



**Classification Criteria and  
Standards for Hotels  
Sultanate of Oman**

**HOTELS**  
Fully Serviced

★ TO ★★★★

الفنادق

2006/2007



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**Sultanate of Oman**  
**Classification of Tourism Accommodation Establishments**

**Classification Criteria**

**HOTELS**



**OVERALL STAR CLASSIFICATION DEFINITIONS**

**One-Star**

These properties usually appeal to a budget-traveler's basic needs for comfort and convenience. They meet the basic requirements relative to cleanliness and hospitality. Many properties do not have a restaurant on site, but are often located in close proximity of dining establishments.

**Two-Stars**

These properties appeal to the traveler's basic needs but offer moderate aesthetic enhancements in terms of room décor, design elements and amenities. Some may offer limited food and beverage services.

**Three-Stars**

These properties offer a higher level of service that appeal to the traveler with comprehensive needs. The property grounds, décor, design elements, and amenities are noticeable; upgrade in terms of style and quality. Most properties in this category feature food and beverage facilities offering breakfast, lunch and dinner services. Room service availability may vary. Pools and fitness facilities are often provided.

**Four-Stars**

These properties are upscale in all areas, distinguishing themselves with an extensive array of amenities combined with a high degree of hospitality, service, and attention to detail. A well integrated design with refined and stylish accommodations, excellent restaurant facilities, and landscaped grounds are visible throughout the property. The comfort and convenience of every guest is the staff's prevailing mission.

**Five-Stars**

These luxury hotels reflect the characteristics of ultimate sophistication and are members of a small elite group of hotels. These properties exhibit an exceptionally high degree of service and hospitality. The physical attributes are outstanding in every manner, displaying an original design, elegant room décor, exceptional dining, and meticulously maintained grounds. Many personalized services and amenities exceed the guest's expectation. The mission of their well trained staff is to fulfill the guest's unexpressed wishes and to consistently provide service levels that will delight the hotel's guests.

1) LOCATION, HOTEL ACCESS, ENVIRONMENT & PARKING					
Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
<b>1.1) Location</b>					
1.1.1) Appropriate for Type of Hotel	The location & surroundings must be appropriate for this type of hotel (commercial, commercial-residential or tourist designated zones). Evaluate neighborhood and traffic noise levels	The location & surroundings must be appropriate for this type of hotel (commercial, commercial-residential or tourist designated zones). Evaluate neighborhood and traffic noise levels	The location & neighborhood must be compatible with the image of the property (commercial, commercial-residential or tourist designated zones)	The location must be appropriate & be in a commercial, commercial-residential or tourist zones that reflects an image of sophistication & upscale in life style	The location must be appropriate & be in a commercial, commercial-residential or tourist zones that reflects an image of sophistication & luxury in life style
<b>1.2) Building</b>					
1.2.1) Façade	The exterior features are basic and simple	The exterior of the building reflects modest enhancements	The architectural features of the building reflect a distinguished style	The architectural features of the building must reflect an image of upscale quality	The architectural features of the building are extraordinary, projecting an image of sophistication & luxury
1.2.2) Balconies (Optional)	N/A	N/A	N/A	Good size balconies with enhanced design features in resort hotels.	Balconies with upscale design feature & large enough for lounging & meal service in resort hotels.
1.2.3) Shutters & Window Treatment	Clean windows	Clean windows	Very good exterior & interior window treatments will provide overall coordinated attractiveness	Excellent exterior & interior window treatment for resorts provide obvious enhancements	Outstanding exterior window treatment with interior French doors or shutters enhance the overall attractiveness of the building
1.2.4) View from Building	There must be an acceptable view from all guest rooms	There must be an acceptable view from all guest rooms	There must be an acceptable view from all guest rooms	The view from all guest rooms & public area must be attractive	The view from all guest rooms & public area must be attractive and exceptional
<b>1.3) Access</b>					
1.3.1) Paved roads with appropriate signage	Must be within easy reach with a paved road leading to an area large enough to accommodate cars at the main entrance	Must be within easy reach; a paved road leading to the main entrance that can accommodate cars	Must be easy to reach; the paved road to the hotel entrance is in good repair with good directional signs. Should accommodate cars & buses at the front door	Must be easy to reach via road; high quality signage & paved roads in good repair leading to the main entrance, which will accommodate cars & buses	Must be easy to find; with exceptional quality signs & a paved road leading up to the hotel entrance being large enough to accommodate cars & buses

1) LOCATION, HOTEL ACCESS, ENVIRONMENT & PARKING					
Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
1.3.2) Disabled access to all areas of the hotel	There must be access ramps to all facilities for the disabled guests	There must be access ramps to all facilities for the disabled guests	There must be access ramps to all facilities for disabled guests	There must be access ramps to all facilities for disabled guests	There must be access ramps to all facilities for disabled guests
1.3.3) Separate luggage entrance/access	N/A	N/A	A separate luggage entrance/access must be made available adjacent to the main hotel guests entrance.	A separate luggage entrance/access must be made available adjacent to the main hotel guests entrance.	A separate luggage entrance/access must be made available adjacent to the main hotel guests entrance.
1.4) Environment					
1.4.1) Landscaping, Park, Garden appropriately maintained & clean	Property grounds are well kept	Property grounds are well kept	Aesthetic enhancements at the main entrance & grounds	The entrance area & other landscaped grounds are well maintained & inviting	The front door area & other landscaped areas on the property are meticulously groomed
1.5) Parking					
1.5.1) No. of Parking Spaces per Room	There must be a minimum of 10 parking slots for the first 10 rooms and at least 1 parking slot for every 3 additional rooms, including reserved parking for the disabled	There must be a minimum of 10 parking slots for the first 10 rooms and at least 1 parking slot for every 3 additional rooms, including reserved parking for the disabled	There must be a minimum of 10 shaded parking slots for the first 10 rooms and at least 1 parking slot for every 3 additional rooms, plus 1 parking slot for every 10 m <sup>2</sup> of public areas; i.e., F&B and function areas & entertainment. including reserved parking for the disabled	There must be at least 1 shaded parking slot for every 3 rooms, including reserved parking for the disabled, plus 1 parking slot for every 10 m <sup>2</sup> of public areas; i.e., F&B and function areas & entertainment. Guest valet Parking slots must be available	There must be at least 1 shaded parking slot for every 3 rooms, including reserved parking for the disabled, plus 1 parking slot for every 10 m <sup>2</sup> of public areas; i.e., F&B and function areas & entertainment. Guest valet Parking slots must be available
1.5.2) Employee Parking	N/A	N/A	N/A	Employee parking in a separate area	Employee parking in a separate area
1.6) Main Entrance					
1.6.1) Canopy or porte de cochère, spotlessly clean & a good Sense of Arrival	The entrance is identifiable as such, usually by a sign	An easily identifiable driveway/entrance	An enhanced canopy covers the main entrance; a bellman available	A sense of arrival provides the first impression, a Porte de Cochère with a uniformed doorman & bellman providing the first welcome	A luxurious sense of arrival is evident with a Porte de Cochère covering the entrance & the driveway with a uniformed doorman providing a warm welcome & bellman available and valet parking driver.
1.6.2) Accessibility (24 hours)	Is accessible 24 hours	Is accessible 24 hours	The main entrance is open 24 hours	The main entrance is staffed 24 hours	The main entrance is staffed 24 hours

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
<b>2.1) Lobby &amp; Reception Area</b>					
2.1.1) Lobby size	Minimum 20 m <sup>2</sup> ; adequate sized registration area with limited seating area	Minimum 30 m <sup>2</sup> ; good-sized registration area with a seating arrangement featuring a sofa & arm chairs accommodating a small group; luggage carts available	Minimum 40 m <sup>2</sup> ; Very good-sized registration area with an expanded seating arrangement convenient for conversational seating accommodating small groups; luggage carts available.	Minimum 50 m <sup>2</sup> for the first 60 rooms ; - Plus 3 m <sup>2</sup> for every 10 additional rooms up to 200 rooms - 201 rooms and above, 0.25 m <sup>2</sup> per additional room, offering spacious registration area located away from main traffic areas with multiple conversational groupings accommodating several small groups; upgraded luggage carts, recognizable guest service area	The size of the hotel lobby shall be determined as follows: - Minimum 60 m <sup>2</sup> for the first 100 rooms - Plus 5 m <sup>2</sup> for every 10 additional rooms up to 200 rooms 201 rooms and above, 0.3 m <sup>2</sup> per additional room, offering spacious registration area located away from main traffic areas with multiple conversational groupings, accommodating several small groups; upgraded luggage carts and recognizable guest service area
2.1.2) Size of front desk/reception area (to include; guests' registration, cashier, and concierge). <b>Can also be represented in individual desks format.</b>	Minimum <b>8 m<sup>2</sup></b>	Minimum <b>10 m<sup>2</sup></b>	Minimum <b>15 m<sup>2</sup></b>	Minimum <b>20 m<sup>2</sup></b>	Minimum <b>25 m<sup>2</sup></b>
2.1.3) Elevator	Elevators are available in more than 1 floor buildings. There should be space for at least 1 elevator passenger for each 20 beds	Elevators are available in more than 1 floor buildings. There should be space for at least 1 elevator passenger for each 20 beds	Elevators are available in more than 1 floor buildings. There should be space for at least 1 elevator passenger for each 20 beds	Elevators are available in more than 1 floor buildings. There should be space for at least 1 elevator passenger for each 20 beds	Elevators are available in more than 1 floor buildings. There should be space for at least 1 elevator passenger for each 20 beds

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2.1.4) Ash urns/Trash receptacles	Ashtrays are available in public areas	Ashtrays & urns are placed throughout the public areas	Well coordinated ash urns are placed throughout the public areas & serviced frequently	Well designed ash urns/trash receptacles are placed in elevator landings & located throughout; they are maintained frequently & the sand is stamped	Attractively designed ash urns/trash receptacles are placed in elevator landings & located throughout; they are maintained frequently (never more than 3 cigarette butts visible) & the sand is stamped with a creative design
2.1.5) Ratios	<p>The number and type of sanitary fittings and fixtures installed, are to be calculated in relation to the resident guests and casual patrons capacity of the premises. To be provided separately for male &amp; female with separate entrances.</p> <p><b>MEN</b></p> <p>Up to 20 prs.- 1 WC w/flexible hand shataf, 1 Urinal, and 1 Wash-hand basin  21 - 50 prs. - 1 WC w/flexible hand shataf, 2 Urinals, and 2 Wash-hand basins  51 - 100 prs. - 2 WC w/flexible hand shataf, 3 Urinals, and 3 Wash-hand basins  101 - 200 prs. - 4 WC w/flexible hand shataf, 4 urinals, and 3 Wash-hand basins  201 - 300 prs.- 4 WC w/flexible hand shataf, 5 Urinals, and 4 Wash-hand basins</p> <p><b>Note:</b> For over 300 prs., add at a rate of 33% to the number of facilities.</p> <p><b>WOMEN</b></p> <p>Up to 20 prs - 1 WC w/bidet or flexible hand shataf, 1 Wash-hand basin, and 1 dressing credenza with make-up mirror and stool  21 - 50 prs. - 2 WC w/bidet or flexible hand shataf, 2 Wash-hand basin and 1 dressing credenza with make-up mirror and stool  51 - 100 prs.- 3 WC w/bidet or flexible hand shataf, 3 Wash-hand basin and 2 dressing credenza with make-up mirror and stool  101 - 200 prs.- 4 WC w/bidet or flexible hand shataf, 4 Wash-hand basin and 2 dressing credenza with make-up mirror and stool  201 - 300 prs - 5 WC w/bidet or flexible hand shataf, 5 Wash-hand basin and 3 dressing credenza with make-up mirror and stool</p> <p><b>Note:</b> For over 300 prs., add at a rate of 33% to the number of facilities.</p> <p>Toilets to have effective system of ventilation (natural or mechanical), and to be equipped with all usual accessories (e.g., mirrors, make-up mirror in female lavatory, vanity units, ample lighting, clothes hooks, toilet paper-roll holders, (electrical hand dryers/optional), soap dispensers, disposable paper towels and/or hand linen/terry towels and soiled towels basket, fire resistant waste basket, (floral arrangements  3&amp;4 stars/artificial, fresh in 5 stars),public address loudspeakers</p>				
2.1.6) Number of disabled toilet facilities	<p>Up to 150 prs. - 1 toilet equipped for the disabled  For over 150 prs. - 2 toilets equipped for the disabled</p>				

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2.1.7) Public toilets/ Restrooms location	Toilets for resident guests and casual patrons are to be provided separately for men and women, and to be located adjacent to or easily accessible from the lobby area.	Toilets for resident guests and casual patrons are to be provided separately for men and women, and to be located adjacent to or easily accessible from the lobby area.	Toilets for resident guests and casual patrons are to be provided separately for men and women, and to be located adjacent to or easily accessible from the lobby area.	Toilets for resident guests and casual patrons are to be provided separately for men and women, and to be located adjacent to or easily accessible from the lobby area.	Toilets for resident guests and casual patrons are to be provided separately for men and women, and to be located adjacent to or easily accessible from the lobby area.
2.1.8) Fixtures & fittings	Toilets to contain fixtures and fittings of good quality, design and condition; Hangers to be provided on the toilets doors.	Toilets to contain fixtures and fittings of good quality, design and condition; Hangers to be provided on the toilets doors.	Toilets to contain fixtures and fittings of good quality, design and condition; Hangers to be provided on the toilets doors.	Toilets to contain fixtures and fittings of good quality, design and condition; Hangers to be provided on the toilets doors.	Toilets to contain fixtures and fittings of good quality, design and condition; Hangers to be provided on the toilets doors.
2.1.9) Sanitary installation & water supply	Toilets to contain; WC units (in separate compartments), urinals, and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste.	Toilets to contain; WC units (in separate compartments), urinals, and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste.	Toilets to contain; WC units (in separate compartments), urinals, and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste.	Toilets to contain; WC units (in separate compartments), urinals, and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste.	Toilets to contain; WC units (in separate compartments), urinals, and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste.
2.1.10) Function, meeting & conference facilities	N/A	N/A	Where functions are catered for, separate toilet for male & female to be provided adjacent to the public areas	Where functions are catered for, separate toilet for male & female to be provided adjacent to the public areas	Where functions are catered for, separate toilet for male & female to be provided adjacent to the public areas

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2.1.11) Electrically operated shoe-polishing machines (black, brown and neutral brushes and polish cream)	N/A	N/A	To be positioned in public cloakrooms and toilets (gents rooms) Could also be positioned in elevator bays on the floors.	To be positioned in public cloakrooms and toilets (gents rooms). And also to be positioned in elevator bays on the floors.	To be positioned in public cloakrooms and toilets (gents rooms). And also to be positioned in elevator bays on the floors. Valet shoe polishing night service must also be availed.
2.1.12) Artwork (décor)	Basic functional décor with limited coordination	Well coordinated décor & prints are placed throughout the public areas	Enhanced quality art effects, prints & some paintings are found throughout the public areas	Outstanding quality artwork & paintings (local & international) are displayed throughout the public areas	Exquisite-quality artwork & paintings (local & international) are displayed throughout the public areas, which are well illuminated.
2.1.13) Registration office location & accessibility	Shall be clearly visible	Easy to identify upon entering the lobby	Shall be easily identifiable from hotel entrance	Shall be easily visible from hotel entrance	Must be easily visible & accessible from the hotel entrance
2.1.14) Front-Office service hours	24/24 hours reception service available	24/24 hours reception service available	24/24 hours for reception, information & bell service.	24/24 hours for reception, door keeping & bell service	24/24 hours for reception, information & bell service
2.1.15) Bell, Door & Concierge area	N/A	N/A	Bell staff is situated at the door.	Bell & door staff is situated at the hotel entrance; concierge desk is located adjacent to the front desk	Bell & door staff is situated at the hotel entrance; concierge desk is located adjacent to the front desk
2.1.16) Parking valet position	N/A	N/A	N/A	Parking Valet is situated at the arrival court with adequate space to maintain all car keys, accessible to guests	Parking Valet is situated at the arrival court with adequate space to maintain all car keys, accessible to guests
2.1.17) Back-Office /Telephone operator	Telephone exchange at Front Desk	Telephone exchange at Front Desk; service 24/24 hours	Back officet telephone exchange service 24/24 hours	Good back office space; Telephone operator service 24/24 hours	Sufficient back office space easily accessible from front; Telephone operator service 24/24 hours

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2.1.18) Back of the house telephone equipment cell	N/A	N/A	A cell located in an accessible zone, must be dust proof and A/C'd to accommodate the telephone system electronic support equipments.	A cell located in an accessible zone, must be dust proof and A/C'd to accommodate the telephone system electronic support equipments.	A cell located in an accessible zone, must be dust proof and A/C'd to accommodate the telephone system electronic support equipments.
2.1.19) Luggage storage area	Luggage may be kept for holding in the back office	A small area within the arrival area is set aside for luggage storage	A fair size luggage shelved storage area situated in the arrival area	A spacious luggage shelved storage area accessible from the arrival court	A spacious luggage shelved storage area accessible from the arrival court with easy connection to a service or luggage elevator
2.1.20) Luggage elevator access	N/A	N/A	N/A	Service/luggage elevator available & easily accessible	Service/ luggage elevator available & easily accessible
2.1.21) Safe deposit boxes	A general safe for guest's valuables must be made available at the reception back-office.	A general safe for guest's valuables must be made available at the reception back-office.	A general safe for guest's valuables must be made available at the reception back-office. Plus an average of 1 individual safe deposit box per each 15 rooms.	A general safe for guest's valuables must be made available at the reception back-office. In addition to individual safe deposit boxes of different dimensions, positioned adjacent to the Front Desk, accessible from the lobby. Average number available should be one for every 10 rooms, plus <b>in-room safes in all suites</b>	A general safe for guest's valuables must be made available at the reception back-office. In addition to a reasonable number of individual safe deposit boxes are available, adjacent to the Front Desk & accessible from the lobby , <b>and in addition to in-room safes in all rooms</b> ,
2.1.22) House phones	N/A	A house phone shall be available	A house phone shall be available	There shall be at least 2 house phone with note pads & pens, available at the reception area	A minimum of 2 house phones with note pads & pens, shall be available at the reception area

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2.1.23) Recessed public telephone area	Public telephone on site	There shall be a telephone on site in convenient location	Public telephones are located conveniently inside the building	Multiple public phone booths with multiple recessed phones located away from traffic areas	Multiple public phone booths with multiple recessed phones located away from lobby traffic areas
2.1.24) Back-of-the-house recessed public telephone area	N/A	N/A	Public telephone(s) must be made available for staff use adjacent to the staff canteen	Public telephone(s) must be made available for staff use adjacent to the staff canteen	Public telephone(s) must be made available for staff use adjacent to the staff canteen
2.2) Maintenance & Cleanliness					
2.2.1) Debris on floors	Acceptable cleanliness standards maintained	Floors throughout shall be maintained in clean conditions in all public areas.	The lobby floor & corridors shall be kept free of debris	The lobby floor & corridors shall be free of debris	The lobby floor & corridors shall be free of debris at all times
2.2.2) Cigarette burns on floor or carpet	Floors are well maintained	All floors are kept free of damages	All floors shall be maintained well	There shall not be any cigarette burns on the floors anywhere	There shall not be any cigarette burns on the floor, corridor & carpets
2.2.3) Burnt-out light bulbs	No burnt-out light bulbs	There should not be burnt out light bulbs	No burnt-out light bulbs in public areas	There shall not be any burnt-out light bulbs in the lobby's light fixtures or any other public area	There shall not be any burnt-out light bulbs in the lobby's light fixtures or any other public area
2.2.4) High dusting of light fixtures & chandeliers	Regular high dusting standards generally maintained in all public areas	Light fixtures & light bulbs shall be free of dust in all public areas	Light fixtures shall be dusted regularly in all public areas	All light fixtures shall be kept free of dust in all public areas	All light fixtures shall be kept free from dust, in particular crystal chandeliers shall sparkle at all times
2.2.5) High dusting, picture frames	Acceptable standard maintained in all public areas	High dusting standards maintained in all public areas	High dusting shall be of high standard in all public areas	High dusting throughout public areas shall be free of dust in all public areas	High dusting throughout public areas shall be free of dust in all public areas
2.2.6) Painting of door frames & doors	Painting in public areas maintained	Painting in public areas maintained	Painting in public areas maintained, no visible marks	Painting in guest areas maintained at high standard	Painting standards are maintained impeccably

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
<b>2.3) Restaurants</b>					
2.3.1) Full service outlet or an <b>all-day dining coffee shop</b>	Breakfast lounge; minimum size 1 m <sup>2</sup> per seat at an average of 1 seat per room or vending machines providing snacks & hot & cold beverages	Coffee shop or snacks available for breakfast, <b>(lunch &amp; dinner optional)</b> ; minimum size 1.2 m <sup>2</sup> per seat at an average of 1 seat per rooms.	Coffee shop or food court, serving breakfast, lunch, dinner & late snacks; minimum size 1.2 m <sup>2</sup> per seat at an average of 1 seat per beds.	All-Day dining facility; minimum size 1.3 m <sup>2</sup> per seat at an average of 1.5 seat per beds	All-Day dining facility, casually elegant; minimum size 1.5 m <sup>2</sup> per seat at an average of 1.75 seat per beds.
2.3.2) Café/Brasserie	N/A	N/A	N/A	Casual dining, often buffet-style for breakfast, lunch & dinner; minimum size 1.4 m <sup>2</sup> per seat <b>(optional)</b>	Semi-formal, serving lunch & dinner, often buffet-style; minimum size 1.5 m <sup>2</sup> per seat <b>(optional)</b>
2.3.3) Specialty restaurant	N/A	N/A	N/A	Usually a themed restaurant offering ethnic specialties; minimum size 1.4 m <sup>2</sup> per seat <b>(optional)</b>	Usually a themed restaurant offering ethnic specialties; minimum size 1.6 m <sup>2</sup> per seat
2.3.4) Fine dining room	N/A	N/A	N/A	Offers "a la carte" sophisticated continental cuisine & service; minimum size 1.6 m <sup>2</sup> per seat	Offers a distinctive gourmet dining experience for increasingly discerning guests who appreciate haute cuisine; minimum size 1.8 m <sup>2</sup> per seat

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
<b>2.4) Beverage Outlets</b>					
2.4.1) Lobby bar	N/A	N/A	Well coordinated design with attractive ambience; minimum, Size 1 m <sup>2</sup> per seat. <b>Serving alcoholic or non-alcoholic beverages.</b>	Enhanced quality décor & wall coverings, ceiling with decorative trim, wood or marble baseboards, walls have textured coverings, excellent quality carpet or marble floors; minimum size 1 m <sup>2</sup> per seat. <b>Serving alcoholic or non-alcoholic beverages.</b>	Outstanding elegance & appeal, decorative wall coverings, ceiling is unique with enhanced architectural design & trim, wood or marble baseboards; minimum size 1.2 m <sup>2</sup> per seat
2.4.2) Lobby lounge	N/A	N/A	N/A	Excellent décor & ambiance; minimum size 1 m <sup>2</sup> per seat	Outstanding elegance & appeal; minimum size 1 m <sup>2</sup> per seat
2.4.3) Sports bar	N/A	N/A	N/A	A well designed bar, well decorated for viewing sporting events; minimum size 1.5 m <sup>2</sup> per seat <b>(optional)</b>	A well designed bar, well decorated for viewing sporting events; minimum size 1.5 m <sup>2</sup> per seat <b>(optional)</b>
2.4.4) Night club/Disco	N/A	A well designed state-of-the art night club with a large dance floor, an excellent sound system & acoustics; life or DJ entertainment of high quality is provided nightly; minimum size 1.5 m <sup>2</sup> per seat <b>(optional)</b>	A well designed state-of-the art night club with a large dance floor, an excellent sound system & acoustics; life or DJ entertainment of high quality is provided nightly; minimum size 1.5 m <sup>2</sup> per seat <b>(optional)</b>	A well designed state-of-the art night club with a large dance floor, an excellent sound system & acoustics; life or DJ entertainment of high quality is provided nightly; minimum size 1.5 m <sup>2</sup> per seat	A well designed state-of-the art night club with a large dance floor, free space; an outstanding sound system & acoustics; life or DJ entertainment of outstanding quality is provided nightly; minimum size 1.8 m <sup>2</sup> per seat

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
<b>2.5) Conference Facilities</b>					
2.5.1) Pre-function area (Foyer)	N/A	N/A	Small Foyer at about 35% of total meeting space with adjustable lighting	A Pre-function area of 35% of ballroom size with adjustable lighting; upscale in design & furnishings	A Pre-function area of 40% of ballroom size with adjustable lighting; outstanding design features & furnishings
2.5.2) Ballroom or Banqueting Hall	N/A	N/A	A banqueting room with enhanced comfort & décor elements, adjustable lighting levels; a variety of audiovisual equipment is available	A ball/banqueting room with upscale design elements, state-of-the-art audiovisual equipment & adjustable lighting levels are available	A ball/banqueting room with design elements of outstanding elegance & appeal, with state-of-the-art audiovisual equipment & video conferencing; adjustable lighting levels are available, & a unique variety of services offered
2.5.3) Ceiling height	N/A	N/A	Minimum <b>4 m</b>	Minimum <b>5 m</b>	Minimum <b>5 m</b>
2.5.4) Partitions & soundproofing	N/A	N/A	The meeting rooms shall be divided into several sections by dividers that are sound-proof of high quality	The ballroom shall be divided into several section by excellent quality air walls that are sound proof	The ballroom shall be divided into several section by outstanding quality air walls that are sound proof & textured in appearance
2.5.5) Temperature control	N/A	N/A	Temperature levels adjustable	Temperature levels adjustable	Temperature levels adjustable
2.5.6) Junior ballroom with foyer	N/A	N/A	N/A	A junior ballroom of the same high standard is available ( <b>optional</b> )	A junior ballroom of the same high standard is available ( <b>optional</b> )
2.5.7) Break-out rooms	N/A	N/A	N/A	There will be a number of break-out rooms of the same high standard available for small conferences	There will be a number of dedicated break-out rooms of the same high standard available for small conferences

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2.5.8) Boardroom	N/A	N/A	N/A	A small board room with excellent design elements & décor, adjustable lighting features, artwork, millwork wall covering, a board table with leather chairs & a credenza for coffee break set up <b>(optional)</b>	A small board room with outstanding design elements & décor, adjustable lighting features, artwork, paintings, rich millwork wall covering, a heavy board table with recline able heavy leather chairs & a marble-top credenza for coffee break set up <b>(optional)</b>
<b>2.6) Cloakrooms &amp; Public Toilets</b>					
2.6.1) Public toilets facilities within the function, conference, and meeting rooms areas	Consult table public toilets/Restrooms (Ref. 2.1.5)				
2.6.2) Number of disabled toilet facilities	Consult table disabled facilities (Ref. 2.1.6)				
<b>2.7) Cleanliness</b>					
2.7.1) Ashtrays/urns/trash receptacle	N/A	N/A	Sufficient ash urns/ashtrays shall be placed throughout the function areas & restroom facilities	Sufficient ash urns/ashtrays shall be placed throughout the function areas & restroom facilities	Sufficient ash urns/ashtrays shall be placed throughout the function areas & restroom facilities
2.7.2) Mirror	N/A	N/A	Full size mirrors well polished with appropriate lighting with a make-up mirrors in female lavatories	Full size mirrors well polished with appropriate lighting with a make-up mirrors in female lavatories	Full size mirrors well polished with appropriate lighting with a make-up mirrors in female lavatories
2.7.3) Light fixtures	N/A	N/A	Light fixtures are dust-free	Light fixtures are dust-free	Light fixtures are dust-free
2.7.4) Used hand towels removal	N/A	N/A	Cleanliness is maintained during function.	During functions, the restroom will be serviced frequently to ensure clean condition.	During functions, the restroom will have an attendant to ensure that the facilities are well stocked & cleanliness is maintained & that soiled towels are removal.

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
<b>2.8) Sports &amp; Leisure Facilities</b>					
2.8.1) Fitness facilities	N/A	N/A	A 100 m2 with good quality fitness equipment, aerobics floor & on-call instructors. The operating hours are from 8:00 to 21:00 Hours.	A 150 m2 with state-of-the-art fitness equipment, individual entertainment programs, aerobics studios & highly skilled instructors on duty. The operating hours shall be from 8:00 to 23:00 hours	A 200 m2 with state-of-the-art fitness equipment, individual entertainment programs, dance & aerobics studios & highly skilled instructors on duty. The operating hours shall be from 7:00 to 23:00 hours
2.8.2) Swimming pool In-door/out-door size  <i>(The pool dimensions shall not exceed Olympic size; i.e., 50m x 25m)</i>	N/A	Swimming pool, minimum size 16m x 8m with good quality pool furniture; availability is limited <b>(optional)</b>	A basic pool of at least 1 m2 per room in size (minimum size 16 x 8 m) with very good quality & variety of pool furniture shall be available <b>(optional)</b>	Minimum size 1 m2 per room, (minimum 25 x 12.5 m). The swimming pool area is well-appointed with upscale design elements & an excellent quality & variety of pool furniture. F&B is available pool-side; pool attendant on duty	Swimming pool size is 1 m2 per room. (minimum 25 x 12.5 m)., A lap pool in addition to a pool for children & toddlers. The swimming pool area has outstanding design elements & appeal; pool furniture is of outstanding quality; F&B service is available pool-side; full-time professional attendant is on duty
2.8.3) Wet areas  <i>Note: If fitness center's toilets, lockers and showers are an integral part of the pool's wet area, then such facilities need NOT to be repeated in the pool area.</i>	N/A	Locker rooms with showers & WC for ladies & gents separately are available	Locker rooms with showers & WC for ladies & gents separately are available	Spa services such as sauna, steam, whirlpool, massage, locker rooms with shower & WC for ladies & gents are available	Full spa services, 400 m <sup>2</sup> , such as sauna, steam, plunge pool, whirlpool, massage rooms, outstanding quality locker rooms with shower & WC, resting lounge with juice bar for ladies & gents are available

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2.8.4) Tennis, Squash or Racquetball	N/A	N/A	N/A	<p><b>One of the following:</b></p> <p>Tennis, squash or racquet ball must be available</p> <p>Indoor games room: e.g., pools and table tennis. <b>(optional)</b></p>	<p>Lit tennis courts with different surfaces (hard, clay &amp; grass) may be available, lawn bowling, volley ball, squash and/or racquet ball may also be available.</p> <p>- Indoor games room: e.g., pools, table tennis must be available.</p>

2) PUBLIC AREAS STANDARDS					
Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
<b>2.9) Business Center</b>					
2.9.1) Business centre	N/A	Limited services may be available through the front desk	Minimum size 25 m2 of good quality design elements	Minimum size 50 m2 upscale, well appointed	Minimum size 75 m2 of outstanding elegance & appeal & design features
2.9.2) Service desk	N/A	N/A	A service desk with built-in PCs	An attractive service desk with built-in PCs with glass top	An attractive service desk with built-in PCs with glass top
2.9.3) Library / Lounge	N/A	N/A	A reading lounge with business magazines & periodicals of good quality & comfort. <i>(optional)</i>	A well furnished research library and lounge.	An outstanding furnished research library and lounge.
2.9.4) PC-stations	N/A	N/A	PC stations with high speed internet access are set up in an attractively designed cubicles with partitions to shield off noise	PC stations with high speed internet access are set up in attractively designed work stations with partitions to shield off noise.	PC stations with high speed internet access are set up in attractively designed work stations with partitions to shield off noise.
2.9.5) Back office	N/A	N/A	Back office operation offer copying & typing services, faxing & mails services.	Back office operations equipped with document reproduction equipment, word processing services, binding services, etc. are well hidden from the guest's view	Back office operations equipped with document reproduction equipment, word processing services, binding services, etc. are well hidden from the guest's view
<b>2.10) Retail</b>					
2.10.1) Car rental desk	N/A	Will be able to contact car rental services	If not situated in hotel, service shall be available	If not situated in hotel, service shall be available	Car rental desk
2.10.2) Sundry traveler shop and bookshop <i>(Can be combined or separate)</i>	N/A	N/A	Good quality sundries available	Upscale selection of sundries	Outstanding products exceptionally merchandized

**2) PUBLIC AREAS STANDARDS**

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2.10.3) Gift shop	N/A	N/A	N/A	Upscale choice of gift & logo items available	Exceptional quality of gift items well merchandized
2.10.4) Hair style & beauty salon for men & women	N/A	N/A	N/A	A facility situated in the hotel	A Hair stylist of high reputation and skills

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
<b>2.11) Furnishings &amp; Décor</b>					
2.11.1) Furnishings & décor	Good functional décor with limited coordination of furniture, fixtures & equipment	Good, comfortable décor with evidence of increased coordination of furniture, fixtures & equipment that reflect current industry trends; some artificial or live plants	Furniture, fixtures, equipment & décor are well coordinated, attractive & offer an enhanced degree of comfort; a very good variety of live plants or very good quality artificial floral arrangements	Upscale, well-appointed, & in the theme of the property; high degree of comfort, featuring professional fitted coverings; an abundant variety of live plants or unique dried floral arrangements	Outstanding elegance & appeal with unique style displaying fine antiques, paintings & artistic elements; an outstanding variety of live plants & fresh floral arrangements throughout
<b>2.12) Miscellaneous</b>					
2.12.1) Floor coverings	Basic quality of simple design	Good quality floor coverings coordinated with the overall décor	Very good quality carpet, wood, or tile floors with area rugs accenting the overall décor	Excellent quality carpet, wood, marble, or granite floors with unique area rugs	Outstanding quality of carpet or tile with a distinctive design pattern; highly polished wood, marble, granite, or high grade stone floors with custom area rugs
2.12.2) Illumination	Functional lighting fixtures that provide adequate illumination	Enhanced lighting fixtures well placed to provide good overall illumination	Decorative lighting fixtures are well-positioned to provide good overall illumination	Light fixtures are well appointed & of an upscale design that complements the overall theme of the property; multi-placement provides overall excellent illumination	Custom lighting fixtures of outstanding quality providing a unique effect; multi-placement provides overall excellent illumination & ambience lighting during night time
2.12.3) Temperature control	Temperature range is between 18°C-23°C	Temperature range is between 18°C-23°C	Temperature range is between 18°C-23°C	Temperature range is between 18°C-23°C	Temperature is kept between 18°C- 23°C
2.12.4) Corridors	Walls & ceilings are of basic, simple quality & design	Walls are plasterboard or have vinyl coverings; ceilings are suspended or painted plasterboard; climate controlled	Walls are painted, stuccoed, or have vinyl wall coverings with vinyl or carpeted baseboard; ceilings are painted plasterboard or have an enhanced, textured finish	Walls have excellent quality wall coverings or treatments with ceiling trim or decorative border & carpeted or wood baseboard; ceilings are painted plasterboard or have an enhanced textured finish	Walls have outstanding quality, decorative wall coverings or treatments that are enhanced by chair rails with ceiling trim or decorative border & wood baseboard; ceilings are unique, with enhanced architectural design

## 2) PUBLIC AREAS STANDARDS

Evaluation Criteria/Section	1 Star	2 Stars	3 Stars	4 Stars	5 Stars
2.12.5) Signage & graphics in English & Arabic	Adequate, legible directional signs in limited locations throughout the property	A good quality directional signs throughout the hotel property	Professionally manufactured directional signs in many locations throughout the property	Design is well defined with overall theme of the property. Location signage is extensive	Signage design is well defined in harmony with the theme of the property. Location signage is extensive
2.12.6) Elevators/elevator landings (Bays)	A commercial type of elevator approach is used	Elevators are of simple design with good quality finishes	Attractively furnished & recessed elevator landing	Well appointed elevator landings upscale in design, recessed away from lobby & corridors	Recessed away from lobby & corridors, elevator landings reflect design elements of distinguished elegance & appeal
2.12.7) Praying hall (Musalla), complete w/its restrooms and ablution basin, accessible to hotel guests	N/A	N/A	Praying hall (Musalla), complete w/its restrooms and ablution basin, Within proximity of the lobby area, accessible to hotel guest	Praying hall (Musalla), complete w/its restrooms and ablution basin, Within proximity of the lobby area, accessible to hotel guests	Praying hall (Musalla), complete w/its restrooms and ablution basin, Within proximity of the lobby area, accessible to hotel guests

3) GUEST ROOMS MINIMUM STANDARDS					
Evaluation Criteria/Section	1-Star Points	2-Star Points	3-Star Points	4-Star Points	5-Star Points
<b>3.1) Guest Rooms</b>					
3.1.1) Minimum number of rooms	<b>10</b>	<b>20</b>	<b>30</b>	<b>60</b>	<b>100</b>
3.1.2) Minimum floor area in m <sup>2</sup> <b>(excluding bath room, entrance, closet space &amp; balcony)</b>	Single room: <b>12 m<sup>2</sup></b> Double/twin room: 16m <sup>2</sup>	Single room: <b>14 m<sup>2</sup></b> Double/twin room: 18m <sup>2</sup>	Single room: <b>16 m<sup>2</sup></b> Double/twin room: 20m <sup>2</sup>	Single room: <b>18 m<sup>2</sup></b> Double/twin room: 22m <sup>2</sup>	Single room: <b>20 m<sup>2</sup></b> Double/twin room: 26m <sup>2</sup>
3.1.3) Number of suites <b>(Maximum percentage allowed 25 % of all rooms)</b>	N/A	N/A	Minimum of <b>3%</b> of total rooms inventory	Minimum of <b>4%</b> of total rooms inventory	Minimum of <b>5%</b> of total rooms inventory
3.1.4) Minimum size of suites in m <sup>2</sup> <b>(exclusive of entrance, bath room, closet and balcony)</b>	N/A	N/A	Minimum size <b>36 m<sup>2</sup></b>	Minimum size <b>42 m<sup>2</sup></b>	Minimum size <b>50 m<sup>2</sup></b>
3.1.5) Size of guestroom corridors & placement of fire extinguishers	Minimum <b>100</b> cm wide; recessed or exposed fire extinguishers	Minimum <b>125</b> cm wide; recessed or exposed fire extinguishers	Minimum <b>150</b> cm wide, fire extinguishers recessed	Minimum <b>175</b> cm wide; fire extinguishers recessed, <b>Recessed guestroom entrance will be an added advantage.</b>	Minimum <b>200</b> cm wide, with recessed guestroom entrance; fire extinguishers recessed into the walls
3.1.6) Number of concierge/executive or club floor rooms <b>(Optional)</b>	One Floor with club lounge & access to club guests only <b>(Optional)</b>	One Floor with club lounge & access to club guests only <b>(Optional)</b>	One Floor with club lounge & access to club guests only <b>(Optional)</b>	One Floor with club lounge & access to club guests only <b>(Optional)</b>	1 to 2 Floors with club lounge & access to club guests only <b>(Optional)</b>
3.1.7) Number of disabled rooms	Minimum <b>1</b> room for the first <b>10</b> rooms & then add <b>1</b> room for every <b>35</b> rooms	Minimum <b>1</b> room for the first <b>10</b> rooms & then add <b>1</b> room for every <b>35</b> rooms	Minimum <b>1</b> room for the first <b>10</b> rooms & then add <b>1</b> room for every <b>35</b> rooms	Minimum <b>3</b> room for the first <b>60</b> rooms, and then add <b>1</b> room for every <b>35</b> rooms	Minimum <b>4</b> room for the first <b>100</b> rooms, then add <b>1</b> room for every <b>25</b> rooms.
3.1.8) Number of connecting rooms	N/A	<b>10 %</b> of all rooms	<b>15%</b> of all rooms	<b>20%</b> of all rooms	<b>30%</b> of all rooms
3.1.9) Number of non-smoking rooms	There shall be non-smoking rooms available	A minimum of <b>20%</b> of the total rooms inventory shall be non-smoking rooms	A minimum of <b>25%</b> of total rooms inventory shall be non-smoking rooms	There shall be a minimum of <b>1</b> floor set aside for non-smoking rooms	There shall be a minimum of <b>1</b> floor set aside for non-smoking rooms
3.1.10) Signage in English & Arabic	Basic directional signage, including room numbers on all doors, shall be on each floor.	Good quality directional signage, including room numbers on all doors, shall be placed on each floor	Very good quality directional signage, including room numbers on all doors, shall be placed on each floor	Enhanced quality directional signage, including room numbers on all doors, shall be placed on each guest floor	Upscale quality directional signage, including room numbers on all doors, shall be placed on each guest floor
3.1.11) Minimum Ceiling Height	<b>2.5 m</b>	<b>2.5 m</b>	<b>2.5 m</b>	<b>2.5 m</b>	<b>2.5 m</b>
3.1.12) Floor covering <b>If property is located on/by a beach, bedrooms and other areas flooring may be exempted from carpeting. Marble, granite, terazzo or parquet may substitute.</b>	Good quality of simple design	Good quality floor coverings coordinated with overall design features	Very good quality carpet, wood or tile floors with area rugs compatible with overall design features	Excellent quality carpet, wood, marble, granite, or other high end stone floors with elegant area rugs	Outstanding quality of carpet with distinctive design pattern; polished wood, marble, granite or other high end stone floors with elegant area rugs
3.1.13) Sound proofing	The walls, ceilings & windows are of good sound- proof quality	The walls, ceilings & windows are of good sound-proof quality	The walls, ceilings & windows are of very good sound-proof quality	The walls, ceilings & windows are of excellent sound-proof quality	The walls, ceilings & windows are of outstanding sound-proof quality

3.1.14) Minimum number of windows. <b>All windows must have an outside view or natural day light.</b>	1 window, double glazed	1 window, double glazed	2 window, double glazed	2 window, double glazed	2 windows, double glazed,
3.1.15) Lock security	Lockable	Deadbolt lock	Deadbolt lock & viewpoint	Deadbolt lock & viewpoint; door bell/gung	Deadbolt lock & viewpoint; door bell/gung
<b>3.2) Beds</b>					
3.2.1) Size of single beds (minimum)	100x190 cm	100x190 cm	100x190 cm	100x200 cm	100x200 cm
3.2.2) Size of double/queen beds (minimum)	150x200 cm	150x200 cm	150x200 cm	150x200 cm	150x200 cm
3.2.3) Number of queen size beds	Optional	Optional	10% of inventory	10% of inventory	10% of inventory
3.2.4) Size of king size beds (minimum)	N/A	N/A	N/A	180x200 cm [4]	180x200 cm
3.2.5) Number of king size beds	N/A	N/A	NA	10% of inventory	10% of inventory
3.2.6) Roll-away beds	N/A	There shall be roll-away beds available	There shall be roll-away beds available	There shall be a sufficient supply of extra beds & roll-away beds available	There shall be a sufficient supply of extra beds & roll-away beds available
3.2.7) Baby-cots available	There shall be cots available	There shall be cots available	There shall be cots available	There shall be cots for toddlers available	There shall be cots for toddlers available
<b>3.3) Telecoms / Audio visuals</b>					
3.3.1) TV <b>Additional 29" TV set to be positioned in suites' living rooms.</b>	20" TV set wall-mounted, pedestal or stationary with remote control	20" TV set positioned on pedestal or stationary with remote control	20" TV set positioned on credenza or open armoire with remote control	25" TV set positioned in a closed armoire with remote control & channel directory	29" TV set positioned in a closed armoire with remote control & channel directory
3.3.2) Telephone	1 telephone, direct local, international through the operator & room-to-room dialling	1 telephone, direct local, international through the operator & room-to-room dialling	1 telephone, direct local, international through the operator & room-to-room dialling, long phone cord,	1 telephone, 2 lines, direct local & international & room-to-room dialling, expanded phone features such as pre-programmed dialling keys long phone cord, mail-voice messaging, message light	2 telephones (1 on desk, 1 bedside), direct local & international & room-to-room dialing, 2 lines, multiple or cordless, expanded phone features such as pre-programmed dialling keys long phone cord, mail-voice messaging, message light
3.3.3) Internet access	Internet access in all guest rooms	Internet access	Internet access	Wireless high-speed internet access	Wireless high-speed internet access
3.3.4) Fax	N/A	N/A	N/A	Silent fax machine in suites. <b>Upon request.</b>	Silent fax machine suites and executive/club floor rooms <b>upon request.</b>
3.3.5) CD/DVD player	N/A	N/A	N/A	Available in suites and upon request in the rooms.	Available in the rooms.
3.3.6) Free & pay-per-view movie channel	Free satellite movie channels	Free satellite movie channels	Free satellite movie channels	Free movie channels are available + pay per view movie channel	Free movie channels & DVDs are available + pay per view movie channel.

3.3.7) Video games	N/A	N/A	Video games available in suites <b>upon request</b>	Video games available to all deluxe rooms & suites <b>upon request</b> .	Video games available to all guest rooms <b>upon request</b> .
3.3.8) Data points	Data ports available in all rooms	Data ports available in all rooms	Data ports available in all rooms	Easily accessible data ports are available in all rooms	Easily accessible data ports are available in all rooms
<b>3.4) Furniture and others</b>					
3.4.1) Waste paper basket ( <b>All baskets must be of fire resistant materials</b> ).	Of basic quality	Of good quality coordinated with overall room features	Of very good quality coordinated with overall room features	Of excellent quality compatible with overall room features	Of outstanding quality compatible with overall room features
3.4.2) Furnishings & décor	Basic functional décor with limited coordination of furniture, fixtures & equipment	Good, comfortable décor with evidence of furniture, fixtures & equipment that reflect industry trends	Furniture, fixtures, equipment, & décor are well coordinated, well fitted, attractive & offer an enhanced degree of comfort	Upscale, decorative, well appointed keeping with the theme of the property; high degree of comfort	Outstanding elegance & appeal with unique style, displaying luxurious furnishings & artistic elements; additional furnishings such as end tables, coffee or occasional tables are common
3.4.3) Dining table	N/A	N/A	A quality dining table with chairs shall be in every suite	An enhanced quality dining table with 4 chairs shall be in every suite & in over-sized rooms when appropriate	An upscale quality dining table with 4 chairs shall be in every suite & in deluxe rooms when appropriate
3.4.4) Free floor space	Functionally proportioned space to provide for basic requirements	Functionally proportioned space to provide for basic requirements	Well proportioned rooms with comfortable seating arrangements	A degree of spaciousness allowing increased ease of movement for guests	Allowing generous ease of movement, comfort & relaxation for guests
3.4.5) Wall coverings	Basic quality of simple design	Vinyl or plasterboard wall coverings	Walls are painted, stuccoed or have vinyl wall coverings with carpeted baseboard floor covering	Wall covering treatment is upscale in style with ceiling trim or decorative border & baseboard covering	Outstanding decorative wall coverings or treatments with ceiling molding or border; suites with coffered ceiling; wood or marble baseboard covering
3.4.6) Wall hangings & artwork	Posters or commercial artwork with wood or metal frames	Good quality framed artwork	Very good quality matted & framed artwork	Upscale, matted & framed artwork	Sophisticated prints or lithographs with enhanced matting & frames
3.4.7) Window coverings	Basic drapes, blinds, or shades	Good quality, semi- or full black out drapes	Very good quality black-out drapes; enhanced shades or blinds with side drapes	Excellent quality black-out drapes with sheers & valance	Outstanding quality black-out drapes, sheers & valence with side drapes
3.4.8) Bedding	Adequate quality mattress & box springs; various bedspreads & bed linens	Good quality mattress & box springs; good quality bed linens including semi quilted, cotton/poly bedspreads	Very good quality spring mattress & box springs; very good bed linens including filled & quilted bedspreads	Excellent quality spring mattress & box spring & bed linens including quilted bedspreads, comforters with dust ruffles, duvets or similar enhancements	Outstanding quality spring mattress & bed box spring; with bed linens including plush, quilted bedspreads with dust ruffles, duvets or similar enhancements
3.4.9) Bedside tables	Basic style bedside table with reading lamp & telephone	Good quality bedside tables with reading lamp(s), telephone & drawers	Very good quality bedside tables; 1 per person with reading lamps, telephone & drawers	Excellent bedside tables; 1 per person with reading lamps, clock radio, telephone & drawers	Upscale bedside tables; 1 per person with reading lamps, clock radio, telephone & drawers
3.4.10) Cloth hanging space / Closets. <b>(minimum depth 60 cm.)</b>	Open wall-mounted clothes rack with 6 plastic or wooden hangers	Semi-enclosed clothes hanging area with detachable wood, plastic, or heavy metal hangers	Fully enclosed hanging space with at least 6 wood or plastic removable, matching hangers	Fully enclosed illuminated closet with at least 8 wooden, removable & matching hangers (4 for trousers, 4 for skirt hanging)	Fully enclosed illuminated closet with at least 10 wooden, removable & matching hangers (5 for trousers, 5 for skirt hanging) plus 3 soft padded hangers for delicate garments

3.4.11) Bag storage space	Open bags storage space	Folding metal rack for one piece of luggage	Sufficient space for two pieces of luggage; folding metal rack or credenza top	Sufficient space for two pieces of luggage; upgraded racks or benches	Ample space for three pieces of luggage on upgraded racks or benches
3.4.12) Chest of drawers	Open shelves shall be available	A minimum of 2 drawers & open shelves shall be available	A good quality chest of drawers with a minimum of 3 drawers shall be available	A chest of drawers, of good quality design & style, with a minimum of 4 drawers, shall be part of the closet or incorporated into the credenza	A chest of drawers, upscale in design & style, with a minimum of 6 drawers, shall be part of the closet or incorporated into the credenza
3.4.13) Lighting	10w/m2 from a main light source (overhead, wall bracket or lamp) & one bedside lamp or wall bracket per room occupant	10w/m2 from 1 main light source & 1 bedside lamp, which can be switched on at either end	10w/m2 at tableside reading lamp & a central source which may be switched off at either end, plus 1 freestanding fixture	15w/m2 at bedside as reading lamp & central source which may be switched off at either end—1 light point for writing desk or dressing table, plus freestanding fixture in appropriate places	15w/m2 at bedside as reading lamp & central source which may be switched off at either end—1 light point for writing desk or dressing table, plus freestanding fixtures in appropriate places providing highest degree of guest comfort
3.4.14) Seating	1 chair per bed	2 comfortable chairs; vinyl or fabric upholstery	Comfortable conversational & TV viewing arrangement; arm chairs have fabric upholstery with padded seats	Excellent quality, comfort & variety of seating; oversized chair with ottoman for conversational & TV viewing arrangement	Outstanding quality of seating comfort providing an ultimate degree of guest comfort
3.4.15) Writing surface	good sized task table (desk)	Desk or good-sized task table	very good sized desk	Large oversized desk	Free-standing desk top with enhancements such as desk blotter, pen/pencil set, etc.
3.4.16) Temperature control (Heating & cooling)	A/C available (can be window A/C unit)	A/C available. (Split unit)	Tempreture controls in each guestroom offers the choice of cooling or heating where applicable	central system with thermostat control	central thermostat control
3.4.17) A visible sign indicating <b>Qibla</b> direction	There shall be a prayer mat & the direction of the prayer Qibla shall be posted on the ceiling	There shall be a prayer mat & the direction of the prayer Qibla shall be posted in a visible way	There shall be a prayer mat & the direction of the prayer Qibla shall be posted in a visible way	There shall be a prayer mat & the direction of the prayer Qibla shall be posted in a visible way	There shall be a prayer mat & the direction of the prayer Qibla shall be posted in a visible way
3.4.18) Placement of electrical outlets	At least 1 electrical outlet	Two electrical outlets conveniently situated	Three electrical outlets are conveniently situated	Several electrical outlets are conveniently situated	Multiple electrical outlets are conveniently situated
3.4.19) Posting of tariffs	Posted inside the room, possibly on the door inside the room	Posted in a visible spot, possibly on the door inside the room	Posted in a good quality frame in a visible spot (possibly on the door inside the room)	Enhanced quality print, framed & posted in a visible spot (possibly on the door inside the room)	Upscale print frame & placed in a visible spot, possibly on the door inside the room
3.4.20) Emergency exits plan	An emergency escape route diagram shall be available in each guest room	A diagram of emergency escape routes from room should be posted inside the room	A diagram of emergency escape routes from room shall be posted on the door inside the room	Enhanced quality diagram of emergency escape routes from room, framed & posted on door inside the room	Upscale quality diagram of emergency escape routes from room, framed & posted on door inside the room

#### 4) GUEST ROOM AMENITIES

##### 4.1) GUEST ROOM AMENITIES

4.1.1) Ice bucket	Insulated plastic ice bucket with lid	Insulated plastic ice bucket with lid	Insulated plastic ice bucket with lid	Insulated & padded vinyl ice bucket with lid & glass tumblers	Decorative, insulated ice bucket with lid & selection of glassware
4.1.2) Clock radio	N/A	N/A	N/A	Alarm Clock radio available	Enhanced Alarm clock radio available bedside
4.1.3) Note pad	N/A	N/A	Note pad & pens/pencils available	Branded note pad & pen/pencils available	Branded note pad & pen/pencils available

4.1.4) Stationery	N/A	Very good quality, branded stationery folder	Very good quality, branded stationery folder	Enhanced, branded stationery folder	Upgraded, branded stationery folder
4.1.5) Guest service directory / telephone directory	N/A	Telephone directory	Guest service directory & room service menu	Enhanced guest-service directory & room service menu folder	Upscale guest-service directory & room service menu folder
4.1.6) Utility & laundry bag	N/A	Laundry bag available	Utility & Laundry bag	Enhanced Utility & laundry bag with laundry menu	Upscale Utility & laundry bag with laundry menu available
4.1.7) Full length mirror	A full length mirror available	A full, length mirror available	Full-length mirror	Framed or beveled full-length mirror	Framed or beveled full-length mirror
4.1.8) Iron & ironing board	N/A	N/A	Iron & ironing board available <b>upon request</b>	Full-size iron & ironing board	Full-size iron & ironing board plus valet stand
4.1.9) Kettle with supplies	N/A	N/A	N/A	Enhanced Kettle with tea and coffee supplies	Upscale Kettle with tea and coffee supplies
4.1.10) Ashtrays	At least 1 ashtray shall be in all smoking rooms	At least 1 ashtray shall be placed on the credenza in all smoking rooms	At least 1 ashtray with branded matches shall be placed on the credenza in all smoking rooms	At least 1 ashtray with branded matches shall be placed on the credenza in all smoking rooms	At least 2 ashtrays with branded matches shall be placed on the desk & credenza in all smoking rooms
4.1.11) Reading materials	N/A	N/A	Basic travel information	Quality reading materials such as magazines, travel information etc.	Upscale quality reading materials such as magazines, books & tourist information
4.1.12) Bath robes & slippers	N/A	N/A	On request	Good quality bath robes in deluxe rooms & suites	Two upscale bath robes & two pairs of slippers in all guestrooms & suites
4.1.13) In-room safe	N/A	N/A	N/A	In-room safe in deluxe rooms & suites	In-room safe in every room
4.1.14) Drinking water (Bottled)	Complimentary bottled water to all new arrivals	Complimentary bottled water to all new arrivals	Complimentary bottled water to all new arrivals	Daily complimentary bottled water throughout the guests stay.	Daily complimentary bottled water throughout the guests stay.
4.1.15) Daily news paper	N/A	N/A	N/A	Complementary distribution daily to all guests	Complementary distribution daily to all guests
4.1.16) Mini-Bar or standard refrigerator	Mini-Bar or standard refrigerator	Mini-Bar or standard refrigerator	Fully Supplied Mini-Bar or standard refrigerator with beverages and snacks.	Fully Supplied Mini-Bar or standard refrigerator with beverages and snacks.	Fully Supplied Mini-Bar or standard refrigerator with beverages and snacks.
4.1.17) Shoe polish kit utensils	N/A	N/A	complimentary shoe shine service in rooms	complimentary shoe shine service in rooms	complimentary shoe shine service in rooms
4.1.18) Sewing kit	N/A	N/A	Available <b>upon request</b>	Enhanced quality available on <b>request</b>	Upscale quality available on <b>request</b>
<b>5.1) Guest Room Cleanliness</b>					
5.1.1) Scuff marks	Walls are kept free of scuff marks	Scuff marks are not visible	Scuff marks are not visible or painted over regularly	Walls are free of scuff marks or painted over regularly	No scuff marks anywhere on walls
5.1.2) Upkeep of carpet	Basic cleaning standards apply	Floors are kept clean	Carpets are clean & free of burns	Carpets are vacuumed daily & free of cigarette burns	Carpets are vacuumed daily & shampooed quarterly & free of cigarette burns
5.1.3) Dust & high dusting quality	Acceptable cleaning standards maintained	Good room cleaning standards maintained	Good cleaning standards maintained including high dusting	Very good cleaning standards all around including high dusting	Cleanliness shall be impeccable including high dusting of picture frames & light bulbs
5.1.4) Burnt-out light bulbs	Burnt-out light bulbs should be replaced	Burnt-out light bulbs should be replaced without delay	There should not be any burnt-out light bulbs	No burnt-out light bulbs	No burnt-out light bulbs

## 6) BATHROOM MINIMUM STANDARDS

Evaluation Criteria/Section	1-Star Points	2-Star Points	3-Star Points	4-Star Points	5-Star Points
<b>6.1) BATHROOM MINIMUM STANDARDS</b>					
<b>6.1.1) Minimum Size in m<sup>2</sup></b>	<b>Minimum 4 m<sup>2</sup></b>	<b>Minimum 4 m<sup>2</sup></b>	<b>Minimum 5 m<sup>2</sup></b>	<b>Minimum 5 m<sup>2</sup></b>	<b>Minimum 7 m<sup>2</sup></b>
6.1.2) En suite bathrooms	All rooms with en suite or private bathroom facilities	All rooms with en suite or private bathroom facilities	All rooms with private en-suite bathroom facilities	All rooms with en-suite private bathroom facilities	All rooms with en-suite private bathroom facilities
6.1.3) General Appearance	Basic functional with limited coordination of fixtures	Increased coordination of fixtures reflecting current industry style	Fixtures & décor are well coordinated	Upscale, decorative & well appointed; some artwork & wall enhancements	Outstanding elegance & appeal with unique style displaying luxurious furnishings & artistic elements
6.1.4) Bath tubs & shower stalls: enclosed shower curtains and non-slip flooring	All rooms must have enclosed, or shower stalls with curtains or shower in tubs with shower curtains	50% of rooms with bathtub/shower combination with simple shower curtain & non-slip strips; other The remaining 50% with enclosed or with curtain shower stalls with non-slip flooring	50% of rooms shall have a 160 cm tub with flexible shower /shower combination & a good size (min 120x120 cm) shower stall , non-slip strips & a good quality shower curtain	All rooms shall have a 160 cm tub with flexible shower /shower combination in all rooms, non-slip flooring & a good quality shower curtain ; upgraded shower head	All rooms shall have a 170 cm tub with flexible shower /shower & a separate shower stall with high quality non-slip tile flooring; upgraded showerhead and curtains.
6.1.5) WC with bidet or hand shower "Shataf"	All rooms with WC and shataf	All rooms with WC and shataf	All rooms with WC and shataf	WC with shataf and/or separated bidet	Low-noise flush WC with shataf and a separated bidet
6.1.6) Retractable bath cloth line	N/A	N/A	N/A	Bath Cloth Line in all bathrooms	Bath Cloth Line in all bathrooms
6.1.7) Hand-wash basin, vanity unit, mirror & lighting fixtures	Wash basin with glass shelf for toiletries & mirror. Minimum Lighting: 10w/m <sup>2</sup> 75w light fixture above the basin; with functional mixing faucet & fixtures	Wash basin with glass shelf for toiletries & mirror. Minimum Lighting: 10w/m <sup>2</sup> 75w light fixture above the basin; with functional mixing faucet & fixtures	Wash basin with glass shelf for toiletries & mirror. Minimum Lighting: 10w/m <sup>2</sup> 75w light fixture above the basin; with functional mixing faucet & fixtures	Wash basin molded into a marble/granite-top, skirted vanity with beveled mirror. Minimum Lighting: 10w/10w/m <sup>2</sup> from a minimum 75w light fixture above the basins; upscale mixing faucets & fixtures	1 or 2 wash basins molded into a marble/ or granite-top, skirted vanity with beveled or framed mirror. Minimum Lighting: 10w/m <sup>2</sup> from a minimum 75w light fixture above the basins; outstanding mixing faucets & fixtures
6.1.8) Sufficient space	Compact and reasonable but yet sufficient space for unrestricted guest movement	Compact but yet sufficient space for unrestricted guest movement	Good size, vanity areas are positioned in restricted view from the rest of the guestroom	Excellent size affording increased ease of movement & comfort	Spacious, allowing generous ease of movement, comfort & relaxation
6.1.9) Wall & floor coverings	Wall & floor coverings are of basic quality & simple design	Good quality non-slip ceramic or mosaic floor tiling and glazed tiled walls	Very good quality non-slip ceramic or mosaic floor tiling and glazed walls	Excellent quality, including ceramic tile, marble, or granite flooring & walling	Outstanding quality & design, including ceramic tile, marble, or granite flooring & walling
6.1.10) Ventilation	There shall be natural or mechanical ventilation.	There shall be natural or mechanical ventilation.	There shall be natural or mechanical ventilation.	An effective natural or mechanical central ventilation system	A low- noise & effective mechanical central ventilation system

6.1.11) Electrical fittings ( <b>the voltage must be indicated, e.g. 220 v.</b> )	There shall be an outlet for an electrical razor	There shall be an outlet for an electrical razor	There shall be a multi-voltage outlet for an electrical razor beside the vanity mirror	There shall be an outlet for a multi-voltage electrical razor & a magnifying mirror beside the vanity mirror	There shall be an outlet for a multi-voltage electrical razor & a magnifying mirror beside the vanity mirror
6.1.12) Telephone	N/A	N/A	N/A	There should be a phone beside the commode in all bathrooms.	There should be a phone beside the commode in all bathrooms.

## 7) BATHROOM AMENITIES

### 7.1) BATHROOM AMENITIES

7.1.1) Adequate towels	Adequate quality towels on racks	Good quality towels on racks	Very good quality towels as follows: 1 bath towel, 1 hand towel, 1 wash cloth per person on bars or shelves	Excellent quality plush towels as follows: 2 bath towels, 2 hand towels, 2 wash cloths per person on bars or shelves	Outstanding quality oversized, plush towels as follows: 2 bath towels, 2 hand towels, 2 wash cloths per person on bars or shelves
7.1.2) Bathroom floor mat	✓	✓	✓	✓	Luxury fluffy floor mat
7.1.3) Facial tissue box	✓	✓	✓	✓	✓
7.1.4) Hair dryer	N/A	N/A	✓	✓	✓
7.1.5) Make-up mirror	N/A	N/A	✓	✓	✓
7.1.6) Bathroom scales	N/A	N/A	✓	✓	✓
7.1.7) Waste basket	✓	✓	✓	✓	✓
7.1.8) Ashtray (Only in smokers rooms)	✓	✓	✓	✓	✓
7.1.9) Toilet paper & spare Roll	✓	✓	✓	✓	✓
7.1.10) Sanitary bag	✓	✓	✓	✓	✓
7.1.11) Shower cap	N/A	N/A	✓	✓	✓
7.1.12) Comb	N/A	N/A	N/A	✓	✓
7.1.13) Shoehorn	N/A	N/A	✓	✓	✓
7.1.14) Bars of soap	✓	✓	✓	3 bars of soap Branded,high quality	3 bars of soap Branded, outstanding quality
7.1.15) Bath & shower gel	N/A	N/A	N/A	✓	✓
7.1.16) Conditioner/shampoo	✓	✓	✓	✓	✓
7.1.17) Body lotion/ moisturiser	N/A	N/A	N/A	✓	✓
7.1.18) Dental kit	N/A	N/A	N/A	✓	✓
7.1.19) Shaving kit	N/A	N/A	N/A	✓	✓
7.1.20) Mouth wash	N/A	N/A	N/A	N/A	✓
7.1.21) Cologne	N/A	N/A	N/A	N/A	✓

## 8) SERVICE & QUALITY STANDARDS

Evaluation Criteria/Section	1-Star Points	2-Star Points	3-Star Points	4-Star Points	5-Star Points
<b>8.1) Reservation</b>					
8.1.1) Quality of answering the telephone	Answers the phone appropriately	Answers the phone within 5 rings	Answers the phone within 3 rings	Answer the phone after not more than 3 rings & professionally by stating a warm greeting & name	Answer the phone after not more than 3 rings & professionally by stating a warm greeting & name
8.1.2) Reservation handling	Is knowledgeable about the rates & services the hotel offers	Appropriately sells the hotel's services	Professionally sells the hotel's services	Professionally quotes rates & sells the location & services of the hotel	All rates are quoted & other information about the hotel such as location etc.
<b>8.2) Concierge-Front Desk-Bell &amp; Door-Valet Parking</b>					
8.2.1) Hours of operation	Front desk 24/24 hrs	Front Desk 24/24	Front Desk 24/24 Bellmen 16/24	Front Desk 24/24 Concierge 16/24 Bellmen 24/24 Door 16/24 Valet Parking 14/24	Front Desk 24/24 Concierge 16/24 Bellmen 24/24 Door 16/24 Valet Parking 16/24
8.2.2) Manager on duty <b>(including night manager)</b>	N/A	N/A	Manager on Duty 16/24	Manager on Duty 16/24	Manager on duty and/or guest relations manager 24/24
8.2.3) Foreign language skills	Basic English	English	Good command of English	Verey good English, - German & other language skills as appropriate.	Excellent command of English, - German, French, Spanish & other language skills as appropriate
8.2.4) Knowledge of local attractions	Test Front Desk Staff	Test Front Desk staff	Test Front Desk Staff	Test Concierge Knowledge & handbook	Test Concierge Knowledge & Handbook
8.2.5) Knowledge of local restaurants	N/A	N/A	Test Front Desk Staff	Test Concierge Knowledge & Handbook	Test Concierge Knowledge & Handbook
8.2.6) Knowledge of tours, sightseeing and visitors attractions	Enquire at Front Desk	Enquire at Front Desk	Enquire at Front Desk	Test Concierge	Test Concierge
8.2.7) Private Limo car with chauffeur/guest transportation	Local Taxi Service	Local Taxi Service on call, collective airport transport	Attractive Taxi Service available; privately organized airport service	Hotel private Limo available; if applicable Airport Service; Hotel Taxis	Hotel private Limo, uniformed driver, chilled towels, background music, magazines or similar amenities; hotel taxis; customized airport transport
8.2.8) Check-In & name recognition	Test check-in procedure	Test check-in procedure	Test Check-in procedure	Test Check-In Procedure & use of name	Test Check-In Procedure & use of name
8.2.9) Availability of express check out	N/A	N/A	If Available	Test express check out & speed	Test express check out & speed
8.2.10) Check-out time	11:00	12:00	12:00	13:00	14:00
8.2.11) Availability of billing options	N/A	N/A	Direct billing available	Direct billing availability	Direct billing availability
8.2.12) Credit cards accepted	At least 1 credit card	At least 2 credit cards accepted	At least 3 credit cards accepted	At least 4 credit cards accepted	At least 4 credit cards accepted
8.2.13) Handling & speed of luggage delivery	N/A	N/A	Luggage arrival upon check-in within 15 minutes	Luggage arrival upon check-in within 10 minutes	Luggage arrival upon check-in within 10 minutes

8.2.14) Presentation of room, hotel features & benefits upon check-in	N/A	N/A	Bellman/receptionist explains emergency procedure	Bellman/receptionist explains & sells features of room	Bellman/receptionist explains & sells features of room & hotel
8.2.15) Speed of retrieving valet parked guest car	N/A	N/A	N/A	Guest car should be retrieved within 7 minutes	Guest car should be retrieved within 5 minutes
8.2.16) Attractiveness & cleanliness of luggage carts & trolleys	N/A	Luggage Carts are clean	Luggage Carts are clean	Brass luggage carts w. suit hangers must be polished at all time	Brass luggage carts w. suit hangers must be polished at all time
8.2.17) Attractiveness & Cleanliness of Uniforms	Uniforms are clean & pressed	Uniforms are clean & pressed	Uniforms are clean and pressed, and show no stains	Uniforms are clean and pressed, and show no stains	Uniforms are clean and pressed, and show no stains

<b>8.3) Room Service (F&amp;B)</b>					
8.3.1) Hours of operation	N/A	N/A	16/24 hours	16/24 hours	24/24 hours
8.3.2) Telephone order system	N/A	N/A	There is a telephone answering system	There is a telephone answering system with sequencer (group hunting)	There is a telephone answering system with sequencer (group hunting).
8.3.3) Salesmanship of order taker	N/A	N/A	order taker must be able to explain the menu and quote delivery time	order taker must be able to explain the menu and quote delivery time	order taker must be able to explain the menu and quote delivery time
8.3.4) Stated delivery time adhered To	N/A	N/A	Verify if quoted delivery time is complied to	Verify if quoted delivery time is complied to	Verify if quoted delivery time is complied to
8.3.5) In-room service presentation	N/A	N/A	Server delivers order	Server explains the food & sets the table	Server explains the food & sets the table
8.3.6) Food quality	N/A	NA	Is hot food hot & cold food cold? Very good!	Is hot food hot & cold food cold? Excellent	Is hot food hot & cold food cold? Outstanding
8.3.7) Pick-up & retrieval of dishes	N/A	NA	Pick-up of soiled dishes within 1 hour	Pick-up of soiled dishes within 45 minutes or as quoted	Pick-up of soiled dishes within 30 minutes or as quoted
<b>8.4) Restaurants</b>					
8.4.1) Hours of operation	Breakfast available, or Vending machines for snacks & hot & cold beverages, or - Referral to coffee shop or fast food outlet in close proximity	Breakfast available, or Snacks & sandwiches available for lunch, or Vending machines for snacks & hot & cold beverages	All-Day Dining: 12/24 hours (Br, Lu & Di)	All-Day Dining: 14/24 hours (Br, Lu & Di) Fine-Dining: 7/24 hours (Di)	All-Day Dining: 16/24 hours (Br, Lu & Di) Fine-Dining: 8/24 hours (Lu & Di)
8.4.2) Table top Presentation <i>Table covers and tops may differ, depending on the restaurants' themes. No plastic products are allowed.</i>	N/A	Clean table top, stainless steel cutlery, crockery & glassware and paper napkins.	Attractive stainless steel cutlery, China & glasses ware, place mats & cloth napkins.	Very good stainless steel cutlery, China & glassware, Clean & pressed table linen & flowers.	Outstanding clean China & Silverware, spotless glasses, clean & pressed table linen & table center piece
8.4.3) Menu composition + balance; client-focused - Cooking + creativity	N/A	Menu board or card	Attractive menu presentation; offers a balanced choice of snacks & coffee shop style dishes	Attractive menu presentation; offers a balanced choice of meat, seafood, poultry & vegetarian dishes, appetizers, soups, entrees, desserts & beverages	Attractive menu presentation; offers a balanced choice of meat, seafood, poultry & vegetarian dishes, appetizers, soups, entrees, desserts & beverages
8.4.4) Cleanliness & upkeep	Maintain basic cleanliness standards	Overall clean floor, walls, tables & chairs	Are there cigarette burns on the carpet? Are light fixtures dusted? Are tables & chairs clean? Check for chewing gum under the table	Are there cigarette burns on the carpet? Are light fixtures dusted? Are tables & chairs clean? Check for chewing gum under the table	Are there cigarette burns on the carpet? Are light fixtures clean? Are tables & chairs clean? Check for chewing gum under the table
8.4.5) Warm welcome	N/A	Does server extend a friendly welcome?	Is a greeting extended when entering the dining room?	Is a greeting extended when entering the dining room?	Is a warm greeting extended when entering the dining room?
8.4.6) Non-smoking section available	N/A	A non-smoking tables must be available.	A non-smoking section shall be available	A non-smoking section must be available	A non-smoking section must be available
8.4.7) Menu presentation & order taking	N/A	N/A	Server must explain menu items.	Server must explain menu items & the chef's special.	Server must explain menu items & the chef's special knowledgeably.

8.4.8) Technical knowledge of server	N/A	N/A	Server must make recommendations.	Server must know food compositions & recommends beverages.	Server must know food compositions & recommends appropriate beverages.
8.4.9) Foreign language skills	N/A	Server must communicate in basic English.	Server must communicate in English.	The server's English must be understood.	The server's English must be understandable.
8.4.10) Service delivery	N/A	Service must be efficient.	The service must be timed.	The service must be well timed.	The service must be well timed.
8.4.11) Service techniques	N/A	The server must use basic service standards.	The cutlery must be appropriate.	There must be the appropriate cutlery on the table. Pre-plated service & clearance from the right.	There must be the appropriate cutlery on the table. Pre-plated service & clearance from the right.
8.4.12) Compliance to special requests	N/A	N/A	The service must comply with unusual dietary requests.	The service comply with unusual dietary requests.	The service must comply with unusual dietary requests.
8.4.13) Food quality	N/A	Hot food must be served hot & cold food must served cold.	Hot food must served hot & cold food must served cold.	Hot food must be served hot, cold food must be served cold & attractively presented.	Hot food must be served hot, cold food must be served cold & attractively presented.
8.4.14) Time of meal duration + Breakfast + Lunch + Dinner	N/A	Food must be served within reasonable time.	Breakfast 25 minutes Lunch 40 minutes Dinner 60 minutes	Breakfast 25 minutes Lunch 40 minutes Dinner 60 minutes	Breakfast 25 minutes Lunch 40 minutes Dinner 60 minutes
8.4.15) Guest Check Presentation	N/A	Check must be presented face down.	The check must be in a check presenter.	The check must be in a check presenter.	The check must be in a check presenter.
8.4.16) Payments Handling	N/A	The settlement must be efficient.	The settlement must be completed within 5 minutes.	The settlement must be completed within 5 minutes.	The settlement must be completed within 5 minutes.
8.4.17) Farewell procedure	N/A	The guest visit to the food outlet must be appreciated.	There must be a fond farewell & thank you for the patronage.	There must be a fond farewell & thank you for the patronage.	There must be a fond farewell & thank you for the patronage.

#### **8.5) Beverage Outlets**

8.5.1) Table top presentation	A beverage list or board is provided & ashtrays on smoking tables.	A beverage list is provided & ashtrays in the smoking section.	Attractive beverage card & ashtray in the smoking section.	Flower vase, attractive beverage card & ashtray in the smoking section.	Flower in silver vase, attractive beverage card & ashtray in the smoking section.
8.5.2) Beverage List composition	A basic selection of beverages on offer	A full selection of beverages on offer	A wide selection of beverages on offer	Mix of beverages on offer	Good mix of beverages on offer
8.5.3) Cleanliness & upkeep	The outlet is kept clean	Clean floor, tables & chairs	Clean floor, tables & chairs	No cigarette burns on the carpet; clean tables & chairs	No cigarette burns on the carpet; appropriate high dusting; clean tables & chairs
8.5.4) Attractiveness of uniforms	Clean uniforms shall be provided	Clean uniforms shall be provided	Clean & attractive uniforms	Clean & pressed uniforms	Styled, clean & pressed uniforms
8.5.5) Warm welcome	The guest is acknowledged upon entering the outlet	The guest is acknowledged upon entering the outlet	A greeting upon entering the outlet	A friendly greeting upon entering the outlet	A warm & friendly greeting upon entering the outlet

8.5.6) Server's technical knowledge	The Server is helpful	The Server is helpful & friendly	Server is knowledgeable about service of alcoholic beverages	Server is knowledgeable about service temperature of alcoholic beverages	Server knows procedures for club service & knowledge about service temperature of alcoholic beverages
8.5.7) Non-smoking section available	N/A	Non-smoking tables are available	Non-smoking tables are available	Non-smoking tables are available	Non-smoking tables are available
8.5.8) Order taking	Order taking is efficient	Order taking is efficient	Order taking is efficient	Order after taken, will not result in asking who ordered what drink	Order after taken, shall not result in asking who ordered what drink
8.5.9) Quality of live entertainment	Entertainment should not be too loud.	Entertainment should not be too loud.	There should be background music	Entertainment shouldn't be too loud	Entertainment shouldn't be too loud
8.5.10) Complimentary snacks or Hors d'Oeuvre offered	N/A	N/A	Chips or salted nuts shall be served with beverages	Creative mix of nuts or other snacks are served with cocktails	Creative mix of nuts, marinated olives, canapés etc. are served with beverages
8.5.11) Settlement of charges	A receipt is available	Check is presented	Check is presented face down	Check is presented attractively <b>in a check presenter</b>	Check is in check presenter
8.5.12) Farewell procedure	N/A	Upon leaving, the server thanks for the visit	Upon leaving, a thank you should be extended	Upon settlement an expression of appreciation is extended	Upon settlement an expression of appreciation is extended

#### **8.6) Banquet & Conference Services**

8.6.1) Conference service concierge available	N/A	N/A	Can be done by the F&B Manager	Information desk to provide guests with information & enquiries	Concierge services available to assist guests with enquiries, queries & information
8.6.2) Banquet/Conference room set-up & presentation	N/A	N/A	Appropriate tables & chairs covered with table cloth & skirting; staging is in good repair	Appropriate tables & chairs covered with table cloth, & skirting; staging in good repair; head tables attractively decorated	Appropriate tables & chairs covered with table cloth, skirting and/or lace; staging in good repair; head tables attractively decorated
8.6.3) Conference room set-up & Presentation	N/A	N/A	Conference tables covered with table cloth & skirted. Writing pads available	Conference tables covered with table cloth & skirted. Writing pads, candy and bottled drinking water are available	Conference tables covered with table cloth & skirted. Writing pads, candy and bottled drinking water are available
8.6.4) Noise level from back-of-the-house staging Area	N/A	N/A	Back-of-the-hous noise levels controlled	Noise levels contained by flash lighting to let staff know that meeting is in progress	Noise levels contained by flash lighting to let staff know that meeting is in progress
8.6.5) Adjustable lighting Levels	N/A	N/A	Lighting is adjustable by dimmers to be compatible to the appropriate ambience	Lighting is adjustable by dimmers to be compatible to the appropriate ambience	Lighting is adjustable by dimmers to be compatible to the appropriate ambience
8.6.6) Cleanliness of cutlery, crockery and glassware	N/A	N/A	All cutlery & crockery and glassware in use is untarnished spotless	All cutlery & crockery and glassware in use is untarnished spotless	All cutlery & crockery and glassware in use is untarnished spotless
8.6.7) Quality of housemen staff uniforms	N/A	N/A	staff uniforms to be appropriate	staff uniforms to be appropriate	staff uniforms are appropriate, clean & pressed

8.6.8) Cleanliness & upkeep of rooms & equipment	N/A	N/A	The walls & carpets should be clean & well painted; all equipment in good repair	The walls & carpets should be clean & well painted; all equipment in good repair, not taped	The walls & carpets should be clean & well painted; all equipment in good repair, not taped
8.6.9) Quality of food & beverage service & presentation	N/A	N/A	The overall room is set up with appropriate lighting levels; service shall be well orchestrated	The overall room is set up creatively with appropriate lighting levels; service shall be well coordinated	The overall room is set up creatively with appropriate lighting levels; service should be synchronized
8.6.10) Food quality	N/A	N/A	Hot food served hot & cold food served cold with consistency	Hot food served hot & cold food served cold with consistency & well presented with attention to detail	Hot food served hot & cold food served cold, with high level of consistency & presented in a clean, exact manner with attention to detail
8.6.11) Speed of clean-up	N/A	N/A	Clean up after each course shall be coordinated	Clean-up after each course shall be efficient	Clean up after each course shall be efficient without being hectic
8.6.12) Attractiveness of buffet set-ups & presentation	N/A	N/A	Buffets are well presented	Buffets are creative in presentation with attention to detail	Buffets are of culinary creativity, presentation & attention to detail
8.6.13) Quality of dance floor & staging	N/A	N/A	The dance floor must be in good repair, clean & safe	The dance floor must be in good repair, clean, not slippery. None of the equipment shall be held together by tape	The dance floor must be in good repair, clean, not slippery. None of the equipment shall be held together by tape

#### **8.7) Housekeeping**

8.7.1) Attractiveness of maids' carts	Shall be in good order	Shall be in good order, basic in style	Shall must be in good repair, clean wheels	Shall must be in good repair, clean wheels	Shall be in good repair, clean wheels, in appropriate style
8.7.2) Housekeeping service without guest disturbance	Maid service shall be functional	Maid service shall be performed with efficiency	Maid service shall be performed with guest privacy in mind	Maid service shall be performed when the guest is out of the room if possible	Maid service shall be performed when the guest is out of the room only
8.7.3) Linen replacement	Basic comfort, single bed sheets, changed daily. Blankets can be changed every five days.	Good quality & comfort, single bed sheet changed daily. Blankets can be changed every five days.	Very good quality & comfort, bed minimum double sheets changed daily. Blankets can be changed every five days.	Excellent quality with obvious comfort enhancements, minimum of triple sheeting; and pillow fills changed daily	Outstanding quality with obvious comfort enhancements, minimum of triple sheeting; and pillow fills changed daily
8.7.4) Turn-down service	N/A	N/A	N/A	Second service in the evening includes turn-down of beds, cleaning of bathrooms & removal of trash	Second service in the evening includes turn-down of beds, cleaning of bathrooms an evening amenity & removal of trash
8.7.5) Laundry service	Basic laundry services available	Next-day laundry & dry cleaning services available	12-hour laundry & dry cleaning services available	12 - hour laundry, dry cleaning & pressing services available	18-hour laundry, dry cleaning & (pressing 24 hrs.) available

8.7.6) Overall guest room ambience & presentation	Accommodations are limited but functional in style. Overall cleanliness & service shall be basic but consistent	Accommodations are simple but comfortable in style. Overall cleanliness & service shall be efficient	Accommodations are well coordinated in style. Overall cleanliness & service shall be efficient & reflect the image of this type of property	Accommodations are upscale with a high degree of style. Overall cleanliness & service shall be in accordance to this image	Accommodations reflect an ambience of elegance with physical attributes being extraordinary in every way. Overall cleanliness & service shall be compatible to this image
8.7.7) Overall bathroom presentation	The bathroom shall be kept clean with good presentation of towels & amenities	The bathroom shall be kept clean with good presentation of towels & amenities	The bathroom shall be kept clean with enhanced presentation of towels & amenities	The bathroom shall be meticulously clean & presentation of terry towels & amenities shall be clean & creative.	The bathroom shall be meticulously clean & presentation of terry towels & amenities shall be exact with a creative touch
8.7.8) Speed of responding to guest requests	Guest requests should be adhered to efficiently	Guest requests should be adhered to with a sense of urgency	The phone shall be answered professionally & the response to guests' request shall be complied to	The phone shall be answered professionally & the response to guests' wishes shall be executed as a priority	The phone shall be answered professionally & the response to guest's wishes shall be made top priority
8.7.9) Floor storage rooms for bedding, roll-away beds, Linen, cleaning supplies & maids' service carts	Each shelved floor storage room shall be kept clean & in good order	Each shelved floor storage room shall be kept clean & in good order	Each shelved floor storage room shall be kept clean & in good order	Each shelved floor storage room shall be kept clean & in perfect order with the door to the guest area kept closed at all times	Each shelved floor storage room shall be kept clean & in perfect order with the door to the guest areas kept closed at all times
8.7.10) Lost and found procedures.	Lost & found procedure installed	Lost & found is administered	A lost & found procedure is in place	An effective Lost & found procedure is in place	There shall be a reliable lost & found system
<b>8.8) Laundry &amp; Valet Services</b>					
8.8.1) Receiving area	N/A	N/A	√	√	√
8.8.2) Sorting area	N/A	N/A	N/A	√	√
8.8.3) Pre-soaking area	N/A	N/A	N/A	√	√
8.8.4) Washing/extracting area	N/A	N/A	√	√	√
8.8.5) Flat ironing area	N/A	N/A	√	√	√
8.8.6) Dry cleaning area	N/A	N/A	√	√	√
8.8.7) Pressing area	N/A	N/A	√	√	√
8.8.8) Linen operations room + linen maid's office + issuing hatch	N/A	N/A	√	√	√
8.8.9) Uniforms operations room + attendant's office + receiving & issuing hatch	N/A	N/A	√	√	√
8.8.10) Mending & seamstress area	N/A	N/A	N/A	√	√
8.8.11) Management & billing office	N/A	N/A	√	√	√
8.8.12) Valet delivery area	N/A	N/A	√	√	√

8.8.13) In-house valet pressing & laundry room ( only applicable if the hotel has in-house laundry	√	√	√	√	√
8.8.14) Detergents & chemicals store	N/A	N/A	√	√	√
>>> Outsourced laundry <<<	<b>OUTSOURCED LAUNDRY AND DRY CLEANING IS ACCEPTED AS IF IT IS IN-HOUSE AND FULL MARKING TO BE GIVEN, <u>CONDITIONAL</u> THAT, THE HOTEL AVAILS (1 LINEN AND UNIFORMS OERATIONS ROOM, FLOOR LINEN STORAGE ROOMS, A ROOM TO ENCOMPASS A 10 KGS DOMESTIC TYPE WASHING MACHINE, 1 MATCHING DRYER, 1 STEAM IRON, AND 1 IRONING BOARD)</b>				
<b>9) Concierge / Club / Executive Floor ( Bonus Points)</b>					

<b>9.1) Concierge/Club/Executive Floor</b>					
9.1.1) Concierge/Club/ executive Lounge set-up & presentation.	If Available	If Available	If Available	The club lounge is considered the guests' living room & will reflect upscale, well appointed furnishings & artistic elements with break fronts, end coffee tables or occasional tables with love seats & arm chairs	The club lounge is considered the guests' living room & will reflect outstanding elegance & appeal displaying luxurious furnishings & artistic elements with additional furnishings as break fronts, end coffee tables or occasional tables with love seats & arm chairs
9.1.2) Staff's technical & social skills	If Available	If Available	If Available	The staff shall have exceptional social skills, interacting with the club's guests. They shall be able to carry on conversation & at the same time know basics of F&B service	The staff shall have extraordinary social skills, entertaining high profile guests. They shall be able to carry on sophisticated conversation & at the same time know basics of F&B service
9.1.3) Concierge staff knowledge of local area restaurants, theatres & sightseeing activities	If Available	If Available	If Available	The staff has been trained with the hotel's head concierge & is able to recommend local attractions & restaurants to the club guest	The staff has been trained with the hotel's head concierge & is able to recommend local attractions & restaurants to the club's guest
9.1.4) Food & Beverage presentations 1- Breakfast 2- Lunch Snack Service 3- Afternoon Tea 4- Hors D'Oeuvres at Cocktail Hour 5- Late Night Mignardises, Cordial & Cognac Service	1- 07:00 – 09:30 2- f available 3- If available 4- 18:00 – 20:00 5- If available	1- 07:00 – 09:30 2- f available 3- If available 4- 18:00 – 20:00 5- If available	1- 07:00 – 09:30 2- f available 3- If available 4- 18:00 – 20:00 5- If available	1- 07:00 – 09:30 2- f available 3- If available 4- 18:00 – 20:00 5- If available	1- 07:00 – 09:30 2- 12:00 – 14:00 3- 15:00 – 17:00 4- 18:00 – 20:00 5- 22:00 – 24:00
9.1.5) Quality of satellite Music channel selection	If Available	If Available	If Available	Classical or easy listening music	Classical or easy listening music
9.1.6) Overall Atmosphere & Ambience	If Available	If Available	If Available	Personalized hospitality in a, relaxed setting, conducive to conversational interaction & undisturbed reading, where magazines & news papers are in ample supply. Each guest, without exception, is addressed by his/her name.	Personalized hospitality in a luxurious, relaxed setting, conducive to conversational interaction & undisturbed reading, where sophisticated magazines & news papers are in ample supply. Each guest, without exception, is addressed by his/her name.

### 9.2) Children's Playroom (Bonus Points)

9..2.1) Sitting services Available	12/24 hours and/or on request	14/24 hours and/or on request	16/24 hours and/or on request	18/24 hours and/or on request	24/24 hours and/or on request
9.2.2) Playroom fit-out & quality of games available	A well designed playroom with games for toddlers & video games available with supervision	A well designed playroom with games for toddlers & video games available with supervision	A well designed playroom with games for toddlers & video games available with supervision	A well designed playroom with games for toddlers & video games available with supervision	A well designed playroom with games for toddlers & video games available with supervision
9.2.3) Playground	An outdoor playground in resorts	An outdoor playground in resorts			
9.2.4) Children menu available	Is available in the all-day dining facility or pool restaurant	Is available in the all-day dining facility or pool restaurant	Is available in the all-day dining facility or pool restaurant	Is available in the all-day dining facility or pool restaurant	Is available in the all-day dining facility or pool restaurant
9.2.5) Cleanliness	The facilities shall be kept clean & safe	The facilities shall be kept clean & safe	The facilities shall be kept clean & safe	The facilities shall be kept clean & safe	The facilities shall be kept clean & safe
9.2.6) Safety standards	Accident prevention & unsafe activities will be discouraged	Accident prevention & unsafe activities will be discouraged	Accident prevention & unsafe activities will be discouraged	Accident prevention & unsafe activities will be discouraged and all safety standards will be adhered to	Accident prevention & unsafe activities will be discouraged and all safety standards will be adhered to
9.2.7) Quality of staff	The staff will be appropriately qualified	The staff will be appropriately qualified	The staff will be appropriately qualified	The staff will have completed kindergarten training & certification	The staff will have completed kindergarten training & certification

### 9.3) Green Certification ( Bonus Points)

9.3.1) Certification	Full certification	Full certification	Full certification	Full certification	Full certification
9.3.2) Training of staff	On-going training established				
9.3.3) Waste management	Waste management program implemented				
9.3.4) Product procurement	Product procurement in compliance with green standards				
9.3.5) Promoting local culture	Initiative shall be implemented first				
9.3.6) Reduction of harmful chemicals	Housekeeping, laundry, engineering & stewarding shall establish this program	Housekeeping, laundry, engineering & stewarding shall establish this program	Housekeeping, laundry, engineering & stewarding shall establish this program	Housekeeping, laundry, engineering & stewarding shall establish this program	Housekeeping, laundry, engineering & stewarding shall establish this program
9.3.7) Guest rooms reduction of linen & towel usage	Most hotels have implemented this initiative already				
9.3.8) Service awards bonus points	Nomination [2] Bronze Award [3] Silver Award [4] Gold Award [5]	Nomination [2] Bronze Award [3] Silver Award [4] Gold Award [5]	Nomination [2] Bronze Award [3] Silver Award [4] Gold Award [5]	Nomination [2] Bronze Award [3] Silver Award [4] Gold Award [5]	Nomination [2] Bronze Award [3] Silver Award [4] Gold Award [5]

10) STAFF & QUALITY WORK ENVIRONMENT STANDARDS					
Evaluation Criteria/Section	1-Star Points	2-Star Points	3-Star Points	4-Star Points	5-Star Points
<b>10.1) Staff Ratios and Training</b>					
10.1.1) Staffing ratios; Number of employees per room  <i>Employee ratios also depend on the hotel's F&amp;B and banqueting facilities, and outsourcing of certain services.</i>	0.3 – 0.4 to a room	0.4 – 0.6 to a room	0.6 – 0.7 to a room	0.8 – 1 and > to a room	1.25 and > to a room
10.1.2) Training: minimum hours per employee per annum	20 hours	30 hours	50 hours	70 hours	80 hours
10.1.3) Staff grooming standards	Basic grooming standards will be upheld	Grooming instructions will be part of induction training	Instruction on grooming shall be provided for all FOH employees	Grooming & make-up classes shall be held for all FOH employees	Grooming & make-up classes shall be held for all FOH employees periodically
<b>10.2) Staff Uniforms: Changed Every Other Day; Whites Every Day</b>					
10.2.1) Uniform attractiveness	- Clean uniforms provided regularly for Front-of-the-House staff. - Standard uniforms are provided for other staff	- Clean uniforms provided regularly for Front-of-the-House staff. - Standard uniforms are provided for other staff	Clean uniforms provided every other day Mix of custom & ready-available uniforms are provided	Clean uniforms provided every other day Custom designed uniforms are provided. - White uniforms are provided daily.	Clean uniforms provided every other day Custom designed uniforms are provided. - White uniforms are provided daily.
10.2.2) Staff locker rooms with shower, washing & WC facilities for uniformed staff and changing rooms	Staff changing room, w/lockers, toilets & showers must be available, ventilated and kept in good repair..	Staff changing room, w/lockers, toilets & showers must be available, ventilated and kept in good repair..	Staff changing room, w/lockers, toilets & showers must be available, ventilated and kept in good repair..	Staff changing room, w/lockers, toilets & showers must be available, ventilated and kept in good repair..	Staff changing room, w/lockers, toilets & showers must be available, ventilated and A/C'd, and kept in good repair.
10.2.3) Cleanliness	Is kept clean; sprayed by pest control when necessary	Is kept clean; sprayed by pest control when necessary	Is kept clean; sprayed by pest control when needed	Is kept very clean; is treated by pest control regularly	Is kept very clean; is sprayed by pest control regularly
10.2.4) Employee dining facility  <i>Applicable to hotels of more than 50 employees</i>	There will be a break room with vending machines for snacks, sandwiches, hot & cold beverages	There will be an attractive break room equipped to serve at least 1 meal a day with vending machines for snacks and hot & cold beverages	A well equipped cafeteria, colorfully decorated, will be available and equipped with vending machines for snacks, and hot and cold beverages.	An attractive facility, tastefully decorated and well kept, ventilated & A/C'd and maintained. The cafeteria line is well equipped & kept clean. There will be vending machines for snacks & hot and cold beverages	An attractive facility, tastefully decorated and well kept, ventilated & A/C'd and maintained. The cafeteria line is well equipped & kept clean. There will be vending machines for snacks & hot and cold beverages

10.2.5) Daily menu change <b>Applicable to hotels of more than 50 employees</b>	N/A	The food will be provided from the restaurant kitchen, basic beverages are made available through vending machines.	At least one well prepared menu will be offered for lunch & dinner. It will operate 8/24 hours. Beverages and snacks are made available through vending machines.	There are choices available every day. There will be a salad bar. The facility will be open 24 hours & serve continental breakfast, lunch & dinner. Soft drinks, juices, coffee & tea will be available through vending machines.	There are 3 choices available every day plus short orders such as burgers. There will be a salad bar, ice cream & desserts are offered. Soft drinks, juices, coffee & tea are available through vending machines.. The facility will operate for breakfast, lunch &dinner (24 hours operations).
10.2.6) Staff housing if provided; suitability & upkeep <b>Applicable to hotels of more than 50 employees</b>	Usually there is no staff housing in this type of hotel except for some rooms set aside for night staff	If there is a staff facility, it is likely to be small, often rooms set aside on the hotel premises & supervised by the housekeeper. It shall be well maintained & clean	There shall be a well maintained facility located off the hotel premise. The beds, lockers, etc. are kept in good repair & clean	A dormitory for line staff, single rooms with common bathroom facilities for supervisors & studios for managers are provided. There shall be a manager charged to keep the facility in good repair & clean. There are rules & regulations that are enforced by the security department	A dormitory for line staff, single rooms with common bathroom facilities for supervisors & studios for managers are provided. There shall be a manager charged to keep the facility in good repair & clean. There are rules & regulations that are enforced by the security department
10.2.7) Separate staff entrance	N/A	The staff entrance is situated in the back away from guest areas, which all staff members must use	The staff entrance is situated in the back away from guest areas, which all staff members must use	The staff entrance, usually in the receiving area, shall be close to the locker rooms & the entry & exit of staff is controlled by a security officer. There shall be a bulletin board with staff announcements	The staff entrance is usually in the receiving area, shall be close to the locker rooms & the entry & exit of staff is controlled by a security officer. There shall be a bulletin board with staff announcements. Employee parking must be separate from guest parking
10.2.8) Employee handbook	Management must clarify to the employees rules and regulations.	Management must clarify to the employees rules and regulations.	There shall be an employee handbook clarifying e rules & regulations of the hotel and labor law highlights.	There shall be a handbook stating all employee rules & regulation and what is expected of employees and what the employee may expect from the hotel and the labor law highlights, which is explained during the orientation	There shall be a handbook stating all employee rules & regulation and what is expected of employees and what the employee may expect from the hotel and the labor law highlights, which is explained during the orientation
10.2.9) Code of conduct <b>Applicable to hotels more than 75 employees</b>	Rules & Regulations are explained	Rules & Regulations are explained	Code of Conduct	Code of Conduct	Code of Conduct
10.2.10) Quality service	N/A	N/A	Quality standards explained	Quality work expected	Quality work expected

10.2.11) Regular staff orientation Program for new employees & pre-orientation.	A new employee shall be oriented to his work place	Each new employee will be familiarized with the hotel's general policies regarding behavior & employment conditions	Shall be conducted by the Personnel Manager regularly. No employee should be allowed to enter his work environment without having completed his orientation	Shall be conducted by the Director of Human Resources regularly & should be comprehensive. No employee is allowed to enter his work environment without having completed his orientation	Shall be conducted by the Director of Human Resources regularly & shall be comprehensive. The GM or the Resident Manager shall give a presentation on the service philosophy of the hotel. No employee is allowed to enter his work environment without having completed his orientation
10.2.12) Annual employee opinion survey	In a small hotel the manager knows all his/her employees & talks to them frequently seeking their interaction	The manager shall conduct all-employee meetings twice a year	An organizational climate analysis should be conducted annually	An anonymous opinion survey about the work environment should be conducted annually	An anonymous opinion survey about the work environment and fair treatment should be conducted annually
10.2.13) Exit interviews	N/A	N/A	Exit interviews are conducted & documented when employees leave	Exit interviews are conducted, documented & analyzed when employees leave	Exit interviews are conducted, documented & analyzed when employees leave
10.2.14) Quality employee recognition program	An employee recognition program should be in place	An employee recognition program should be in place	An Employee of the month shall be objectively chosen, recognized & rewarded by management	An Employee of the month & year shall be objectively chosen, recognized & rewarded by management	Five-Star Employee of the month, quarter & year shall be objectively chosen, recognized & rewarded by the management

## 11) QUALITY MANAGEMENT STANDARDS

Evaluation Criteria/Section	1-Star Points	2-Star Points	3-Star Points	4-Star Points	5-Star Points
<b>11.1) Guest-Focused System:</b>					
11.1.1) Guest comment card analysis  <b>Applicable to hotels more than 50 rooms only</b>	N/A	N/A	Are guest comment cards analyzed, statistically recorded, & comments distributed to all department heads monthly? What action is taken to remedy problems?	Are guest comment cards analyzed, statistically recorded, & comments distributed to all department heads monthly? What action is taken to remedy problems?	Are guest comment cards analyzed, statistically recorded, & comments distributed to all department heads monthly? What action is taken to remedy problems?
11.1.2) Guest incident tracking	N/A	Is there a log where all guests problems are recorded?	Is there a system that records all guest & employee incidents? What follow- up is taken?	Is there a system that records all guest & employee incidents? What follow- up is taken?	Is there a system that records all guest & employee incidents? What follow- up is taken?
11.1.3) Return guest appreciation program  <b>Applicable to hotels that are larger than 100 rooms</b>	N/A	N/A	Is there a return guest appreciation program?	Is there a return guest appreciation program?	Is there a return guest appreciation program?

12) HYGIENE & SANITATION STANDARDS					
Evaluation Criteria/Section	1-Star Points	2-Star Points	3-Star Points	4-Star Points	5-Star Points
<b>12.1) Garbage &amp; Trash Removal Area</b>					
12.1.1) Garbage & trash removal area	There shall be a garbage container or compactor that processes all trash & garbage of the hotel for hauling regularly.				
12.1.2) Refrigerated area for kitchen garbage	For a hotel with large F&B facilities, there shall be a refrigerated/air conditioned garbage holding area for kitchen garbage				
12.1.3) Regularly scheduled pest control services (1) back-of-the-house; (2) guest rooms	At least on a quarterly basis or when necessary, all back-of-the-house areas should be professionally treated independently, all guest rooms should be sprayed regularly				
<b>12.2) Food Storage</b>					
12.2.1) Meat, fish, dairy products & produce storage at specified temperatures	In all food production areas, storage shall adhere to health standards as set by the municipality at temperatures that limit bacteria growth ( <b>1°C-4°C</b> ) in order to eliminate food-borne illnesses. Meat, Seafood, Dairy & Produce must be strictly stored separately from each other, <b>as well as cooked and uncooked foods</b> in order to keep raw products from cross-contamination & from adopting undesirable odors. All food storage facilities shall adhere to very high cleaning standards				
12.2.2) Dry storage	Low temperatures at about 16°C & sufficient ventilation shall be maintained in order to prevent food products from spoilage				
12.2.3) Pastry storage	Pastry products are particularly vulnerable to contamination & therefore shall be stored in their own refrigerator/freezer walk-ins or reach-ins				
<b>12.3) Beverage Storage</b>					
12.3.1) White wine, beer storage at specified temperatures	White wine and beer shall be stored at about <b>5°C</b> in order to preserve these goods at optimal conditions, if applicable				
12.3.2) Red wine & liquor storage at room temperature	Red wine & all other alcoholic beverages shall be kept at room temperature, not above <b>16°C</b>				
<b>12.4) Food Production Areas</b>					
12.4.1) Clean, sanitary conditions	Kitchens must be kept clean & all equipment and surfaces for the process of raw products must be thoroughly cleaned before cooked product may be processed in these areas in order to avoid cross-contamination				
12.4.2) Hand wash basins in all cook stations	There must be hand wash sinks positioned throughout the food production area so that cooks may wash their hands after having processed raw product. This is to avoid cross-contamination				
12.4.3) Ware washing water temperature	Dishwasher water temperature shall be exactly at <b>82.2°C</b> in order to sanitize all china, silver & glassware when processed for ware washing				
12.4.4) Sinks for pot washing purpose	There must be 3 pot sinks for the purpose of cleaning pots with specified temperature in order to sanitize all pots & large kitchen utensils after use				
12.4.5) Sinks in food preparation area	In the cold preparation areas, there must be a sufficient number of double sinks in order to clean raw food products such as produce, fish, etc.				

12.4.6) Low pressure or exhaust fan ventilation in the kitchen(s)	There shall be a low pressure or exhaust fans ventilation system in the kitchen in order to prevent kitchen odors to escape into the restaurants & public areas				
12.4.7) Air Change rate in the kitchen(s)	The air change rate in all food production areas shall be at least <b>25</b> changes per hour				
12.4.8) Cutting boards as specified by health code	All cutting boards & blocks shall be according to health standard specification—they must be thoroughly cleaned separately after each use ( cutting boards must be color coded according to usage.				
12.4.9) Follow-up of last sanitation inspection report	A completed report from the last health & sanitation inspection should be studied, and, if necessary, be followed up to verify if noted defects have been remedied				
12.4.10) Size of kitchen	N/A	<b>40%</b> of dining area	<b>40%</b> to 50% of dining area	<b>50%</b> of dining area	<b>50%</b> to 60% of dining area
12.4.11) Kitchen floor sanitation	Good drainage; non-slip kitchen floor free of grease	Good drainage, non-slip kitchen floor free of grease	Good drainage with grease & garbage traps; non-slip kitchen floor free of grease	Good drainage with grease & garbage traps; non-slip kitchen floor shall be free of grease	Good drainage with grease & garbage traps; high quality, non-slip kitchen floor shall be free of grease

### 13) Fire Safety Requirements

#### 13.1) Fire Safety Requirements

13.1.1) Manual fire alarm system	√	√	√	√	√
13.1.2) Heat and smoke detectors	In all rooms and public areas				
13.1.3) Automatic sprinklers, standpipe system  <b>IF UNAVAILABLE IN HOTELS BUILT PRIOR JUNE 2006 NO POINTS TO BE DEDUCTED, BUT IT MUST BE HIGHLIGHTED IN THE SCHEDULE OF DISCREPANCIES AS A PRIORITY TO INSTALL.</b>	In all guest rooms or corridors leading to rooms, production, stores and public areas	In all guest rooms or corridors leading to rooms, production, stores and public areas	In all guest rooms or corridors leading to rooms, production, stores and public areas	In all guest rooms or corridors leading to rooms, production, stores and public areas	In all guest rooms or corridors leading to rooms, production, stores and public areas
13.1.4) Central zoned fire alarm panels	√	√	√	√	√
13.1.5) Guest evacuation sound system / Fire fighters' voice communication system	Optional	Optional	√	√	√
13.1.6) Fireproof and pressurized exit stairs	√	√	√	√	√

13.1.7) Exit signage and emergency lighting	√	√	√	√	√
13.2) Fire retardant construction	Guest areas shall be constructed with incombustible building materials and/or covered with incombustible coating & paint in accordance to building codes. Back-of-the-house areas shall be accessible only through fire doors that will shut automatically in case of fire in areas such as kitchens & laundry				
13.3) Fire fighting equipment & instructions	The proper fire fighting equipment such as hose reels, portable fire extinguishers, fire blankets, etc. shall be available on every level of the building. It must be serviced on a regular basis & fire drills should be conducted regularly				
13.4) Emergency evacuation procedures	Notices in all bedrooms & public areas instructing guests as to what they should do & where to go in case of fire or in any other emergency. Additionally, the bellman/receptionist will point out fire escape routes to every check-in while familiarizing the guest with guest room features				
13.5) Emergency exits & fire escapes	From each guest unit, there must be at least two separate means of escape to emergency exits with clearly marked signs & free from obstruction. The exits & hallways must be fitted with security lighting, which must be powered by permanent power sources & connected to the emergency generator				
13.6) Life safety rules & regulations	Simple guidelines on the subject of life safety rules & regulations will be included in the guest room directory				
13.7) Accident prevention rules & regulation	An accident prevention program & frequent training shall be conducted by the human resources manager in coordination with Civil Defense. Accidents will be statistically recorded & reported during staff meetings				

13.8) 24 hours security surveillance of hotel premises	There shall be 24-hours security surveillance on the hotel premises, particularly in guest areas. Security officers are thoroughly trained in first aid procedures
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#### 14) Insurance

14.1) Liability & building insurance	The hotel premises shall be insured to cover any claims, losses, damages and/or liability resulting from operating the hotel or are caused by fire or other disasters; i.e., building, blanket coverage & building contents.
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#### 15) TECHNICAL INSTALLATION STANDARDS

15.1) Stand-by generator	Emergency light network must be available.	Emergency light network must be available.	Emergency light network must be available.	A stand-by generator on site to provide sufficient power for emergency lighting to all elevators, corridors, staircases, public and production areas t in case of a power outage on the premises	A stand-by generator on site to provide sufficient power for emergency lighting to all elevators, corridors, staircases, public and production areas t in case of a power outage on the premises
15.2) Reserve water supply	Some back-up reserve supply holding capacity available	One day back-up supply holding capacity available	Minimum of 1 day back-up supply holding capacity available	Minimum 1 day back-up supply holding capacity is available	Minimum 1 day back-up supply holding capacity shall be available
15.3) Maintenance department	Maintenance technicians on call	Maintenance technicians on call	24 hrs. presence of maintenance staff	25 hrs. presence of maintenance staff	26 hrs. presence of maintenance staff
15.4) Air-conditioning (conditional that NO compressor units are installed on the buildings facade)	Central, package or split units in all public areas and split units in all guest rooms which can be regulated individually from each room	Central, package or split units in all public areas and split units in all guest rooms which can be regulated individually from each room	Central in all public areas and central or split units in all guest rooms which can be regulated individually from each room	Central throughout the hotel conditional that it can be regulated individually from each room	Central throughout the hotel conditional that it can be regulated individually from each room
15.5) Ventilation	The overall guest and production areas, including guest and bathrooms must be equipped wit highly efficient either individual or central ventilation system	The overall guest and production areas, including guest and bathrooms must be equipped wit highly efficient either individual or central ventilation system	The overall guest and production areas, including guest and bathrooms must be equipped wit highly efficient either individual or central ventilation system	The overall guest and production areas, must be equipped wit highly efficient either individual or central ventilation system, guest en suite bathrooms must be equipped with and efficient and silent ventilation system.	The overall guest and production areas, must be equipped wit highly efficient either individual or central ventilation system, guest en suite bathrooms must be equipped with and efficient and silent ventilation system.

#### 16) TECHNICAL INSTALLATION STANDARDS

16.1) First-Aid kits available	First Aid Kit is available at the Front Desk	First Aid Kits are available at the Front Desk & back-of-the-house	First Aid Kits are available in various areas for guests and employees use.	First Aid Kits are available at the Front Desk, Housekeeping, in various locations of the kitchens & the fitness centre, in addition to security, where there will be several wheelchairs & oxygen cylinders available	First Aid Kits are available at the Front Desk, Housekeeping, in various locations of the kitchens & the fitness centre, in addition to security, where there will be several wheelchairs & oxygen cylinders available
16.2) Staff's basic knowledge of first aid procedures	There will be at least one person of the staff to assist, when needed, in first aid procedures on each shift	There will be at least one person of the staff to assist, when needed, in first aid procedures on each shift	There will be at least one person of the staff to assist, when needed, in first aid procedures on each shift	Security & F&B service staff attend regular training sessions in First Aid procedures, including mouth-to-mouth resuscitation & Heimlich maneuver	Security & F&B service staff attend regular training sessions in First Aid procedures, including mouth-to-mouth resuscitation & Heimlich maneuver
16.3) Doctor on call	There shall be a doctor or other medical professionals on call in an emergency	There shall be a doctor or other medical professionals on call in an emergency	There shall be a doctor or other medical professionals on call in an emergency	There shall be a doctor or other medical professionals on call in an emergency on 24 hours basis.	There shall be a doctor or other medical professionals on call in an emergency on 24 hours basis.
16.4) Emergency clinic services available	Procedures to access emergency medical services are in place in case of a medical emergency	Procedures to access emergency medical services are in place in case of a medical emergency	Procedures to access emergency medical services are in place in case of a medical emergency	Procedures to access emergency medical services are in place in case of a medical emergency	Access to emergency clinic service shall be available on 24 hours priority basis in addition to a house doctor on call.



### **More Information**

For more details and enquiries, please contact the Chief Classification Officer at the Ministry of Tourism in the Sultanate of Oman.

### **“Virtual Information”**

All classification documentation can be downloaded as a .pdf file from [www.omantourism.gov.om](http://www.omantourism.gov.om)

Contact details and further information on Destination Oman are available from the same website

### **Contact Details**

Ministry of Tourism  
P. O. Box 200, Postal Code 115  
Muscat, Sultanate of Oman  
Tel : +968 24588700  
Fax : +968 24588819  
[info@omantourism.gov.om](mailto:info@omantourism.gov.om)