are presented first to ladies</p> <p>2.1.4. Waiter/Waitress takes orders first from ladies</p> <p>2.1.5. Waiter/Waitress is knowledgeable about the food and beverage offerings and is able to answer any reasonable queries</p> <p>2.1.6. Waiter/Waitress maintains positive body language and eye contact</p> <p>2.1.7. Waiter/Waitress obtains complete orders including any special requests</p> <p>2.1.8. Waiter/Waitress reconfirms all orders to ensure accuracy</p> <p>2.1.9. Waiter/Waitress thanks guest before proceeding to execute the order</p>
<p><b>2.2. Service of Food</b></p>	<p>2.2.1. If there is no cutlery setting on the table, appropriate cutlery should be placed prior to the arrival of the first course</p> <p>2.2.2. Cutlery is changed (if required) to be suitable for the dish ordered</p> <p>2.2.3. First course is served within 10 minutes of order (unless specified differently in the menu)</p> <p>2.2.4. Subsequent course is served within 10 minutes after clearing of the previous course (unless specified differently in the menu)</p> <p>2.2.5. Extra / unused cutlery is cleared appropriately on the completion of each course</p> <p>2.2.6. Hot food items are served hot (no less than 60 Degree C) on appropriately warmed plates</p> <p>2.2.7. Name of each dish is stated as it is served to each respective guest</p> <p>2.2.8. Cocktail napkins are served with all food and beverage offerings</p> <p>2.2.9. All appropriate condiments are automatically offered</p> <p>2.2.10. Salt &amp; pepper mills are available on request</p> <p>2.2.11. Waiter/Waitress approaches guest for quality check on plated meals served</p> <p>2.2.12. Soiled chinaware / glassware / flatware is cleared within 5 minutes of completion of meal"</p> <p>2.2.13. Guest is prompted by Waiter/Waitress before plates are cleared</p>
<p><b>2.3. Beverage Offerings</b></p>	<p>2.3.1. 3 types of fruit juices are available</p> <p>2.3.2. Fresh fruit juices are either freshly squeezed on premises or purchased from suppliers or as per MINISTRY OF HEALTH guidelines</p> <p>2.3.3. Fruit juices are not made from concentrate</p> <p>2.3.4. Freshly made coffee is available</p> <p>2.3.5. 3 types of coffee (e.g. espresso, cappuccino, latte, etc.) are available</p>

	<p>2.3.6. 5 types of tea are available</p> <p>2.3.7. Bottled drinking and mineral water is available</p> <p>2.3.8. 7 types of carbonated / non-carbonated soft drinks/sodas and energy drinks are available</p>
<p><b>2.4. Service of Beverage</b></p>	<p>2.4.1. Prepared drinks (cocktails) are served within no longer than 10 minutes of order-taking</p> <p>2.4.2. Pre-prepared drinks (soft drinks) are served within no longer than 8 minutes of order-taking</p> <p>2.4.3. Mineral water and soft drinks are poured at the table</p> <p>2.4.4. All glassware are clean and free of wear and damage</p> <p>2.4.5. Coasters are used for beverages served in glassware</p> <p>2.4.6. Waiter/Waitress offers to take re-orders as soon as guest's drink is finished</p>
<p><b>3.1. Entrance &amp; Signage</b></p>	<p>3.1.1. Signage is clean and clearly visible</p> <p>3.1.2. Outlet name and Classification must be in Arabic and English</p> <p>3.1.3. Glass panels are clean and free of any smudges (if applicable)</p> <p>3.1.4. Host podium (if applicable) at the entrance is clean, neat and well-organized</p> <p>3.1.5. Clean and crease-free menus are available at the entrance</p> <p>3.1.6. Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage outlets</p>
<p><b>3.2. Handicapped Access</b></p>	<p>3.2.1. Outlet is accessible and wheelchair friendly</p>
<p><b>3.3. Interior</b></p>	<p>3.3.1. Floors are clean and free of any debris</p> <p>3.3.2. Walls are clean and clear of any visible stains</p> <p>3.3.3. Light fixtures are well maintained and in working order</p> <p>3.3.4. Mirrors (if any) are clean and clear of any visible stains</p> <p>3.3.5. Side stations (if any) are clean and tidy</p> <p>3.3.6. Tables, chairs and any furniture are steady with no obvious scratches and are in good condition</p> <p>3.3.7. Upholstery (if any) is clean and free of wear</p> <p>3.3.8. Room temperature is comfortable at a range of 18 to 23 Degree Celsius</p> <p>3.3.9. Standard distance between dining/coffee tables is no less than 1.3 to ensure comfort for guests and ease of service</p>

	<p>3.3.10 Standard distance between cocktail tables is no less than 0.6 meters</p> <p>3.3.11 Entertainment is available in the form of DJ, 'Live' music, band performances, CD music system</p> <p>3.3.12 Music sound must be kept within the outlet to avoid disturbance</p> <p>3.3.13 Dance floor is not permitted</p>
<b>3.4. Restrooms</b>	<p>3.4.1 Restrooms are easily accessible</p> <p>3.4.2 Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc.</p> <p>3.4.3 Adequate supplies of toiletries are available in the restrooms</p> <p>3.4.4 Toilets, urinals and sinks are clean and in good working order</p> <p>3.4.5 Clean, cloth and/or paper hand towels are available</p> <p>3.4.6 Hand-driers are available</p> <p>3.4.7 Toilets are adequately ventilated</p> <p>3.4.8 Toilets are equipped with air-fresheners</p>

<b>3.5. Back-of-House</b>	<p>3.5.1. Size of kitchen and storage makes up no less than 30% of outlet space and as per MINISTRY OF HEALTH guidelines</p> <p>3.5.2. Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines</p> <p>3.5.3. All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)</p>
<b>3.6. Counter</b>	<p>3.6.1. Counter is clean, dry and free of any debris</p> <p>3.6.2. Displayed beverage is neatly arranged and dust-free</p> <p>3.6.3. An under counter glass washer is available</p> <p>3.6.4. An ice machine is available within the outlet area</p> <p>3.6.5. Blenders are available based on menu offerings</p> <p>3.6.6. A hand wash sink with hand sanitizer is available</p>

**3.7. Technology**

3.7.1. A POS system that is linked to the Hotel's PMS is used

3.7.2. Kitchens and service areas are equipped with POS printers for orders processing and controls

## LOUNGE CLUB Mandatory Minimum Standards

<b>1. GENERAL SERVICE STANDARDS</b>	
<b>1.1. Telephone Etiquette</b>	<ul style="list-style-type: none"> <li>1.1.1. Telephone calls are answered within 3 rings</li> <li>1.1.2. Standard salutation includes the time of day, name of greeter, name of outlet and an offer of assistance to the caller as per the outlet's standard operating procedures</li> <li>1.1.3. All calls are answered by a trained hotel staff after outlet's operation hours</li> </ul>
<b>1.2. Arrival Experience</b>	<ul style="list-style-type: none"> <li>1.2.1. Guests are acknowledged within 2 minutes of arrival</li> <li>1.2.2. Guests are attended to with a friendly welcoming greeting</li> </ul>
<b>1.3. The Menu</b>	<ul style="list-style-type: none"> <li>1.3.1. Menu is visibly clean and in good condition</li> <li>1.3.2. Fonts are clear and easy to read</li> <li>1.3.3. Dishes in menu contain a brief explanation of the dish itself and includes method of cooking and dish accompaniments</li> <li>1.3.4. Snack menu is available in English with appropriate and accurate Arabic translation and charged per person</li> <li>1.3.5. Special items (vegetarian / nuts / spiciness) are clearly indicated</li> </ul>
<b>1.4. Table Set-Up</b>	<ul style="list-style-type: none"> <li>1.4.1. Ashtrays are placed on smoking tables (if applicable)</li> </ul>

<b>1.5. Billing &amp; Farewell</b>	<p>1.5.1. Bill is presented within 5 minutes during off-peak periods and within 10 minutes during peak periods (where club is operating at more than 75% capacity), with the exception of Cash-on-Delivery bill services</p> <p>1.5.2. If outlet operates on a Cash-on-Delivery procedure, bill is presented immediately upon delivery of food &amp; beverage items</p> <p>1.5.3. Bill is offered in a clean and presentable bill holder with a working pen attached</p> <p>1.5.4. Bill is itemized clearly and items are correctly charged</p> <p>1.5.5. Cash, credit card and room charge are accepted</p> <p>1.5.6. Guest comment cards are available</p> <p>1.5.7. Guest is thanked for patronage and bade farewell</p>
<b>1.6. Age Restrictions</b>	<p>1.6.1. Age restrictions (21 years old and above)</p>
<b>1.7. Handling Guest Complaints</b>	<p>1.7.1. The outlet policy on Service Recovery is documented and available for staff reference in the outlet's standard operating procedures</p> <p>1.7.2. A record for complaints and service recovery process as well as guest contact details is maintained</p>
<b>1.8. Employee</b>	<p>1.8.1. Employee uniform is clean, fitting and well-pressed</p> <p>1.8.2. All operational staff members must have name tags</p> <p>1.8.3. Structured induction Program is conducted for all new staff, which includes on-the-job training. There must be evidence that this induction Program is implemented</p> <p>1.8.4. Annual training is scheduled for all staff. There must be evidence that this training program is implemented</p> <p>1.8.5. Outlet has a structured staff pre-shift briefing. There must be evidence that this pre-shift briefing is conducted</p> <p>1.8.6. An Outlet / Assistant Manager is contactable at all times, within the hotel premises, during the outlet's operation hours</p> <p>1.8.7. Outlet manager must be qualified as per job specification and approved by Tourism Sector</p>
<b>2.1. Order-Taking Process</b>	<p>2.1.1. Guest is approached within no longer than 5 minutes of being led to table / counter"</p> <p>2.1.2. Waiter/Waitress is knowledgeable about the food and beverage offerings and is able to answer any reasonable queries posed</p> <p>2.1.3. Waiter/Waitress maintains positive body language and eye contact</p> <p>2.1.4. Waiter/Waitress reconfirms all orders to ensure accuracy</p> <p>2.1.5. Waiter/Waitress thanks guest before proceeding to execute the order</p>



<p><b>2.2. Beverage Offerings</b></p>	<p>2.2.1. 3 types of fruit juices are available</p> <p>2.2.2. Fresh fruit juices are either freshly squeezed on premises or purchased from suppliers and as per MINISTRY OF HEALTH guidelines</p> <p>2.2.3. Fruit juices are not made from concentrate</p> <p>2.2.4. Freshly made coffee is available (if requested)</p> <p>2.2.5. 3 types of coffee (e.g. espresso, cappuccino, latte, etc.) are available (if requested)</p> <p>2.2.6. 5 types of tea are available (if requested)</p> <p>2.2.7. Bottled drinking and mineral water is available</p> <p>2.2.8. 7 types of carbonated / non-carbonated soft drinks/sodas and energy drinks are available</p> <p>2.2.9. 4 types of non-alcoholic cocktails (E.G. smoothies, milkshakes, etc.) are available</p>
<p><b>2.3. Service of Beverage</b></p>	<p>2.3.1. Prepared drinks (cocktails) are served within no longer than 10 minutes of order-taking</p> <p>2.3.2. Pre-prepared drinks (soft drinks) are served within no longer than 8 minutes</p> <p>2.3.3. Mineral water and soft drinks are poured at the table</p> <p>2.3.4. All glassware are clean and free of wear and damage</p> <p>2.3.5. Coasters are used for beverages served in glassware and for cans and bottles placed on the tables</p> <p>2.3.6. Coffee / tea is served with appropriate sugar selection that includes white, brown and sweetener</p> <p>2.3.7. Waiter/Waitress offers to take re-orders as soon as guest's drink is finished</p>
<p><b>2.4. Service of Food</b></p>	<p>2.4.1. Complimentary snacks (mixed nuts, crisps) are offered for drink orders served at the counter and/or table</p> <p>2.4.2. Complimentary snacks are replenished automatically</p> <p>2.4.3. Food items are served within 15 minutes of order (unless specified differently in the menu and where</p>

	<p>applicable)</p> <p>2.4.4. Hot food items are served hot (no less than 60 Degree C) (where applicable)</p> <p>2.4.5. All cutleries and chinaware used are matching in pattern (where applicable)</p> <p>2.4.6. All cutleries and chinaware should be in line with the theme (where applicable)</p> <p>2.4.7. Dining utensils are clean, in good condition and free of damage and wear (where applicable)</p> <p>2.4.8. Cocktail napkins are served with all food and beverage offerings</p> <p>2.4.9. All appropriate condiments are automatically offered (where applicable)</p> <p>2.4.10. Salt &amp; Pepper mills are available on request (where applicable)</p> <p>2.4.11. Waiter/Waitress approach guest for quality check on plated meals served (where applicable)</p> <p>2.4.12. Soiled chinaware / glassware / flatware is cleared within 5 minutes of completion of meal (where applicable)</p>
<p><b>3.1. Entrance &amp; Signage</b></p>	<p>3.1.1. Signage is clean and clearly visible</p> <p>3.1.2. Outlet name and classification must be in Arabic and English</p> <p>3.1.3. Age limit is clearly displayed outside of the outlet</p> <p>3.1.4. Host podium (if applicable) at the entrance is clean, neat and well-organized</p> <p>3.1.5. Emergency exit and fire evacuation signage are clearly visible and are posted in all food and beverage outlets</p> <p>3.1.6. Outlet capacity must be mentioned at the entrance and as per Civil Defense regulations</p>
<p><b>3.2. Interior</b></p>	<p>3.2.1. Floors are clean and free of any debris</p> <p>3.2.2. Walls are clean and clear of any visible stains</p> <p>3.2.3. Light fixtures are well maintained and in working order</p> <p>3.2.4. Mirrors (if any) are clean and clear of any visible stains</p> <p>3.2.5. Side stations (if any) are clean and tidy</p> <p>3.2.6. Tables, chairs and any furniture are steady with no obvious scratches and are in good condition</p> <p>3.2.7. Upholstery (if any) is clean and free of wear</p> <p>3.2.8. Indoor room temperature is comfortable at a range of 18 to 23 Degree Celsius (outdoor temperature will be based on ambient temperature)</p> <p>3.2.9. Standard distance between tables is no less than 1.3 meters</p> <p>3.2.10. Standard distance between cocktail tables is no less than 0.6 meters</p>

	<p>3.2.11. Entertainment is available in the form of DJ, 'Live' music, band performances, CD music system</p> <p>3.2.12. Music sound should be kept within the outlet to avoid disturbance</p>
<b>3.3. Restrooms</b>	<p>3.3.1. Restrooms are easily accessible</p> <p>3.3.2. Restrooms are equipped with basic toiletries such as hand wash, trash bin, etc.</p> <p>3.3.3. Adequate supplies of toiletries are available in the restrooms</p> <p>3.3.4. Toilets, urinals and sinks are clean and in good working order</p> <p>3.3.5. Clean, cloth and/or paper hand towels are available</p> <p>3.3.6. Hand-driers are available</p> <p>3.3.7. Toilets are adequately ventilated</p> <p>3.3.8. Toilets are equipped with air-fresheners</p>
<b>3.4. Back-of-House</b>	<p>3.4.1. Size of kitchen (if applicable) and storage makes up no less than 20% of outlet space and as per MINISTRY OF HEALTH guidelines</p> <p>3.4.2. Storage areas are clean, hygienic and neatly arranged and as per MINISTRY OF HEALTH guidelines</p> <p>3.4.3. All beverages are segregated and stored at a separate area with a temperature no higher than 21 Degree C (unless specified otherwise)"</p>
<b>3.5. Counter</b>	<p>3.5.1. Counter is clean, dry and free of any debris</p> <p>3.5.2. Displayed beverage is neatly arranged and dust-free</p> <p>3.5.3. An under counter glass washer is available</p> <p>3.5.4. An ice machine is available within the outlet area</p> <p>3.5.5. Blenders are available based on menu offerings</p> <p>3.5.6. A hand wash sink with hand sanitizer is available</p>
<b>3.6. Technology</b>	<p>3.6.1. A POS system that is linked to the Hotel's PMS is used</p> <p>3.6.2. Kitchens and service areas are equipped with POS printers for orders processing and controls</p>