



EAST AFRICAN COMMUNITY

CLASSIFICATION OF TOWN HOTELS

ASSESSMENT SHEET

PARTICULARS OF ESTABLISHMENT

| | |
|--|----------|
| NAME OF ESTABLISHMENT | |
| TYPE OF ESTABLISHMENT | |
| LOCATION | DISTRICT |
| | TOWN |
| | STREET |
| | PLOT NO |
| POSTAL ADDRESS | P.O. BOX |
| | ZIP CODE |
| E-MAIL ADDRESS | |
| FAX NUMBER | |
| TELEPHONE NUMBERS | |
| TYPE OF MANAGEMENT (CONTRACT OR DIRECT) | |
| IF CONTRACT, NAME OF COMPANY | |
| TOTAL NO. OF LETTABLE ROOMS | |
| TOTAL NUMBER OF BEDS | |
| TOTAL NUMBER OF STAFF | |
| NAMES OF CERTIFIED ASSESSORS (Minimum of three) | |
| | |
| | |
| | |

DETAILS OF MANAGEMENT

OWNERSHIP.....

MANAGING DIRECTOR

GENERAL MANAGER

CONTACT PERSON

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|------------|--|-----------|-----|----------------------|
| 1.0 | LOCATION | | | |
| 1.1 | <p>Location</p> <ul style="list-style-type: none"> • Does the Hotel conform to the Development Plans for the area? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) • How would you rate the general safety of this location? <ul style="list-style-type: none"> (a) Reasonably safe (2) or (b) Very safe (4) • Is the surrounding area attractive? <ul style="list-style-type: none"> (a) Attractive (1) or (b) Very attractive (2) • Is the facility in harmony with the surrounding environment? <ul style="list-style-type: none"> (a) No harmony (0) or (b) Blends in well (3) • How would you rate the serenity offered by this location? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (3) • Is the establishment located in an up-market area? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (1) • Is the facility easily accessible? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Does the Hotel have clear directional signage? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 1.2 | <p>Site and Environment</p> <ul style="list-style-type: none"> • Does the Hotel have an Environmental Impact Assessment Report and/or an Environmental Audit Report? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • To what extent do the external architectural features of the Hotel incorporate environmental friendly practices? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (7) or (c) Very Good (10) | 60 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • Does the Hotel construction blend in with the natural and/or existing built up area? <ul style="list-style-type: none"> (a) No harmony (0) or (b) Blends in well (1) • Does the placement of windows take consideration of :- <ul style="list-style-type: none"> (a) Minimum lighting/ventilation requirements for habitable spaces (2) (b) Weather elements (2) (c) Offer aesthetic view (2) (d) Privacy (2) (e) Security (2) • Does the Hotel participate in any local environmental improvement program? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Does the Hotel educate and sensitize its staff on environmental issues? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Does the Hotel educate or encourage guests on conservation measures through promotional materials? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Does the Hotel have in use water saving devices? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does the Hotel have energy efficiency enhancing systems? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does the Hotel use alternative means of conserving energy? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does the Hotel practice supplies policies that incorporate social and environmental considerations? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) | | | |
| | Maximum expected and actual score for the item | 60 | | |

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|------------|--|-----------|-----|----------------------|
| 2.0 | BUILDING | | | |
| 2.1 | <p>Autonomy of Building</p> <ul style="list-style-type: none"> • Is the Hotel building:- <ul style="list-style-type: none"> (a) Connected to other buildings? (10) or (b) Semi-autonomous? (20) or (c) Isolated or detached from other buildings? (40) • Does the Hotel have entrance canopy designed to allow vehicles and protect guests from weather elements? <ul style="list-style-type: none"> (a) No canopy (0) or (b) Canopy available but inadequate (8) or (c) Canopy available and adequate (15) • Is the entrance canopy proportional to the capacity of the Hotel? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does it have adequate sidewalks to accommodate large groups? <ul style="list-style-type: none"> (a) Inadequate (3) or (b) Adequate (10) • Does the Hotel have separate entrances for guests, staff and deliveries of supply? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (20) | 90 | | |
| | Maximum expected and actual score for the item | 90 | | |
| 2.2 | <p>Design and Architectural Features</p> <ul style="list-style-type: none"> • Does the Hotel have approved building plans from the local authority? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Is the structure in conformity with the Approved Plan? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Does the building have a valid occupation certificate? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (15) • How would you rate the quality of external and internal finishing materials? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) • Does the Hotel building convey a theme in its features? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) | 60 | | |

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|---------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • Does the Hotel building incorporate aesthetic features that are in harmony with the natural and social environment? <ul style="list-style-type: none"> (a) No harmony (0) or (b) Blends in well (10) • Do the architectural features of the Hotel incorporate use of local heritage? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you rate the state of repair and maintenance? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (7) • How would you rate the state of cleanliness? <ul style="list-style-type: none"> (d) Neglected (0) or (e) Reasonable (5) or (f) Very clean (7) | | | |
| | Maximum expected and actual score for the item | 60 | | |
| 2.3 | Capacity <ul style="list-style-type: none"> • Does the Hotel have at least ten lettable rooms? <ul style="list-style-type: none"> (a) Less than ten (0) or (b) Ten rooms and above (10) | 10 | | |
| | Maximum expected and actual score for the item | 10 | | |
| 2.4 | Corridors, Staircases, Hallways and Walkways <ul style="list-style-type: none"> • Are the facilities in conformity with the recommended sizes in the building code? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Is there provision for ramps/access systems for the physically challenged? <ul style="list-style-type: none"> (a) Non-existent (0) or (b) Fairly provided for (2) or (c) Well catered for (3) • Do the corridors, staircases, hallways and walkways allow easy movement (i.e three persons abreast)? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) • Are the stair cases protected by handrails? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) | 40 | | |

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| | <ul style="list-style-type: none"> • Is the gradient of the staircases and ramps in conformity with the building code? [(Staircase 550mm<2R+T<610):(Ramp 1 in 12 max.)] <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Are the hallways/walkways well lit? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Are the walkways well protected from rain? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Are the hallways/walkways appropriately decorated? <ul style="list-style-type: none"> (a) Modest (1) or (b) Good (3) or (c) Very Good (5) • What is the quality of finish? <ul style="list-style-type: none"> (a) Fair quality (1) or (b) Good quality (3) or (c) Very good quality (5) • How would you rate the state of repair and maintenance? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) • How would you rate the state of cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) | | | |
| | Maximum expected and actual score for the item | 40 | | |
| 3.0 | FRONT OFFICE | | | |
| 3.1 | Reception Area <ul style="list-style-type: none"> • Is there a reception area? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (4) • Is the reception area designed with some aesthetic features? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does the location of the reception counter allow direct view of the entrance and access to guest rooms? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) | 40 | | |

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| | <ul style="list-style-type: none"> • Is there a Guest Relations service at designated point or desk? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does the Reception area design and layout, enhance efficiency of the various activities? <ul style="list-style-type: none"> (a) Congested (3) or (b) Functional (7) or (c) Efficient (10) • Are the workstation signs visible and clear? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (6) • Is the counter:- <ul style="list-style-type: none"> (a) Non- automated (1) or (b) Semi-automated (3) or (c) Fully automated (5) | | | |
| | Maximum expected and actual score for the item | 40 | | |
| 3.2 | <p>Information Services</p> <ul style="list-style-type: none"> • Does the Hotel offer information services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is the information available <ul style="list-style-type: none"> (a) Orally (1) (b) In written materials (2) (c) Electronic form (3) • Does the information exist in:- <ul style="list-style-type: none"> (a) Kiswahili (2) (b) English/French (2) (c) Other internationally recognized languages (2) • Does the information include the following; <ul style="list-style-type: none"> (a) Information on tourism and leisure activities within and around the Hotel (4) (b) Guest safety information, Hotel layout, emergency fire exit procedures and emergency contacts (4) (c) Information on medical and other social services (3) (d) Hotel lien (2) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |

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|---------|--|-----|-----|----------------------|
| 3.3 | <p>Hours of Service</p> <ul style="list-style-type: none"> • How many hours is the reception in operation? <ul style="list-style-type: none"> (a) 18 hours (5) or (b) 24 hours (10) • Are essential services (Concierge, Porterage, Housekeeping, Room Service, Any other service) provided for, at least 18 hours by:- <ul style="list-style-type: none"> (a) Automated services (3) or (b) Semi-skilled stand-in staff (5) or (c) Qualified staff (10) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 3.4 | <p>Paging Systems</p> <ul style="list-style-type: none"> • What type of paging system is in use? <ul style="list-style-type: none"> (a) None (0) (b) Billboard (2) (c) Public address system (3) (d) Electronic/digital screener or any other discreet paging system (15) | | | |
| | Maximum expected and actual score for the item | 20 | | |
| 3.5 | <p>Safe Deposit Service</p> <ul style="list-style-type: none"> • Are there arrangements to secure guest valuables? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • What types of safes are in use? <ul style="list-style-type: none"> (a) None (0) or (b) Centralized common safe system - Ratio in relation to room capacity (minimum 1:5) (5) or (c) Centralized individual safe system at reception (10) or (d) Individual, in rooms (15) • Are the individual safes:- <ul style="list-style-type: none"> (a) Manual (5) or (b) Electronic/Digital (10) • Does the hotel have provision for safe keeping of bulk guest valuables? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |

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|---------|---|-----|-----|----------------------|
| 3.6 | <p>Foreign Exchange Services</p> <ul style="list-style-type: none"> • Does the Hotel provide foreign exchange services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does the Hotel provide services in convertible foreign currencies? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) | 10 | | |
| | Maximum expected and actual score for the item | 10 | | |
| 3.7 | <p>Concierge Services</p> <ul style="list-style-type: none"> • Is there a designated Concierge service point? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does the Hotel offer poterage services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How many hours is the concierge (doorman) service available? <ul style="list-style-type: none"> (a) 18 hours (7) or (b) 24 hours (10) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 3.8 | <p>Languages</p> <ul style="list-style-type: none"> • Do the Front Office Staff speak the following languages? <ul style="list-style-type: none"> (a) Kiswahili (3) (b) English/French (3) (c) Any other internationally recognizable and spoken language (German, Spanish, Italian etc) (4) <p>Does the Front Office Managers/Head or Supervisor speak the following languages?</p> <ul style="list-style-type: none"> (a) Kiswahili (3) (b) English/French (3) (c) Any other internationally recognizable and spoken language (German, Spanish, Italian etc) (4) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |

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| 3.9 | <p>Communication Services</p> <ul style="list-style-type: none"> • Are there intercom systems and extensions at every activity area? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Can guests make international calls <ul style="list-style-type: none"> (a) Through the switchboard (5) or (b) Directly? (10) • Are postal/courier services provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (7) • Are <i>Internet</i> services available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) • Is there a business centre fully equipped in place? <ul style="list-style-type: none"> (a) Modestly equipped (5) or (b) Fully equipped (10) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 4.0 | LOBBY LOUNGE AND OTHER PUBLIC AREAS | | | |
| 4.1 | <p>Lobby/ Lounge/Public Areas</p> <ul style="list-style-type: none"> • Is the lobby available and conveniently located in relation to the Front Office area? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • What visual impression is created by the artwork, displays and graphic designs as well as other decorations? <ul style="list-style-type: none"> (a) Plain and simple (2) or (b) Modestly decorated and pleasant (5) or (c) Elegantly decorated and luxurious (10) • Are there clear directional signs? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (4) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (8) • How would you rate the state of general cleanliness <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well cleaned (8) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| 4.2 | <p>Size of Lobby Lounge</p> <ul style="list-style-type: none"> • <i>How would you rate</i> the size and/or design of the lobby in facilitating the smooth flow of guests? <ul style="list-style-type: none"> (a) Congested (0) or (b) Functional (15) or (c) Efficient and functional (20) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 4.3 | <p>Amenities and Accessories</p> <ul style="list-style-type: none"> • Is the range of accessories in the lobby/lounge proportionate to the capacity of the Hotel? <ul style="list-style-type: none"> (a) Inadequate (3) or (b) Adequate (5) • Does the Hotel provide the following amenities? <ul style="list-style-type: none"> (a) Piped Music/Radio (5) (b) Television (7) (c) Reading and writing facilities (10) (d) Provisions for the disabled (13) • How would you describe the quality of the amenities and accessories available <ul style="list-style-type: none"> (a) Fair (4) or (b) Good (7) or (c) Very Good (10) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |
| 4.4 | <p>Décor</p> <ul style="list-style-type: none"> • How would you describe the décor? <ul style="list-style-type: none"> (a) Plain (2) or (b) Tasteful (5) or (c) Exquisite (7) • Does the décor project a distinct theme or concept? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) • Are decorations and the colour scheme consistent with the general theme of the establishment? <ul style="list-style-type: none"> (a) Fairly consistent (3) or (b) Consistent (5) or (c) Harmonious and luxurious (10) | 50 | | |

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|---------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • Are the floral decorations:- <ul style="list-style-type: none"> (a) Artificial (1) (b) Natural (4) • How would you rate the state of repair and maintenance? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (10) • How would you rate the state of cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean (10) | | | |
| | Maximum expected and actual score for the item | 50 | | |
| 4.5 | Regulation of Temperature <ul style="list-style-type: none"> • How would you rate the provision for natural and/or mechanical ventilation? <ul style="list-style-type: none"> (a) Fair (7) or (b) Good (15) or (c) Very Good (25) • How would you rate the efficiency of the temperature regulation system? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 4.6 | Floors, Walls and Ceilings <ul style="list-style-type: none"> • How would you describe the degree of uniqueness and sophistication <ul style="list-style-type: none"> (a) Fair (3) or (b) High (5) or (c) Very High (10) • How would you rate the quality of materials used on floors, walls and ceilings? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (8) or (d) Very Good (12) | 60 | | |

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| | <ul style="list-style-type: none"> • How would you describe the quality of fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (7) or (c) Very Good (10) • Is there consistency in colour scheme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (10) • How would you rate the state of general cleanliness and proper attention to hygiene? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean and hygienic (10) | | | |
| | Maximum expected and actual score for the item | 60 | | |
| 4.7 | Lighting <ul style="list-style-type: none"> • Is there provision for adequate natural lighting? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • Is the illumination adequate? <ul style="list-style-type: none"> (a) Inadequate (0) or (b) Adequate (10) • Assess the quality of light fittings in terms of tastefulness, reflecting class. <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (20) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 4.8 | Telephone Facilities <ul style="list-style-type: none"> • Is there a public telephone booth? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • What internal communication systems are in use? <ul style="list-style-type: none"> (a) None (0) (b) Telephone extensions (4) (c) Intercom (4) (d) Radio call (3) (e) Cell phone (3) (f) Others (1) | 30 | | |

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|---------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> Are they functional? (10) <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) | | | |
| | Maximum expected and actual score for the item | 30 | | |
| 4.9 | Refreshments <ul style="list-style-type: none"> Is there provision for refreshments? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Are the refreshments offered conveniently located within the lobby/lounge? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the range of refreshments offered? <ul style="list-style-type: none"> (a) Simple (1) or (b) Modest (3) or (c) Wide (5) For how many hours is the refreshment available? <ul style="list-style-type: none"> (a) 18 hours (3) or (b) 24 hours (5) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 4.10 | Minimum size of public rooms <ul style="list-style-type: none"> What are the sizes of public rooms in relation to the Hotel bed capacity? (Lounge, bar, covered terraces etc) (Please indicate) <ul style="list-style-type: none"> (a) ½ Sqm per guest bed (30) or (b) 1 Sqm. per guest bed (40) or (c) 1 ½ Sqm. per guest bed (50) or (d) 2 sqm. per guest bed (60) | 60 | | |
| | Maximum expected and actual score for the item | 60 | | |
| 5.0 | FUNCTION ROOMS (Briefings, Conferences, Banquets etc;) | | | |
| 5.1 | Features and Facilities <ul style="list-style-type: none"> Is there provision for a function room (At least in form of multipurpose room)? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is there provision for break-out rooms? <ul style="list-style-type: none"> (a) None (0) or (b) Less than two (3) or (c) More than two (5) | 70 | | |

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|---------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • What are the measurements of the rooms in sqm? <ul style="list-style-type: none"> (a) Less than 75 sqm (2) or (b) 75 sqm (3) or (c) More than 75 sqm (5) • How would you rate the furnishings of the function rooms? <ul style="list-style-type: none"> (a) Simple (1) or (b) Good (3) or (c) Very Good (5) • How would you describe the quality of the materials used? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) • How would you rate the state of cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) • Is the natural ventilation, lighting system adequate? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is air conditioning <i>and acclimatization</i> provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Are the rooms acoustically designed to ensure soundproofing? <ul style="list-style-type: none"> (a) No soundproofing (0) or (b) Partial soundproofing (3) or (c) Complete soundproofing (5) • Are the rooms provided with piped music, public address system and other necessary equipments? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Are audio visual aids and satellite link facilities available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is <i>there consistency in</i> the colour scheme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) | | | |
| | Maximum expected and actual score for the item | 70 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| 6.0 | RESTAURANT(S) | | | |
| 6.1 | <p>Features and Facilities</p> <ul style="list-style-type: none"> • What is the seating capacity of the restaurant(s) in relation to bed capacity? <ul style="list-style-type: none"> (a) 30% (5) or (b) 40% (10) or (c) 80% (20) • How many Food and Beverage outlets are there in the Hotel? <ul style="list-style-type: none"> (a) Up to two (10) or (b) Up to Four (15) or (c) Five and above (20) • What is the range of different Cuisines? <ul style="list-style-type: none"> (a) Up to Two (5) or (b) Up to Four (10) or (c) Five and above (15) • How would you rate the general level of hygiene? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) | 70 | | |
| | Maximum expected and actual score for the item | 70 | | |
| 6.2 | <p>Furniture, Equipment and Accessories</p> <ul style="list-style-type: none"> • How would you describe the style of the furniture, equipment and accessories? <ul style="list-style-type: none"> (a) Functional but not suitable (5) or (b) Appropriate and Functional (7) or (c) Very appropriate and comfortable (10) • How would you describe the quality of the furniture, equipment and accessories? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) • How would you describe the quality and range of tableware <p>Glassware</p> <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) <p>Crockery</p> <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) | 80 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----------|-----|----------------------|
| | <p>Cutlery (a) Fair (5) or (b) Good (7) or (c) Very Good (10)</p> <p>Accessories (a) Fair (3) or (b) Good (5) or (c) Very Good (10)</p> <ul style="list-style-type: none"> • How would you describe the quality of table linen in terms of cleanliness and presentation? (a) Fair (5) or (b) Good (7) or (c) Very Good (10) • Is there provision of appropriate furniture for children? (a) Non-existent (0) or (b) Fairly provided for (3) or (c) Well catered for (5) • Is there provision of appropriate furniture for the physically challenged? (a) Non-existent (0) or (b) Fairly provided for (3) or (c) Well catered for (5) | | | |
| | Maximum expected and actual score for the item | 80 | | |
| 6.3 | <p>Interior Décor</p> <ul style="list-style-type: none"> • How would you rate the consistency of the décor and colour scheme with the theme? (a) Modest (5) or (b) Good (15) or (c) Very Good (25) • How would you rate the aesthetics, style and sophistication of the décor in relation to the Hotel concept and comfort? (a) Fair (5) or (b) Good (15) or (c) Very Good (25) • What floral arrangement(s) supplements the décor? (a) None (0) or (b) Artificial (2) or (c) Both artificial and natural (5) or (d) Natural (10) | 60 | | |
| | Maximum expected and actual score for the item | 60 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 6.4 | <p>Floors, Walls and Ceilings</p> <ul style="list-style-type: none"> • What types of materials are used in flooring and walling? <ul style="list-style-type: none"> (a) Fair for the area (3) or (b) Good for the area (5) or (c) Very good quality and fit for the area (10) • How suitable are the materials used on the floors and walls? <ul style="list-style-type: none"> (a) Unsuitable for the area (3) or (b) Suitable for the area (8) • How would you describe the quality of fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (7) • How would you describe the degree of uniqueness and sophistication? <ul style="list-style-type: none"> (a) Fair (3) or (b) High (5) or (c) Very High (10) • Is there consistency in colour scheme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (10) • How would you rate the state of general cleanliness and hygiene? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean and hygienic (10) | 60 | | |
| | Maximum expected and actual score for the item | 60 | | |
| 6.5 | <p>Menu</p> <ul style="list-style-type: none"> • Is a priced menu available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • How would you rate the clarity of the information presented on the menu? <ul style="list-style-type: none"> (a) Scanty (1) or (b) Clear (2) or (c) Very clear (5) | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • How would you rate the quality of the menu presentation? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (3) • Does the menu contain a wide range and variety of local and international dishes? If yes what range? <ul style="list-style-type: none"> (a) Modest selection (2) or (b) Wide selection (3) or (c) Excellent selection (5) • What options of Menu types are on offer? <ul style="list-style-type: none"> (a) A la carte (2) (b) Table d'hote (2) (c) Buffet (2) (d) Others (2) • How would you rate the a la carte menu? <ul style="list-style-type: none"> (a) Simple (2) or (b) Modest (3) or (c) Rich (5) • What types of services are on offer? <ul style="list-style-type: none"> (a) Self Service (2) (b) Limited Waiter Service (3) (c) Full Waiter Service (5) • What is the number of courses that can be served? <ul style="list-style-type: none"> (a) 1 - 3 Course (2) or (b) 3 -5 Course (4) or (c) Over 5 Courses (6) • Is a wine list available? If yes what range? <ul style="list-style-type: none"> (a) Modest selection(2) or (b) Wide selection (3) or (c) Excellent selection (5) | | | |
| | Maximum expected and actual score for the item | 50 | | |
| 6.6 | Lighting <ul style="list-style-type: none"> • Is there adequate provision for natural and /or artificial lighting? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you rate the level of the natural and/or artificial illumination? <ul style="list-style-type: none"> (a) Low (5) or (b) High (10) | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> Does the illumination system give special effect in the restaurant? <ul style="list-style-type: none"> (a) Enough light for practical use (10) or (b) Adequate spread of illumination for practical use with minimum special light effect (15) or (c) High standard of illumination with excellent special light effect (20) How would you describe the quality of light fittings in terms of style and elegance? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) | | | |
| | Maximum expected and actual score for the item | 50 | | |
| 6.7 | Service Stations <p>Are there waiter service stations proportionate to the capacity of the restaurant?</p> <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) <ul style="list-style-type: none"> Are the waiter service stations appropriate and well appointed? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Are the waiter service stations presentable and clean? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) | 10 | | |
| | Maximum expected & actual score for the item | 10 | | |
| 6.8 | Regulation of Temperature <ul style="list-style-type: none"> How would you rate the provision of natural and/or mechanical ventilation? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (15) or (c) Very Good (25) How would you rate the efficiency of the temperature regulation system? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 7.0 | BAR(S) | | | |
| 7.1 | <p>General Features and Facilities</p> <ul style="list-style-type: none"> • Are there bar outlets proportionate to the Hotel capacity? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • What bar categories are available? <ul style="list-style-type: none"> (a) Public bar(s) (2) (b) Residents' bar(s) (3) (c) Theme bar(s) (5) • Is there a bar conveniently located in relation to the lounge and restaurant? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does the design and style of the bar(s) give provision for:- <ul style="list-style-type: none"> (a) Foot rests (3) (b) Creativity in the display of merchandise (3) (c) Cooling and warming facilities conveniently located (4) • How would you describe the overall design in terms of aesthetics and attractiveness? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) • How would you rate the state of maintenance? <ul style="list-style-type: none"> (a) Neglected 0) or (b) Reasonable (5) or (c) Well maintained (10) • How would you rate the state of the general cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean (10) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 7.2 | <p>Floors, Walls, Ceilings and Decorations</p> <ul style="list-style-type: none"> • How would you rate the quality of materials used on floors, walls and ceilings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (6) • How suitable are the materials used on the floors, walls and ceilings? <ul style="list-style-type: none"> (a) Unsuitable (3) or (b) Suitable (5) • How would you describe the quality of workmanship, fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (7) • How would you describe the degree of uniqueness and sophistication <ul style="list-style-type: none"> (a) Modest and functional (2) or (b) Attractive and tasteful finish (5) or (c) Excellent design and luxurious finish (7) • How would you rate the consistency of the décor and colour scheme with the theme? <ul style="list-style-type: none"> (a) Modest (3) or (b) Good (7) or (c) Very Good (10) • How would you rate the aesthetics, style and sophistication of the décor in relation to the Hotel concept and comfort? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) • What floral arrangement(s) supplements the décor? <ul style="list-style-type: none"> (a) None (0) or (b) Artificial (2) or (c) Both artificial and natural (5) or (d) Natural (8) | 70 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • How would you describe the materials used in the decor? <ul style="list-style-type: none"> (a) Modest (2) or (b) Attractive (3) or (c) Tasteful and luxurious (5) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (7) • How would you rate the state of cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean (10) | | | |
| | Maximum expected and actual score for the item | 70 | | |
| 7.3 | Lighting <ul style="list-style-type: none"> • Is there provision for natural and/or artificial lighting? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you rate the level of the natural and/or artificial illumination? <ul style="list-style-type: none"> (a) Low (3) or (b) High (5) | 50 | | |
| | <ul style="list-style-type: none"> • Does the illumination system give special effect in the bar(s)? <ul style="list-style-type: none"> (a) Enough light for practical use (10) or (b) Adequate spread of illumination for practical use with minimum special light effect (15) or (c) High standard of illumination with excellent special light effect (20) • How would you describe the quality of the fittings, in terms of style and elegance? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) | | | |
| | Maximum expected and actual score for the item | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| 7.4 | <p>Regulation of Temperature</p> <ul style="list-style-type: none"> • How would you rate the provision of natural and/or mechanical ventilation? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) • How would you rate the efficiency of the temperature regulation system? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) • How would you describe the quality of the fittings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 7.5 | <p>Furniture and Equipment</p> <ul style="list-style-type: none"> • How would you rate the provision of furniture and equipment? <ul style="list-style-type: none"> (a) Inadequate (3) or (b) Adequate (5) • How would you rate the appropriateness of the furniture? <ul style="list-style-type: none"> (a) Functional but not suitable (2) or (b) Appropriate and functional (5) or (c) Very appropriate and comfortable (8) • How would you describe the style and design of the furniture and equipment? <ul style="list-style-type: none"> (a) Good (2) or (b) Very Good (5) or (c) Elegant and luxurious (8) • How would you describe the quality of the furniture and equipment? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (7) | 60 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|------------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • Are there adequate provisions for the following accessories?:- <ul style="list-style-type: none"> (a) Ice-making machine (1) (b) Coffee-making machine (1) (c) Sinks with hot and cold water (2) (d) Glass washing and drying machine (1) (e) Cocktail mixer accessories (2) (f) Bottle Brush (1) (g) Glass Towels (1) (h) Others (1) • How would you describe the quality and condition of the accessories? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (7) • Is there provision of appropriate furniture for the physically challenged? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) • How would you rate the state of cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) | | | |
| | Maximum expected and actual score for the item | 60 | | |
| 7.6 | Beverage Cooling Systems <ul style="list-style-type: none"> • Is there adequate provision for beverage cooling? <ul style="list-style-type: none"> (a) Simple (3) or (b) Good (7) or (c) Very Good (10) • Are the cooling equipments in good working condition? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • Are the beverages such as wines professionally stored? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 7.7 | <p>Glassware</p> <ul style="list-style-type: none"> • Are there adequate stocks of glasses proportionate to the capacity of the Hotel? <ul style="list-style-type: none"> (a) Inadequate (4) or (b) Modest (8) or (c) Adequate (15) • Are there appropriate glasses for the different types of drinks served? <ul style="list-style-type: none"> (a) Inappropriate (0) or (b) Modest range (8) or (c) Wide range (15) • What is the quality of available glasses? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (7) or (c) Very Good (10) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 7.8 | <p>Selection of Drinks and Snacks</p> <ul style="list-style-type: none"> • How would you rate the variety and selection of local and international brands of beverages? <ul style="list-style-type: none"> (a) Modest stock (10) or (b) Good range (15) or (c) Wide range (25) • Is there provision for cigars, cigarettes and snacks? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How do you rate the professionalism of the bar staff? <ul style="list-style-type: none"> (a) Fair (7) or (b) Good (15) or (c) Very Good (20) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |
| 8.0 | KITCHEN(S) | | | |
| 8.1 | <p>Size</p> <ul style="list-style-type: none"> • What is the measurement of the Kitchen(s) (including pantry and stores)? <ul style="list-style-type: none"> (a) At least ½ sq. m per guest bed (40) or (b) ½ sq.m – ¾ sq.m per guest bed (50) or (c) ¾ sq.m and above, per guest bed, for Hotel with more than 100 beds (60) | 60 | | |
| | Maximum expected and actual score for the item | 60 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 8.2 | <p>Relation to Restaurant</p> <ul style="list-style-type: none"> How would you describe the location of the kitchen in relation to the restaurant? <ul style="list-style-type: none"> (a) Located on different levels (10) or (b) Located on the same level (15) Where applicable, what mechanisms are provided for efficient service delivery? <ul style="list-style-type: none"> (a) Fairly efficient conveyance method (3) or (b) Efficient conveyance method (5) or (c) Very efficient conveyance method (10) How would you rate provisions of mechanisms to minimize noise, heat and fumes from the Kitchen into the restaurant? <ul style="list-style-type: none"> (a) Fair (5) or (b) Efficient (10) or (c) Very efficient (15) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 8.3 | <p>Flow of Food Service</p> <ul style="list-style-type: none"> How would you rate the provision for hygienic and safe handling of food by the kitchen staff (Hand gloves, head gear and sterilizing /cleaning of raw foodstuffs etc)? <ul style="list-style-type: none"> (a) Poor (1) or (b) Fair (5) or (c) Good (10) or (d) Very Good (15) Is there a two-way flow of food between the kitchen and the restaurant? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) Does the flow provide for separate entry and exit points? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (7) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 8.4 | <p>Organization of the Kitchen</p> <p>Design and Layout</p> <ul style="list-style-type: none"> How would you rate the design and layout of the Kitchen in terms of efficiency, workflow, staff convenience and comfort? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) <p>Organization</p> <ul style="list-style-type: none"> Is the Kitchen segregated in appropriate sections? <ul style="list-style-type: none"> (a) Disorganized (5) or (b) Fairly well segregated (8) or (c) Well segregated (15) | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • Does the Chefs Office facilitate efficient overview of the Kitchen? <ul style="list-style-type: none"> (a) No clear overview (3) or (b) Partial overview (6) or (c) Clear overview (10) • How would you describe the location of the Kitchen in relation to the food stores? <ul style="list-style-type: none"> (a) Poorly located (3) or (b) Fairly well located (6) or (c) Well located (10) | | | |
| | Maximum expected and actual score for the item | 50 | | |
| 8.5 | <p>Equipment of Kitchen</p> <ul style="list-style-type: none"> • How would you rate the availability and range of the basic equipment? <ul style="list-style-type: none"> (a) Limited (6) or (b) Satisfactory (10) or (c) Adequate (15) • How would you rate the availability and range of basic tools and utensils? <ul style="list-style-type: none"> (a) Limited (4) or (b) Satisfactory (7) or (c) Adequate (10) • How would you rate the quality of the worktops, equipment, tools and utensils? <ul style="list-style-type: none"> (a) Good quality (impervious materials easy to clean and maintain) (4) or (b) A good range of specialized tools and equipment of high quality (7) or (c) Wide range of specialized working tools, utensils and equipment of very high quality (10) • How would you rate the cleanliness and hygiene of the worktops, equipment, tools and utensils? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) • How would rate provision of industrial sinks in each section? <ul style="list-style-type: none"> (a) Fairly provided (2) or (b) Adequately provided (4) or (c) Well provided (5) • Do the sinks have hot and cold running water? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (7) | 80 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • How would you rate the general standards of cleanliness and hygiene? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean and hygienic (8) • How would you rate the safety measures in the use and storage/ placement of the kitchen equipments? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) | | | |
| | Maximum expected and actual score for the item | 80 | | |
| 8.6 | <p>Hand Wash Basins</p> <ul style="list-style-type: none"> • Is there a functional hand wash basin for purposes of hygiene at the entrance to the Kitchen? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Are there other separate hand wash basins, strategically located? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Do the hand wash basins have the following? <ul style="list-style-type: none"> ○ Hot and cold running water; <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) ○ Soap and/or soap dispensers; <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) ○ Facility for hygienic operation; <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) ○ Hygienic means of hand drying; <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Are the hand wash basins clean and in good state of repair? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) | 20 | | |
| | Maximum possible and actual score for the item | 20 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 8.7 | <p>Ventilation</p> <ul style="list-style-type: none"> • Is there adequate and sufficient natural kitchen ventilation? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • Is there a mechanical fume and hot air extractor? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • How would you rate the effectiveness of the mechanical extractor? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean (10) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 8.8 | <p>Waste Collection and Storage</p> <ul style="list-style-type: none"> • Are waste bins provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • If available, are the waste bins proportional to the number of working stations? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Is there separation of waste material in terms of :- <ul style="list-style-type: none"> (a) Organic (3) (b) Non-organic materials (3) • Are the waste bins lined with appropriate waste bags and tight fitting covers? <ul style="list-style-type: none"> (a) Neither lined nor covered (0) or (b) Lined but not covered (3) or (c) Covered but not lined (5) or (d) Lined and covered (8) | 30 | | |
| | <ul style="list-style-type: none"> • How often is the waste material collected from the kitchen? <ul style="list-style-type: none"> (a) Daily (5) or (b) After every shift (10) | | | |
| | Maximum expected and actual score for the item | 30 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 8.9 | <p>Drainage</p> <ul style="list-style-type: none"> • Are there adequate and functional drains in and around the kitchen? <ul style="list-style-type: none"> (a) Non existent (0) or (b) Fairly well provided (4) or (c) Well provided (8) • Are the drains properly covered? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) • Is the drainage connected to the main drainage system via a grease trap? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (2) or (c) Well maintained (4) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (4) or (c) Very clean (8) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 8.10 | <p>Floors, Walls and Ceilings</p> <ul style="list-style-type: none"> • What material are the floors and walls made of? <ul style="list-style-type: none"> (a) Impervious (3) (b) Non- corrosive (3) (c) Non slip (2) and (d) Easy to clean (2) • How would you rate the quality of workmanship? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) • Is the floor finish plumb (horizontal and level), and grouting in excellent condition? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is the floor and wall junction coved? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Does the floor have gentle slope towards drainage point? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----------|-----|----------------------|
| | <p>(c) Well maintained (5)</p> <ul style="list-style-type: none"> How would you rate the general level of hygiene and cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) | | | |
| | Maximum expected and actual score for the item | 40 | | |
| 8.11 | <p>Food Storage</p> <ul style="list-style-type: none"> How would you rate the provision for receiving of supplies? <ul style="list-style-type: none"> (a) Off-loading area (2) (b) Inspection mechanisms (3) (c) Cleaning area (4) How would you rate provision for food storage within the Kitchen, in relation to the volume of production? <ul style="list-style-type: none"> (a) Limited (5) or (b) Satisfactory (8) or (c) Adequate/just in time practices (15) How would you rate the organization and professionalism in the storage of foodstuffs? <ul style="list-style-type: none"> (a) Segregation of different types of foodstuffs (4) (b) Clear labelling of stores and food items (3) (c) Provision of adequate and appropriate shelving (3) (d) Proper pallet(s) (3) (e) Cabinets (3) How would you rate the refrigeration and aeration mechanisms in the storage facilities? <ul style="list-style-type: none"> (a) Natural aeration with proper shelving (5) (b) Refrigeration/cold room facilities in good working condition (5) Are the refrigerated stores fitted with temperature control gauges in good working condition? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the general level of hygiene and cleanliness in the food storage facilities? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) | 60 | | |
| | Maximum expected and actual score for the item | 60 | | |
| 8.12 | <p>Lighting</p> <ul style="list-style-type: none"> Is there provision for natural and/or artificial lighting? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the level of the natural and/or artificial | 25 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|------------|--|-----------|-----|----------------------|
| | <p>illumination in view of the different tasks in the kitchen?</p> <p>(a) Low (3) or (b) High (5)</p> <ul style="list-style-type: none"> How would you describe the quality of light fittings in terms of style and elegance? <p>(a) Fair (5) or (b) Good (10) or (c) Very Good (15)</p> | | | |
| | Maximum expected and actual score for the item | 25 | | |
| 9.0 | GUEST ROOMS | | | |
| 9.1 | <p>Minimum Size</p> <ul style="list-style-type: none"> Please indicate the measurement in sq. m for all room types (Please indicate; checked against specified sizes in the criteria) <p>(a) Minimum 12 - 14 Sq.m (20) or (b) Minimum 15 - 19 Sq.m (30) or (c) Minimum 20 - 24 sq.m (40) or (d) Minimum 25 Sq.m and above (50)</p> | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |
| 9.2 | <p>Regulation of Temperature</p> <ul style="list-style-type: none"> How would you rate the provision for natural ventilation and/or air conditioning? <p>(a) Fair (7) or (b) Good (15) or (c) Very Good (25)</p> How would you rate the efficiency of the temperature regulation system? <p>(a) Fair (5) or (b) Good (10) or (c) Very Good (15)</p> | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| 9.3 | <p>Balconies/Terraces</p> <ul style="list-style-type: none"> • Where applicable, what proportion of the rooms have balconies/terraces in relation to the capacity of the Hotel? (See % specified) <ul style="list-style-type: none"> (a) 50% (5) or (b) 75 % (10) or (c) 100% (20) • Do the balconies have the following:- <ul style="list-style-type: none"> (a) No furniture (0) or (b) Modest Furniture (10) or (c) Functional and comfortable furniture (20) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 9.4 | <p>Fittings, Furniture and Equipment</p> <p>Assess the provision of the following:-</p> <p>Note: Either (a) or (b) and then the rest of the listed items</p> <ul style="list-style-type: none"> a) Minimum bed size 190cms x 90cms. Take actual (Measurement)..... (5) <p>OR</p> <ul style="list-style-type: none"> b) Two twin beds measuring 190cms x 90cms or 120 cms x 190 cms (5) c) Fitting mattresses of not less than 15cm thick of high density (5) d) Minimum of two pillows; <i>indicate number</i>.....(4) e) Luggage racks (3) f) Wardrobe of good quality with at least six hangers (4) g) Minimum of two chairs provided; <i>indicate number</i>(3) h) Minimum of one writing / dressing table provided; <i>indicate number</i>(3) i) Bedside tables (2) j) Valet service (2) k) Mini bar (3) l) Lamp shades (2) m) Television with multi channels (2) n) Telephone (2) | 70 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> o) Computer data point (2) • How would you rate the adequacy and appropriateness of the equipment provided? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (4) or (c) Very Good (6) • Are the provisions suitably arranged for ease of use? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) • How do you rate the quality of materials and fittings? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (4) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (4) or (c) Well maintained (6) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (6) or (c) Very clean (10) | | | |
| | Maximum expected and actual score for the item | 70 | | |
| 9.5 | <p>Furnishings and Linen</p> <ul style="list-style-type: none"> • What is the size of curtains? (Minimum ratio should be 1: 2 ½ in width and stand at 5 cm above the floor). <ul style="list-style-type: none"> (a) Less than the minimum (2) or (b) At least the minimum (10) or (c) More than the minimum (15) • Assess the availability of the following:- <ul style="list-style-type: none"> (a) A minimum of two bed sheets of appropriate size (5) (b) An under blanket and at least two top blankets or duvets (5) (c) Two Pillows/two pillowcases (4) (d) Mosquito nets (3) (e) Bed side rugs (3) • How would you describe the quality of furnishings and linen? <ul style="list-style-type: none"> (a) Poor quality (1) or (b) Good quality (5) or (c) Very high quality (15) or (d) Excellent and luxurious quality (20) • How would you describe the harmony of room set up and colour scheme? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) | 70 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|------------|---|-----------|-----|----------------------|
| | Maximum expected and actual score for the item | 70 | | |
| 9.6 | Change of Linen <ul style="list-style-type: none"> • How often is linen changed? <ul style="list-style-type: none"> (a) Every other day (10) or (b) Daily, upon use or as per guest request (20) • What is the Par stock of bed linen? <ul style="list-style-type: none"> (a) One (2) or (b) Two (5) or (c) Three or more (10) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 9.7 | Décor <ul style="list-style-type: none"> • How would you rate the general impression of the décor? <ul style="list-style-type: none"> (a) Modest (2) or (b) Good (5) or (c) Very Good (10) • Is the décor and colour scheme based on any specific theme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How does the decor blend in with the room environment? <ul style="list-style-type: none"> (a) Blends fairly well (5) or (b) Blends well (10) or (c) Harmonious and luxurious (15) • What floral arrangement(s) supplements the décor? <ul style="list-style-type: none"> (a) None (0) or (b) Artificial (3) or (c) Both artificial and natural (8) or (d) Natural (15) • How would you describe the materials used for the décor? <ul style="list-style-type: none"> (a) Faded and unsightly (0) or (b) Of moderate quality (8) or (c) High quality and in excellent condition (15) | 60 | | |
| | Maximum expected and actual score for the item | 60 | | |
| 9.8 | Floors, Walls and Ceilings <ul style="list-style-type: none"> • How would you rate the quality and suitability of the materials used on the floor, walls and ceiling? <ul style="list-style-type: none"> (a) Fair (4) or (b) Good (8) or (c) Very Good (15) • How would you describe the quality of the fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> How would you describe the quality of the materials used on windows and doors? <ul style="list-style-type: none"> (a) Modest (3) or (b) Good and attractive (5) or (c) High quality and luxurious (9) How would you describe the state of repair? <ul style="list-style-type: none"> (b) Neglected (0) or (c) Reasonable (5) or (d) Well maintained (8) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (5) or (c) Very clean (8) | | | |
| | Maximum expected and actual score for the item | 50 | | |
| 9.9 | Lighting <ul style="list-style-type: none"> What is the approximate ratio of the openable window space in relation to the floor area? <ul style="list-style-type: none"> (a) Less than 20% of the floor area (5) or (b) 20% of the floors area (8) or (c) 20% and more of the floor area (15) Asses the illumination fittings provided in the room:- <ul style="list-style-type: none"> (a) Door entrance (3) (b) General illumination (3) (c) Bedside (3) (d) Dressing table (2) (e) Reading table (2) (f) Emergency lighting (3) Is the general illumination conveniently controllable from:- <ul style="list-style-type: none"> (a) Door side switch (4) (b) Bedside switch (5) How would you describe the quality of the light fittings? <ul style="list-style-type: none"> (a) Modest (5) or (b) Good (8) or (c) Very Good (10) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |
| 9.10 | Sound Proofing <ul style="list-style-type: none"> Are the rooms sound-proofed? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) How would you rate the effectiveness of soundproofing? <ul style="list-style-type: none"> (a) Fairly effective (10) or (b) Effective (15) or (c) Fully effective (20) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 9.11 | Information in Bedrooms <ul style="list-style-type: none"> Is information on the following available in the rooms:- <ul style="list-style-type: none"> (a) Available services (2) (b) Hotel tariffs (2) | 20 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|--|-----------|-----|----------------------|
| | (c) Emergency and fire exit procedures (2) (d) Hotel lien and liabilities (2) (e) Internal telephone directory (2) • Is the information provided in the following languages? (a) Kiswahili (2) (b) English/French (2) (c) One other internationally recognized language (2) or (d) More than one other internationally recognized languages (3) • How would you rate the presentation of the information provided? (a) Fair (1) or (b) Good (2) or (c) Very Good (3) | | | |
| | Maximum expected and actual score for the item | 20 | | |
| 9.12 | Bedroom Communication Systems • Is there provision for internal communication in each bedroom? (a) No (0) or (b) Yes (5) • Is the type of communication available:- (a) Manual (3) or (b) Electronic/Digital (5) • How is the external communication system operated? (a) Through central switchboard (1) or (b) Direct dial (3) or (c) Hot Spot/Other (4) ▪ Are there extensions to other parts of the room? (a) No (0) or (b) Yes (3) ▪ How would you rate the quality of the communication equipment and fittings? (a) Fair (2) or (b) Good (4) or (c) Very Good (7) • How would you describe the state of repair? (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (8) • How would you rate the state of general cleanliness? (a) Untidy (0) or (b) Reasonable (5) or (c) Very clean (8) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| 9.13 | <p>Room Designation</p> <ul style="list-style-type: none"> • Are the doors clearly marked? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • How would you rate the design and uniqueness of the door signage? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (10) or (c) Very Good (15) • How would you rate the quality of material and fittings used on doors? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 9.14 | <p>Room Security</p> <ul style="list-style-type: none"> • How would you rate the strength of the door? <ul style="list-style-type: none"> (a) Weak (1) or (b) Strong (3) or (c) Very strong (5) • Is the door security enhanced by:- <ul style="list-style-type: none"> (a) Automatic self-lock (5) (b) Double locking systems (10) (c) Door peep (15) • How do you rate the quality of material and fittings used on doors? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |
| 9.15 | <p>Supplies in Bedrooms</p> <ul style="list-style-type: none"> • Are the following supplies available:- <ul style="list-style-type: none"> (a) Safe drinking water and glasses (4) (b) Do Not Disturb sign (2) (c) Stationery with Hotel logo (3) (d) Waste bin (2) (e) Appropriate insect repellent (2) (f) Laundry bags (2) (g) Air freshener (2) (h) Hot water bottles (3) (i) Extra pillows, blankets/duvets (4) (j) Tea/coffee trays (3) (k) Assorted tissue papers (3) (l) Shoe bags and shoe polishing pads (2) (m) Sewing kit (3) (n) Bedroom slippers (3) (o) Flowers (4) (p) Assorted sweets, chocolates, mints (4) (q) Fruit bowl (4) | 60 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> How would you rate the quality and presentation of the supplies? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) How would you rate the adequacy and appropriateness of the supplies provided? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) | | | |
| | Maximum expected and actual score for the item | 60 | | |
| 10.0 | GUEST BATHROOM(S) | | | |
| 10.1 | Bathroom(s) <ul style="list-style-type: none"> <i>What proportion of guest rooms have bathrooms ensuite?</i> <ul style="list-style-type: none"> (a) Non-ensuite (5) or (b) 50% ensuite (15) or (c) 75% ensuite (25) or (d) 100% ensuite (30) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 10.2 | Size <ul style="list-style-type: none"> Please indicate the measurement of bathroom in sq. m (Please check against specified sizes in the criteria) <ul style="list-style-type: none"> (a) Minimum 3½ - 5 Sq.m (15) or (b) Minimum 5 - 6 Sq.m (25) or (c) Minimum 6sq.m and above (40) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 10.3 | Fittings, Equipment and Amenities <ul style="list-style-type: none"> Are the following available? <ul style="list-style-type: none"> (a) Non-slip shower tray (2) (b) Telephone shower brackets (2) (c) A shower with mixer (2) (d) Bath tub (3) (e) Grab rail (2) (f) Splash guard (4) (g) Water closet (2) (h) Toilet paper holder (2) (i) Hand wash basin with hot and cold water (2) (j) Mirror (1) (k) Large Mirror (3) (l) Towel rail (2) (m) Clothes hook/hanger (1) (n) Soap Dish (1) (o) Mechanical air extractor (3) (p) Arabic shower (2) (q) Bidet (2) (r) Hair dryer fitting outlet (3) (s) Hair dryer (3) (t) Magnifying mirror (2) (u) Telephone extensions (3) (v) Other facilities for senior citizens and physically challenged (3) (w) Amenities cabinet/tray (3) | 90 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • How would you rate the adequacy and appropriateness of the equipment provided? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (8) • Are the provisions suitably arranged for ease of use? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (6) • How do you rate the quality of materials and fittings? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (4) or (c) Very Good (7) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (8) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (5) or (c) Very clean (8) | | | |
| | Maximum expected and actual score for the item | 90 | | |
| 10.4 | <p>Floors, Walls and Ceilings</p> <ul style="list-style-type: none"> • How would you rate the suitability of the materials used on the floor, walls and ceiling? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) • How would you describe the quality of the fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (7) • How would you describe the quality of the materials used? <ul style="list-style-type: none"> (a) Modest (2) or (b) Good and attractive (5) or (c) High quality and luxurious (8) • Up to what height are the walls covered with appropriate materials? <ul style="list-style-type: none"> (a) Below 2.5 m (0) or (b) 2.5 m and above (5) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (3) or (c) Very clean (5) | | | |
| | Maximum expected and actual score for the item | 40 | | |
| 10.5 | Towels and Bathrobes <ul style="list-style-type: none"> Are the following bathroom items provided? <ul style="list-style-type: none"> (a) Bath towels (2) (b) Hand towels (2) (c) Face towels (2) (d) Bathrobes (2) (e) Bath mat (2) What are the sizes of the bath towels provided? <ul style="list-style-type: none"> (a) At least 60X120 cm (3) or (b) At least 80X120 cm (5) or (c) At least 80X150 cm and above (7) Are adequate sets of towels provided as per room types (For example; Double room 2 sets, etc)? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Are extra towels provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you describe the quality of towels and bathrobes? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (8) How often are the bath towels changed? <ul style="list-style-type: none"> (a) Daily, upon use (3) or (b) On guest request (5) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 10.6 | Lighting and Ventilation <ul style="list-style-type: none"> Assess the provision and effectiveness of the illumination system provided to meet all the requirements of bathroom use:- <ul style="list-style-type: none"> (a) Functional (5) or (b) Good (10) or (c) Very Good (20) Assess the provision and effectiveness of the ventilation system provided:- <ul style="list-style-type: none"> (a) Functional (5) or (b) Good (10) or (c) Very Good (15) | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> How would you describe the quality and maintenance of the light and ventilation fittings and finish in terms of style and design? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (15) | | | |
| | Maximum expected and actual score for the item | 50 | | |
| 10.7 | Shaver Outlets and Sockets <ul style="list-style-type: none"> Are shaver outlets and sockets provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is the voltage supply clearly indicated in AC or DC? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the quality of the outlets and sockets? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) How would you rate the state of repair and maintenance of fittings of the outlets and sockets? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 10.8 | Supplies in Bathrooms <ul style="list-style-type: none"> Are the following items available: <ul style="list-style-type: none"> (a) Sanitary bins and bags (3) (b) Toiletry tray with appropriate amenities (3) (c) Soap (2) (d) Toilet paper (3) (e) Water glasses (3) (f) Waste bin (3) (g) Weight scale (3) How would you rate the quality and presentation of the supplies? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) How would you rate the adequacy and appropriateness of the supplies provided? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 10.9 | <p>Sanitization</p> <ul style="list-style-type: none"> • How would you rate the hygienic condition of the bathroom, sanitary facilities and fittings? <ul style="list-style-type: none"> (a) Dirty and not sanitized (0) or (b) Clean but not sanitized (4) or (c) Fairly, clean and sanitized (8) or (d) Very clean and sanitized (15) • Is there an indication that sanitization is regularly carried out? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 11.0 | SUITES | | | |
| 11.1 | <p>Minimum Size</p> <ul style="list-style-type: none"> • Please indicate the measurement in sq. m for all room types (Checked against specified sizes in the criteria: minimum 24 Sq.m) <ul style="list-style-type: none"> (a) 24 sqm (30) or (b) More spacious (40) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 11.2 | <p>Regulation of Temperature</p> <ul style="list-style-type: none"> • How would you rate the provision for natural ventilation? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (5) or (c) Very Good (10) • Is there Air Conditioning in place? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (15) • How would you rate the efficiency of the temperature regulation system? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 11.3 | <p>Facilities and Amenities</p> <ul style="list-style-type: none"> • Are the following facilities and amenities available: <ul style="list-style-type: none"> (a) Separate Lounge, with appropriate furniture (15) (b) En-suite WC facilities to the Lounge (5) (c) Kitchenette, with appropriate appliances (15) (d) Stocked mini bar (15) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| 11.4 | <p>Balconies/Terraces</p> <ul style="list-style-type: none"> • What proportion of the suites has balconies/terraces? <ul style="list-style-type: none"> (a) 50% (5) or (b) 75 % (7) or (c) 100% (10) • Do the balconies have the following:- <ul style="list-style-type: none"> (a) No furniture (0) or (b) Modest Furniture (10) or (c) Functional and comfortable furniture (20) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 11.5 | <p>Fittings, Furniture and Equipment</p> <ul style="list-style-type: none"> • Assess the provision of furniture and equipment:- <p>Note: Either (a) or (b) and then the rest of the listed items</p> <ul style="list-style-type: none"> (a) Minimum bed size 120cms x 190cms. Take actual Measurement (5) <p>OR</p> <ul style="list-style-type: none"> (b) Two twin beds measuring 120 cms x 190 cms (5) (c) Mattresses not less than 15cm thick, foam, high density or interior spring (5) (d) Minimum of two pillows; <i>indicate number...</i>(3) (e) Luggage racks (2) (f) Wardrobe of good quality with at least six hangers (2) (g) Minimum of two chairs provided; <i>indicate number</i> (3) (h) Dressing table/room, with a stool/chair (3) (i) Bedside tables (2) (j) Valet service (2) (k) Waste paper basket (2) (l) Mini bar (3) (m) Lamp shades (2) (n) Television with multi channels (2) (o) Telephone (3) (p) Computer data point (2) (q) Dinning table, with a minimum of four chairs (3) (r) Full length mirror (2) (s) Coffee table (2) (t) Study table (2) <ul style="list-style-type: none"> • How would you rate the adequacy and appropriateness of the equipment provided? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) | 70 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> Are the provisions suitably arranged for ease of use? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) How do you rate the quality of materials and fittings? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (3) or (c) Very clean (5) | | | |
| | Maximum expected and actual score for the item | 70 | | |
| 11.6 | Décor <ul style="list-style-type: none"> How would you rate the general impression of the décor? <ul style="list-style-type: none"> (a) Modest (2) or (b) Satisfactory (5) or (c) Very Good (10) Is the décor and colour scheme based on any specific theme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How does the decor blend in with the social and cultural environment? <ul style="list-style-type: none"> (a) Blends fairly well (5) or (b) Blends well (10) or (c) Harmonious and luxurious (15) What floral arrangement(s) supplements the décor? <ul style="list-style-type: none"> (a) None (0) or (b) Artificial (3) or (c) Both artificial and natural (8) or (d) Natural (15) How would you describe the materials used for the décor? <ul style="list-style-type: none"> (a) Faded and unsightly (5) or (b) Moderate quality (8) or (c) High quality and in excellent condition (15) | 60 | | |
| | Maximum expected and actual score for the item | 60 | | |
| 11.7 | Furnishings and Linen <ul style="list-style-type: none"> Curtains <ul style="list-style-type: none"> What is the size of curtains? (Minimum ratio should be 1: 2 ½ in width and stand at 5 cm above the floor). <ul style="list-style-type: none"> (a) Less than the minimum (2) or (b) At least the minimum (10) or (c) More than the minimum (15) | 70 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|--|-----------|-----|----------------------|
| | <p>Bed Linen</p> <ul style="list-style-type: none"> • Assess the availability of the following:- <ul style="list-style-type: none"> (a) A minimum of two bed sheets of appropriate size? (5) (b) An under blanket and at least two top blankets or duvets? (5) (c) Two Pillows/ two pillowcases? (5) (d) Mosquito nets? (5) • How would you describe the quality of furnishings and linen? <ul style="list-style-type: none"> (a) Poor (1) or (b) Good (5) or (c) High (10) or (d) Very high (15) or (e) Excellent and luxurious (20) • How would you describe the harmony and set up and colour scheme of the suite? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) | | | |
| | Maximum expected and actual score for the item | 70 | | |
| 11.8 | <p>Ventilation and Lighting</p> <ul style="list-style-type: none"> • What is the approximate ratio of the openable window space in relation to the floor area? <ul style="list-style-type: none"> (a) Less than 20% of the floor area (3) or (b) 20% of the floors area (5) or (c) 20% and more of the floor area (8) • Asses the illumination fittings provided in the suite:- <ul style="list-style-type: none"> (a) Door entrance (3) (b) General illumination (3) (c) Bedside (3) (d) Dressing table (2) (e) Reading table (2) (f) Emergency lighting (3) (g) Kitchenette (2) (h) Dining area (2) (i) Boardroom (2) • Is the general illumination conveniently controllable from:- <ul style="list-style-type: none"> (a) Door side switch (2) (b) Bedside switch (3) • How would you describe the quality of the light fittings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
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| 11.9 | <p>Sound Proofing</p> <ul style="list-style-type: none"> • Are the rooms sound-proofed? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • How would you rate the effectiveness of soundproofing? <ul style="list-style-type: none"> (a) Fairly effective (10) or (b) Effective (15) or (c) Fully effective (20) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 11.10 | <p>Information in Suites</p> <ul style="list-style-type: none"> • Is information on the following available in the rooms:- <ul style="list-style-type: none"> (a) Available services (2) (b) Hotel tariffs (2) (c) Emergency and fire exit procedures (2) (d) Hotel lien and liabilities (2) (e) Internal telephone directory (1) • Is the information provided in the following languages? <ul style="list-style-type: none"> (a) Kiswahili (2) (b) English/French (2) (c) One other internationally recognized language (1) or (d) More than one other internationally recognized languages (2) • How would you rate the presentation of the information provided? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (4) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 11.11 | <p>Communication Systems</p> <ul style="list-style-type: none"> • Is there provision for internal communication in each bedroom? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is the type of communication available:- <ul style="list-style-type: none"> (a) Manual (3) or (b) Electronic/Digital (5) • How is the external communication system operated? <ul style="list-style-type: none"> (a) Through central switchboard (1) (b) Direct dial (3) (c) Hot Spot/Other (6) ▪ Are there extensions to other parts of the room? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) | 50 | | |

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| | <ul style="list-style-type: none"> ▪ How would you rate the quality of the communication equipment and fittings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (7) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (10) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (1) or (b) Reasonable (5) or (c) Very clean (10) | | | |
| | Maximum expected and actual score for the item | 50 | | |
| 11.12 | <p>Supplies in Suites</p> <ul style="list-style-type: none"> • Are the following supplies available:- <ul style="list-style-type: none"> (a) Safe and sealed drinking water (2) (b) Assorted glasses (2) (c) Bedside rug per guest (2) (d) Do Not Disturb sign (1) (e) Stationery with Hotel logo (5) (f) Newspapers (3) (g) Waste bin (2) (h) Appropriate insect repellent (2) (i) Laundry bags (1) (j) Air freshener (2) (k) Hot water bottle (3) (l) Extra pillows, blankets/duvets (4) (m) High quality Kitchenette utensils (3) (n) Assorted tissue papers (3) (o) Shoe bags (2) (p) Shoe polishing pads (2) (q) Sewing kit (3) (r) Disposable bedroom slippers (3) (s) Fresh/Natural flowers (4) (t) Assorted sweets, chocolates, mints (4) (u) Fresh fruits daily (4) (v) Ironing facilities (3) • How would you rate the quality and presentation of the supplies? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) | 70 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|--------------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • How would you rate the adequacy and appropriateness of the supplies provided? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) | | | |
| | Maximum expected and actual score for the item | 70 | | |
| 11.13 | Change of Linen <ul style="list-style-type: none"> • How often is linen changed? <ul style="list-style-type: none"> (a) Daily, upon use (3) or (b) At the convenience of the guest (5) • What is the Par stock of bed linen? <ul style="list-style-type: none"> (a) One (1) or (b) Two (3) or (c) Three or more (5) | 10 | | |
| | Maximum expected and actual score for the item | 10 | | |
| 11.14 | Room Security <ul style="list-style-type: none"> • How would you rate the strength of the door? <ul style="list-style-type: none"> (a) Weak (1) or (b) Moderate (3) or (c) Strong (5) • Is the door security enhanced by:- <ul style="list-style-type: none"> (a) Automatic self-lock (3) (b) Double locking systems (3) (c) Door peep (3) • How do you rate the quality of material and fittings used on doors? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (6) | 20 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|--------------|--|-----------|-----|----------------------|
| | Maximum expected and actual score for the item | 20 | | |
| 11.15 | Bathroom Size <ul style="list-style-type: none"> • Please indicate the measurement in sq. m for bathroom checked against specified sizes in the criteria <ul style="list-style-type: none"> (a) At least 10 Sq.m (70) or (b) More than 10 sq m and spacious enough to accommodate a separate bathtub and shower? (90) | 90 | | |
| | Maximum expected and actual score for the item | 90 | | |
| 11.16 | Bathroom Fittings, Equipment and Amenities <ul style="list-style-type: none"> • Are the following available? <ul style="list-style-type: none"> a) Non-slip shower tray (2) b) Shower cubicle (3) c) Spacious bath tub (2) d) Jacuzzi (3) e) Grab rail (3) f) Splash guard (2) g) A shower with mixer (2) h) Telephone shower brackets (2) i) Water closet (3) j) Toilet paper holder (2) k) Hand wash basin with a wide top and hot as well as cold water (2) l) Full length mirror (2) m) Large Mirror (2) n) At least three towel rails (2) o) Clothes hook/hanger (2) p) Mechanical air extractor (3) q) Arabic shower (3) r) Bidet (3) s) Hair dryer fitting outlet (2) t) Hair dryers (3) u) Telephone extensions (2) v) Other facilities for senior citizens and physically challenged (4) w) Amenity tables and cabinets (3) x) Magnifying mirror (1) • How would you rate the adequacy and appropriateness of the equipment provided? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (3) • Are the provisions suitably arranged for ease of use? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) | 80 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
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| | <ul style="list-style-type: none"> • How do you rate the quality of materials and fittings? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (4) or (c) Very clean (7) | | | |
| | Maximum expected and actual score for the item | 80 | | |
| 11.17 | Bathroom Supplies <ul style="list-style-type: none"> • Are the following items available: <ul style="list-style-type: none"> (a) Sanitary bins and bags (2) (b) Well stocked Toiletry tray with appropriate amenities (3) (c) Soap (2) (d) Toilet paper (3) (e) Assorted tissue (2) (f) Hair dryer (3) (g) Water glasses (3) (h) Waste bin with lining (3) (i) Shower caps (2) (j) Non slip rug (3) (k) Bathrobes (2) (l) Slippers (2) • How would you rate the quality and presentation of the supplies? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) • How would you rate the adequacy and appropriateness of the supplies provided? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 11.18 | Bathroom Floors, Walls and Ceilings <ul style="list-style-type: none"> • How would you rate the suitability of the materials used on the floors, walls and ceilings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) • How would you describe the quality of the fittings and finish? <ul style="list-style-type: none"> (a) Fair(2) or (b) Good (5) or (c) Very Good (10) | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
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| | <ul style="list-style-type: none"> • How would you describe the quality of the materials used? <ul style="list-style-type: none"> (a) Modest (2) or (b) Good and attractive (5) or (c) High quality and luxurious (10) • Up to what height are the walls covered with appropriate materials? <ul style="list-style-type: none"> (a) Below 2.5 m (0) or (b) 2.5 m and above (5) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable state (5) or (c) Well maintained (7) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonably clean (5) or (c) Very clean (8) | | | |
| | Maximum expected and actual score for the item | 50 | | |
| 11.19 | <p>Towels and Bathrobes</p> <ul style="list-style-type: none"> • Are the following categories of towels provided? <ul style="list-style-type: none"> (a) Bath towels (2) (b) Hand towels (2) (c) Face towels (2) (d) Bathrobes (2) (e) Bath mat (2) • What are the sizes of the bath towels provided? <ul style="list-style-type: none"> (a) At least 60X120 mm (3) or (b) At least 80X120 mm (5) or (c) At least 80X150 mm and above (10) • Are adequate sets of towels provided as per room types (For example; Double room 2 sets, etc)? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • Are extra towels provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you describe the quality of towels and bathrobes? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) • How often are the bath towels changed? <ul style="list-style-type: none"> (a) Daily, upon use (3) or (b) On guest request (5) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
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| 11.20 | <p>Lighting and Ventilation</p> <ul style="list-style-type: none"> Assess the provision and effectiveness of the lighting system provided:- <ul style="list-style-type: none"> (a) Insufficient (5) or (b) Moderate (10) or (c) Sufficient (15) Assess the provision and effectiveness of the ventilation system provided:- <ul style="list-style-type: none"> (a) Insufficient (5) or (b) Moderate (10) or (c) Sufficient (15) How would you describe the quality of the light fittings and finish in terms of style and elegance? <ul style="list-style-type: none"> (a) Fair (10) or (b) Good (20) or (c) Very Good (30) | 60 | | |
| | Maximum expected and actual score for the item | 60 | | |
| 11.21 | <p>Shaver Outlets and Sockets</p> <ul style="list-style-type: none"> Are shaver outlets and sockets provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is the voltage supply clearly indicated in AC or DC? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (15) How would you rate the quality and fitting of the outlets and sockets? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (5) or (c) Very Good (10) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 12.0 | HYGIENE AND SANITATION | | | |
| 12.1 | <p>Guest Cloakrooms</p> <ul style="list-style-type: none"> How would you rate the provision of guest cloakrooms in relation to the Hotel capacity? <ul style="list-style-type: none"> (a) Inadequate (1) or (b) Adequate (3) How would you rate the quality and suitability of the materials used on the floor, walls and ceiling? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (6) | 60 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| | <ul style="list-style-type: none"> • Up to what height are the walls covered with appropriate materials? <ul style="list-style-type: none"> (a) Below 1.5 m (0) or (b) 1.5 m (3) or (c) Above 1.5 m (5) • Are the following fittings provided? <ul style="list-style-type: none"> (a) Hand wash basin with hot and cold running water (2) (b) Individual urinals with running water (2) (c) Appropriate hand drying facilities (2) (d) Hat and coat hooks (1) (e) Provisions for the physically challenged (2) (f) Mother and Child facilities (2) (g) Powder room (2) (h) Mirrors of appropriate size (1) • How would you describe the quality of the fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (7) • Assess the provision and effectiveness of the ventilation system provided:- <ul style="list-style-type: none"> (a) Insufficient (2) or (b) Moderate (4) or (c) Sufficient (6) • Is there provision for gender segregation? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) • Are the doors fitted with appropriate locks? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) • Are the following items available:- <ul style="list-style-type: none"> (a) Toilet paper (1) (b) Soap / detergent (1) (c) Lined sanitary bin with a lid (2) (d) Air fresheners (1) (e) Fresh flowers (2) • Where applicable, does the entrance to the cloakrooms from adjacent rooms have air locks? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (2) or (c) Well maintained (3) | | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
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| | <ul style="list-style-type: none"> How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (2) or (c) Very clean (3) | | | |
| | Maximum expected and actual score for the item | 60 | | |
| 12.2 | Staff Changing/Wash Rooms <ul style="list-style-type: none"> Are the sizes of the changing rooms sufficient in relation to the number of staff? <ul style="list-style-type: none"> (a) Inadequate (1) or (b) Adequate (2) Is there provision for gender segregation? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (1) How would you rate the quality and suitability of the materials used and the finish on the floor, walls and ceiling? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (3) Up to what height are the walls covered with appropriate materials? <ul style="list-style-type: none"> (a) Below 1.5 m (0) or (b) 1.5 m (1) or (c) Above 1.5 m (2) Are the following fittings provided? <ul style="list-style-type: none"> (a) WCs and showers, proportionate to the number of staff (2) (b) Hand wash basin with hot and cold running water (1) (c) Individual urinals with running water (1) (d) Appropriate hand drying facilities (1) (e) Sufficient lockers in relation to no. of staff (1) (f) Hat and coat hooks (1) (g) Provisions for the physically challenged (1) (h) Mirrors of appropriate size (1) (i) Benches/Chairs (1) How would you rate the effectiveness of the ventilation system provided:- <ul style="list-style-type: none"> (a) Insufficient (1) or (b) Moderate (2) or (c) Sufficient (3) Are the doors fitted with appropriate locks? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (1) Are the following items available:- <ul style="list-style-type: none"> (a) Toilet paper (1) (b) Soap / detergent dispensers (1) (c) Lined sanitary bin with a lid (1) (d) Air fresheners (1) | 30 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
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| | <ul style="list-style-type: none"> • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (1) or (c) Well maintained (2) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (1) or (c) Very clean (2) | | | |
| | Maximum expected and actual score for the item | 30 | | |
| 12.3 | Refuse Storage and Disposal <ul style="list-style-type: none"> • Is there provision for appropriate refuse storage and disposal? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is the refuse handling facility proportional to the amount of waste generated? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is there provision for separation of waste in terms of bio-degradable and non-biodegradable material? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How often is the waste material disposed of? <ul style="list-style-type: none"> (a) Weekly (1) or (b) Twice a week (2) or (c) Every other day (3) or (d) Daily (5) • Is there refrigeration for putrifiable wastes? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is the area covered or roofed for protection from weather and animals? <ul style="list-style-type: none"> (a) Open space (1) or (b) Skip with no cover (2) or (c) Skip with cover (5) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 12.4 | Sewerage <ul style="list-style-type: none"> • What type of sewerage system is in use? <ul style="list-style-type: none"> (a) Septic tanks (5) or (b) Connected to local area system (7) or (c) Bio-septic treatment (10) • Is the sewerage system regularly inspected and in good working condition? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) | 30 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> How environmentally friendly is the system? <ul style="list-style-type: none"> (a) Not environmentally friendly (0) or (b) Partially compliant (5) or (c) Environmentally compliant (10) | | | |
| | Maximum expected and actual score for the item | 30 | | |
| 12.5 | Vermin Proofing <ul style="list-style-type: none"> Is there a vermin control mechanism in place? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How efficient are the mechanisms of vermin control? <ul style="list-style-type: none"> (a) Fairly efficient (5) or (b) Efficient (10) or (c) Highly efficient (15) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 12.6 | Water Supply <ul style="list-style-type: none"> Is water supplied from an approved source? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) Is the water treated in conformity with standards set and recognized by an approved authority? <ul style="list-style-type: none"> (a) National/local water authority (3) (b) Own sources of water (5) Is bottled water approved by national bureaux of standards available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (4) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 12.7 | Water Storage <ul style="list-style-type: none"> Does the facility have water storage systems <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) What is the capacity and duration <ul style="list-style-type: none"> (a) One day (15) or (b) Two days (20) or (c) Three days (25) or (d) Five days (35) or (e) Seven days (45) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |
| 13.0 | SAFETY AND SECURITY | | | |
| 13.1 | Fire Protection <ul style="list-style-type: none"> Are all materials used in the establishment fire resistant and/or retardant? <ul style="list-style-type: none"> (a) None compliant (0) or (b) Partially compliant (3) or (c) Fully complaint (6) | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • Are there fire detection and protection devices in place? (a) No (0) or (b) Yes (4) • Is there any effective fire alarm device (alarm/siren, voice alarm, light glow etc) (a) No (0) or (b) Yes (4) • Are the fire exit route directions clearly indicated? (a) No (0) or (b) Yes (4) • Are there designated evacuation assembly points? (a) No (0) or (b) Yes (2) • Are the following fire extinguishers provided in serviceable condition:- (a) Wet and dry risers (2) (b) Hose reels (1) (c) Fire hydrants (2) (d) Fire blanket (1) (e) Sand buckets (1) (f) Sprinklers (2) (g) Portable cylinders with colour coding and extinguishing agents (2) • What additional fire fighting mechanisms are in place? (a) None (0) or (b) Contracted (2) • Is all staff familiar with available fire fighting equipment and their use? (a) No (0) or (b) Yes (2) • Is there an in-house fire fighting team? (a) No (0) or (b) Yes (2) • If yes, how often does the in-house brigade carry out fire drill exercises? (a) once a year (1) or (b) twice a year (2) or (c) once every three months (3) | | | |
| | Maximum expected and actual score for the item | 40 | | |
| 13.2 | Electrical Safety <ul style="list-style-type: none"> • Are the electrical installations inspected regularly? (<i>Check for inspection certificate</i>) (a) No (0) or (b) Yes (15) | 20 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> How would you describe the quality and workmanship in the installation of electrical facilities? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) | | | |
| | Maximum expected and actual score for the item | 20 | | |
| 13.3 | Security <ul style="list-style-type: none"> Does the establishment have a documented security policy in place? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the arrangements in place for control of movement into and out of the premises? <ul style="list-style-type: none"> (a) Poor (1) or (b) Good (3) or (c) Very Good (5) Is there a functional alarm system connected to a rapid response system? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the <i>efficiency</i> of the rapid response arrangements? <ul style="list-style-type: none"> (a) Inefficient (0) or <i>Fair</i> (b) Efficient (3) or (c) Very efficient (5) (<i>How practical?</i>) Does the Hotel have adequate, properly trained security staff? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the level at which the security personnel are equipped in terms of communication and protection? <ul style="list-style-type: none"> (a) Poor (1) or (b) Fair (3) or (c) Good (5) Does the Hotel have a functional electronic surveillance system in place? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does the Hotel have emergency/ security contacts? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 13.4 | Emergency Power <ul style="list-style-type: none"> Is there provision for emergency power? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • How would you rate the efficiency of the emergency power supply? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) • Does the emergency power supply cater for the following:- <ul style="list-style-type: none"> (a) Lighting to essential and public areas only (5) or (b) Lighting to all areas of the Hotel (7) or (c) Lighting to all areas of the Hotel including power supply to cover the entire functions of the Hotel (10) • How would you describe the plant's state of repair? <ul style="list-style-type: none"> (a) Neglected(0) or (b) Reasonable (3) or (c) Well maintained(5) • How would you rate the state of its general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (3) or (c) Very clean (5) | | | |
| | Maximum expected and actual score for the item | 40 | | |
| 13.5 | First Aid <ul style="list-style-type: none"> • Are First Aid kits available and appropriately stocked? <ul style="list-style-type: none"> (a) Not available (0) or (b) Available but poorly stocked (2) or (c) Available and well stocked (4) • Are the First Aid kits strategically located? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Where applicable, is anti snake venom serum available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) • Is there staff, trained on the administration of First Aid, on duty at all times? (ask for certification and test knowledge) <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is there a Clinical Officer/Nurse/Doctor on call? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 14.0 | SUNDRY SERVICES | | | |
| 14.1 | Luggage, Lost and Found Room <ul style="list-style-type: none"> • Is there designated room for safe keeping of luggage? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) | 10 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> How would you rate the procedures and efficiency of the luggage storing and retrieval system in place? <ul style="list-style-type: none"> (a) Inefficient procedures (1) or (b) Efficient procedures (5) Are there laid down procedures for tracing and informing guests of left or lost items? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) | | | |
| | Maximum expected and actual score for the item | 10 | | |
| 14.2 | Shoe Shine <ul style="list-style-type: none"> Is there provision for shoeshine service? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) | 10 | | |
| | Maximum expected and actual score for the item | 10 | | |
| 14.3 | Baby Sitter <ul style="list-style-type: none"> Does the Hotel provide for baby-sitting services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) | 10 | | |
| | Maximum expected and actual score for the item | 10 | | |
| 14.4 | Room Service <ul style="list-style-type: none"> Is room service available? <ul style="list-style-type: none"> (a) 18 hour room service (15) or (b) 24 hour room service (20) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 14.5 | Laundry and Dry Cleaning Service <ul style="list-style-type: none"> Is there provision for laundry services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How long is the laundry delivery period? <ul style="list-style-type: none"> (a) Two days' (1) or (b) Following day (5) or (c) Same day (7) or (d) Express Service (10) Is there provision of dry cleaning services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How long is the dry cleaning delivery period? <ul style="list-style-type: none"> (a) Two days' (1) or (b) Following day (5) or (c) Same day (7) or (d) Express Service (10) (e) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 15.0 | HUMAN RESOURCE | | | |
| 15.1 | <p>Human Resource Policy</p> <ul style="list-style-type: none"> • Does the Hotel have a documented Human Resource Management Policy? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) • If, yes, does the policy include the following:- <ul style="list-style-type: none"> (a) Organizational structure (3) (b) Staff terms and conditions of service (3) (c) Schemes of service (3) (d) Employee reward/incentive scheme(s) (3) (e) In-house training programmes (3) (f) External training programmes (3) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 15.2 | <p>Professional Qualifications of Management Staff</p> <ul style="list-style-type: none"> • Is the establishment under the general management of qualified, certified and experienced professionals? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (15) • How would you assess the qualifications of the management staff in relation to the organizational structure? <ul style="list-style-type: none"> (a) Untrained but experienced (15) or (b) Informally trained and experienced (20) or (c) Suitably trained and certified (30) or (d) Highly trained, experienced and certified (35) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |
| 15.3 | <p>Departmental Heads</p> <ul style="list-style-type: none"> • On the basis of the size of the establishment, is every Department headed by a suitably trained and experienced person? <ul style="list-style-type: none"> (a) Informally trained and experienced (25) or (b) Suitably trained and certified (35) or (c) Highly trained, experienced and certified (40) • Is there a qualified person working as Duty Manager at all times? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|---|-----|-----|----------------------|
| 15.4 | <p>Professional Qualifications of Operative Staff</p> <ul style="list-style-type: none"> What proportions of operational staff possess professionally certified qualifications and appropriate experience from recognized institutions? <ul style="list-style-type: none"> (a) at least 40% (5) or (b) 50% (10) or (c) 70% (15) or (d) 80% (20) or (e) 90% (30) Indicate the proportion of staff under the following categories :- <ul style="list-style-type: none"> (a) Casual (30% or more) (3) or (b) Temporary (30% or more) (6) or (c) Permanent/Contract (50% and above) (20) How would you rate staff attitude/behaviour? <ul style="list-style-type: none"> (a) Negative (0) or (b) Positive (10) | 60 | | |
| | Maximum expected and actual score for the item | 60 | | |
| 15.5 | <p>Languages</p> <ul style="list-style-type: none"> Do the Managers speak the following languages? <ul style="list-style-type: none"> (a) Kiswahili (4) (b) English/French (4) (c) Any other internationally recognizable and spoken language (4) Do the Assistant Managers/Head of Departments speak the following languages? <ul style="list-style-type: none"> (a) Kiswahili (4) (b) English/French (4) (c) Any other internationally recognizable and spoken language (4) Do the guest contact staff speak the following languages: <ul style="list-style-type: none"> (a) Kiswahili (5) (b) English/French (5) (c) Any other internationally recognizable and spoken language (6) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 15.6 | <p>Health</p> <ul style="list-style-type: none"> Are employees medically examined regularly in line with stipulated regulations? (<i>Should see proof</i>) <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) | 10 | | |
| | Maximum expected and actual score for the item | 10 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| 15.7 | <p>Staff Uniforms</p> <ul style="list-style-type: none"> • Are there appropriate and different uniforms for each department? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (20) • Do staff wear well designed and fitted uniforms? <ul style="list-style-type: none"> (a) Poorly designed and ill fitting (1) or (b) Well designed and fitting (3) or (c) Excellent design and fitting (5) • Does staff have name tags with designation? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you rate the quality of uniform? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (7) or (c) Very Good (10) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 15.8 | <p>Personal Grooming</p> <ul style="list-style-type: none"> • How would you rate maintenance and cleanliness of uniform <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (3) • How would you rate general personal cleanliness and hygiene of staff (nails style, nails cuts, hair do etc) <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) • Are there mechanisms to ensure that staff is well groomed? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) | 10 | | |
| | Maximum expected and actual score for the item | 10 | | |
| 15.9 | <p>Dinning and Recreational Facilities for Staff</p> <ul style="list-style-type: none"> • Is there provision for staff dining facilities? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (6) • Is the dining room adequate in relation to the number of staff? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you rate the ventilation and lighting of the staff dining room? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) | 30 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|--|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • How would you describe the appropriateness of the furniture in the staff dining room? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) • How would you rate the quality of the equipment and utensils in the staff dining room? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) • What types of entertainment facilities are provided? <ul style="list-style-type: none"> (a) Radio (1) (b) Newspapers (1) (c) Television/video (2) | | | |
| | Maximum expected and actual score for the item | 30 | | |
| 16.0 | GENERAL | | | |
| 16.1 | Audio Visual | 20 | | |
| | <ul style="list-style-type: none"> • How would you rate the provision of audio and visual entertainment in public areas? <ul style="list-style-type: none"> (a) Simple and functional (7) or (b) Good variety and choice (10) or (c) Technologically advanced and sophisticated (20) | | | |
| | Maximum expected and actual score for the item | 20 | | |
| 16.2 | Lifts/Elevators | 50 | | |
| | <ul style="list-style-type: none"> • Where applicable, are lifts provided? (<i>Four storeys and above</i>) <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • Is there provision for:- <ul style="list-style-type: none"> (a) Separate guest lift(s) (5) (b) Separate service lift(s) (5) (c) Lifts designed to cater for persons with disabilities (Where applicable) (5) (d) Useful information available in lift(s) (5) (e) Emergency communication facilities (5) • How would you rate the efficiency and comfort of the lift(s)? <ul style="list-style-type: none"> (a) Functional (5) or (b) Efficient and comfortable (10) or (c) Efficient and luxurious (15) | | | |
| | Maximum expected and actual score for the item | 50 | | |
| 16.3 | General Stores | 30 | | |
| | <ul style="list-style-type: none"> • How would you rate the provision for receiving of supplies? <ul style="list-style-type: none"> (a) Off-loading area (1) (b) Inspection mechanisms (2) (c) Cleaning area (2) | | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> • How would you rate provision for general storage of supplies? <ul style="list-style-type: none"> (a) Limited (1) or (b) Satisfactory (2) or (c) Adequate/just in time practices (5) • How would you rate the organization and professionalism in the storage system? <ul style="list-style-type: none"> (a) Segregation of different types of supplies (2) (b) Clear labelling of stores and items (2) (c) Provision of adequate and appropriate shelving (2) (d) Proper pallet(s) (2) (e) Cabinets (2) • How would you rate the aeration mechanisms in the storage facilities? <ul style="list-style-type: none"> (a) Natural aeration (2) (b) Mechanical aeration with appropriate regulators (3) • How would you rate the general level of hygiene and cleanliness in the storage facilities? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) | | | |
| | Maximum expected and actual score for the item | 30 | | |
| 16.4 | 'Courtesy of Choice' <ul style="list-style-type: none"> • Is there provision for smoking and non-smoking areas? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you assess the implementation of courtesy of choice with respect to smoking? <ul style="list-style-type: none"> (a) No designation nor enforcement (0) or (b) Designated smoking areas (5) or (c) Non-smoking areas clearly indicated and enforced (15) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 16.5 | Parking Space <ul style="list-style-type: none"> • How would you assess the provision for parking space for Hotel guests? <ul style="list-style-type: none"> (a) Insufficient (5) or (b) Adequate (10) or (c) More than adequate (20) | 30 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|-------------|---|-----------|-----|----------------------|
| | <ul style="list-style-type: none"> Does the Hotel provide designated parking facilities for persons with disabilities? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) | | | |
| | Maximum expected and actual score for the item | 30 | | |
| 16.6 | Shopping Facilities <ul style="list-style-type: none"> Does the Hotel provide for shopping facilities? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) How would you rate the quality of the shopping facilities? <ul style="list-style-type: none"> (a) Simple with modest selection (5) or (b) Good with a fair variety of products and services (10) or (c) Excellent with a wide selection of goods and services (20) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |
| 16.7 | Taxi Services <ul style="list-style-type: none"> Is taxi service available? <ul style="list-style-type: none"> (a) None (0) or (b) On call (5) or (c) Appointed and on site, 24 hours (10) How would you describe the efficiency and organization of the taxi service? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (5) or (c) Very Good (10) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |
| 16.8 | Guest Transport Service <ul style="list-style-type: none"> Does the Hotel provide guest transport? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) Is the transport service:- <ul style="list-style-type: none"> (a) Paid for (3) or (b) Complimentary (5) Is the transport service:- <ul style="list-style-type: none"> (a) On request (3) or (b) Scheduled (5) | 20 | | |
| | Maximum expected and actual score for the item | 20 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| 16.9 | <p>Entertainment and Recreation</p> <ul style="list-style-type: none"> • Does the Hotel provide entertainment and recreational facilities? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • How would you rate the variety of recreational facilities? <ul style="list-style-type: none"> (a) Modest range (3) or (b) Good variety (5) or (c) Very good range (10) • How would you rate the variety of entertainment provided? <ul style="list-style-type: none"> (a) Modest (3) or (b) Good (5) or (c) Very Good (10) • How would you rate the quality of entertainment and recreational facilities? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (5) or (c) Very Good (10) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |
| 16.10 | <p>Outdoor Areas</p> <ul style="list-style-type: none"> • How would you rate the immediate surroundings /environment? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good and attractive (10) or (c) Very good with a high degree of creativity (15) • How would you rate the creativity of the gardening and landscaping? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) • How would you rate the maintenance of the immediate surroundings/environment? <ul style="list-style-type: none"> (a) Fair (5) or (b) Reasonable (10) or (c) Well maintained and manicured (15) | 40 | | |
| | Maximum expected and actual score for the item | 40 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---------|--|-----|-----|----------------------|
| 16.11 | <p>Swimming Pool</p> <p>What is the size of the swimming pool (<i>minimum sqm</i>) (Where applicable)</p> <p>(a) Less than 100 sqm (1) or (b) 100 sqm (2) or (c) More than 100 sqm (3)</p> <ul style="list-style-type: none"> • Are depths clearly marked and prominently displayed? (5) (a) No (0) or (b) Yes (7) • Is there treatment and filtration plant? (a) No (0) or (b) Yes (5) • Are the following poolside facilities provided? (a) Changing room (3) (b) Showers (3) (c) Toilets (3) (d) Furniture (3) (e) Mattresses (3) • Is there a separate area for children? (a) No (0) or (b) Yes (5) • Are there pool attendants/life guards suitably trained and experienced? (a) No (0) or (b) Yes (5) • How would you rate the quality and cleanliness of the swimming pool including its supplies and fittings? (a) Fair (1) or (b) Good (3) or (c) Very Good (5) • How would you rate the state of maintenance of the swimming pool including its supplies and fittings? (a) Fair (1) or (b) Good (3) or (c) Very Good (5) | 50 | | |
| | Maximum expected and actual score for the item | 50 | | |
| 16.12 | <p>Hotel Insurance</p> <ul style="list-style-type: none"> • Is the Hotel <i>comprehensively</i> insured? (a) None (0) (b) Partial (10) or (c) Comprehensive (30) | 30 | | |
| | Maximum expected and actual score for the item | 30 | | |

| SECTION | GUIDELINES | MAX | ACT | ASSESSOR 'S COMMENTS |
|---|--|-----|-----|----------------------|
| 16.13 | <p>Health Club</p> <ul style="list-style-type: none"> • Does the Hotel have provision for a health club? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) • Are the following facilities provided at the health club? <ul style="list-style-type: none"> (a) Sauna and Steam bath (3) (b) Gymnasium (3) (c) Whirlpool/Jacuzzi (3) (d) Massage parlour (3) (e) Health <i>foods/drinks</i> (3) • Is there a designated area where patrons relax after exercise? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • How would you describe the quality of the facilities, fittings and equipment? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) • How would you rate the state of repair and maintenance of the health club? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) | 40 | | |
| Maximum expected and actual score for the item | | 40 | | |

CONFIRMATION

I, (FULL NAMES).....

TITLE/DESIGNATION.....

CONFIRM THAT THE ASSESSORS PHYSICALLY VISITED THIS ESTABLISHMENT, AND EVALUATED IT, IN MY PRESENCE

SIGNATURE.....DATE.....TIME.....