



## EAST AFRICAN COMMUNITY CLASSIFICATION SHEET FOR TOWN HOTELS

### PARTICULARS OF ESTABLISHMENT

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

| ITEM NO.   | SECTION                                      | ONE STAR    |     | TWO STAR    |     | THREE STAR  |            |     | FOUR STAR   |            |     | FIVE STAR   |            |     |
|------------|--|-------------|-----|-------------|-----|-------------|------------|-----|-------------|------------|-----|-------------|------------|-----|
|            |  | MAX         | ACT | MAX         | ACT | MAX         | MIN<br>30% | ACT | MAX         | MIN<br>40% | ACT | MAX         | MIN<br>50% | ACT |
| <b>1.0</b> | <b>LOCATION</b>                              |             |     |             |     |             |            |     |             |            |     |             |            |     |
| 1.1        | Location                                     | 10          |     | 10          |     | 20          |            |     | 20          |            |     | 20          |            |     |
| 1.2        | Site and Environment                         | 20          |     | 20          |     | 40          |            |     | 40          |            |     | 60          |            |     |
|            | <b>TOTAL FOR THE SECTION</b>                 | <b>30</b>   |     | <b>30</b>   |     | <b>60</b>   | <b>18</b>  |     | <b>60</b>   | <b>24</b>  |     | <b>80</b>   | <b>40</b>  |     |
|            | <b>SECTION'S % SCORE</b>                     | <b>100%</b> |     | <b>100%</b> |     | <b>100%</b> |            |     | <b>100%</b> |            |     | <b>100%</b> |            |     |
| <b>2.0</b> | <b>BUILDING</b>                              |             |     |             |     |             |            |     |             |            |     |             |            |     |
| 2.1        | Autonomy of Building                         | 20          |     | 20          |     | 50          |            |     | 60          |            |     | 90          |            |     |
| 2.2        | Design and Architectural Features            | 20          |     | 30          |     | 40          |            |     | 50          |            |     | 60          |            |     |
| 2.3        | Capacity                                     | 10          |     | 10          |     | 10          |            |     | 10          |            |     | 10          |            |     |
| 2.4        | Corridors, Staircases, Hallways and Walkways | 10          |     | 10          |     | 20          |            |     | 30          |            |     | 40          |            |     |
|            | <b>TOTAL FOR THE SECTION</b>                 | <b>60</b>   |     | <b>70</b>   |     | <b>120</b>  | <b>36</b>  |     | <b>150</b>  | <b>60</b>  |     | <b>200</b>  | <b>100</b> |     |
|            | <b>SECTION'S % SCORE</b>                     | <b>100%</b> |     | <b>100%</b> |     | <b>100%</b> |            |     | <b>100%</b> |            |     | <b>100%</b> |            |     |
| <b>3.0</b> | <b>FRONT OFFICE</b>                          |             |     |             |     |             |            |     |             |            |     |             |            |     |
| 3.1        | Reception Area                               | 10          |     | 10          |     | 30          |            |     | 40          |            |     | 40          |            |     |
| 3.2        | Information Services                         | 20          |     | 20          |     | 30          |            |     | 30          |            |     | 30          |            |     |
| 3.3        | Hours of Service                             | 20          |     | 20          |     | 20          |            |     | 20          |            |     | 20          |            |     |
| 3.4        | Paging Systems                               | 10          |     | 10          |     | 20          |            |     | 20          |            |     | 20          |            |     |
| 3.5        | Safe Deposit Service                         | 20          |     | 20          |     | 40          |            |     | 40          |            |     | 40          |            |     |
| 3.6        | Foreign Exchange Services                    | 10          |     | 10          |     | 10          |            |     | 10          |            |     | 10          |            |     |
| 3.7        | Concierge Services                           | 10          |     | 10          |     | 10          |            |     | 20          |            |     | 20          |            |     |
| 3.8        | Languages                                    | 10          |     | 10          |     | 20          |            |     | 20          |            |     | 20          |            |     |
| 3.9        | Communication Services                       | 20          |     | 20          |     | 30          |            |     | 40          |            |     | 40          |            |     |
|            | <b>TOTAL FOR THE SECTION</b>                 | <b>130</b>  |     | <b>130</b>  |     | <b>210</b>  | <b>63</b>  |     | <b>240</b>  | <b>96</b>  |     | <b>240</b>  | <b>120</b> |     |
|            | <b>SECTION'S % SCORE</b>                     | <b>100%</b> |     | <b>100%</b> |     | <b>100%</b> |            |     | <b>100%</b> |            |     | <b>100%</b> |            |     |
| <b>4.0</b> | <b>LOBBY/LOUNGE/ PUBLIC AREA(S)</b>          |             |     |             |     |             |            |     |             |            |     |             |            |     |
| 4.1        | Lobby/Lounge/ Public Area(s)                 | 10          |     | 15          |     | 20          |            |     | 30          |            |     | 40          |            |     |
| 4.2        | Size of Lobby/Lounge                         | 10          |     | 10          |     | 10          |            |     | 20          |            |     | 20          |            |     |
| 4.3        | Amenities and Accessories                    | 10          |     | 20          |     | 30          |            |     | 40          |            |     | 50          |            |     |

|      |  |             |  |             |  |             |           |  |             |            |  |             |            |  |
|------|--|-------------|--|-------------|--|-------------|-----------|--|-------------|------------|--|-------------|------------|--|
| 4.4  | Décor  | 10          |  | 20          |  | 30          |           |  | 40          |            |  | 50          |            |  |
| 4.5  | Regulation of Temperature  | 30          |  | 30          |  | 35          |           |  | 40          |            |  | 40          |            |  |
| 4.6  | Floors, Walls and Ceilings   | 20          |  | 30          |  | 40          |           |  | 50          |            |  | 60          |            |  |
| 4.7  | Lighting   | 10          |  | 20          |  | 30          |           |  | 40          |            |  | 40          |            |  |
| 4.6  | Telephone Facilities   | 10          |  | 20          |  | 30          |           |  | 30          |            |  | 30          |            |  |
| 4.9  | Refreshments   | 10          |  | 10          |  | 20          |           |  | 20          |            |  | 20          |            |  |
| 4.10 | Minimum Size of Public Rooms   | 30          |  | 30          |  | 40          |           |  | 50          |            |  | 60          |            |  |
|      | <b>TOTAL FOR THE SECTION</b>   | <b>150</b>  |  | <b>205</b>  |  | <b>285</b>  | <b>86</b> |  | <b>360</b>  | <b>144</b> |  | <b>410</b>  | <b>205</b> |  |
|      | <b>SECTION'S % SCORE</b>   | <b>100%</b> |  | <b>100%</b> |  | <b>100%</b> |           |  | <b>100%</b> |            |  | <b>100%</b> |            |  |
| 5.0  | <b>FUNCTION ROOMS<br/>(Briefings, Conferences,<br/>Banquets etc)</b> |             |  |             |  |             |           |  |             |            |  |             |            |  |
| 5.1  | Features and Facilities  | 20          |  | 20          |  | 40          |           |  | 60          |            |  | 70          | <b>35</b>  |  |
|      | <b>TOTAL FOR THE SECTION</b>   | <b>20</b>   |  | <b>20</b>   |  | <b>40</b>   | <b>12</b> |  | <b>60</b>   | <b>24</b>  |  | <b>70</b>   |            |  |
|      | <b>SECTION'S % SCORE</b>   | <b>100%</b> |  | <b>100%</b> |  | <b>100%</b> |           |  | <b>100%</b> |            |  | <b>100%</b> |            |  |
| 6.0  | <b>RESTAURANT(S)</b>   |             |  |             |  |             |           |  |             |            |  |             |            |  |
| 6.1  | Features and Facilities  | 20          |  | 20          |  | 40          |           |  | 60          |            |  | 70          |            |  |
| 6.2  | Furniture, Equipment and Accessories                                 | 40          |  | 50          |  | 60          |           |  | 70          |            |  | 80          |            |  |
| 6.3  | Interior Décor   | 20          |  | 30          |  | 40          |           |  | 50          |            |  | 60          |            |  |
| 6.4  | Floors, Walls and Ceilings   | 20          |  | 20          |  | 40          |           |  | 50          |            |  | 60          |            |  |
| 6.5  | Menu   | 20          |  | 20          |  | 30          |           |  | 40          |            |  | 50          |            |  |
| 6.6  | Lighting   | 20          |  | 30          |  | 40          |           |  | 50          |            |  | 50          |            |  |
| 6.7  | Service Stations   | 10          |  | 10          |  | 10          |           |  | 10          |            |  | 10          |            |  |
| 6.8  | Regulation of Temperature  | 30          |  | 30          |  | 35          |           |  | 40          |            |  | 40          |            |  |
|      | <b>TOTAL FOR THE SECTION</b>   | <b>180</b>  |  | <b>210</b>  |  | <b>295</b>  | <b>89</b> |  | <b>370</b>  | <b>148</b> |  | <b>420</b>  | <b>210</b> |  |
|      | <b>SECTION'S % SCORE</b>   | <b>100%</b> |  | <b>100%</b> |  | <b>100%</b> |           |  | <b>100%</b> |            |  | <b>100%</b> |            |  |
| 7.0  | <b>BAR(S)</b>  |             |  |             |  |             |           |  |             |            |  |             |            |  |
| 7.1  | General Features and Facilities                                      | 10          |  | 10          |  | 30          |           |  | 40          |            |  |             |            |  |
| 7.2  | Floors, Walls, Ceilings and Decorations                              | 10          |  | 20          |  | 30          |           |  | 50          |            |  |             |            |  |
| 7.3  | Lighting   | 20          |  | 30          |  | 40          |           |  | 50          |            |  |             |            |  |
| 7.4  | Regulation of Temperature  | 20          |  | 20          |  | 25          |           |  | 30          |            |  |             |            |  |

|      |                                   |             |  |             |  |             |            |  |             |            |  |             |            |
|------|-----------------------------------|-------------|--|-------------|--|-------------|------------|--|-------------|------------|--|-------------|------------|
| 7.5  | Furniture and Equipment           | 20          |  | 30          |  | 40          |            |  | 60          |            |  |             |            |
| 7.6  | Beverage Cooling Systems          | 20          |  | 20          |  | 30          |            |  | 30          |            |  |             |            |
| 7.7  | Glassware                         | 10          |  | 20          |  | 30          |            |  | 40          |            |  |             |            |
| 7.8  | Selection of Drinks and Snacks    | 10          |  | 20          |  | 30          |            |  | 40          |            |  |             |            |
|      | <b>TOTAL FOR THE SECTION</b>      | <b>120</b>  |  | <b>170</b>  |  | <b>255</b>  | <b>77</b>  |  | <b>340</b>  | <b>136</b> |  |             |            |
|      | <b>SECTION'S % SCORE</b>          | <b>100%</b> |  | <b>100%</b> |  | <b>100%</b> |            |  | <b>100%</b> |            |  |             |            |
| 8.0  | <b>KITCHEN(S)</b>                 |             |  |             |  |             |            |  |             |            |  |             |            |
| 8.1  | Size                              | 40          |  | 40          |  | 40          |            |  | 60          |            |  | 60          |            |
| 8.2  | Relation to Restaurant            | 20          |  | 20          |  | 40          |            |  | 40          |            |  | 40          |            |
| 8.3  | Flow of Food Service              | 30          |  | 30          |  | 30          |            |  | 30          |            |  | 30          |            |
| 8.4  | Organization of the Kitchen       | 15          |  | 25          |  | 30          |            |  | 40          |            |  | 50          |            |
| 8.5  | Equipment of Kitchen              | 40          |  | 40          |  | 60          |            |  | 70          |            |  | 80          |            |
| 8.6  | Hand Wash Basins                  | 20          |  | 20          |  | 20          |            |  | 20          |            |  | 20          |            |
| 8.7  | Ventilation                       | 40          |  | 40          |  | 40          |            |  | 40          |            |  | 40          |            |
| 8.8  | Waste Collection and Storage      | 30          |  | 30          |  | 30          |            |  | 30          |            |  | 30          |            |
| 8.9  | Drainage                          | 30          |  | 30          |  | 30          |            |  | 30          |            |  | 30          |            |
| 8.10 | Floors, Walls and Ceilings        | 20          |  | 20          |  | 40          |            |  | 40          |            |  | 40          |            |
| 8.11 | Food Storage                      | 40          |  | 40          |  | 60          |            |  | 60          |            |  | 60          |            |
| 8.12 | Lighting                          | 10          |  | 15          |  | 20          |            |  | 25          |            |  | 25          |            |
|      | <b>TOTAL FOR THE SECTION</b>      | <b>335</b>  |  | <b>350</b>  |  | <b>440</b>  | <b>132</b> |  | <b>485</b>  | <b>194</b> |  | <b>505</b>  | <b>253</b> |
|      | <b>SECTION'S % SCORE</b>          | <b>100%</b> |  | <b>100%</b> |  | <b>100%</b> |            |  | <b>100%</b> |            |  | <b>100%</b> |            |
| 9.0  | <b>GUEST ROOMS</b>                |             |  |             |  |             |            |  |             |            |  |             |            |
| 9.1  | Minimum Size                      | 20          |  | 20          |  | 30          |            |  | 40          |            |  | 50          |            |
| 9.2  | Regulation of Temperature         | 30          |  | 30          |  | 35          |            |  | 40          |            |  | 40          |            |
| 9.3  | Balconies/Terraces                | -           |  | -           |  | 20          |            |  | 30          |            |  | 40          |            |
| 9.4  | Fittings, Furniture and Equipment | 30          |  | 40          |  | 50          |            |  | 60          |            |  | 70          |            |
| 9.5  | Furnishings and Linen             | 30          |  | 40          |  | 50          |            |  | 60          |            |  | 70          |            |
| 9.6  | Change of Linen                   | 20          |  | 20          |  | 20          |            |  | 30          |            |  | 30          |            |
| 9.7  | Décor                             | 20          |  | 30          |  | 40          |            |  | 50          |            |  | 60          |            |
| 9.8  | Floors, Walls and Ceilings        | 20          |  | 20          |  | 30          |            |  | 40          |            |  | 50          |            |
| 9.9  | Lighting                          | 20          |  | 20          |  | 30          |            |  | 40          |            |  | 50          |            |
| 9.10 | Soundproofing                     | 30          |  | 30          |  | 30          |            |  | 30          |            |  | 30          |            |
| 9.11 | Information in Bedrooms           | 20          |  | 20          |  | 20          |            |  | 20          |            |  | 20          |            |

|       |                                   |             |  |             |  |             |            |  |             |            |  |             |            |  |
|-------|-----------------------------------|-------------|--|-------------|--|-------------|------------|--|-------------|------------|--|-------------|------------|--|
| 9.12  | Bedroom Communication System      | 10          |  | 10          |  | 30          |            |  | 40          |            |  | 40          |            |  |
| 9.13  | Room Designation                  | 10          |  | 10          |  | 20          |            |  | 30          |            |  | 40          |            |  |
| 9.14  | Room Security                     | 20          |  | 20          |  | 30          |            |  | 40          |            |  | 50          |            |  |
| 9.15  | Supplies in Bedrooms              | 20          |  | 30          |  | 40          |            |  | 50          |            |  | 60          |            |  |
|       | <b>TOTAL FOR THE SECTION</b>      | <b>300</b>  |  | <b>340</b>  |  | <b>475</b>  | <b>143</b> |  | <b>600</b>  | <b>240</b> |  | <b>700</b>  | <b>350</b> |  |
|       | <b>SECTION'S % SCORE</b>          | <b>100%</b> |  | <b>100%</b> |  | <b>100%</b> |            |  | <b>100%</b> |            |  | <b>100%</b> |            |  |
|       |                                   |             |  |             |  |             |            |  |             |            |  |             |            |  |
| 10.0  | <b>GUEST BATHROOM(S)</b>          |             |  |             |  |             |            |  |             |            |  |             |            |  |
| 10.1  | Bathroom(s)                       | 30          |  | 30          |  | 30          |            |  | 30          |            |  | 30          |            |  |
| 10.2  | Size                              | 10          |  | 10          |  | 20          |            |  | 30          |            |  | 40          |            |  |
| 10.3  | Fittings, Equipment and Amenities | 30          |  | 40          |  | 60          |            |  | 70          |            |  | 90          |            |  |
| 10.4  | Floors, Walls and Ceilings        | 10          |  | 20          |  | 30          |            |  | 40          |            |  | 40          |            |  |
| 10.5  | Towels and Bathrobes              | 10          |  | 10          |  | 20          |            |  | 30          |            |  | 40          |            |  |
| 10.6  | Lighting and Ventilation          | 20          |  | 30          |  | 40          |            |  | 50          |            |  | 50          |            |  |
| 10.7  | Shaver Outlets and Sockets        | 10          |  | 10          |  | 20          |            |  | 20          |            |  | 20          |            |  |
| 10.8  | Supplies in Bathrooms             | 10          |  | 10          |  | 20          |            |  | 20          |            |  | 30          |            |  |
| 10.9  | Sanitization                      | 20          |  | 20          |  | 20          |            |  | 20          |            |  | 20          |            |  |
|       | <b>TOTAL FOR THE SECTION</b>      | <b>150</b>  |  | <b>180</b>  |  | <b>260</b>  | <b>78</b>  |  | <b>310</b>  | <b>124</b> |  | <b>360</b>  | <b>180</b> |  |
|       | <b>SECTION'S % SCORE</b>          | <b>100%</b> |  | <b>100%</b> |  | <b>100%</b> |            |  | <b>100%</b> |            |  | <b>100%</b> |            |  |
|       |                                   |             |  |             |  |             |            |  |             |            |  |             |            |  |
| 11.0  | <b>SUITES</b>                     |             |  |             |  |             |            |  |             |            |  |             |            |  |
| 11.1  | Size                              | -           |  | -           |  | 30          |            |  | 30          |            |  | 40          |            |  |
| 11.2  | Regulation of Temperature         | -           |  | -           |  | 30          |            |  | 35          |            |  | 40          |            |  |
| 11.3  | Facilities and Amenities          | -           |  | -           |  | 40          |            |  | 50          |            |  | 50          |            |  |
| 11.4  | Balconies/Terraces                | -           |  | -           |  | 30          |            |  | 30          |            |  | 30          |            |  |
| 11.5  | Fittings and Furniture            | -           |  | -           |  | 50          |            |  | 70          |            |  | 70          |            |  |
| 11.6  | Décor                             | -           |  | -           |  | 40          |            |  | 50          |            |  | 60          |            |  |
| 11.7  | Furnishings and Linen             | -           |  | -           |  | 50          |            |  | 60          |            |  | 70          |            |  |
| 11.8  | Lighting                          | -           |  | -           |  | 40          |            |  | 40          |            |  | 40          |            |  |
| 11.9  | Sound Proofing                    | -           |  | -           |  | 30          |            |  | 30          |            |  | 30          |            |  |
| 11.10 | Information in Suites             | -           |  | -           |  | 20          |            |  | 20          |            |  | 20          |            |  |
| 11.11 | Communication Systems             | -           |  | -           |  | 30          |            |  | 40          |            |  | 50          |            |  |
| 11.12 | Supplies in Suites                | -           |  | -           |  | 50          |            |  | 60          |            |  | 70          |            |  |

|       |                                     |      |      |      |     |      |     |      |     |  |  |
|-------|-------------------------------------|------|------|------|-----|------|-----|------|-----|--|--|
| 11.13 | Change of Linen                     | -    | -    | 10   |     | 10   |     | 10   |     |  |  |
| 11.14 | Room Security                       | -    | -    | 15   |     | 15   |     | 20   |     |  |  |
| 11.15 | Bathroom Size                       | -    | -    | 70   |     | 90   |     | 90   |     |  |  |
| 11.16 | Bathroom, Fittings and Equipment    | -    | -    | 50   |     | 60   |     | 80   |     |  |  |
| 11.17 | Bathroom Supplies                   | -    | -    | 20   |     | 30   |     | 40   |     |  |  |
| 11.18 | Bathroom Floors, Walls and Ceilings | -    | -    | 30   |     | 40   |     | 50   |     |  |  |
| 11.19 | Towels and Bathrobes                | -    | -    | 30   |     | 40   |     | 50   |     |  |  |
| 11.20 | Bathroom Lighting and Ventilation   | -    | -    | 40   |     | 50   |     | 60   |     |  |  |
| 11.21 | Shaver Outlets and Sockets          | -    | -    | 20   |     | 30   |     | 30   |     |  |  |
|       | TOTAL FOR THE SECTION               |      |      | 725  | 218 | 880  | 352 | 1000 | 500 |  |  |
|       | SECTION'S % SCORE                   |      |      | 100% |     | 100% |     | 100% |     |  |  |
| 12.0  | HYGIENE AND SANITATION              |      |      |      |     |      |     |      |     |  |  |
| 12.1  | Guest Cloakrooms                    | 30   | 30   | 50   |     | 60   |     | 60   |     |  |  |
| 12.2  | Staff Changing/Wash Rooms           | 30   | 30   | 30   |     | 30   |     | 30   |     |  |  |
| 12.3  | Refuse Storage and Disposal         | 20   | 20   | 20   |     | 25   |     | 30   |     |  |  |
| 12.4  | Sewerage                            | 30   | 30   | 30   |     | 30   |     | 30   |     |  |  |
| 12.5  | Vermin Proofing                     | 20   | 20   | 20   |     | 20   |     | 20   |     |  |  |
| 12.6  | Water Supply                        | 20   | 20   | 20   |     | 20   |     | 20   |     |  |  |
| 12.7  | Water Storage                       | 20   | 20   | 30   |     | 40   |     | 50   |     |  |  |
|       | TOTAL FOR THE SECTION               | 170  | 170  | 200  | 60  | 225  | 90  | 240  | 120 |  |  |
|       | SECTION'S % SCORE                   | 100% | 100% | 100% |     | 100% |     | 100% |     |  |  |
| 13.0  | SAFETY AND SECURITY                 |      |      |      |     |      |     |      |     |  |  |
| 13.1  | Fire Protection                     | 20   | 30   | 40   |     | 40   |     | 40   |     |  |  |
| 13.2  | Electrical Safety                   | 10   | 10   | 15   |     | 15   |     | 20   |     |  |  |
| 13.3  | Security                            | 20   | 20   | 30   |     | 30   |     | 40   |     |  |  |
| 13.4  | Emergency Power                     | 10   | 10   | 20   |     | 30   |     | 40   |     |  |  |
| 13.5  | First Aid                           | 10   | 10   | 20   |     | 20   |     | 20   |     |  |  |
|       | TOTAL FOR THE SECTION               | 70   | 80   | 125  | 38  | 135  | 54  | 160  | 80  |  |  |
|       | SECTION'S % SCORE                   | 100% | 100% | 100% |     | 100% |     | 100% |     |  |  |
| 14.0  | SUNDRY SERVICES                     |      |      |      |     |      |     |      |     |  |  |
| 14.1  | Luggage, Lost and Found Room        | 10   | 10   | 10   |     | 10   |     | 10   |     |  |  |

|       |   |             |  |             |  |             |           |  |             |            |  |             |            |  |
|-------|---|-------------|--|-------------|--|-------------|-----------|--|-------------|------------|--|-------------|------------|--|
| 14.2  | Shoe Shine                                      | 10          |  | 10          |  | 10          |           |  | 10          |            |  | 10          |            |  |
| 14.3  | Baby Sitter                                     | 10          |  | 10          |  | 10          |           |  | 10          |            |  | 10          |            |  |
| 14.4  | Room Service                                    | 10          |  | 10          |  | 20          |           |  | 20          |            |  | 20          |            |  |
| 14.5  | Laundry and Dry Cleaning Service                | 10          |  | 20          |  | 20          |           |  | 30          |            |  | 30          |            |  |
|       | <b>TOTAL FOR THE SECTION</b>                    | <b>50</b>   |  | <b>60</b>   |  | <b>70</b>   | <b>21</b> |  | <b>80</b>   | <b>32</b>  |  | <b>80</b>   | <b>40</b>  |  |
|       | <b>SECTION'S % SCORE</b>                        | <b>100%</b> |  | <b>100%</b> |  | <b>100%</b> |           |  | <b>100%</b> |            |  | <b>100%</b> |            |  |
| 15.0  | <b>HUMAN RESOURCE</b>                           |             |  |             |  |             |           |  |             |            |  |             |            |  |
| 15.1  | Human Resource Policy                           | 20          |  | 20          |  | 20          |           |  | 20          |            |  | 20          |            |  |
| 15.2  | Professional Qualifications of Management Staff | 20          |  | 20          |  | 30          |           |  | 40          |            |  | 50          |            |  |
| 15.3  | Departmental Heads                              | 30          |  | 30          |  | 40          |           |  | 50          |            |  | 50          |            |  |
| 15.4  | Professional Qualifications of Operative Staff  | 20          |  | 35          |  | 45          |           |  | 50          |            |  | 60          |            |  |
| 15.5  | Languages                                       | 20          |  | 20          |  | 30          |           |  | 40          |            |  | 40          |            |  |
| 15.6  | Health  | 10          |  | 10          |  | 10          |           |  | 10          |            |  | 10          |            |  |
| 15.7  | Staff Uniforms                                  | 20          |  | 20          |  | 20          |           |  | 30          |            |  | 40          |            |  |
| 15.8  | Personal Grooming                               | 10          |  | 10          |  | 10          |           |  | 10          |            |  | 10          |            |  |
| 15.9  | Dinning and Recreational Facilities for Staff   | 20          |  | 20          |  | 30          |           |  | 30          |            |  | 30          |            |  |
|       | <b>TOTAL FOR THE SECTION</b>                    | <b>170</b>  |  | <b>185</b>  |  | <b>235</b>  | <b>71</b> |  | <b>280</b>  | <b>112</b> |  | <b>310</b>  | <b>155</b> |  |
|       | <b>SECTION'S % SCORE</b>                        | <b>100%</b> |  | <b>100%</b> |  | <b>100%</b> |           |  | <b>100%</b> |            |  | <b>100%</b> |            |  |
| 16.1  | Audio Visual                                    | 10          |  | 10          |  | 20          |           |  | 20          |            |  | 20          |            |  |
| 16.2  | Lifts/Elevators                                 | 30          |  | 30          |  | 40          |           |  | 50          |            |  | 50          |            |  |
| 16.3  | General Stores                                  | 20          |  | 20          |  | 30          |           |  | 30          |            |  | 30          |            |  |
| 16.4  | 'Courtesy of Choice'                            | 20          |  | 20          |  | 20          |           |  | 20          |            |  | 20          |            |  |
| 16.5  | Parking Space                                   | 20          |  | 20          |  | 20          |           |  | 30          |            |  | 30          |            |  |
| 16.6  | Shopping Facilities                             | -           |  | -           |  | 20          |           |  | 30          |            |  | 30          |            |  |
| 16.7  | Taxi Services                                   | 10          |  | 10          |  | 20          |           |  | 20          |            |  | 20          |            |  |
| 16.8  | Guest Transport Service                         | 20          |  | 20          |  | 20          |           |  | 20          |            |  | 20          |            |  |
| 16.9  | Entertainment and Recreation                    | -           |  | -           |  | 20          |           |  | 30          |            |  | 40          |            |  |
| 16.10 | Outdoor Areas                                   | -           |  | -           |  | 30          |           |  | 40          |            |  | 40          |            |  |

|       |                              |              |  |              |  |              |            |  |              |            |  |              |            |  |
|-------|------------------------------|--------------|--|--------------|--|--------------|------------|--|--------------|------------|--|--------------|------------|--|
| 16.11 | Swimming Pool                | 20           |  | 20           |  | 40           |            |  | 50           |            |  | 50           |            |  |
| 16.12 | Hotel Insurance              | 30           |  | 30           |  | 30           |            |  | 30           |            |  | 30           |            |  |
| 16.13 | Health Club                  | 20           |  | 20           |  | 30           |            |  | 30           |            |  | 40           |            |  |
|       | <b>TOTAL FOR THE SECTION</b> | <b>200</b>   |  | <b>200</b>   |  | <b>340</b>   | <b>102</b> |  | <b>400</b>   | <b>160</b> |  | <b>420</b>   | <b>210</b> |  |
|       | <b>SECTION'S % SCORE</b>     | <b>100%</b>  |  | <b>100%</b>  |  | <b>100%</b>  |            |  | <b>100%</b>  |            |  | <b>100%</b>  |            |  |
|       | <b>GRAND TOTAL</b>           | <b>2,135</b> |  | <b>2,400</b> |  | <b>4,135</b> |            |  | <b>4,975</b> |            |  | <b>5,575</b> |            |  |
|       | <b>PERCENTAGE</b>            | <b>50%</b>   |  | <b>60%</b>   |  | <b>60%</b>   |            |  | <b>80%</b>   |            |  | <b>80%</b>   |            |  |
|       |                              | <b>1,068</b> |  | <b>1,440</b> |  | <b>2,481</b> |            |  | <b>3,980</b> |            |  | <b>4,460</b> |            |  |

**FORMULA**

(i). ACTUAL % OF THE OVERALLSCORE

$$= \frac{\text{ACTUAL OVERALL SCORE X 100}}{\text{MAXIMUM OVERALL ALL SCORE}}$$

(ii). ACTUAL SECTION'S % SCORE SHOULD BE ACHIEVED FOR EACH SECTION, IN ORDER TO QUALIFY FOR THREE STAR RATING, AND ABOVE

$$= \frac{\text{ACTUAL SECTION SCORE X 100}}{\text{MAXIMUM SECTION SCORE}}$$

STAR RATING ATTAINED .....

END