

SUPPLEMENT TO THE SWAZILAND GOVERNMENT GAZETTE

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PART C

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LEGAL NOTICE NO. 173 OF 2012

SWAZILAND TOURISM AUTHORITY ACT, 2001 (Act No. 2 of 2001)

THE SWAZILAND TOURISM AUTHORITY (GRADING OF ACCOMMODATION ESTABLISHMENTS) REGULATIONS, 2012 (Under Section 27)

In exercise of the powers conferred by Section 27 of the Swaziland Tourism Authority Act, 2001, the Minister of Tourism and Environmental Affairs makes the following Regulations-

ARRANGEMENT OF REGULATIONS

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Citation and commencement

1. (1) These Regulations may be cited as the Swaziland Tourism Authority (Grading of Accommodation Establishments) Regulations, 2012.

- (2) These Regulations shall come into force on the date of publication in the Gazette.

Interpretation

2. In these Regulations, unless the context otherwise requires, words or expressions used in the Act have the same meaning as in these Regulations -

"grading" means the process of assigning star ratings to accommodation establishment according to their quality standards;

"grading committee" means the committee established in regulation 5; and

"star log" means the official symbol to be used in grading accommodation

Objectives of the grading scheme

3. (1) The objectives of the grading scheme are to -

- (a) improve the quality of accommodation establishments in Swaziland;
- (b) ensure that graded establishments have a distinctive and globally recognized marketing tool;
- (c) assist consumers and tour operators to make an informed selection decision; and
- (d) harmonize standards with those in the region for the benefit of customers.

(2) The grading exercise shall be a voluntary exercise where an accommodation establishment may apply to the Authority.

General factors to be considered when grading a facility

4. (1) Only accommodation establishments registered under the relevant Regulations may apply for grading under these Regulations.

(2) The grading committee shall, when grading an accommodation establishment consider the following-

- (a) the environment and location of the accommodation establishment;
- (b) the quality and condition of available facilities in different accommodation establishments;
- (c) the market served by the establishment and whether the facilities and services are in line with the needs of the market, i.e. grading shall be undertaken on a "fit for purpose" basis;
- (d) the quality of available services (intangibles);
- (e) the quality of service delivery (intangibles); and
- (f) the quality and condition of available facilities (tangibles);

(3) An accommodation establishment shall be graded based on the facility or service it has and it shall not be penalized for not having a specific facility or service.

Grading committee

5. (1) The Board shall appoint a committee to be known as the grading committee.

(2) The committee shall be composed of the following members -

- (a) two persons representing the Authority;
- (b) three persons representing the hospitality industry;
- (c) a person representing the Ministry responsible for tourism; and
- (d) a person representing the Swaziland Standards Authority.

(3) The grading committee shall be the only committee responsible for the grading of all accommodation establishments in Swaziland.

Use of the "Star" Logo

6. (1) The Authority shall use the "Star Logo" as the official symbol to be used in grading accommodation establishments and the logo shall only be used by the Authority or its designated agent for grading purposes.

(2) All accommodation establishments shall specify both the star grading and category.

(3) Only a graded accommodation establishment may display the correct star logo.

(4) The "Star Logo Plaque" shall remain the property of Authority and shall only be displayed while it is still valid.

(5) A person shall not use the star logo for any purpose other than that issued by the Authority.

(6) A person who contravenes sub - regulation 5 commits an offence and is liable, on conviction, to a fine not exceeding five thousand Emalangeni or to imprisonment for a period not exceeding one year or to both.

Powers of inspectors

7. (1) A grading inspector shall notify the manager or a person in charge of an accommodation establishment of an intended visit for assessment of that establishment.

(2) The manager or person in charge of the accommodation establishment shall assist the inspector with any information or documentation that the inspector may need during the course of the assessment.

(3) Notwithstanding sub-regulation (1), an inspector may, in the discretion of the inspector, visit an already graded accommodation establishment unannounced for a grading assessment and that grading shall follow the same procedure as an announced visit.

(4) A person who unreasonably refuses, fails or gives an assessor false information commits an offence and is liable, on conviction, to a fine not exceeding three thousand Emalangeni or to imprisonment for a period not exceeding six months or to both.

Frequency of assessments

8. (1) An accommodation establishment shall be assessed and graded at least once a year and the grading is only valid for twelve months.

(2) An accommodation establishment may be assessed more than once a year where -

- (a) a number of complaints have been received from customers;
- (b) an inspector finds that the conditions noted during the annual assessment indicated that a return visit is necessary; or
- (c) an inspector makes an unannounced spot check.

Re-grading

9. (1) When an assessment is carried out and an establishment gets a lower grading than before, the assessor may give the manager or person in charge of the accommodation establishment a period not exceeding three months to make the necessary improvements.

(2) During the three months the accommodation establishment shall maintain its current grading.

(3) If the establishment still fails to comply on reassessment after the 3 months, a lower grade shall be awarded.

Accommodation establishment, not the owner to be graded

10. (1) Grading of an accommodation establishment shall only be attached to the accommodation establishment and not to the owner of the establishment.

(2) An accommodation establishment shall be re - assessed and re-graded if it -

- (a) changes ownership;
- (b) changed, altered or modified in any way due to a change in property or management;
or
- (c) changes furniture and fittings.

(3) When an accommodation establishment changes ownership, the new management shall notify the Authority of that change.

Customer feedback

11. (1) The manager or person in charge of an accommodation establishment shall put in place a customer feedback process.

(2) The feedback process shall be in the form of feedback boxes, websites, direct mail feedback cards or forms.

(3) The feedback process shall not form part of the grading scheme, but may form part of the monitoring system.

Specified room rate bracket for each star grade

12. The owner or a person in charge of an accommodation establishment may set the price of using the facility basing it on the star grade.

Grading procedure

13. (1) The owner or manager of an accommodation establishment who intends to have the establishment graded shall apply to the grading committee using the prescribed application form for grading and indicate the grade anticipated or wanted.

(2) A grading inspector shall notify the owner or manager of the accommodation establishment of the intention to undertake the grading assessment.

(3) A grading recommendation shall be agreed during the assessment exercise with the establishment.

(4) Based on the scores and deliberations of the Committee, the Chairperson shall either award the grading or initiate a re-grading if in doubt.

(5) If a higher grading is scored than the one applied for, the establishment may choose which level it wants to maintain.

(6) An owner of an accommodation establishment shall also be required to comply with all relevant statutory regulations, including, fire, health and safety regulations.

(7) An inspector may request that relevant documentation, certificates be presented at the time of the assessment and these may include, among other things -

- (a) business registration which entitles the establishment to legally operate;
- (b) public liability insurance;
- (c) liquor registration which entitles the establishment to sell alcohol beverages legally;
- (d) compliance with local authority regulations including - registration under the Registration of Accommodation Establishments Regulations, 2008;
- (e) compliance with building regulations, in particular with regard to accessibility;
- (f) fire safety certificate; and
- (g) hygiene regulations.

Appeal procedure

14. (1) If the owner or a person in charge of an establishment is not satisfied with the grade obtained, the owner may apply for a re-assessment.

(2) The grading committee shall ensure that the re-assessment is undertaken within two weeks of the receipt of the complaint.

(3) If after the re-assessment mentioned in sub-regulation (1), the owner or person in charge of the establishment is still not satisfied with the outcome, the owner may appeal to the Chief Executive Officer of the Authority who shall have the final ruling in the matter.

(4) The costs for the re- assessment shall be borne by the applicant if after the appeal the grade remains the same or is lower than the original one.

(5) If an establishment is upgraded after an appeal, the applicant shall be refunded any money charged for the re- assessment.

Requirements for grading

15. The standard for grading an accommodation establishment shall be as set out in Schedules 2, 3, 4, 5.

Grading criteria by class of accommodation establishment

16.(1) A grading inspector shall use a 1-10 point system per criteria, where 10 is the most compliant and 1 is the least compliant.

(2) The grading assessor shall award a score of between 1 and 10 for each criteria assessed and the score shall be defined as follows-

Standard	Rate
Excellent	10
Very good	9
Good	8
Standard	6 or 7
Acceptable	5
Poor	3 or 4
Unacceptable	1 or 2

Calculation of overall score

17. The total number of points awarded to an establishment shall be added up and divided by the maximum number of points that could be achieved for that particular assessment and this shall then be presented in percentage grading bands.

Overall score for each grading band and what the stars mean

18. The overall grading of an accommodation establishment and the meaning of the stars shall be as set out in Schedule 1.

SCHEDULE 1**REQUIREMENTS FOR REGISTRATION AS A HOTEL*****Requirements for registration as a hotel***

An accommodation establishment may be registered as a hotel if the establishment -

- (a) Comprises at least ten bedrooms for accommodation of guests, all of which shall be en-suite bedrooms;
- (b) Offers full meal service; and
- (c) Meets minimum requirements designated for hotels in the Registration of Accommodation Establishments Regulations, 2008.

GRADING PROCEDURES AND CRITERIA METHODOLOGY**1. Physical Facilities: Exterior****1.1 Exterior**

- (a) Signage
- (b) Driveway
- (c) Guest parking
- (d) Ground and Gardens
- (e) Appearance of Buildings

2. Physical Facilities: Interior**2.1 Bedrooms**

- (a) Bedding
- (b) Beds
- (c) Decoration
- (d) Furniture & Fittings
- (e) Flooring
- (f) Ceiling/Roofing
- (g) Floor space layout
- (h) Temperature control
- (i) Lighting
- (j) Accessories

2.2 Bathroom

- (a) Towelling
- (b) Decoration
- (c) Fixtures & Fittings
- (d) Flooring
- (e) Ceilings/Roofing
- (f) Lighting
- (g) Floor space/layout
- (h) Accessories

2.3 Public Areas

- (a) Signage
- (b) Decoration
- (c) Furniture & Fittings
- (d) Flooring
- (e) Ceiling/Roofing
- (f) Lighting
- (g) Atmosphere & Ambience

2.4 Conference Facilities

- (a) Signage
- (b) Decoration
- (c) Flooring
- (d) Furniture & Fittings
- (e) Ceiling/Roofing
- (f) Lighting
- (g) Atmosphere & Ambience

2.5 Dining Areas

- (a) Decoration
- (b) Furniture & Fittings

- (c) Flooring
- (d) Ceiling / Roofing
- (e) Lighting
- (f) Table Appointment
- (g) Menu Presentation
- (h) Atmosphere & Ambience

3. Housekeeping

- (a) Bedrooms
- (b) Guest Bathrooms
- (c) Public/Conference areas
- (d) Public Toilets
- (e) Dining Areas/Restaurants

4. Food & Beverages & Services

- (a) Breakfast: Presentation
- (b) Breakfast: Quality
- (c) Breakfast: service
- (d) Meals: Presentation
- (e) Meals: Quality
- (f) Meals: Service
- (g) Room Service: Service
- (h) Room Service: Quality
- (i) Bar/Drinks: Presentation
- (j) Bar/Drinks: Quality
- (k) Bar/Drinks: Service

5. General Service & Services





- (a) Reservations
- (b) Check-in & Check-out
- (c) Porter Service


- (d) Friendliness & Attitude
- (e) General Efficiency
- (f) Public/Conference Area Service
- (g) Guest Service

6. General

- (a) Staff Appearance
- (b) Tourist Information
- (c) Access to Communication

REQUIRED OVERALL SCORE FOR EACH GRADING BAND:

GRADING BAND	WHAT THE STARS MEAN?
5-Stars  Overall score of 91% - 100% Items to score 9 or 10 No more than 3 items to score 8 Number of unacceptable items 0	OUTSTANDING The category has exhibit an exceptionally high degree of service and hospitality, striking and luxurious facilities with attention to fine detail.
4-Stars  Overall score of 81% - 90% Items to score 8 or more No more than 3 items to score 7 All service elements to score 8, 9 or 10 Number of unacceptable items 0	EXCELLENT The property has added luxury and comfort; a high emphasis is placed on quality, décor, service, hospitality, additional facilities.
3-Stars  Overall score of 71% - 80% Items to score 7 or more No more than 4 items to score 6 All service elements to score 8, 9 or 10 Number of unacceptable items 0	VERY GOOD The property has additional services and facilities with greater emphasis on comfort, quality décor, expanded amenities, hospitality and services such as, but not limited to, room service and optional turndown service.
2-Stars  Overall score of 61% - 70% Items to score 6 or more No more than 4 items to score 5 All service elements to score 7, 8, 9 or 10 Number of unacceptable items 2	GOOD The property maintains the attributes offered at the 1-star level, while showing noticeable enhancements in room décor and quality of furniture, fittings and equipment. It must meet needs of comfort and cleanliness. It must provide good, expanded and reliable service and hospitality.

1-Star		FAIR
		
Overall score of 60%	51% -	A property that provides a modest accommodation. The establishment is functional, emphasizing clean and comfortable rooms and reliable, limited but good service and hospitality.
Items to score	5 or more	
No more than 4 items to score	4	
All service elements to score	7, 8,	
9 or 10		
Number of unacceptable items	3	

The minimum requirements for Hotels for registration purposes as set out in the "The Registration of Accommodation Establishments Regulations, 2008" is adequate for general registration and grading purposes. **Some additional minimum requirements for the top grades (4 and 5 star) are specified below and must be adhered to in order for hotels to achieve a four or five star grading:**

Description	4 Star	5 Star
General	<ul style="list-style-type: none"> • For 4 and 5 star hotels a higher level of general ambience and spaciousness shall be required in all areas of the hotel e.g. spacious corridors, bedrooms, etc. Some considerations may be taken of limitations in older or historic properties. • New, purpose built 4-star hotels that have more than 3 floors, should have lifts installed. • If not in the nearby vicinity (easy walking distance), 4- and 5-star hotels should offer a utility shop open daily from at least 24 	<ul style="list-style-type: none"> • For 4 and 5 star hotels a higher level of general ambience and spaciousness shall be required in all areas of the hotel e.g. spacious corridors, bedrooms, etc. Some considerations may be taken of limitations in older or historic properties. • New, purpose built 5-star hotels that have more than 3 floors, should have lifts installed. • If not in the nearby vicinity (easy walking distance), 4- and 5-star hotels should offer a utility shop open daily from at least 24 hours.
Reception	<ul style="list-style-type: none"> • Facsimile service on the premises, stamps & mailing facilities and Messages for guests to be recorded & handed over when collecting keys, etc. • A 24 hour wake-up call service should be made available by telephone. 	<ul style="list-style-type: none"> • Facsimile service on the premises, stamps & mailing facilities, and Messages for guests to be recorded & delivered when collecting keys, or key cards etc. • A 24 hour wake-up call service should be made available by telephone.
Food & Beverage Services	<ul style="list-style-type: none"> • There should be a served beverage service in the public lounge and bar area. • Service of alcoholic beverages may be provided throughout the day. • NOTE: Mini bars in rooms are acceptable. 	<ul style="list-style-type: none"> • There should be a served beverage service in the public lounge and bar area. • Service of alcoholic beverages may be provided throughout the day. • NOTE: Mini bars in rooms are acceptable.

Bedrooms	<ul style="list-style-type: none"> • Room size must be comfortable and adequately accommodate all the furniture provided. • The bedroom should have at least two seating chairs. • If appropriate and fit for the purpose televisions must have a remote control and wide choice of channels should be provided. • Air-conditioning and/or other forms of heating or cooling are preferred in conditions where extreme day and/or night temperatures are experienced. • There should be a hairdryer in each room. • All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet and a base cover should be on each bed. • Wireless internet service should be available in all bedrooms. 	<ul style="list-style-type: none"> • Room size must be comfortable and adequately accommodate all the furniture provided. • The bedroom should have at least two seating chairs. • New purpose built 5-star hotels should offer at least 1 suite. • If appropriate and fit for the purpose televisions must have a remote control and wide choice of channels should be provided. • Air-conditioning and/or other forms of heating or cooling are preferred in conditions where extreme day and/or night temperatures are experienced. All 5-star hotel rooms should have air-conditioning. • For 5-star hotels there should be a safe in each room. • There should be a hairdryer in each room. • All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet and a base cover should be on each bed. • Wireless internet service should be available in all bedrooms.
Bathrooms	<ul style="list-style-type: none"> • A bath and shower should be available (the shower may be over the bath). • A range of guest amenities should be provided. • If swimming facilities are provided a separate towel to be used should be made available for each guest. 	<ul style="list-style-type: none"> • A bath and shower should be available (the shower may be over the bath). • A range of guest amenities should be provided. • New, purpose built 5-star hotel bathrooms should have a separate bath and shower. • A range of quality guest amenities should be provided. • If swimming facilities are provided a separate towel to be used should be made available for each guest.
Lounge	<ul style="list-style-type: none"> • A lounge or seating area should be provided in the lobby area. 	<ul style="list-style-type: none"> • A separate lounge with seating facilities should be provided.
Stationary	<ul style="list-style-type: none"> • Stationary folders containing stationary, writing paper, envelopes and a directory of services should be provided. 	<ul style="list-style-type: none"> • Stationary folders containing stationary, writing paper, envelopes and a directory of services should be provided.
Newspapers	<ul style="list-style-type: none"> • Newspapers should be made available upon request. 	<ul style="list-style-type: none"> • Newspapers should be made available upon request.
Telephone	<ul style="list-style-type: none"> • A telephone should be provided in the bedrooms and the unit charges should be made known. • This service should be provided for 24-hours a day 	<ul style="list-style-type: none"> • A telephone should be provided in the bedrooms and the unit charges should be made available/known. • This service should be available for 24-hrs a day.

Laundry Service	<ul style="list-style-type: none"> • A Provision should be made for the following : <ul style="list-style-type: none"> • Same day, dry-cleaning, and Laundry service. • Valet service until 17:00 <p>NOTE: Dry-cleaning service may be waived, with due regard to the geographical location if contracted out.</p>	<ul style="list-style-type: none"> • A Provision should be made for the following: <ul style="list-style-type: none"> • Same day dry-cleaning; and Laundry service. • Valet service until 17:00 <p>NOTE: Dry-cleaning service may be waived, with due regard to the geographical location if contracted out.</p>
Restaurants	<ul style="list-style-type: none"> • A full service restaurant open to residents should be available if no alternative restaurant/s of high standards are available in the vicinity of the hotel. <p>A full hot meal served in a suite is also acceptable, where the establishment offers full dining facilities in each suite (i.e. table, crockery, cutlery, condiments, linen, glassware, etc).</p> <ul style="list-style-type: none"> • Room service should be provided (18 hours in 4-star hotels). This may be outsourced, but should be of a standard that conforms to the standard of the hotel. 	<ul style="list-style-type: none"> • A full service restaurant open to residents should be available if no alternative restaurant/s of high standards are available in the vicinity of the hotel. <p>A full hot meal served in a suite is also acceptable, where the establishment offers full dining facilities in each suite (i.e. table, crockery, cutlery, condiments, linen, glassware, etc).</p> <ul style="list-style-type: none"> • Room service should be provided (24 hours in 5-star hotels) This may be outsourced, but should be of a standard that conforms to the standard of the hotel.

1. PHYSICAL FACILITIES: EXTERIOR

1.1 Exterior

1.1 Exterior	Grading Score	Description
a) Signage - external to property and on grounds.	9-10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible during the day and at night.
	6-7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	3- 4-5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not even clearly visible during the day.
	1-2	Limited or No signage.
b) Driveway - may be tar, brick, gravel, or any other fit for purpose surface.	9-10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	8	Driveway in good condition, with maintained road surfaces and good drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	6-7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles. Traffic can only move in one direction, but passing areas have been allowed for and are clearly marked.
	3- 4-5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable but not by all types of vehicles. Traffic can only move in one direction and no passing areas have been allowed for.
	1-2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable even in a 4x4 vehicle

c) Guest Parking	9-10	Clearly marked parking bays (where appropriate to style of establishment) in a secure environment. External security lighting. Sufficient parking to be made available for guests
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bays where appropriate. Some external security lighting. Sufficient parking to be made available for guests.
	6-7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided. Sufficient parking to be made available for guests.
	3- 4-5	Little attempt to control parking. Owners/ staff vehicles taking up most of the available parking space. No external lighting provided. Insufficient number of pays in relation to number of rooms.
	1-2	Limited or No parking available.

d) Grounds & Gardens under the control or management of the hotel may include a swimming pool.	9-10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. Provision of garden furniture appropriate to the nature of the market attracted to the establishment. No clutter/ disorder around service areas (if accessible/ visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/ disorder around service areas (if accessible/ visible to guests). Good external lighting.
	6-7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3- 4-5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1-2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
e) Appearance of buildings	9-10	Absence of weathering, fresh well-maintained paintwork, and an overall clean and "new" look, no unsightly staining and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting. Addition of attractive architectural features (applicable to market), etc
	8	High quality paintwork and stone/ brickwork though some natural weathering may be present. All areas of paintwork to be in well- maintained condition. Some additional external features to enhance appearance.
	6-7	Paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3- 4-5	Woodwork generally in sound condition, though some areas of paint may be ageing and rather weathered. Small defects, damages, crack, etc. No evidence of recent repairs, paintwork, etc.
	1-2	Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork, cracked stone). Flaking paint, illegible signs, rotting exposed wood.

2. PHYSICAL FACILITIES - INTERIOR

2.1 BEDROOMS

Accommodation establishment may comprise of different types of rooms (i.e. rooms with different looking structures, or built at significantly different time periods) then grading should be completed for each type, and the average score for the sections applied.

a) Bedding	Grading Score	Description
	9-10	High quality linen to be laundered and well toned. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent). Good quality duvet (season and location dependent) coordinated with high quality bedroom décor and/or a separate bedcover. Bedcovers thickly quilted or similar high quality.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6-7	Sheets well toned, but not necessarily best quality linen. Medium quality bed covers/ spreads but free from stains, holes and wear.
	3-4-5	<i>Linen of cheaper polyester mixture, thinning, faded. Thin pillows/ duvets.</i>
	1-2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
b) Beds	9-10	Bed sizes frequently larger than standard single size. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (if appropriate; excellent quality). Headboards offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though may not be in a brand new condition. If appropriate, bed frames may be of an older style, but in good condition and good quality.
	6-7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. If appropriate, headboards may be a simple wooden board or continental pillow.
	3-4-5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No flaccid, broken struts, uneven legs, wobbly headboards (if appropriate) or sloping frames (if appropriate).
	1-2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/s missing stains marks and holes. Creaking frame, flaccid support.
c) Decoration	9-10	High quality wall covering (paint or wallpaper). Attention to detail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, art objects, etc although some styles require a "minimalist" approach. All work should look professional and be well executed.
	8	High quality wall covering, but need not be in excellent condition. Signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.
	6-7	Good job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good.

	3-4-5	Ageing decor that is only of an average quality to begin with. Substandard application of paint/wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1-2	Low-grade materials poorly executed. Mis-match of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp.
d) Furniture & Fittings	9-10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition (inside or on patio). Full, well-lined curtains with appropriate accessories, in working order. Blinds/shutters in excellent condition and of excellent quality. Curtains/blinds/shutters blocking external light. Electronic goods of excellent quality and in excellent condition.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Curtains to be full and good quality/condition/ blinds/shutters in good condition and of good quality. Curtains/blinds/shutters blocking external light. Good quality electronic in good condition.
	6-7	Furniture and fittings which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No jarringly uncoordinated styles – all furniture to be of a broadly similar standard. Medium quality electronic goods in good working order.
	3-4-5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Thin, short, skimpy curtains. Some stains, marks on soft fittings. Out-dated electronic equipment but in good working order or new equipment in poor state of repair.
	1-2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin, unlined curtains, stained, worn upholstery. Electronic goods: very old, not working, components broken, badly tuned, channels not conform to directory, etc.
e) Flooring	9-10	If fitted carpets, high quality fitted carpets (high percentage wools content), good thick pile and underlay, professionally laid and in excellent condition. High quality wooden or tiled flooring, professionally laid and in excellent condition with high quality occasional rug or mats. Screed flooring acceptable if of excellent quality and fits with overall design.

	8	High quality carpet beginning to show some signs of ageing (flattering or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively, cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn- through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
f) Ceiling/Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings / beams / poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork /treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.

g) Floor space/ Layout	9-10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (if market appropriate). Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area or bed. Unrestricted view of full mirror. All plug points functionally located.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a separate sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located.
	6-7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points are functionally located.
	3- 4-5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located.
	1-2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points are functionally located.
h) Temperature Control	9-10	Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition.
	8	Individual control by guest at all times. Ageing but excellent apparatus. Good quality and quiet wall mounted air-conditioners.
	6-7	Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here.
	3- 4-5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances.
	1-2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room.
i) Lighting	9-10	Overall high standard of illumination in room. Controllable dimness/ glare - either through dimming switches or a number of individually controlled lights/ lamps. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	6-7	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	3-4-5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy
	1-2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.

i) Accessories	9-10	A wide range to be provided of the following list of high quality extras for guests e.g. fruit bowl, plants, satellite television, remote controls, books and magazines, mending kit, potpourri, shoe polishing cloth or pad, biscuits, mineral water, sweets/ mints/ chocolates, tea tray with variety of teas/ hot chocolate/ coffees/ milk, comprehensive well presented room information, mini-bar, ton and toning board (on request), hair dryers (on request), plug adaptors (on request).
	8	A reasonable proportion of the above.
	6-7	A small selection of the above.
	3- 4-5	One or two items only of average quality.
	1-2	One or two items only of very poor quality.

2.2 BATHROOMS

All bathrooms should have sufficient space to allow freedom of movement for guests and access to all fittings. All grades must have en-suite bathrooms which shall include only a bath or only a shower. 4 and 5-star hotels must have a bath and shower; shower could be in the bath.

a) Towelling	Grading score	Description
	9-10	Full range of towel sizes - bath sheet (optional), bath towel, hand towel, face cloth for each guest. Provision of towelling robes. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/ towel and hand towel per guest But not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6-7	Good quality bath and hand towels in sound condition.
	3- 4-5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1-2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
b) Decoration	9-10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a good and professional job.
	6-7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3- 4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.

	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	No decoration or very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
c) Fixtures and fittings	9-10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. High quality bath. Attractive shower screen in excellent condition if separate shower. Attractive shower curtain/ screen in excellent condition if shower/ bath are combined. Good sized washbasin. Easily used, responsive controls. Hot water at all times.
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6-7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3-4-5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1-2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/ sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.
d) Flooring	9-10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a good and professional job.
	6-7	Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	Very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.

e) Ceiling/Roofing	9-10	Ceiling/ roofing to be of excellent quality and professionally fitted, no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting or damp/ condensation marks. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted, no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting or damp/ condensation marks. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/ condensation marks.
	3- 4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done. Some evidence of damp/ condensation marks.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done. Significant evidence of damp/ condensation marks.
f) Lighting	9-10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/ shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6-7	Centre light and shaving light, well positioned providing adequate light.
	3- 4-5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1-2	Gloomy, badly placed, ageing, damaged light fittings.
g) Floor Space/ Layout	9-10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6-7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3- 4-5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1-2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/ dressing. Small washbasin, cramped access to toilet.

h) Accessories	9-10	High quality toilet paper (for example 3 ply). A wide range of the following list of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6-7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3-4-5	One or two items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1-2	One or two items from the above list of poor quality (wrapped soap or shower gel is compulsory).

2.3 PUBLIC AREA

a) Signage (Internal)	Grading Score	Description
	9-10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6-7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3-4-5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not always indicated. Signs do not fit in with the décor of the establishment.
	1-2	Limited or No signage within the establishment.
b) Decoration	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, art objects, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in excellent condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Good workmanship.
	3-4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Substandard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.

c) Furniture & Fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality.
	3-4-5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive.
d) Flooring	9-10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in excellent condition. High quality wooden or tiled flooring, professionally laid in excellent condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable - merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternative cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/backing fabric, patches. Stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.

e) Ceiling/Roofing	9-10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted no flaccid ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6-7	Good job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessary professionally done.
	3-4-5	Poor quality ceiling/roofing adequately fitted, but no evidence of flaccid or splitting. Ceilings/roofing slightly stained paintwork/treatment poorly done.
	1-2	Poor quality ceilings/roofing flaccid/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and adequately done.
f) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3- 4-5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.

g) Atmosphere & Ambience	9-10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6-7	Comfortable seating area but may be used for other things at times. A degree of activity/ noise but not irritating.
	3- 4-5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1-2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/ Radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

2.4 CONFERENCE FACILITIES

a) Signage (Internal)	Grading score	Description
	9-10	Signs in excellent condition with clear indication of the internal layout of conference area. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new) with clear indication of the internal layout of conference area. Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6-7	Signs in reasonable condition but showing some signs of ageing and decay. Signs provide indication of the internal layout of conference area, but not always clear. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3- 4-5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1-2	Limited or No signage within the conference area.
b) Decoration	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, objects d'art, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in excellent condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Good workmanship
	3- 4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Substandard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
c) Furniture & Fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/ s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.

	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality.
	3- 4-5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive.
d) Flooring	9-10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in excellent condition. High quality wooden or tiled flooring, professionally laid and in excellent condition with high quality occasional rugs or mats.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used).
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places.
	3- 4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors.
	1-2	Distinct signs of wearing - visible canvas/ backing fabric, patches, stains, discolouration, obvious seams. DIY fitting -gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips.
e) Ceiling / roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted, no flaccid ceilings/ eams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3- 4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained, paintwork/ treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.

f) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights and shades of high quality manufacture and in excellent order. Lights dimmable.
	8	High quality fittings with more than adequate spread illumination for practical use. Lights dimmable.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. Some lights dimmable.
	3- 4-5	Enough light for practical use, but nothing more. Fittings dated, ageing, discolouration. No lights are dimmable.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. No lights are dimmable.
g) Atmosphere & Ambience	9-10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise in conference rooms.
	8	Good combination of décor, lighting and furniture. Limited intrusive noise in conference rooms. Reasonably spacious rooms. Coordinated décor, finishing, etc.
	6-7	Reasonable combination of décor, lighting and furniture. Some intrusive noise in conference rooms. Rooms small. Some effort towards coordinated décor, finishing etc.
	3- 4-5	Little coordination of décor, lighting and furniture. Significant intrusive noise in conference rooms. Small rooms.
	1-2	No coordination of décor, lighting and furniture. Significant intrusive noise in conference rooms. Extremely cramped rooms.

2.5 DINING AREA(S)

At least one dining area should be provided for the service of breakfast and other meals (if served).

a) Decoration	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, art objects, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in excellent condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Good workmanship.
	3- 4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated Style. Substandard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of mould, damp/ water penetration. Filthy marks on the decoration. Evidence of neglect. Unsightly paintwork or exposed wiring.
b) Furniture & Fittings	9-10	High quality in excellent condition. High degree of comfort and luxury. Attractive, coordinated extras. Decorative, occasional pieces in main room/ s and corridors. Well spaced chairs of appropriate height for tables. Coordinated design and spacious tables.

	8	High quality furniture but not necessarily new. All in sound condition. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good order. Design may take precedence over comfort.
	3- 4-5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive. Inadequate table size - cluttered and inconvenient.
c) Flooring	9-10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in excellent condition. High quality wooden or tiled flooring, professionally laid and in excellent condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpets and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition, Painted cement floors in poor condition.

d) Ceiling/Roofing	9-10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no flaccid ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6-7	Good job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1-2	Poor quality ceilings/roofing flaccid/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and adequately done.
e) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect-showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3- 4-5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
f) Table appointment	9-10	An emphasis on high standard style and high quality (stainless steel, silver, etc) (as per the market requirement). All pieces of cutlery and crockery matching and coordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/ cloth napery. Large napkins. Equally high quality accessories - ice bucket, sauce boats, jam pots, etc. Provision of appropriate styles of cutlery for different functions and different glasses/ crystal for different uses.

	8	Items of similar style and quality as in "excellent" but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
	6-7	Middle to high range domestic cutlery and crockery - all in sound condition and main service matching. Perhaps accessories of different style but good quality. Thick (multi-ply) paper napkins. Short tablecloth.
	3- 4-5	Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/ packets.
	1-2	Mis-match patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.
g) Menu Presentation (could be written, printed hard copy menu, on black board / similar or verbal)	9-10	Excellent standard of presentation. If hard copy, clear, informative layout. Attractive design in excellent condition - no grease, thumbprints, wine stains, written correlations, etc. Wine set out in clear sections and majority of items available (if not available notified on presentation of list). If verbal, presentation is clearly understood and all items described in detail. Majority of items on menu available and if not available notified on presentation of menu.
	8	High standard of presentation. If hard copy may show a little wear, though not dirty. Where a few wines or items are not available - clearly marked or verbally specified. If verbal, presentation is understood and most items described in detail.
	6-7	Good standard of presentation. If hard copy, intelligible layout but not too top quality production. Clean, not worn or grubby. Large majority of wines and items available and those that are not - clearly marked or verbally specified. If verbal, presentation reasonable and understood and some items described in detail.
	3- 4-5	Poor standard of presentation. If hard copy, scrappy appearance, well used, stained. Many wines out of stock - not marked, vintages wrong. If verbal, presentation poor and not easily understood and few items described in detail.
	1-2	No menu presentation or if presentation of unacceptable quality. If hard copy, dirty, dog-eared. Difficult to read. Wine list out of date, bears little relation to what is available. If verbal, not understood and no items described in detail.
h) Atmosphere & Ambience	9-10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6-7	Comfortable seating area but may be used for other things at times. A degree of activity/ noise but not irritating.
	3- 4-5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1-2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/ Radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

3. HOUSE KEEPING

a) Bedrooms	Grading score	Description
	9, 10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blow bulbs or broken equipment. Turn-down service, room tidied, any trays taken away. Curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6, 7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3,4, 5	Surfaces smeary/ dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1, 2	Heavy dust on surfaces, high and low. Debris in wardrobe/ drawers. Bits of paper, threads and other items, grit, etc on carpet. Long term neglect.
b) Guest Bathrooms	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/ grout.
	3- 4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1-2^	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
c) Public/Conference Areas	9-10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. flowers well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6-7	High level of cleanliness. Easy seating area -some books, magazines, etc on tables.

	3-4-5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1-2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/ wilting plants. Ashtrays unemptied. Newspapers/ books on floor. Dirty glasses/ cups on tables.
d) Public toilets	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust.
	3-4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
	1-2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
e) Dining Area/Restaurants	9-10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6-7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3-4-5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1-2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/ dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.

4. ^{SP}FOOD & BEVERAGE & SERVICES

^{FOOD}
In the case where restaurants are outsourced, it would be graded as part of the establishment premises. If takeaway meals are offered as a room service (i.e. menus of external take away operators are provided in the rooms), room service requirements shall apply.

a) Breakfast presentation	Grading Score	Description
	9-10	Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferably refrigerator counter. Wide range of hot and cold food. Preferably plated main course and eggs cooked to order (on request).
	8	Smaller items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items.
	6-7	Standard range of cold courses. Limited range of choice for cooked items. Some choice available.

	3-4-5	Only basic breakfast and limited choice for cold and hot courses.
	1-2	Badly presented. Dull combination. No choice.
b) Breakfast quality	9-10	High quality fresh ingredients (where appropriate) and wide choice. Specialty foods and unusual dishes. Wide selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order (on request).
	6-7	All ingredients of good quality - good cooking, but no unusual or sophisticated dishes.
	3-4-5	Low quality ingredients.
	1-2	Low quality ingredients, badly cooked.
c) Breakfast Service	9-10	Cheerful friendly, polite, well-trained staff. A cheerful meet and greet. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied. DIRTIES to be cleaned and top-ups noted.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6-7	Shallowness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3-4-5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1-2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
d) Meals: Presentation	9-10	Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing combination of colours, textures, and shapes. Attention to care and execution with attention on visual appeal. Calvary to be attended and rehabilitated. Buffet replenished/refreshed.
	8	Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish.
	6-7	Attractive arrangement and garnish. Neat arrangement on plate.
	3-4-5	No real attempt to enhance appearance. No variety of colours/textures. No careful arrangement. Some drying out of food, wrinkled skin on source. Not particularly hot.
	1-2	Badly presented. No garnish. Dull combination. Lukewarm.

e) Meals: Quality	9, 10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for more tastes.
	8	Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh (where appropriate) ingredients.
	6, 7	Maybe a mixture of fresh ingredients (where appropriate) and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
	3, 4, 5	Low quality food or expertly prepared. Not very appetizing but edible.
	1, 2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetizing. Inedible.
f) Meals: Service	9-10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good timing on courses and drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6-7	Shallowness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3-4-5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1-2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
g) Room Service: Service	9-10	High standard of promptness and efficiency. Telephone answered promptly. Order delivered with minimal delay. Attentive manner. Orders correct - no items wrong or missing. Appropriate condiments. Attractive presentation. Cutlery and napkin provided. Dirties removed at earliest convenience.
	8	Order taken in pleasant manner. Delivered in reasonable time. Pleasant attitude. Order correct. Asked if anything else required. Tray collected from outside room. If outsourced a tray (table), plate, and cutlery is provided by the accommodation establishment on which the guest can place their food.
	6-7	Order taken efficiently. No undue delay. Order correct but condiments absent.
	3-4-5	Some items on room service menu not available. Some delay in answering phone. Lengthy wait. Orders partially correct no napkin, knife and fork. Indifferent attitude. Told to leave tray outside room- not collected for several hours.
	1-2	Long delay in answering phone. No knowledge of what is available. Room service not available until chefs come in for shift. Order wrong. No tray. Dirties never/ taken long to clear away.

h) Room Service: Quality	9-10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Well balanced menu.
	8	Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh (where appropriate) ingredients.
	6-7	Maybe a mixture of fresh (where appropriate) ingredients and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
	3- 4-5	Low quality food or inexpertly prepared. Not very appetising but edible.
	1-2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.
i) Bar/ Drinks: Presentation	9-10	Appropriate glasses for all beverages. Beverages presented, poured and displayed appropriately - according to internationally accepted etiquette and the guest's specific request. Wide variety in beverage presentation. Wide variety of different glass types available as necessary. Guests asked how they would like their beverage presented.
	8	Some variety in different presentation styles for beverages, but overall standard presentation techniques. Presentation good, in appropriate glasses. Wines stored and poured appropriately.
	6-7	Beverage presentation standard, yet unexciting. Overall good use of different glasses.
	3- 4-5	Limited range of different glass types. Some attempt at basic etiquette.
	1-2	Beverages presented in inappropriate glasses, tins, etc. No knowledge of basic beverage presentation etiquette.
j) Bar/Drinks: Quality	9-10	Knowledgeable wine advisor to assist diners with their wine choice - with knowledge of in-stock wines. Excellent variety of wines and beverages available. Wines from a variety of different cultivars available. Excellent description of wines available (verbal or written) - including year. A variety of good quality wines available by the glass. Excellent variety of beverages, liqueurs, liquor, etc - including a variety of different brands per type of beverage.
	8	Good range of wines from a variety of cultivars. Good variety of appropriate beverages - but perhaps only one brand per option. Possibly only local beverages (with limited international brands) available. Good description of wines (verbal or written).

	6-7	Wines from a number of different cultivars available but limited choices within each. Alternatively, good number of different brands within limited cultivar range. Good, standard range of beverages.
	3- 4-5	Limited range of standard wines and beverages available.
	1-2	No variety and choice in beverages - only unbranded products available.

5. GENERAL SERVICES & SERVICES

a) Reservations	Grading Score	Description
	9-10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6-7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3- 4-5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/ offered.
	1-2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/ offered. No booking found on arrival.
b) Check-in & Check-out	9-10	Prompt, thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.
	6-7	Registered, given key and directed to room. Bill correct. Staff obviously shalling and trying to be helpful.
	3- 4-5	Name and address taken. Minimal information given. Key given no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1-2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staffs have no idea and are unshalling to assist customer. Long wait. Staff unable to cope with some forms of payment.
c) Porter service	9-10	Smart, helpful manner of staff readily available. Good knowledge of hotel facilities and local area.
	8	Shalling and friendly, and reasonably knowledgeable about most matters - shalling to find out. May have other duties but endeavours to be prompt.
	6-7	Member of staff available to carry bags, though there may be some delay. Cheerful, but not necessarily skilled in dealing with matters outside hotel environment - happy to help where he/she can.

	3- 4-5	Long delay in getting bags to room. No further help or information. Responds to requests to information or help in indifferent way.
	1-2	Bags ignored and/ or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful - clearly resents having to carry other people's bags. Not interested in helping guests.
d) Friendliness & Attitude	9-10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show shalldness to please.
	8	Cheerful demeanour and attitude. Guests shall be shown to room and given necessary information - told to ask if anything else required.
	6-7	Pleasant appearance. Shalldness to help when asked.
	3- 4-5	Neutral behaviour - no particular enthusiasm - just doing the job.
	1-2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.
e) General Efficiency	9-10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments - summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated.
	6-7	Good level of efficiency. All requests dealt with pleasantly.
	3- 4-5	Fair level of efficiency. Rather unshalld response to any requests.
	1-2	Poor level of efficiency. Marked reluctance to give any help.
f) Public/Conference Area Service	9-10	Efficient, attentive service from smart, shalld staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented.
	8	Brilliant, shalld staff, helpful and attentive, though perhaps lacks the final polish. Show shalldness when anything requested, though may have to go away to ask.
	6-7	Staff always present and respond helpfully when asked. Shalld though could possibly benefit from further training.
	3- 4-5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1-2	Surly inefficient staff - missing for long periods of time. No shalldness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
g) Guest Services	9-10	Excellent level of efficiency and complete attempt to assist with all reasonable services/ items required and find appropriate solutions.

	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated and guests requests are sometimes not fulfilled.
	6-7	Good level of efficiency. All requests dealt with pleasantly, but many requests not fulfilled.
	3- 4-5	Fair level of efficiency. Rather unshalling response to any requests and most requests not fulfilled.
	1-2	Poor level of efficiency. Marked reluctance to give any help and all requests are not fulfilled.

6. GENERAL

a) Staff Appearance- Uniforms, together with name tags are a necessity	9-10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6-7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.
	3- 4-5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
	1-2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly.
b) Tourist Information	9-10	Information packs in bedrooms or in reception/ lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff shalling to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6-7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3- 4-5	Limited information at reception only. Staffs have very limited knowledge.
	1-2	Limited or No information or out-of-date information. Staff unable to assist.
c) Access to Communication	9-10	24-hour access to external and internal communication e.g. telephone, internet, etc in bedroom or in establishment. Direct dialling available within guest rooms. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	18-hour access to external and internal communication e.g. telephone, internet, etc in bedroom or in establishment. Direct dialling available within guest rooms. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.

	6-7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3- 4-5	Poor access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1-2	Limited or no access to communication.

GUESTHOUSES : SCHEDULE 3

Requirements for registration a guesthouse

An accommodation establishment may be registered as a guest house, if the establishment:

- (1) provides accommodation and at least breakfast facilities to guests;
- (2) comprise at least five bedrooms for accommodation by guests, which-
 - (a) is separate from any private dwelling on the premises; or
 - (b) if part of or attached to a private dwelling, are separated from the dwelling by means of walls and securable doors;
- (3) meets the minimum requirements set out in the Registration of Accommodation Regulations, 2008.

GRADING PROCEDURES AND CRITERIA METHODOLOGY

The grading criteria have been developed based on guest expectations;

1. Physical Facilities: Exterior

1.1. Exterior

- (a) Signage
- (b) Driveway
- (c) Guest Parking
- (d) Ground and Gardens
- (e) Appearance of Buildings

2. Physical Facilities: Interior

2.1 Bedrooms

- (a) Bedding
- (b) Beds
- (c) Decoration
- (d) Furniture & Fittings
- (e) Flooring
- (f) Ceiling / Roofing
- (g) Floor Space / Layout

((i) Lighting

(j) Accessories

2.2 Bathroom

(a) Towelling

(b) Decoration

(c) Fixture & Fittings

(d) Flooring

(e) Ceilings / Roofing

(f) Lighting

(g) Floor Space / Layout

(h) Accessories

2.3 Guest Access Areas

(a) Signage

(b) Decoration

(c) Furniture & Fittings

(d) Flooring

(e) Ceiling/ Roofing

(f) Lighting

(g) Atmosphere & Ambience

2.4 Dining Areas

(a) Decoration

(b) Furniture & fittings

(c) Flooring

(d) Ceiling / Roofing

(e) Lighting

(f) Table Appointment

(g) Menu Presentation

(h) Atmosphere & Ambience

3. Housekeeping

- (a) Bedrooms
- (b) Guest Bathrooms
- (c) Guest Access Area
- (d) Public Toilets
- (e) Dining Areas






4. Food & Beverages & Services

- (a) Breakfast: Presentation
- (b) Breakfast: Quality
- (c) Breakfast: Service
- (d) Meals: Presentation
- (e) Meals: Quality
- (f) Meals: Service
- (g) Bar/Drinks: Presentation
- (h) Bar/Drinks: Quality
- (i) Bar/Drinks: Service

5. General Service & Services

- (a) Reservations
- (b) Check-in & Check-out
- (c) Porter Service
- (d) Friendliness & Attitude
- (e) General Efficiency
- (f) Guest Service
- (g) Staff Appearance
- (h) Tourist Information
- (i) Access to Communication

REQUIRED OVERALL SCORE FOR EACH GRADING BAND:

GRADING BAND	WHAT THE STARS MEAN?
5-Stars  Overall score of 91% - 100% Items to score 9 or 10 No more than 3 items to score 8 Number of unacceptable items 0	OUTSTANDING The category has exhibit an exceptionally high degree of service and hospitality, striking and luxurious facilities with attention to fine detail.
4-Stars  Overall score of 81% - 90% Items to score 8 or more No more than 3 items to score 7 All service elements to score 8, 9 or 10 Number of unacceptable items 0	EXCELLENT The property has added luxury and comfort; a high emphasis is placed on quality, décor, service, hospitality, additional facilities.
3-Stars  Overall score of 71%-80% Items to score 7 or more No more than 4 items to score 6 All service elements to score 8, 9 or 10 Number of unacceptable items 0	VERY GOOD The property has additional services and facilities with greater emphasis on comfort, quality décor, expanded amenities, hospitality and services such as, but not limited to, room service and optional turndown service.
2-Stars  Overall score of 61% - 70% Items to score 6 or more No more than 4 items to score 5 All service elements to score 7, 8, 9 or 10 Number of unacceptable items 2	GOOD The property maintains the attributes offered at the 1-star level, while showing noticeable enhancements in room décor and quality of furniture, fittings and equipment. It must meet needs of comfort and cleanliness. It must provide good, expanded and reliable service and hospitality.
1-Star  Overall score of 51% - 60% Items to score 5 or more No more than 4 items to score 4 All service elements to score 7, 8, 9 or 10 Number of unacceptable items 3	FAIR A property that provides a modest accommodation. The establishment is functional, emphasizing clean and comfortable rooms and reliable, limited but good service and hospitality.

Some additional minimum requirements for the top grades (4 and 5 star) are specified below and **must be adhered to** in order for lodges to achieve a four or five star grading:

Description	4 Star	5 Star
General	<ul style="list-style-type: none"> If not in the nearby vicinity (easy walking distance), 4- and 5-star Guest houses should offer a utility shop open daily from at least 24 hours. 	<ul style="list-style-type: none"> If not in the nearby vicinity (easy walking distance), 4- and 5-star Guest houses should offer a utility shop open daily from at least 24 hours.
Reception	<ul style="list-style-type: none"> Facsimile service on the premises, stamps & mailing facilities and Messages for guests to be recorded & handed over when collecting keys, etc. A 24 hour wake-up call service should be made available by telephone. 	<ul style="list-style-type: none"> Facsimile service on the premises, stamps & mailing facilities and Messages for guests to be recorded & delivered when collecting keys etc. A 24 hour wake-up call service should be made available by telephone.
Food & Beverage Services	<ul style="list-style-type: none"> There should be a served beverage service in the public lounge and/or bar area. Service of alcoholic beverages should be provided throughout the day. NOTE: Mini bars in rooms are acceptable establishments 	<ul style="list-style-type: none"> There should be a served beverage service in the public lounge and/or bar area. Service of alcoholic beverages should be provided throughout the day. NOTE: Mini bars in rooms are acceptable in some establishments
Bedrooms	<ul style="list-style-type: none"> Room size must be comfortable and adequately accommodate all the furniture provided. The bedroom should have at least two seating chairs. If appropriate and fit for the purpose televisions must have a remote control and a wide choice of channels should be provided. Air-conditioning and/or other forms of heating or cooling are preferred in conditions where extreme day and/or night temperatures are experienced. There should be a hairdryer in each room. All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet and a base cover should be on each bed. White bedding and linen should be used. Wireless internet service should be available in all bedrooms 	<ul style="list-style-type: none"> Room size must be comfortable and adequately accommodate all the furniture provided. The bedroom should have at least two seating chairs. New purpose built 5-star Guest houses should offer at least 1 suite. If appropriate and fit for the purpose televisions must have a remote control and a wide choice of channels should be provided. Air-conditioning and/or other forms of heating or cooling are preferred in conditions where extreme day and/or night temperatures are experienced. All 5-star Guest house rooms should have air-conditioning. <ul style="list-style-type: none"> For 5-star Guest houses there should be a safe in each room. There should be a hairdryer in each room. All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet and a base cover should be on each bed. White bedding and linen should be used. Wireless internet service should be available in all bedrooms

Bathrooms	<ul style="list-style-type: none"> • All guest bedrooms should have en-suite or private bathroom facilities. • A bath and shower should be available (the shower may be over the bath). • A range of guest amenities should be provided. • If swimming facilities are provided a separate towel to be used should be made available for each guest. 	<ul style="list-style-type: none"> • All guest bedrooms should have en-suite or private bathroom facilities. • A bath and shower should be available (the shower may be over the bath). • All new, purposed built 5-star guest house bathrooms should have a separate bath and shower. • A range of quality guest amenities should be provided. • If swimming facilities are provided a separate towel to be used should be made available for each guest.
Stationary	<ul style="list-style-type: none"> • Stationary folders containing stationary, writing paper, envelopes and a directory of services should be provided. 	<ul style="list-style-type: none"> • Stationary folders containing stationary, writing paper, envelopes and a directory of services should be provided.
Newspapers	<ul style="list-style-type: none"> • Newspapers should be made available and delivered to guest rooms daily 	<ul style="list-style-type: none"> • Newspapers should be made available and delivered to guest rooms daily
Telephone	<ul style="list-style-type: none"> • A telephone should be provided in the bedrooms; and the unit charges should be made known. • This service should be provided for 24-hours a day 	<ul style="list-style-type: none"> • A telephone should be provided in the bedrooms; and the unit charges should be made available/known. • This service should be available for 24-hrs a day.

Laundry Service	<p>A Provision should be made for the following :</p> <ul style="list-style-type: none"> • Same day, dry-cleaning; and • Laundry service. <p>NOTE: Dry-cleaning service may be waived, with due regard to the geographical location if contracted out.</p>	<p>A Provision should be made for the following:</p> <ul style="list-style-type: none"> • Same day dry-cleaning; and • Laundry service. <p>NOTE: Dry-cleaning service may be waived, with due regard to the geographical location if contracted out.</p>
Restaurants	<ul style="list-style-type: none"> • A full service restaurant open to residents should be available if no alternative restaurant/s of high standards are available in the vicinity of the Guest house. A full hot meal served in a suite is also acceptable, where the establishment offers full dining facilities in each suite (i.e. table, crockery, cutlery, condiments, linen, glassware, etc). • Room service should be provided (18 hours in 4-star Guest houses). This may be outsourced, but should be of a standard that conforms to the standard of the Guest house. 	<ul style="list-style-type: none"> • A full service restaurant open to residents should be available if no alternative restaurant/s of high standards are available in the vicinity of the Guest house. A full hot meal served in a suite is also acceptable, where the establishment offers full dining facilities in each suite (i.e. table, crockery, cutlery, condiments, linen, glassware, etc). • Room service should be provided (24 hours in 5-star Guest houses) This may be outsourced, but should be of a standard that conforms to the standard of the Guest house.

1. PHYSICAL FACILITIES: EXTERIOR

1.1 Exterior

a) Signage- external to property and on grounds.	Grading Score	Description
	9-10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible during the day and at night.
	6-7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	3-4-5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not even clearly visible during the day.
	1-2	Limited or No signage.
b) Driveway - may be tar, brick, gravel, or any other fit for purpose surface.	9-10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles.
	8	Driveway in good condition, with maintained road surfaces and good drainage but showing some signs of decay. Accessible by all types of vehicles.
	6-7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles.
	3-4-5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable but not by all types of vehicles.
	1-2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable and is only accessible by 4x4 vehicles.
c) Guest Parking	9-10	Clearly marked parking bays (where appropriate to style of establishment) in a secure environment. External security lighting. Sufficient parking to be made available.
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bays where appropriate. Some external security lighting. Sufficient parking to be made available.
	6-7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided. Sufficient parking to be made available.
	3-4-5	Little attempt to control parking. Owners/ staff vehicles taking up most of the available parking space. No external lighting provided. Insufficient number of parking spaces in relation to number of rooms.

	1-2	Limited or no parking available.
d) Ground & Gardens under the control or management of the establishment may include a swimming pool.		
	9-10	Evidence of systematic programme of maintenance – well tended formal gardens or attractive “natural” environment. Tidy and well-lit pathways. Attractive appearance through the year. No disorder or rubbish and no evidence of litter. Provision of garden furniture appropriate to the nature of the market attracted to the establishment. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more “natural”. Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests).
	6-7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3-4-5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1-2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
e) Appearance of Buildings	9-10	Absence of weathering, fresh well-maintained paintwork, and an overall clean and “new” look, no unsightly staining and well-maintained paintwork or wall finishing. Visible outbuildings or annexe to be of a similar standard. External lighting. Addition of attractive architectural features (applicable to market), etc.
	8	High quality paintwork and stone/brickwork though some natural weathering may be present. All areas of paintwork to be in well-maintained condition. Some additional external features to enhance appearance.
	6-7	Paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. “Plain” architectural features but still appropriate to the market.
	3-4-5	Woodwork generally in sound condition, though some areas of paint may be ageing and rather weathered. Small defects, damages, crack, etc. no evidence of recent repairs, paintwork, etc.
	1-2	Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork, cracked stone). Flaking paint, illegible signs, rotting exposed wood.

2. PHYSICAL FACILITIES: INTERIOR

2.1 BEDROOMS

a) Bedding	Grading Score	Description
	9-10	High quality linen, laundered and well toned. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent). Good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings. Comfortable linen fit in relation to bed size.
	6-7	Sheets well toned, but not necessarily best quality linen. Medium quality bed covers/ spreads but free from stains, holes and wear.
	3-4-5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/ duvets.
	1-2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
b) Beds	9-10	Bed sizes frequently larger than standard single size. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (if appropriate; excellent quality). If headboards, offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though may not be in a brand new condition. If appropriate, bed frames may be of an older style, but in good condition and good quality.
	6-7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. If appropriate, headboards may be a simple wooden board or continental pillow.
	3-4-5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No flaccid, broken struts, uneven legs, wobbly headboards (if appropriate) or sloping frames (if appropriate).
	1-2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/ s missing, stains marks and holes. Creaking frame, flaccid support.
c) Decoration	9-10	High quality wall covering (paint or wallpaper). Attention to etail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, art objects, etc. All work should look professional and be well executed.
	8	High quality wall covering, but need not be in excellent condition. Signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.

	6-7	Good job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good.
	3-4-5	Ageing décor that is only of an average quality to begin with. Sub standard application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1-2	Low-grade materials poorly executed. Mis-match of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp.
d) Furniture and Fittings	9-10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition (inside or on patio). Full, well-lined curtains with appropriate accessories, in working order. Blinds/ shutters in excellent condition and of excellent quality. Curtains/ blinds/ shutters blocking external light. Electronic goods of excellent quality and in excellent condition.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Curtains to be full and good quality/ condition. Blinds/ shutters in good condition and of good quality. Curtains/ blinds/ shutters blocking external light. Good quality electronic goods in good condition.
	6-7	Furniture and fittings which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No jarringly uncoordinated styles - all furniture to be of a broadly similar standard. Medium quality electronic goods in good working order.
	3-4-5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Thin, short, skimpy curtains. Some stains, marks on soft fittings. Out-dated electronic equipment but in good working order or new equipment in poor state of repair.
	1-2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin, unlined curtains, stained, worn upholstery. Electronic goods: Very old, not working, components broken, badly tuned, channels not conform to directory, etc.
e) Flooring	9-10	If fitted carpets, high quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.

	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burins or marks, etc. alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable – merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition – may be some small discolouration in places. Alternatively, cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use – flattened spots, bleaching by windows, some thinning. Unprofessional fitting – ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns of other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing – visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting – gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn-through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
f) Ceiling/Roofing	9-10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted no flaccid ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6-7	Good job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/roofing slightly stained paintwork/treatment poorly done.
	1-2	Poor quality ceiling/roofing flaccid/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and adequately done.

g) Floor space/Layout	9-10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (if market appropriate). Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area or bed. Unrestricted view of full mirror. All plug points functionally located.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a separate sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located.
	6-7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points are functionally located.
	3-4-5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located.
	1-2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points are functionally located.
h) Temperature Control	9-10	Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition.
	8	Individual control by guest at all times. Ageing but excellent apparatus. Good quality and quiet wall mounted air-conditioners.
	6-7	Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here.
	3-4-5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances.
	1-2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room.
i) Lighting	9-10	Overall high standard of illumination in room. Controllable dimness/ glare - either through dimming switches or a number of individually controlled lights/ lamps. Light sources in all appropriate places-especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.

j) Accessories	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	6-7	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	3-4-5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy
	1-2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
	9-10	A wide range to be provided of the following list of high quality extras for guests e.g. fruit bowl, plants, satellite television, remote controls, books and magazines, mending kit, potpourri, shoe polishing cloth or pad, biscuits, mineral water, sweets/ mints/ chocolates, tea tray with variety of teas/ hot chocolate/ coffees/ milk, comprehensive well presented room information, mini-bar, ton and toning board (on request), hair dryers (on request), plug adaptors (on request).
	8	A reasonable proportion of the above.
	6-7	A small selection of the above.
	3-4-5	One or two items only of average quality.
	1-2	One or two items only of very poor quality.

2.2 BATHROOMS

All bathrooms should have sufficient space to allow freedom of movement for guests and access to all fittings. All grades must have en-suite bathrooms which shall include only a bath or only a shower. 4 and 5-star guest houses must have a bath and shower; shower could be in the bath.

	Grading Score	Description
a) Towelling	9-10	Full range of towel sizes - bath sheet, bath towel, hand towel, face cloth for each guest. Provision of towelling robes. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/ towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6-7	Good quality bath and hand towels in sound condition.
	3-4-5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1-2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.

b) Decoration	9-10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a good and professional job.
	6-7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	No decoration or very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
c) Fixtures and Fittings	9-10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. High quality bath. Attractive shower screen in excellent condition if separate shower. Attractive shower curtain/ screen in excellent condition if shower/ bath is combined. Good sized washbasin. Easily used, responsive controls. Hot water at all times.
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6-7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3-4-5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1-2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/ sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.
d) Flooring	9-10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.

	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a good and professional job.
	6-7	Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	Very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.
e) Ceiling/Roofing	9-10	Ceiling/ roofing to be of excellent quality and professionally fitted, no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting or damp/ condensation marks. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted, no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting or damp/ condensation marks. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/ condensation marks.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done. Some evidence of damp/ condensation marks.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done. Significant evidence of damp/ condensation marks.

f) Lighting	9-10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/ shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6-7	Centre light and shaving light, well positioned providing adequate light.
	3-4-5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1-2	Gloomy, badly placed, ageing, damaged light fittings.
g) Floor Space/Layout	9-10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6-7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3-4-5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1-2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/ dressing. Small washbasin, cramped access to toilet.
h) Accessories	9-10	High quality toilet paper (for example 3 ply). A wide range of the following list of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6-7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3-4-5	One or two items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1-2	One or two items from the above list of poor quality (wrapped soap or shower gel is compulsory).

2.3 GUEST ACCESS AREA

a) Signage	Grading Score	Description
	9-10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6-7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3-4-5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not always indicated. Signs do not fit in with the décor of the establishment.
	1-2	Signs in terrible condition with many signs of ageing and decay. Areas open and not open to guests are not indicated at all. Signs do not fit in with the décor of the establishment.
b) Decoration	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, art objects, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Good workmanship.
	3-4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Sub standard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
c) Furniture and Fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/ s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality.
	3-4-5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.

	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive.
d) Flooring	9-10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable -
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable - merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/ backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
e) Ceiling/Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted, no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained, paintwork/ treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.

f) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3-4-5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
g) Atmosphere & Ambience	9-10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6-7	Comfortable seating area but may be used for other things at times. A degree of activity/ noise but not irritating.
	3-4-5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1-2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/ radio/ noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

2.4 DINING AREA

a) Decoration	Grading Score	Description
	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Interesting architectural features, artwork, art objects, etc. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Good workmanship.

	3-4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Sub standard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
b) Furniture & Fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative occasional pieces in main room/ s and corridors. Well spaced chairs of appropriate height for tables. Coordinated design and spacious tables.
	8	High quality furniture but not necessarily new. All in sound condition but may have "lived-in" feel. Alternatively more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages but all in good order. Design may take precedence over comfort.
	3-4-5	Uncoordinated style. Ageing seating. May show marks. Sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive. Inadequate table size - cluttered and inconvenient.
c) Flooring	9-10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable - merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.

	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/ backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
d) Ceiling / Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted, no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
e) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3-4-5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.

	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
f) Table Appointment	9-10	An emphasis on style and high quality (stainless steel, silver, etc) (as per the market requirement). All pieces of cutlery and crockery matching and coordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/ cloth napery. Large napkins. Equally high quality accessories - ice bucket, sauce boats, jam pots, etc. Provision of appropriate styles of cutlery for different functions and different glasses/ crystal for different uses.
	8	Items of similar style and quality as in "excellent" but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
	6-7	Middle to high range domestic cutlery and crockery - all in sound condition and main service matching. Perhaps accessories of different style but good quality. Thick (multi-ply) paper napkins. Short tablecloth.
	3-4-5	Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/ packets.
	1-2	Mis-match patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.
g) Menu Presentation (could be written, printed hard copies, a black board/ similar/ verbal)	9-10	Excellent standard of presentation. If hard copy, clear, informative layout. Attractive design in excellent condition - no grease, thumbprints, wine stains, written correlations, etc. Wine set out in clear sections and majority of items available (if not available notified on presentation of list). If verbal, presentation is clearly understood and all items described in detail. Majority of items on menu available and if not available notified on presentation of menu.
	8	High standard of presentation. If hard copy may show a little wear, though not dirty. Where a few wines or items are not available - clearly marked or verbally specified. If verbal, presentation is understood and most items described in detail.
	6-7	Good standard of presentation. If hard copy, intelligible layout but not too top quality production. Clean, not worn or grubby. Large majority of wines and items available and those that are not - clearly marked or verbally specified. If verbal, presentation reasonable and understood and some items described in detail.
	3-4-5	Poor standard of presentation. If hard copy, scrappy appearance, well used, stained. Many wines out of stock - not marked, vintages wrong. If verbal, presentation poor and not easily understood and few items described in detail.
	1-2	No menu presentation or if presentation of unacceptable quality. If hard copy, dirty, dog-eared. Difficult to read. Wine list out of date, bears little relation to what is available. If verbal, not understood and no items described in detail.
h) Atmosphere & Ambience	9-10	Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience.

	8	High standard of fabric. Perhaps busy, with some background noise. Tables rather close together. A little noise from the bar.
	6-7	Tables quite close but with sufficient space to allow private conversation and staff and customers to pass without inconvenience. A certain amount of noise and activity from other areas.
	3-4-5	Crowded tables, awkward access. Difficult to have private conversation. Intrusive noise, stuffy.
	1-2	Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy.

3. HOUSE KEEPING

a) Bedrooms	Grading Score	Description
	9-10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blow bulbs or broken equipment. Turndown service, room tidied, any trays taken away. Curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6-7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance- odd bulb blown. All surfaces free from dirt and polished.
	3-4-5	Surfaces smeary/ dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1-2	Very heavy dust on surfaces, high and low. Debris in wardrobe/ drawers. Bits of paper, threads and other items, grit, etc on carpet. Long term neglect.
b) Guest Bathrooms	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/ grout.
	3-4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1-2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.

c) Guest Access Areas	9-10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. flowers well arranged. Newspapers, books, etc up to date and tidy
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6-7	High level of cleanliness. Easy seating area may have "lived-in" feel - some books, magazines, etc on tables.
	3-4-5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
d) Public Toilets	1-2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/ wilting plants. Ashtrays unemptied. Newspapers/ books on floor. Dirty glasses/ cups on tables.
	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust.
	3-4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
e) Dining Area	1-2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
	9-10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6-7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3-4-5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1-2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/ dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.

4. FOOD & BEVERAGE & S SERVICES

In the case where restaurants are outsourced, it would be graded as part of the establishment premises. If takeaway meals are offered as a room service (i.e. menus of external take away operators are provided in the rooms), room service requirements shall apply.

a) Breakfast: Presentation	9-10	Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferably refrigerator counter (dependent on location and energy supply). Good range of hot and cold food. Preferably plated main course and eggs cooked to order (on request).
	8	Smaller items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items.
	6-7	Standard range of cold courses. Limited range of choice for cooked items. Some choice available.
	3-4-5	Only basic breakfast and limited choice for cold and hot courses.
	1-2	Badly presented. Dull combination. No choice.
b) Breakfast: Quality	9-10	High quality fresh ingredients (where appropriate) and wide choice. Specialty foods and unusual dishes. Wide selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order (on request).
	6-7	All ingredients of good quality - good cooking, but no unusual or sophisticated dishes.
	3-4-5	(Low quality ingredients.
	1-2	Low quality ingredients, badly cooked.
c) Breakfast: Service	9-10	Cheerful friendly, polite, well-trained staff. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied. DIRTIES to be cleaned and top-ups noted.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6-7	Shallowness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3-4-5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1-2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.

d) Meals: Presentation	9-10	Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing combination of colours, textures, and shapes. Attention to care and execution with attention on visual appeal. Carvery to be attended and rehabilitated. Buffet replenished/ refreshed.
	8	Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish.
	6-7	Attractive arrangement and garnish. Neat arrangement on plate.
	3-4-5	No real attempt to enhance appearance. No variety of colours/ textures. No careful arrangement. Some drying out of food, wrinkled skin on source. Not particularly hot.
	1-2	Badly presented. No garnish. Dull combination. Lukewarm.
e) Meals: Quality	9-10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for more tastes.
	8	Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh (where appropriate) ingredients.
	6-7	Maybe a mixture of fresh ingredients (where appropriate) and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
	3-4-5	Low quality food or expertly prepared. Not very appetizing but edible.
	1-2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetizing. Inedible.
f) Meals: Service	9-10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good timing on courses and drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6-7	Shallowness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3-4-5	Low skills but basically pleasant. Informality bordering on inefficiency not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1-2	Surly, indifferent, poorly skilled staff. Slow service. or interest. No professionalism or interest.

g) Bar/Drinks: Presentation	9-10	Appropriate glasses for all beverages. Beverages presented, poured and displayed appropriately - according to internationally accepted etiquette and the guest's specific request. Wide variety in beverage presentation. Wide variety of different glass types available as necessary. Guests asked how they would like their beverage presented.
	8	Some variety in different presentation styles for beverages, but overall standard presentation techniques. Presentation good, in appropriate glasses. Wines stored and poured appropriately.
	6-7	Beverage presentation standard, yet unexciting. Overall good use of different glasses.
	3-4-5	Limited range of different glass types. Some attempt at basic etiquette.
	1-2	Beverages presented in inappropriate glasses, tins, etc. No knowledge of basic beverage presentation etiquette.
h) Bar/ Drinks: Quality	9-10	Knowledgeable wine advisor to assist diners with their wine choice -with knowledge of in-stock wines. Excellent variety of wines and beverages available. Wines from a variety of different cultivars available. Excellent description of wines available (verbal or written) - including year. A variety of good quality wines available by the glass. Excellent variety of beverages, liqueurs, liquor, etc - including a variety of different brands per type of beverage.
	8	Good range of wines from a variety of cultivars. Good variety of appropriate beverages - but perhaps only one brand per option. Possibly only local beverages (with limited international brands) available. Good description of wines (verbal or written).
	6-7	Wines from a number of different cultivars available but limited choices within each. Alternatively, good number of different brands within limited cultivar range. Good, standard range of beverages.
	3-4-5	Limited range of standard wines and beverages available.
	1-2	No variety and choice in beverages - only unbranded products available.
i) Bar/Drinks: Service	9-10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good timing on courses and drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6-7	Shallowness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3-4-5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1-2	Surly, indifferent, poorly skilled staff. Slow service. No Professionalism or interest.

5. GENERAL SERVICE & SERVICES

a) Reservations	Grading Score	Description
	9-10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6-7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3-4-5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/ offered.
	1-2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/ offered. No booking found on arrival.
b) Check-in & Check-out		
	9-10	Prompt, thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.
	6-7	Registered, given key and directed to room. Bill correct. Staff obviously shalling and trying to be helpful.
	3-4-5	Name and address taken. Minimal information given. Key given, no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1-2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staff have no idea and are unshalling to assist customer. Long wait. Staff unable to cope with some forms of payment.
c) Porter Service		
	9-10	Smart, helpful manner of staff readily available. Good knowledge of Guest house facilities and local area.
	8	Shalling and friendly, and reasonably knowledgeable about most matters - shalling to find out. May have other duties but endeavours to be prompt.
	6-7	Member of staff available to carry bags, though there may be some delay. Cheerful, but not necessarily skilled in dealing with matters outside Guest house environment - happy to help where he/she can.
	3-4-5	Long delay in getting bags to room. No further help or information. Responds to requests to information or help in indifferent way.

	1-2	Bags ignored and/ or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful - clearly resents having to carry other people's bags. Not interested in helping guests.
d) Friendliness & Attitude	9-10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show shaliness to please.
	8	Cheerful demeanour and attitude. Guests shall be shown to room and given necessary information - told to ask if anything else required.
	6-7	Pleasant appearance. Shaliness to help when asked.
	3-4-5	Neutral behaviour - no particular enthusiasm - just doing the job.
	1-2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything
e) General Efficiency	9-10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments - summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated.
	6-7	Good level of efficiency. All requests dealt with pleasantly.
	3-4-5	Fair level of efficiency. Rather unshalling response to any requests.
	1-2	Poor level of efficiency. Marked reluctance to give any help.
f) Guest Services	9-10	Excellent level of efficiency and complete attempt to assist with all reasonable services/ items required and find appropriate solutions.
	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated and guests requests are sometimes not fulfilled.
	6-7	Good level of efficiency. All requests dealt with pleasantly, but many requests not fulfilled.
	3-4-5	Fair level of efficiency. Rather unshalling response to any requests and most requests not fulfilled.
	1-2	Poor level of efficiency. Marked reluctance to give any help and all requests are not fulfilled.

g) Staff Appearance	9-10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6-7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.
	3-4-5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
	1-2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly.
h) Tourist Information	9-10	Information packs in bedrooms or in reception/ lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff shalling to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6-7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3-4-5	Limited information at reception only. Staffs have very limited knowledge.
	1-2	No information or out-of-date information. Staff unable to assist.
i) Access to Communication	9-10	24-hour access to external and internal communication e.g. telephone, internet, etc in bedroom or in establishment. Direct dialling available within guest rooms. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	18-hour access to external and internal communication e.g. telephone, internet, etc in bedroom or in establishment. Direct dialling available within guest rooms. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6-7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3-4-5	Poor access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1-2	Limited or No access to communication.

LODGES: SCHEDULE 4***Requirements for registering a lodge***

An accommodation establishment located in natural surroundings offering food and beverage services, and some outdoor activities like game viewing, canoeing, etc. Their rates are usually inclusive of food and beverage and activities.

GRADING PROCEDURES**1. Physical Facilities****1.1 Exterior**

- a) Signage
- b) Driveway
- c) Guest Parking
- d) Ground and Gardens
- e) Outdoor Guest Seating
- f) Recreational Facilities
- g) Appearance of Buildings

2. Physical Facilities**2.1 Bedrooms**

- a) Bedding
- b) Beds
- c) Decoration
- d) Furniture & Fittings
- e) Flooring
- f) Ceiling/Roofing
- g) Floor space/Layout
- h) Temperature Control
- i) Lighting
- j) Accessories

2.2 Bathroom

- a) Towelling
- b) Decoration
- c) Fixtures & Fittings
- d) Flooring
- e) Ceilings / Roofing
- f) Lighting
- g) Floor space / Layout
- h) Accessories

2.3 Dining Areas

- a) Decoration
- b) Furniture & Fittings
- c) Flooring
- d) Ceiling / Roofing
- e) Lighting
- f) Table Appointment
- g) Menu Presentation
- h) Atmosphere & Ambience

2.4 Public Areas

- a) Signage
- b) Decoration
- c) Furniture & Fitting
- d) Flooring
- e) Ceiling / Roofing
- f) Lighting
- g) Atmosphere & Ambience

3. Housekeeping

- (a) Bedrooms

- (b) Bathrooms
- (c) Public areas
- (d) Dining Areas
- (e) Public Toilets

4. Food & Beverages & Services

- (a) Breakfast: Presentation
- (b) Breakfast: Quality
- (c) Breakfast: Service
- (d) Meals: Presentation
- (e) Meals: Quality
- (f) Meals: Service
- (g) Bar/Drinks: Presentation
- (h) Bar/Drinks: Quality
- (i) Bar/Drinks: Service

5. General Service & Services

- (a) Reservations
- (a) Check-in & Check-out
- (b) Porter Service
- (c) Friendliness & Attitude
- (d) General Efficiency
- (e) Public Area Service
- (f) Guest Service
- (g) Staff Appearance
- (h) Tourist Information
- (i) Access to Communication

The minimum requirements for lodges for registration purposes as set out in the *"The Registration of Accommodation Establishments Regulations, 2008"* is adequate for general registration and grading purposes. Some additional minimum requirements for the top grades (4 and 5 star) are specified below and **must be adhered to** in order for lodges to achieve a four or five star grading:

Description	4 Star	5 Star
General	<ul style="list-style-type: none"> • New, purpose built 4-star Lodges that have more than 3 floors, should have lifts installed. • If not in the nearby vicinity (easy walking distance), 4- and 5-star lodges should offer a utility shop open daily from at least 24 hours. 	<ul style="list-style-type: none"> • New, purpose built 5-star Lodges that have more than 3 floors, should have lifts installed. • If not in the nearby vicinity (easy walking distance), 4- and 5-star lodges should offer a utility shop open daily from at least 24 hours.
	<ul style="list-style-type: none"> • Facsimile service on the premises, stamps & Mailing facilities and Messages for guests to be recorded & handed over when collecting keys, etc. • Foreign exchange service should be provided. • A 24 hour wake-up call service should be made available by telephone. 	<ul style="list-style-type: none"> • Facsimile service on the premises, stamps & mailing facilities; and Messages for guests to be recorded and delivered when collecting keys, or key cards etc. • Foreign exchange service should be provided. • A 24 hour wake-up call service should be made available by telephone.
Food & Beverage Services	<ul style="list-style-type: none"> • There should be a served beverage service in the public lounge and/or bar area. • Service of alcoholic beverages should be provided throughout the day. • Mini bars in rooms are acceptable. 	<ul style="list-style-type: none"> • There should be a served beverage service in the public lounge and/or bar area. • Service of alcoholic beverages should be provided throughout the day. • Mini bars in rooms are acceptable.

Bedrooms	<ul style="list-style-type: none"> • Room size must be comfortable and adequately accommodate all the furniture provided. • The bedroom should have at least two seating chairs. • If appropriate and fit for the purpose televisions must have a remote control and a wide choice of channels should be provided. • Air-conditioning and/or other forms of heating or cooling are preferred in conditions where extreme day night temperatures are experienced. • There should be a hairdryer in each room. • All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet and a base cover should be on each bed. • Wireless internet service should be available in all bedrooms. 	<ul style="list-style-type: none"> • Room size must be comfortable and adequately accommodate all the furniture provided. • The bedroom should have at least two chairs. • New purpose built 5-star lodges should offer at least 1 suite. • If appropriate and fit for the purpose televisions must have a remote control and a wide choice of channels should be provided. Air-conditioning and/or other forms of heating or cooling are preferred in conditions where extreme day and/or night temperatures are experienced. <p>All 5-star lodge rooms should have air-conditioning.</p> <ul style="list-style-type: none"> • For 5-star lodges there should be a safe in each room. • There should be a hairdryer in each • There should be a hairdryer in each room. • All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet and a base cover should be on each bed. • If duvets are to be used, an under-sheet, Top-sheet and blanket should be provided. • Wireless internet service should be available in all bedrooms.
Bathrooms	<ul style="list-style-type: none"> • A bath and shower should be available (the shower may be over the bath). • A range of guest amenities should be provided. • If swimming facilities are provided a separate towel to be used should be available for each guest. 	<ul style="list-style-type: none"> • A bath and shower should be available (the shower may be over the bath). • A range of guest amenities should be provided. • New, purpose built 5-star lodge bathrooms should have a separate bath and shower. • A range of quality guest amenities should be provided.

		<ul style="list-style-type: none"> If swimming facilities are provided a separate towel to be used should be made available for each guest.
Lounge	<ul style="list-style-type: none"> A lounge or seating area should be provided in the lobby area 	<ul style="list-style-type: none"> A separate lounge with seating facilities be provided.
Stationary	<ul style="list-style-type: none"> Stationary folders containing writing paper, envelopes and a directory of services should be provided. 	<ul style="list-style-type: none"> Stationary folders containing stationary, writing paper, envelopes and a directory services should be provided.
Newspapers	<ul style="list-style-type: none"> Newspapers should be made available delivered to guest. 	<ul style="list-style-type: none"> Newspapers should be made available and delivered to guest rooms daily.
Telephone	<ul style="list-style-type: none"> A telephone should be provided in the bedrooms and the unit charges should be made known. This service should be provided for 24-hours a day. 	<ul style="list-style-type: none"> A telephone should be provided in the bedrooms and the unit charges should be made available/known. This service should be available for 24-hrs a day.

Laundry Service	<p>A Provision should be made for the following :</p> <ul style="list-style-type: none"> Same day, dry-cleaning; and Laundry service. <p>NOTE: Dry-cleaning service may be waived, with due regard to the geographical location if contracted out.</p>	<p>A Provision should be made for the following:</p> <ul style="list-style-type: none"> Same day dry-cleaning; and Laundry service. <p>NOTE: Dry-cleaning service may be waived, with due regard to the geographical location if contracted out.</p>
Restaurants	<ul style="list-style-type: none"> A full service restaurant open to residents should be available if no alternative restaurant/s of high standards are available in the vicinity of the lodge. A full hot meal served in a suite is also acceptable, where the establishment offers full dining facilities in each suite (i.e. table, crockery, cutlery, condiments, linen, glassware, etc). Room service should be provided (18 hours in 4-star lodges). This may be outsourced, but should be of a standard that conforms to the standard of the lodge. 	<ul style="list-style-type: none"> A full service restaurant open to residents should be available if no alternative restaurant/s of high standards are available in the vicinity of the lodge. A full hot meal served in a suite is also acceptable, where the establishment offers full dining facilities in each suite (i.e. table, crockery, cutlery, condiments, linen, glassware, etc). Room service should be provided (24 hours in 5-star lodges) This may be outsourced, but should be of a standard that conforms to the standard of the lodge.

1. PHYSICAL FACILITIES: EXTERIOR

1.1 Exterior

a) Signage - external to property and on grounds.	Grading score	Description
	9-10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible from all access points/ directions and during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible from all directions and during the day and at night.
	6-7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are not visible from all directions and only visible during the day.
	3-4-5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not visible from all directions
	1-2	Limited or No signage.
b) Driveway (including access to units, if relevant) – may be tar, brick, gravel, or any other fit for purpose surface.	9-10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles and/or only 4x 4 (as required by market). Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	8	Driveway in good condition, with maintained road surfaces and good drainage but showing some signs of decay. Accessible by all types of vehicles and/or only 4x 4 (as required by market). Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	6-7	Driveway in reasonable condition, but some small potholes/puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles and/or only 4x 4 (as required by market). Passing areas have been allowed for but are not clearly marked.
	3-4-5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable. Not accessible by all types of vehicles, mainly 4x 4, but acceptable if that is transport of primary source markets. No passing areas have been allowed for.
	1-2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable. Only accessible by 4x4 vehicles, but acceptable if that is transport of primary source markets. No passing areas have been allowed for.
c) Guest parking	9-10	Clearly marked parking bays in a secure environment. External security lighting (if appropriate to environment).

	8	Organised and secure parking. Marked bays where appropriate. Some external security lighting (if appropriate to environment).
	6-7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided.
	3-4-5	Little attempt to control parking. Owners/ staff vehicles taking up most of the available parking space.
	1-2	Limited or No parking available.
d) Grounds & Gardens under the control or management of the establishment may include a swimming pool.	9-10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways (as appropriate to location/ lighting source). Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. No clutter/ disorder around service areas (if accessible/ visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/ disorder around service areas (if accessible/ visible to guests). Good external lighting (as appropriate to location/ lighting source).
	6-7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting (as appropriate to location/ lighting source). Clear access.
	3-4-5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to -a minimum.
	1-2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting (as appropriate to location/ lighting source).
e) Outdoor guest seating/ relaxation areas (this may include private terraces adjacent to the rooms or general seating areas)	9-10	Provision of high quality outdoor furniture/ seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/ seating facilities in excellent condition. Outdoor seating area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.
	8	Provision of good quality outdoor furniture/ seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/ seating facilities in good condition but showing some wear. Outdoor seating area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.

	6-7	Provision of reasonable quality outdoor furniture/ seating facilities appropriate to the nature of the market attracted to the establishment, but insufficient to cater for all guests. Furniture/ seating facilities in reasonable condition - showing some wear but evidence of maintenance. Outdoor seating area has an attractive appearance for most of the year, however some evidence of disorder or rubbish/ litter.
	3-4-5	Provision of poor quality outdoor furniture/ seating facilities and insufficient to cater for all guests. Furniture/ seating facilities in poor condition - showing significant wear and no evidence of maintenance. Outdoor seating area has an unattractive with evidence of disorder or rubbish/ litter.
	1-2	Limited or No outdoor relaxation areas provided.
f) Recreational facilities (not to assess the extent of facilities provided, only the quality/ condition of actual facilities offered)	9-10	Recreational facilities (either provided on the premises or offered on other premises) provided of excellent quality and in excellent condition.
	8	Recreational facilities (either provided on the premises or offered on other premises) provided of good quality and in good condition (showing some wear but evidence of maintenance). Or of high quality but only reasonable condition.
	6-7	Recreational facilities (either provided on the premises or offered on other premises) provided of reasonable quality and in reasonable condition (showing wear and maintenance seem haphazard).
	3-4-5	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in poor condition (showing considerable wear and maintenance seem haphazard).
	1-2	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in total state of disrepair. No evidence of maintenance.
g) Appearance of Buildings	9-10	Absence of weathering, fresh well-maintained paintwork, and an overall clean and "new" look, no unsightly staining and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting. Addition of attractive architectural features (applicable to market), etc.
	8	High quality maintenance of paintwork and stone /brickwork though some natural weathering may be present. All areas of paintwork to be in sound condition. Some additional external features to enhance appearance.
	6-7	Paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3-4-5	Woodwork generally in sound condition, though some areas of paint may be ageing and rather weathered. Small defects, damage, crack, etc. No evidence of recent repairs, paintwork, etc.
	1-2	Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork, cracked stone). Flaking paint, illegible signs, rotting exposed wood.

2. PHYSICAL FACILITIES - INTERIOR

2.1 BEDROOMS

Should establishment comprise of different types of rooms (i.e. rooms with different looking structures, or built at significantly different time periods) then grading should be completed for each type, and the average score for the sections applied.

a) Bedding	Grading Score	Description
	9-10	High quality linen, laundered and well toned. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent). Good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6-7	Sheets well toned, but not necessarily best quality linen. Medium quality bed covers/ spreads but free from stains, holes and wear.
	3-4-5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/ duvets.
	1-2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
b) Beds	9-10	Bed sizes frequently larger than standard single size. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (excellent quality). Concrete bases acceptable as long as interesting design features added and of excellent workmanship and fits with overall design. If headboards, offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though not new. Bed frames may be of an older style, but in good condition and good quality.
	6-7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. Headboards may be a simple wooden board or continental pillow.
	3-4-5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No flaccid, broken struts, uneven legs, wobbly headboards or sloping frames.
	1-2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/ s missing, stains marks and holes. Creaking frame, flaccid support.
c) Decoration	9-10	High quality wall covering (paint or wallpaper). Attention to detail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, art objects, etc. All work should look professional and be well executed. If natural stone used for wall covering, in excellent condition.
	8	High quality wall covering, but need not be in excellent condition. Signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good. If natural stone used for wall covering, in good condition.

	6-7	Good job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good. If natural stone used for wall covering, in reasonable condition showing some ageing.
	3-4-5	Ageing décor, this is of an average quality. Sub standard application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear. If natural stone used for wall covering, in poor condition.
	1-2	Low-grade materials poorly executed. Mis-match of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp. If natural stone used for wall covering, in unacceptable condition.
d) Furniture and Fittings	9-10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition (inside or on patio). Full, well-lined curtains with appropriate accessories, in working order.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Curtains to be full and effective in retaining heat/ keeping out light.
	6-7	Furniture which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No jarringly uncoordinated styles - all furniture to be of a broadly similar standard.
	3-4-5	Furniture of average quality and in well-used condition. Little coordination of styles; some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Thin, short, skimpy curtains. Some stains, marks on soft fittings.
	1-2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin, unlined curtains, stained, worn upholstery.
e) Flooring	9-10	High quality wooden, tiled or stone flooring, professionally laid and in pristine condition covered with high quality occasional rugs or mats. Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.
	8	Wooden, tiled or stone flooring in need of buffing but with high quality rugs. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.

6-7	Wooden, tiled or stone floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
1-2	Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.

f) Ceiling/ Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork/ treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
g) Floor space/ Layout	9-10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (if market appropriate). Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area or bed. Unrestricted view of full mirror. All plug points functionally located.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a separate sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located.
	6-7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points are functionally located.
	3-4-5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes etc. Little room for luggage. Few plug points are functionally located.
	1-2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points are functionally located.
h) Temperature Control	9-10	Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition. If location/energy supply does not allow for air conditioning, significant other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.

	8	Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners (if appropriate). If location/energy supply does not allow for air conditioning, several other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.
	6-7	Effective heating and/ or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here (if appropriate). If location/energy supply does not allow for air conditioning, some other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.
	3-4-5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. If location/ energy supply does not allow for air conditioning, one or two other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.
	1-2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. If location/ energy supply does not allow for air conditioning, no other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.
i) Lighting	9-10	Overall high standard of illumination in room. Controllable Dimness/glare. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	6-7	More than adequate room light. Quality bedside and/ or bed head lamps with control by each occupant. Preferably further sources of light in room but not necessarily. Good blend of natural/ electric light during day.
	3-4-5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1-2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
j) Accessories	9-10	A wide range to be provided of the following list of high quality extras for guests e.g. fruit bowl, plants, books and magazines, mending kit, potpourri, shoe polishing cloth or pad, biscuits, mineral water, sweets/ mints/ chocolates, tea tray with variety of teas/ hot chocolate/ coffees/ milk, comprehensive well presented room information, mini-bar, ton and toning board or valet service (on request), laundry service (on request), hair dryers (on request), plug adaptors (on request).
	8	A reasonable proportion of the above.
	3-4-5	One or two items only of average quality.
	3-4-5	One or two items only of average quality.
	1-2	One or two items only of very poor quality.

2.2 BATHROOMS

All bathrooms should have sufficient space to allow freedom of movement for guests and access to all fittings.

All grades must have en-suite bathrooms which shall include only a bath or only a shower. 4 and 5-star lodges must have a bath and shower; shower could be in the bath.

a) Towelling	Grading Score	Description
	9-10	Full range of towel sizes - bath sheet, bath towel, hand towel, face cloth for each guest. Provision of towelling robes. Thick, heavy, fluffy quality with plenty of pile. Replace on guest request/ instruction, but at least every second day (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/ towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6-7	Good quality bath and hand towels in sound condition.
	3-4-5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1-2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
b) Decoration	9-10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a good and professional job.
	6-7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	No decoration or very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
c) Fixtures & Fittings (no curtains/screens required for outside showers)	9-10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy and high quality bath. Attractive shower screen (no curtains). Good sized washbasin. Easily used, responsive controls. Hot water at all times (dependent on location and energy supply).

	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6-7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.

	3-4-5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1-2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/ sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage etc.
d) Flooring	9-10	Tiled or stone flooring in need of buffing but with high quality rugs. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	8	Tiled or stone floors a little scratched in places. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	6-7	Chipped tiled or stone floors. Painted cement floor acceptable, but must be in reasonable condition. All flooring to be sealed.
	3-4-5	Painted cement floors in poor condition. Flooring not sealed.
	1-2	Numerous chips and entire pieces missing. Flooring not sealed.
e) Ceiling/ Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings / beams / poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
f) Lighting	9-10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/ shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6-7	Centre light and shaving light, well positioned providing adequate light.

	3-4-5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1-2	Gloomy, badly placed, ageing, damaged light fittings.
g) Floor Space/Lay out	9-10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6-7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3-4-5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1-2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/ dressing. Small washbasin, cramped access to toilet.
h) Accessories	9-10	High quality toilet paper (for example 2-ply). A wide range of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, laundry rack (on request), etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6-7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3-4-5	One or two items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1-2	One or two items from the above list of poor quality (wrapped soap or shower gel is compulsory).

2.3 DINING AREA(S)

(All areas used for dining purposes must be graded, i.e. formal dining room, lapas, bomas, outside picnic or braai areas, etc.)

	Grading Score	Description
a) Decoration (Not relevant for bomas and outside dining areas; wall covering could be canvas or in other material)	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Interesting features, artwork, art objects, etc. No evidence of ageing, wear and tear. High quality professional finish. If natural stone used for wall covering, in excellent condition.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, tears or scuffs. Professional workmanship. If natural stone used for wall covering, in good condition.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. good workmanship. If natural stone used for wall covering, in reasonable condition showing some ageing.
	3-4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Sub standard application of décor. Little design input or coordination. Tired. If natural stone used for wall covering, in poor condition.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/water penetration. Grubby marks. Evidence of neglect. Unsightly/paintwork or exposed wiring. If natural stone used for wall covering, in unacceptable condition.
b) Furniture & Fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/ s and corridors. Well spaced chairs of appropriate height for tables. Coordinated design and spacious tables.
	8	High quality furniture but not necessarily new. All in sound condition. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good order. Design may take precedence over comfort.
	3-4-5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive. Inadequate table size - cluttered and inconvenient.
c) Flooring	9-10	High quality fitted carpets (high percentage wool content), wooden, tiled or tone flooring, professionally laid and in pristine condition covered with high quality occasional rugs or mats. Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.

	8	High quality carpet beginning to show some signs of use (flattening or wearing), no stains, burns or marks, etc. Wooden, tiled or stone flooring in need of buffing but with high quality rugs. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	6-7	High quality carpet with flattening areas of most traffic but all in sound condition. Wooden, tiled or stone floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. There should be no holes, tears, burns or other defects that render the carpet unsound. Chipped wooden, tiled or stone floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration and obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
d) Ceiling/ Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings / beams / poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
e) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3-4-5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting. Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.

	1-2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/radio/ noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.
f) Table Appointment (Relevant for bomas and outside dining areas)	9-10	An emphasis on style and high quality (stainless steel, silver, etc) (as per the market requirement). All pieces of cutlery and crockery matching and coordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/ cloth napery. Large napkins. Equally high quality accessories - ice bucket, sauce boats, jam jars, etc. Provision of appropriate styles of cutlery for different functions and different glasses/ crystal for different uses.
	8	Items of similar style and quality as in "excellent" but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
	6-7	Middle to high range domestic cutlery and crockery - all in sound condition and main service matching. Perhaps accessories of different style but good quality. Thick (multi-ply) paper napkins. Short tablecloth.
	3-4-5	Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/ packets.
	1-2	Mis-match patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.
g) Menu Presentation (establishments may have different styles and formats, could be written, printed hard copy menu, on blackboard/ or similar or verbal) (Often not applicable in the lodge environment)	9-10	Excellent standard of presentation. If hard copy, clear, informative layout. Attractive design in excellent condition - no grease, thumbprints, wine stains, written correlations, etc. Wine set out in clear sections and majority of items available (if not available notified on presentation of list). If verbal, presentation is clearly understood and all items described in detail. Majority of items on menu available and if not available notified on presentation of menu.
	8	High standard of presentation. If hard copy may show a little wear, though not dirty. Where a few wines or items are not available - clearly marked or verbally specified. If verbal, presentation is understood and most items described in detail.
	6-7	Good standard of presentation. If hard copy, intelligible layout but not too top quality production. Clean, not worn or grubby. Large majority of wines and items available and those that are not - clearly marked or verbally specified. If verbal, presentation reasonable and understood and some items described in detail.
	3-4-5	Poor standard of presentation. If hard copy, scrappy appearance, well used, stained. Many wines out of stock - not marked, vintages wrong. If verbal, presentation poor and not easily understood and few items described in detail.
	1-2	No menu presentation or if presentation of unacceptable quality. If hard copy, dirty, dog-eared. Difficult to read. Wine list out of date, bears little relation to what is available. If verbal, not understood and no items described in detail.

h) Atmosphere & Ambience (Relevant for bomas and outside dining areas)	9-10	Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience. Family tables only acceptable.
	8	High standard of fabric. Perhaps busy, with some background noise. Tables rather close together. A little noise from the bar. Family tables only acceptable.
	6-7	Tables quite close but with sufficient space to allow private conversation and staff and customers to pass without inconvenience. A certain amount of noise and activity from other areas. Family tables only acceptable.
	3-4-5	Crowded tables, awkward access. Difficult to have private conversation. Intrusive noise, stuffy. Family tables only acceptable.
	1-2	Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy. Family tables only acceptable.

2.4 PUBLIC AREAS

a) Signage (Internal)	9-10	Signs in excellent condition. Signs easily readable. Signage fits in with the decor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6-7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3-4-5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not always indicated. Signs do not fit in with the décor of the establishment.
	1-2	Limited or No signage within the establishment.
b) Decoration	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, art objects, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in excellent condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Good workmanship.
	3-4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Substandard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
c) Furniture & Fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/ s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.

	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality.
	3-4-5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive.

d) Flooring	9-10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in excellent condition. High quality wooden or tiled flooring, professionally laid and in excellent condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable - merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/ backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.

e) Ceiling/Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings / beams / poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.

f) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3-4-5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.

g) Atmosphere & Ambience	9-10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6-7	Comfortable seating area but may be used for other things at times. A degree of activity/ noise but not irritating.
	3-4-5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1-2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/ Radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

3. HOUSEKEEPING

a) Bedrooms	Grading Score	Description
	9-10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blow bulbs or broken equipment. Turndown service, room tidied, any trays taken away. Curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6-7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3-4-5	Surfaces smeary/ dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1-2	Very heavy dust on surfaces, high and low. Debris in wardrobe/ drawers. Bits of paper, threads and other items, grit, etc on carpet. Long-term neglect.
b) Bathrooms	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
		Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/ grout.
	3-4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1-2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
c) Public Areas	9-10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished no smears. Ashtrays clean. No fingerprints on doorplates, light switch, etc. Flowers well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6-7	High level of cleanliness. Easy seating area may have "lived-in" feel - some books, magazines, etc on tables.
	3-4-5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1-2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/ wilting plants. Ashtrays - unemptied. Newspapers/ books on floor. Dirty glasses/ cups on tables.

d) Dining Areas (Including bomas and outside dining areas)	9-10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6-7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3-4-5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1-2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/ dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.
e) Public toilets	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust.
	3-4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
	1-2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.

4. FOOD & BEVERAGE & SERVICES

All Lodges that provided Food & Beverage Services should have a Food Handling Certificate.

	Score	Description
a) Breakfast: Presentation	9-10	Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferably cooled counter. Good range of hot and cold food. Preferably plated main course and eggs cooked to order (on request).
	8	Smaller items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items.
	6-7	Standard range of cold courses. Limited range of choice for cooked items. Some choice available.
	3-4-5	Only basic breakfast and limited choice for cold and hot courses.
	1-2	Badly presented. Dull combination. No choice.
b) Breakfast: Quality	9-10	High quality fresh ingredients (where appropriate) and wide choice. Specialty foods and unusual dishes. Wide selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order (on request).
	6-7	All ingredients of good quality - good cooking, but no unusual or sophisticated dishes.

c) Breakfast: Service	3-4-5	Low quality ingredients.
	1-2	Low quality ingredients, badly cooked.
	9-10	Cheerful friendly, polite, well-trained staff. A cheerful meet and greet. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied. DIRTIES to be cleaned and top-ups noted.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6-7	Shallowness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3-4-5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1-2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.

d) Meals: Presentation	9-10	Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing combination of colours, textures, and shapes. Attention to care and execution with attention on visual appeal. Carvery to be attended and rehabilitated. Buffet replenished/refreshed.
	8	Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish.
	6-7	Attractive arrangement and garnish. Neat arrangement on plate.
	3-4-5	No real attempt to enhance appearance. No variety of colours/textures. No careful arrangement. Some drying out of food, wrinkled skin on source. Not particularly hot.
	1-2	Badly presented. No garnish. Dull combination. Lukewarm.
e) Meals: Quality	9-10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for more tastes.
	8	Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh (where appropriate) ingredients.
	6-7	Maybe a mixture of fresh ingredients (where appropriate) and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
	3-4-5	Low quality food or expertly prepared. Not very appetizing but edible.
	1-2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetizing. Inedible.
f) Meals: Service	9-10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good timing on courses and drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.

	6-7	Shallowness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3-4-5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1-2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
g) Bar / Drinks: Presentation	9-10	Appropriate glasses for all beverages. Beverages presented, poured and displayed appropriately - according to internationally accepted etiquette and the guest's specific request. Wide variety in beverage presentation. Wide variety of different glass types available as necessary. Guests asked how they would like their beverage presented.
	8	Some variety in different presentation styles for beverages, but overall standard presentation techniques. Presentation good, in appropriate glasses. Wines stored and poured appropriately.
	6-7	Beverage presentation standard, yet unexciting. Overall good use of different glasses.
	3-4-5	Limited range of different glass types. Some attempt at basic etiquette.
	1-2	Beverages presented in inappropriate glasses, tins, etc. No knowledge of basic beverage presentation etiquette.
h) Bar/ Drinks: Quality	9-10	Knowledgeable wine advisor to assist diners with their wine choice - with knowledge of in-stock wines. Excellent variety of wines and beverages available. Wines from a variety of different cultivars available. Excellent description of wines available (verbal or written) - including year. A variety of good quality wines available by the glass. Excellent variety of beverages, liqueurs, liquor, etc - including a variety of different brands per type of beverage.
	8	Good range of wines from a variety of cultivars. Good variety of appropriate beverages - but perhaps only one brand per option. Possibly only local beverages (with limited international brands) available. Good description of wines (verbal or written).
	6-7	Wines from a number of different cultivars available but limited choice within each. Alternatively, good number of different brands within limited cultivar range. Good, standard range of beverages.
	3-4-5	Limited range of standard wines and beverages available.
	1-2	Limited or No variety and choice in beverages - only unbranded products available.
i) Bar/Drinks: Service	9-10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good timing on courses and drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6-7	Shallowness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3-4-5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.

1-2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
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4. GENERAL SERVICE & SERVICES

	Score	Description
a) Reservations	9-10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6-7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3-4-5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/ offered.
	1-2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/ offered. No booking found on arrival.
b) Check-in & Check-out	9-10	Prompt, thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.
	6-7	Registered, given key and directed to room. Bill correct. Staff obviously shalling and trying to be helpful.
	3-4-5	Name and address taken. Minimal information given. Key given no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1-2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staffs have no idea and are unshalling to assist customer. Long wait. Staff unable to cope with some forms of payment.
c) Porter Service	9-10	Smart, helpful manner of staff readily available. Good knowledge of lodge facilities and local area.
	8	Shalling and friendly, and reasonably knowledgeable about most matters - shalling to find out. May have other duties but endeavours to be prompt.

	6-7	Member of staff available to carry bags, though there may be some delay. Cheerful, but not necessarily skilled in dealing with matters outside lodge environment - happy to help where he/she can.
	3-4-5	Long delay in getting bags to room. No further help or information. Responds to requests to information or help in indifferent way.
	1-2	Bags ignored and/ or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful - clearly resents having to carry other people's bags. Not interested in helping guests.
d) Friendliness & Attitude	9-10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show shalldness to please.
	8	Cheerful demeanour and attitude. Guests shall be shown to room and given necessary information - told to ask if anything else required.
	6-7	Pleasant appearance. Shalldness to help when asked.
	4-5	Neutral behaviour - no particular enthusiasm - just doing the job.
	3-4-5	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.
	1-2	
e) General Efficiency	9-10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments - summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated.
	6-7	Good level of efficiency. All requests dealt with pleasantly.
	4-5	Fair level of efficiency. Rather unshalld response to any requests.
	3-4-5	Poor level of efficiency. Marked reluctance to give any help.
	1-2	
f) Public Area Service	9-10	Efficient, attentive service from smart, shalld staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented.
	8	Brilliant, shalld staff, helpful and attentive though perhaps lacks the final polish. Show shalldness when anything requested, though may have to go away to ask.
	6-7	Staff always present and respond helpfully when asked. Shalld though could possibly benefit from further training.
	3-4-5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1-2	Surly inefficient staff - missing for long periods of time. No shalldness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.

g) Guest Services	9-10	Excellent level of efficiency and complete attempt to assist with all reasonable services/ items required and find appropriate solutions.
	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated and guests requests are sometimes not fulfilled.
	6-7	Good level of efficiency. All requests dealt with pleasantly, but many requests not fulfilled.
	3-4-5	Fair level of efficiency. Rather unshalling response to any requests and most requests not fulfilled.
	1-2	Poor level of efficiency. Marked reluctance to give any help and all requests are not fulfilled.
h) Staff Appearance- Uniforms together with name tags are a necessity	9-10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6-7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.
	3-4-5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
	1-2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly.
i) Tourist Information	9-10	Information packs in bedrooms or in reception/ lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff shalling to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6-7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3-4-5	Limited information at reception only. Staffs have very limited knowledge.
	1-2	Limited or No information or out-of-date information. Staff unable to assist.
j) Access to Communication	9-10	Uninterrupted access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.

	8	Good access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6-7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3-4-5	Poor access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1-2	Limited or No access to communication.

BED AND BREAKFAST : SCHEDULE 5

Definition: An accommodation establishment may be registered as a Bed and Breakfast establishment, if the establishment;

- provides accommodation within or on the premises of a private dwelling where the owner or occupier, or any other person appointed by the owner to be in charge of the establishment, lives;
- have at least two, but not more than four bedrooms available for the accommodation of guests;
- provides breakfast to guests, either served or on a self-catering basis; and
- meets the minimum requirements designated for bed and breakfast set out in schedule 5.

GRADING PROCEDURES AND CRITERIA METHODOLOGY

The grading criteria have been developed based on guest expectations;

1. Physical Facilities: Exterior

1.1. Exterior

- Signage
- Driveway
- Guest Parking

(d) Ground and Gardens

(e) Appearance of Buildings

2. Physical Facilities: Interior

2.1 Bedrooms

(a) Bedding

(b) Beds

(c) Decoration

(d) Furniture & Fittings

(e) Flooring

(f) Ceiling / Roofing

(g) Floor Space/ Layout

(h) Temperature Control

(i) Lighting

(j) Accessories

2.2 Bathroom

(a) Towelling

(b) Decoration

(c) Fixture & Fittings

(d) Flooring

(e) Ceilings / Roofing

(f) Lighting

(g) Floor Space / Layout

(h) Accessories

2.3 Guest Access Areas

(a) Signage

(b) Decoration

(c) Furniture & Fittings

- (d) Flooring
- (e) Ceiling/Roofing
- (f) Lighting
- (g) Atmosphere & Ambience

2.4 Dining Areas

- (a) Decoration
- (b) Furniture & fittings
- (c) Flooring
- (d) Ceiling / Roofing
- (e) Lighting
- (f) Table Appointment
- (g) Atmosphere & Ambience

3. Housekeeping

- (a) Bedrooms
- (b) Guest Bathrooms
- (c) Guest Access Area
- (d) Public Toilets
- (e) Dining Areas

4. Food & Beverages & Services






- (a) Breakfast: Presentation
- (b) Breakfast: Quality
- (c) Breakfast: Service

5. General Service & Services

- (a) Reservations
- (b) Check-in & Check-out
- (c) Friendliness & Attitude
- (d) General Efficiency
- (e) Guest Service

- (f) Staff Appearance
- (g) Tourist Information
- (h) Access to Communication

REQUIRED OVERALL SCORE FOR EACH GRADING BAND:

GRADING BAND	WHAT THE STARS MEAN?
<p>5-Stars</p> <p></p> <p>Overall score of 91% - 100% Items to score 9 or 10 No more than 3 items to score 8 Number of unacceptable items 0</p>	<p>OUTSTANDING</p> <p>The category has exhibit an exceptionally high degree of service and hospitality, striking and luxurious facilities with attention to fine detail.</p>
<p>4-Stars</p> <p></p> <p>Overall score of 81% - 90% Items to score 8 or more No more than 3 items to score 7 All service elements to score 8, 9 or 10 Number of unacceptable items 0</p>	<p>EXCELLENT</p> <p>The property has added luxury and comfort; a high emphasis is placed on quality, décor, service, hospitality, additional facilities.</p>
<p>3-Stars</p> <p></p> <p>Overall score of 71% - 80% Items to score 7 or more No more than 4 items to score 6 All service elements to score 8, 9 or 10 Number of unacceptable items 0</p>	<p>VERY GOOD</p> <p>The property has additional services and facilities with greater emphasis on comfort, quality décor, expanded amenities, hospitality and services such as, but not limited to, room service and optional turndown service.</p>
<p>2-Stars</p> <p></p> <p>Overall score of 61% - 70% Items to score 6 or more No more than 4 items to score 5 All service elements to score 7, 8, 9 or 10 Number of unacceptable items 2</p>	<p>GOOD</p> <p>The property maintains the attributes offered at the 1-star level, while showing noticeable enhancements in room décor and quality of furniture, fittings and equipment. It must meet needs of comfort and cleanliness.</p> <p>It must provide good, expanded and reliable service and hospitality.</p>
<p>1-Star</p> <p></p> <p>Overall score of 51% - 60% Items to score 5 or more No more than 4 items to score 4 All service elements to score 7, 8, 9 or 10</p>	<p>FAIR</p> <p>A property that provides a modest accommodation. The establishment is functional, emphasizing clean and comfortable rooms and reliable, limited but good service and hospitality.</p>

ADDITIONAL MINIMUM REQUIREMENTS:

The minimum requirements for Bed & breakfasts for registration purposes as set out in the *"The Registration of Accommodation Establishments Regulations, 2008"* is adequate for general registration and grading purposes. **Some additional minimum requirements for the top grades (4 and 5 star) are specified below and must be adhered to in order for bed & breakfasts to achieve a four or five star grading:**

Description	4 Star	5 Star
Reception	<ul style="list-style-type: none"> Facsimile service on the premises, stamps & mailing facilities and Messages for guests to be recorded & and handed over when collecting keys, etc. A 24 hour wake-up call service should be made available by telephone. 	<ul style="list-style-type: none"> Facsimile service on the premises, stamps & mailing facilities and Messages for guests to be recorded & and delivered when collecting keys etc. A 24 hour wake-up call service should be made available by telephone.
Bedrooms	<ul style="list-style-type: none"> Room size must be comfortable and adequately accommodate all the furniture provided. The bedroom should have at least two seating chairs. If appropriate and fit for the purpose televisions must have a remote control and a wide choice of channels should be provided. Air-conditioning and/or other forms of heating or cooling are preferred in conditions where extreme day and/or night temperatures are experienced. There should be a hairdryer in each room. All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet white bedding and linen should be used. Wireless internet service should be available in all bedrooms 	<ul style="list-style-type: none"> Room size must be comfortable and adequately accommodate all the furniture provided. The bedroom should have at least two seating chairs. New purpose built 5-star Bed & Breakfast establishments should offer at least 1 suite. If appropriate and fit for the purpose televisions must have a remote control and a wide choice of channels should be provided. Air-conditioning and/or other forms of heating or cooling are preferred in conditions where extreme day and/or night temperatures are experienced. All 5-star Bed & Breakfast establishment rooms should have air-conditioning. For 5-star Bed & Breakfast establishment there should be a safe in each room. There should be a hairdryer in each room. All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet and a base cover should be on each bed. White bedding and linen should be used. Wireless internet service should be available in all bedrooms

Bathrooms	<ul style="list-style-type: none"> • All guest bedrooms should have en-suite or private bathroom facilities. • A bath and shower should be available (the shower may be over the bath). • A range of guest amenities should be provided. • If swimming facilities are provided a separate towel to be used should be made available for each guest. 	<ul style="list-style-type: none"> • All guest bedrooms should have en-suite or private bathroom facilities. • A bath and shower should be available (the shower may be over the bath). • All new, purposed built 5-star Bed & Breakfast establishment bathrooms should have a separate bath and shower. • A range of quality guest amenities should be provided. • If swimming facilities are provided a separate towel to be used should be made available for each guest.
Lounge	<ul style="list-style-type: none"> • A communal lounge with comfortable chairs should be available for guest usage. 	<ul style="list-style-type: none"> • A communal lounge with comfortable chairs should be available for guest usage
Stationary	<ul style="list-style-type: none"> • Stationary folders containing stationary, writing paper, envelopes and a directory of services should be provided. 	<ul style="list-style-type: none"> • Stationary folders containing stationary, writing paper, envelopes and a directory of services should be provided.
Newspapers	<ul style="list-style-type: none"> • Newspapers should be made available and delivered to guest rooms daily 	<ul style="list-style-type: none"> • Newspapers should be made available and delivered to guest rooms daily
Laundry Service	<p>A Provision should be made for the following</p> <ul style="list-style-type: none"> • Same day, dry-cleaning; and • Laundry service. <p>NOTE: Dry-cleaning service may be waived, with due regard to the geographical location if contracted out.</p>	<p>A Provision should be made for the following:</p> <ul style="list-style-type: none"> • Same day dry-cleaning; and • Laundry service. <p>NOTE: Dry-cleaning service may be waived, with due regard to the geographical location if contracted out.</p>

1. PHYSICAL FACILITIES EXTERIOR

1.1 Exterior

a) Signage – external to property and on grounds	Grading Score	Description
	9-10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible during the day and at night.
	8	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	6-7	Signs in reasonable condition, but clearly ageing. In appropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	3-4-5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not even clearly visible during the day.
	1-2	Limited or No signage.

b) Driveway – may be tar, brick, gravel, or any other fit for purpose surface.	9-10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles.
	8	Driveway in good condition, with maintained road surfaces and good drainage but showing some signs of decay. Accessible by all types of vehicles.
	6-7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles.
	3-4-5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable but not by all types of vehicles.
	1-2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable and is only accessible by 4x4 vehicles.
c) Guest Parking	9-10	Clearly marked parking bays (where appropriate to style of establishment) in a secure environment. External security lighting. Sufficient parking to be made available.
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bays where appropriate. Some external security lighting. Sufficient parking to be made available.
	6-7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided. Sufficient parking to be made available.
	3-4-5	Little attempt to control parking. Owners/ staff vehicles taking up most of the available parking space. No external lighting provided. Insufficient number of bays in relation to number of rooms.
	1-2	Limited or No parking available.
d) Grounds & Gardens under the control or management of the establishment may include a swimming pool.	9-10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. Provision of garden furniture appropriate to the nature of the market attracted to the establishment. No clutter/ disorder around service areas (if accessible/ visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/ disorder around service areas (if accessible/ visible to guests). Good external lighting.
	6-7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3-4-5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1-2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.

c) Appearance of Buildings	9-10	Absence of weathering, fresh well-maintained paintwork, and an overall clean and "new" look, no unsightly staining and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting. Addition of attractive architectural features (applicable to market), etc
	8	High quality paintwork and stone/ brickwork though some natural weathering may be present. All areas of paintwork to be in well-maintained condition. Some additional external features to enhance appearance.
	6-7	Paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3-4-5	Woodwork generally in sound condition, though some areas of paint may be ageing and rather weathered. Small defects, damages, crack, etc. No evidence of recent repairs, paintwork, etc.
	1-2	Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork, cracked stone). Flaking paint, illegible signs, rotting exposed wood.

2. PHYSICAL FACILITIES: INTERIOR

2.1 BEDROOMS

a) Bedding	Grading Score	Description
	9-10	High quality linen, laundered and well toned. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent). Good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings. Comfortable linen fit in relation to bed size.
	6-7	Sheets well toned, but not necessarily best quality linen. Medium quality bed covers/ spreads but free from stains, holes and wear.
	3-4-5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/ duvets.
	1-2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
b) Beds	9-10	Bed sizes frequently larger than standard single size. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (if appropriate; excellent quality). If headboards, offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though may not be in a brand new condition. If appropriate, bed frames may be of an older style, but in good condition and good quality.
	6-7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. If appropriate, headboards may be a simple wooden board or continental pillow.
	3-4-5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No flaccid, broken struts, uneven legs, wobbly headboards (if appropriate) or sloping frames (if appropriate).
	1-2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/ s missing, stains marks and holes. Creaking frame, flaccid support.

c) Decoration	9-10	High quality wall covering (paint or wallpaper). Attention to detail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, art objects, etc. All work should look professional and be well executed.
	8	High quality wall covering, but need not be in excellent condition. Signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.
	6-7	Good job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good.
d) Furniture and Fittings	3-4-5	Ageing décor that is only of an average quality to begin with. Sub standard application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1-2	Low-grade materials poorly executed. Mis-match of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring, signs of damp.
	9-10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition (inside or on patio). Full, well-lined curtains with appropriate accessories, in working order. Blinds/ shutters in excellent condition and of excellent quality. Curtains/ blinds/ shutters blocking external light. Electronic goods of excellent quality and in excellent condition.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Curtains to be full and good quality/ condition. Blinds/ shutters in good condition and of good quality. Curtains/ blinds/ shutters blocking external light. Good quality electronic goods in good condition.
	6-7	Furniture and fittings which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No jarringly uncoordinated styles - all furniture to be of a broadly similar standard. Medium quality electronic goods in good working order.
	3-4-5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Thin, short, skimpy curtains. Some stains, marks on soft fittings. Out-dated electronic equipment but in good working order or new equipment in poor state of repair.
e) Flooring	1-2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin, unlined curtains, stained, worn upholstery. Electronic goods: Very old, not working, components broken, badly tuned, channels not conform to directory, etc.
	9-10	If fitted carpets, high quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.

	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable – merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively, cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns of other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn- through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
f) Ceiling/Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings / beams / poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork/ treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
g) Floor space/Layout	9-10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (if market appropriate). Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area or bed. Unrestricted view of full mirror. All plug points functionally located.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a separate sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located.

	6-7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points are functionally located.
	3-4-5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located.
	1-2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points are functionally located.
h) Temperature Control	9-10	Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition.
	8	Individual control by guest at all times. Ageing but excellent apparatus. Good quality and quiet wall mounted air-conditioners.
	6-7	Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here.
	3-4-5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances.
	1-2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room.
i) Lighting	9-10	Overall high standard of illumination in room. Controllable dimness/glare - either through dimming switches or a number of individually controlled lights/ lamps. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	6-7	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	3-4-5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1-2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
j) Accessories	9-10	A wide range to be provided of the following list of high quality extras for guests e.g. fruit bowl, plants, satellite television, remote controls, books and magazines, mending kit, potpourri, shoe polishing cloth or pad, biscuits, mineral water, sweets/ mints/ chocolates, tea tray with variety of teas/ hot chocolate/ coffees/ milk, comprehensive well presented room information, minibar, ton and toning board (on request), hair dryers (on request), plug adaptors (on request).
	8	A reasonable proportion of the above.

	6-7	A small selection of the above.
	3-4-5	One or two items only of average quality.
	1-2	One or two items only of very poor quality.

2.2 BATHROOMS

All bathrooms should have sufficient space to allow freedom of movement for guests and access to all fittings.

All grades must have en-suite bathrooms which shall include only a bath or only a shower. 4 and 5-star B&B's must have a bath and shower; shower could be in the bath.

a) Towelling	Grading Score	Description
	9-10	Full range of towel sizes - bath towel, (bath sheet optional), hand towel, face cloth for each guest. Provision of towelling robes. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/ towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6-7	Good quality bath and hand towels in sound condition.
	3-4-5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1-2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
b) Decoration	9-10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a good and professional job.
	6-7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	No decoration or very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.

c) Fixtures and fittings	9-10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. High quality bath. Attractive shower screen in excellent condition if separate shower. Attractive shower curtain/ screen in excellent condition if shower/ bath are combined. Good sized washbasin. Easily used, responsive controls. Hot water at all times (dependent on location and energy/ water supply).
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6-7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3-4-5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1-2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/ sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.
d) Flooring	9-10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a good and professional job.
	6-7	Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	Very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.
e) Ceiling/Roofing	9-10	Ceiling/ roofing to be of excellent quality and professionally fitted, no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting or damp/ condensation marks. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted, no flaccid ceilings/beams/ poles or evidence of water leakage, seeping, cracking or splitting or damp/ condensation marks. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/ condensation marks.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork/ treatment poorly done. Some evidence of damp/ condensation marks.

	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done. Significant evidence of damp/ condensation marks.
f) Lighting	9-10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/ shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6-7	Centre light and shaving light, well positioned providing adequate light.
	3-4-5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1-2	Gloomy, badly placed, ageing, damaged light fittings.
g) Floor Space/ Layout	9-10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6-7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3-4-5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1-2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/ dressing. Small washbasin, cramped access to toilet.
h) Accessories	9-10	High quality toilet paper (for example 2-ply). A wide range of the following list of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6-7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3-4-5	One or two items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1-2	One or two items from the above list of poor quality (wrapped soap for shower gel is compulsory).

2.4 GUEST ACCESS AREAS

a) Signage	Grading Score	Description
	9-10	Signs in excellent condition. Signs easily readable. Signage fits in with the decor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6-7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3-4-5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not always indicated. Signs do not fit in with the décor of the establishment.
	1-2	Signs in terrible condition with many signs of ageing and decay. Areas open and not open to guests are not indicated at all. Signs do not fit in with the décor of the establishment
b) Decoration	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, art objects, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Good workmanship.
	3-4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Sub standard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
c) Furniture and Fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/ s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality.
	3-4-5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive.

d) Flooring	Grading Score	Description
	9-10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable -merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/ backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
e) Ceiling/Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted, no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.

	3-4-5	Poor quality ceiling/ roofing adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
f) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3-4-5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
g) Atmosphere & Ambience	9-10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6-7	Comfortable seating area but may be used for other things at times. A degree of activity/ noise but not irritating.
	3-4-5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1-2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/ radio/ noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

2.4 DINING AREA

a) Decoration	Grading Score	Description
	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Interesting architectural features, artwork, art objects, etc. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Good workmanship.
	3-4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Sub standard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unightly paintwork or exposed wiring.
b) Furniture & Fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative occasional pieces in main room/ s and corridors. Well spaced chairs of appropriate height for tables. Coordinated design and spacious tables
	8	High quality furniture but not necessarily new. All in sound condition. Alternatively more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages but all in good order. Design may take precedence over comfort.
	3-4-5	Uncoordinated style. Ageing seating. May show marks. Sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive. Inadequate table size - cluttered and inconvenient.
c) Flooring	9-10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.

	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable - merely painted cement floors not acceptable.
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	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/ backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
d) Ceiling / Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings / beams / poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
e) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps; etc. Main light plus one or two small occasional lamps. No extra lights for effect.

	3-4-5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.

f) Table appointment	9-10	An emphasis on style and high quality (stainless steel, silver, etc) (as per the market requirement). All pieces of cutlery and crockery matching and coordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/ cloth napery. Large napkins. Equally high quality accessories - ice bucket, sauce boats, jam pots, etc. Provision of appropriate styles of cutlery for different functions and different glasses/ crystal for different uses.
	8	Items of similar style and quality as in "excellent" but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
	6-7	Middle to high range domestic cutlery and crockery - all in sound condition and main service matching. Perhaps accessories of different style but good quality. Thick (multi-ply) paper napkins. Short tablecloth.
	3-4-5	Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/ packets.
	1-2V	Mis-match patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.
g) Atmosphere and Ambiance	9-10	Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience. Family tables only, acceptable.
	8	High standard of fabric. Perhaps busy, with some background noise. Tables rather close together. A little noise from the bar. Family tables only, acceptable.
	6-7	Tables quite close but with sufficient space to allow private conversation and staff and customers to pass without inconvenience. A certain amount of noise and activity from other areas. Family tables only, acceptable.
	3-4-5	Crowded tables, awkward access. Difficult to have private conversation. Intrusive noise, stuffy. Family tables only, acceptable.
	1-2	Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy. Family tables only, acceptable.

3. HOUSE KEEPING

a) Bedrooms	Grading Score	Description
	9-10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blown bulbs or broken equipment. Turn-down service, room tidied, any trays taken away. Curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". On or two small areas of maintenance missed.
	6-7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3-4-5	Surfaces smeary/ dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1-2	Very heavy dust on surfaces, high and low. Debris in wardrobe/ drawers. Bits of paper, threads and other items, grit, etc on carpet. Long term neglect.
b) Guest Bathrooms	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/ grout.
	3-4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1-2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
c) Guest Access Areas	9-10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. flowers well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6-7	High level of cleanliness. Easy seating area-some books, magazines, etc on tables.
	3-4-5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1-2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/ wilting plants. Ashtrays unemptied. Newspapers/ books on floor. Dirty glasses/ cups on tables.
d) Public Toilets	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.

	8	Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust.
	3-4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
	1-2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
c) Dining Areas	9-10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6-7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3-4-5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1-2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/ dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.

4. FOOD & BEVERAGE & SERVICES

In the case where restaurants are outsourced, it would be graded as part of the establishment premises. If takeaway meals are offered as a room service (i.e. menus of external take away operators are provided in the rooms), room service requirements shall apply.

a) Breakfast: Presentation	Grading Score	Description
	9-10	Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferably refrigerator counter (dependent on location and energy supply). Good range of hot and cold food. Preferably plated main course and eggs cooked to order (on request).
	8	Smaller items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items.
	6-7	Standard range of cold courses. Limited range of choice for cooked items. Some choice available.
	3-4-5	Only basic breakfast and limited choice for cold and hot courses.
	1-2	Badly presented. Dull combination. No choice.
b) Breakfast: Quality	9-10	High quality fresh ingredients (where appropriate) and wide choice. Specialty foods and unusual dishes. Wide selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order (on request).
	6-7	All ingredients of good quality - good cooking, but no unusual or sophisticated dishes.
	3-4-5	Low quality ingredients.
	1-2	Low quality ingredients, badly cooked.

c) Breakfast: Service	9-10	Cheerful friendly, polite, well-trained staff. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied. Dirties to be cleaned and top-ups noted.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6-7	Shallowness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	F3-4-5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1-2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.

5. GENERAL SERVICE & SERVICES

a) Reservations	Grading Score	Description
	9-10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6-7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3-4-5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/ offered.
	1-2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/ offered. No booking found on arrival.
b) Check-in & Check-out	9-10	Prompt, thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.
	6-7	Registered, given key and directed to room. Bill correct. Staff obviously shallowing and trying to be helpful.
	3-4-5	Name and address taken. Minimal information given. Key given no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1-2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staffs have no idea and are unshallowing to assist customer. Long wait. Staff unable to cope with some forms of payment.

c) Porter Service	9-10	Smart, helpful manner of staff readily available. Good knowledge of B&B facilities and local area.
	8	Shalling and friendly, and reasonably knowledgeable about most matters - shalling to find out. May have other duties but endeavours to be prompt.
	6-7	Member of staff available to carry bags, though there may be some delay. Cheerful, but not necessarily skilled in dealing with matters outside B&B environment - happy to help where he/she can.
	3-4-5	Long delay in getting bags to room. No further help or information. Responds to requests to information or help in indifferent way.
	1-2	Bags ignored and/ or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful - clearly resents having to carry other people's bags. Not interested in helping guests.
d) Friendliness & Attitude	9-10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show shallingness to please.
	8	Cheerful demeanour and attitude. Guests shall be shown to room and given necessary information - told to ask if anything else required.
	6-7	Pleasant appearance. Shallingness to help when asked.
	3-4-5	Neutral behaviour - no particular enthusiasm - just doing the job.
	1-2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything
e) General Efficiency	9-10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments - summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated.
	6-7	Good level of efficiency. All requests dealt with pleasantly.
	3-4-5	Fair level of efficiency. Rather unshalling response to any requests.
	1-2	Poor level of efficiency. Marked reluctance to give any help.
f) Guest Services	9-10	Excellent level of efficiency and complete attempt to assist with all reasonable services/ items required and find appropriate solutions.
	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated and guests' requests are sometimes not fulfilled.
	6-7	Good level of efficiency. All requests dealt with pleasantly, but many requests not fulfilled.
	3-4-5	Fair level of efficiency. Rather unshalling response to any requests and most requests not fulfilled.
	1-2	Poor level of efficiency. Marked reluctance to give any help and all requests are not fulfilled.
g) Staff Appearance	9-10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6-7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.

3-4-5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
1-2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly.

h) Tourist Information	9-10	Information packs in bedrooms or in reception/ lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff shall to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6-7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3-4-5	Limited information at reception only. Staffs have very limited knowledge.
	1-2	No information or out-of-date information. Staff unable to assist.
i) Access to Communication	9-10	24-hour access to external and internal communication e.g. telephone, internet etc in bedroom or in establishment. Direct dialling available within guest rooms. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	18-hour access to external and internal communication e.g. telephone, internet, etc in bedroom or in establishment. Direct dialling available within guest rooms. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6-7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3-4-5	Poor access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1-2	Limited or No access to communication.

SELF CATERING: SCHEDULE 6

An accommodation establishment may be registered as a self-catering accommodation establishment, if

- accommodation is provided on a self-catering basis in an accommodation unit being a house, flat, chalet or other residential unit;
- an accommodation unit comprises at least one bedroom with a kitchen and lounge area and bathroom facilities; and

- (c) the establishment meets the minimum requirements designated for self-catering establishments set out in schedule 6.

GRADING PROCEDURES AND CRITERIA METHODOLOGY

The grading criteria have been developed based on guest expectations;

1. Physical Facilities: Exterior

1.1. Exterior

- a) Signage
- b) Driveway
- c) Guest Parking
- d) Ground and Gardens
- e) Outdoor Guest Seating
- f) Recreational Facilities
- g) Appearance of Buildings

2. Physical Facilities: Interior

2.1 Bedrooms

- a) Bedding
- b) Beds
- c) Decoration
- d) Furniture & Fittings
- e) Flooring
- f) Ceiling / Roofing
- g) Floor space/Layout
- h) Temperature Control
- i) Lighting
- j) Accessories

2.2 Bathroom

- a) Towelling
- b) Decoration

- c) Fixtures & Fittings
- d) Flooring
- e) Ceilings / Roofing
- f) Lighting
- g) Floor space / Layout
- h) Accessories

2.3 Public Areas

- a) Signage
- b) Decoration
- c) Furniture & Fitting
- d) Flooring
- e) Ceiling / Roofing
- f) Lighting
- g) Atmosphere & Ambience

2.4 Unit Lounge/Dining Area

- a) Decoration
- b) Furniture & Fittings
- c) Flooring
- d) Ceiling / Roofing
- e) Lighting
- f) Temperature Control

2.5 Unit Kitchen

- a) Decoration
- b) Fixture & Fittings
- c) Flooring
- d) Ceiling & Roofing
- e) Lighting
- f) Electrical Equipment

- g) Stove/ Oven/ Microwave
- h) Crockery & Utensils






3. Housekeeping

- (a) Unit Bedrooms
- (b) Unit Bathrooms
- (c) Unit Lounge/ Dining Area
- (d) Unit Kitchen
- (e) Public areas
- (f) Public Toilets

4. General Service & Services

- (a) Reservations
- (b) Check-in & Check-out
- (c) Porter Service
- (d) Friendliness & Attitude
- (e) General Efficiency
- (f) Public Area Service
- (g) Guest Service
- (h) Staff Appearance
- (i) Tourist Information
- (j) Access to Communication Laundry & Drying Facilities

REQUIRED OVERALL SCORE FOR EACH GRADING BAND:

GRADING BAND	WHAT THE STARS MEAN?
5-Stars  Overall score of 91% - 100% Items to score 9 or 10 No more than 3 items to score 8 Number of unacceptable items 0	OUTSTANDING The category has exhibit an exceptionally high degree of service and hospitality, striking and luxurious facilities with attention to fine detail.
4-Stars  Overall score of 81% - 90% Items to score 8 or more No more than 3 items to score 7 All service elements to score 8, 9 or 10 Number of unacceptable items 0	EXCELLENT The property has added luxury and comfort; a high emphasis is placed on quality, décor, service, hospitality, additional facilities.
3-Stars  Overall score of 71% - 80% Items to score 7 or more No more than 4 items to score 6 All service elements to score 8, 9 or 10 Number of unacceptable items 0	VERY GOOD The property has additional services and facilities with greater emphasis on comfort, quality décor, expanded amenities, hospitality and services such as, but not limited to, room service and optional turndown service.
2-Stars  Overall score of 61% - 70% Items to score 6 or more No more than 4 items to score 5 All service elements to score 7, 8, 9 or 10 Number of unacceptable items 2	GOOD The property maintains the attributes offered at the 1-star level, while showing noticeable enhancements in room décor and quality of furniture, fittings and equipment. It must meet needs of comfort and cleanliness. It must provide good, expanded and reliable service and hospitality.
1-Star  Overall score of 51% - 60% Items to score 5 or more No more than 4 items to score 4 All service elements to score 7, 8, 9 or 10 Number of unacceptable items 3	FAIR A property that provides a modest accommodation. The establishment is functional, emphasizing clean and comfortable rooms and reliable, limited but good service and hospitality.

ADDITIONAL REQUIREMENTS:

The minimum requirements for lodges for registration purposes as set out in the *"The Registration of Accommodation Establishments Regulations, 2008"* is adequate for general registration and grading purposes. **Some additional minimum requirements for the top grades (4 and 5 star) are specified below and must be adhered to in order for lodges to achieve a four or five star grading:**

Description	4 Star	5 Star
General	<ul style="list-style-type: none"> For 4 Star units a higher level of general ambience and spaciousness shall be required in all areas of the unit e.g. spacious corridors, bedrooms with no narrow areas, etc. For 4 Star units the lounge, dining area and kitchen may be open plan. New, purpose built 4-star self caterings that have more than 3 floors, should have lifts installed. If not in the nearby vicinity (easy walking distance), 4-star self caterings should offer a utility shop open daily from at least 24 hours. 	<ul style="list-style-type: none"> For 5 Star units a higher level of general ambience and spaciousness shall be required in all areas of the unit e.g. spacious corridors, bedrooms with no narrow areas, etc. For 5-star units the lounge, dining area and kitchen may be open plan. New, purpose built 5-star self caterings that have more than 3 floors, should have lifts installed. If not in the nearby vicinity (easy walking distance), 5-star self caterings should offer a utility shop open daily from at least 24 hours.
Reception	<ul style="list-style-type: none"> facsimile service on the premises; stamps & mailing facilities; and Messages for guests to be recorded & handed over when collecting keys, etc. A 24 hour wake-up call service should be made available by telephone. 	<ul style="list-style-type: none"> facsimile service on the premises; stamps & mailing facilities; and Messages for guests to be recorded & delivered when collecting keys, or key cards etc. A 24 hour wake-up call service should be made available by telephone.
Food & Beverage Services	<ul style="list-style-type: none"> Units must be self-contained and serviced daily. The following must be provided with each unit (if appropriate): Television (if appropriate to market) Oven and/or convection microwave (if appropriate for location) Microwave (if appropriate for location) Refrigerator with decent size freezer (more than just an ice compartment) Telephone (if appropriate to the market) Hi-fi (if appropriate to market) <ul style="list-style-type: none"> Washing machine and dryer (or laundry/ laundry service/ Laundromat in vicinity) Lounge area, with adequate seating to accommodate the number of advertised guests (this seating should be over and above the dining facilities) 	<ul style="list-style-type: none"> Units must be self-contained and serviced daily. The following must be provided with each unit (if appropriate): Television (if appropriate to market) Oven and/or convection microwave (if appropriate for location) Microwave (if appropriate for location) Refrigerator with decent size freezer (more than just an ice compartment) Telephone (if appropriate to the market) Hi-fi (if appropriate to market) Washing machine and dryer (or laundry/ laundry service/ Laundromat in vicinity) Lounge area, with adequate seating to accommodate the number of advertised guests (this seating should be over and above the dining facilities)

Kitchen	<ul style="list-style-type: none"> For 4 star units the kitchen must be open plan and spacious (not a kitchenette) 	<ul style="list-style-type: none"> For 5 star units the kitchen must be open plan and spacious (not a kitchenette)
Bedrooms	<ul style="list-style-type: none"> All bedrooms must be separate from the lounge, kitchen and dining areas. Room size must be comfortable and adequately accommodate all the furniture provided. If appropriate and fit for the purpose televisions must have a remote control and a wide choice of channels should be provided. All 5-star self catering rooms should have air-conditioning. For 4-star self caterings there should be a safe in each room. There should be a hairdryer in each room. All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet and a base cover should be on each bed. Clean, white linen should be provided at each new let. 	<ul style="list-style-type: none"> All bedrooms must be separate from the lounge, kitchen and dining areas. Room size must be comfortable and adequately accommodate all the furniture provided. If appropriate and fit for the purpose televisions must have a remote control and a wide choice of channels should be provided. All 5-star self catering rooms should have air-conditioning. For 5-star self caterings there should be a safe in each room. There should be a hairdryer in each room. All bedding/linen should be clean and debris and stain free. A top-sheet, under-sheet and a base cover should be on each bed. Clean, white linen, should be provided at each new let.
Bathrooms	<ul style="list-style-type: none"> A bath and shower should be available (the shower may be over the bath). If swimming facilities are provided a separate towel to be used should be made available for each guest. All units must have private bathrooms with one bathroom per 4 guests or less. 	<ul style="list-style-type: none"> A bath and shower should be available (the shower may be over the bath). All units must have private bathrooms with one bathroom per 4 guests or less. If swimming facilities are provided a separate towel to be used should be made available for each guest.
Stationary	<ul style="list-style-type: none"> Stationary folders containing stationary, writing paper, envelopes and a directory of services should be provided. 	<ul style="list-style-type: none"> Stationary folders containing stationary, writing paper, envelopes and a directory of services should be provided.

1. PHYSICAL FACILITIES - EXTERIOR

1.1 Exterior

a) Signage	Grading Score	Description
	9-10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible from all directions and during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible from all directions and during the day and at night.
	6-7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are not visible from all directions and only visible during the day.

	3-4-5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (i.e. arrows in wrong directions or fades, etc). Signs are not visible from all directions and are not even clearly visible during the day.
	1-2	Limited or No signage.
b) Driveway (including access to units, if relevant) - may be tar, brick, gravel, or any other fit for purpose surface.	9-10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles and/ or only 4x 4 (as required by market). Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	8	Driveway in good condition, with maintained road surfaces and good drainage but showing some signs of decay. Accessible by all types of vehicles and/or only 4x 4 (as required by market). Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	6-7	Driveway in reasonable condition, but some small potholes/puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles and/or only 4x 4 (as required by market). Passing areas have been allowed for but are not clearly marked.
	3-4-5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable. Not accessible by all types of vehicles, mainly 4x 4, but acceptable if that is transport of primary source markets. No passing areas have been allowed for.
	1-2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable. Only accessible by 4x4 vehicles, but acceptable if that is transport of primary source markets. No passing areas have been allowed for.
c) Guest Parking	9-10	Clearly marked parking bays in a secure environment. External security lighting (if appropriate to environment).
	8	Organised and secure parking. Marked bays where appropriate. Some external security lighting (if appropriate to environment).
	6-7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided.
	3-4-5	Little attempt to control parking. Owners/ staff vehicles taking up most of the available parking space.
	1-2	Limited or No parking available.
d) Grounds & Gardens under the control or management of the establishment may include a swimming pool.	9-10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways (as appropriate to location/ lighting source). Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. No clutter/ disorder around service areas (if accessible/ visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/ disorder around service areas (if accessible/ visible to guests). Good external lighting (as appropriate to location/ lighting source).
	6-7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting (as appropriate to location/ lighting source). Clear access.

	3-4-5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1-2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting (as appropriate to location/ lighting source).
c) Outdoor guest seating/relaxation areas (this may include private terraces adjacent to the rooms or general seating areas)	9-10	Provision of high quality outdoor furniture/ seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/ seating facilities in excellent condition. Outdoor seating area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.
	8	Provision of good quality outdoor furniture/ seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/ seating facilities in good condition but showing some wear. Outdoor seating area to have an attractive appearance throughout the year -no disorder or rubbish and no evidence of litter.
	6-7	Provision of reasonable quality outdoor furniture/ seating facilities appropriate to the nature of the market attracted to the establishment, but insufficient to cater for all guests. Furniture/ seating facilities in reasonable condition - showing some wear but evidence of maintenance. Outdoor seating area has an attractive appearance for most of the year, however some evidence of disorder or rubbish/ litter.
	3-4-5	Provision of poor quality outdoor furniture/ seating facilities and insufficient to cater for all guests. Furniture/ seating facilities in poor condition - showing significant wear and no evidence of maintenance. Outdoor seating area has an unattractive with evidence of disorder or rubbish/ litter.
	1-2	Limited or No outdoor relaxation areas provided.
f) Recreational Facilities (Only the quality/condition of actual facilities offered)	9-10	Recreational facilities (either provided on the premises or offered on other premises) provided of excellent quality and in excellent condition.
	8	Recreational facilities (either provided on the premises or offered on other premises) provided of good quality and in good condition (showing some wear but evidence of maintenance). Or of high quality but only reasonable condition.
	6-7	Recreational facilities (either provided on the premises or offered on other premises) provided of reasonable quality and in reasonable condition (showing wear and maintenance seem haphazard).
	3-4-5	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in poor condition (showing considerable wear and maintenance seem haphazard).
	1-2	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in total state of disrepair. No evidence of maintenance.
g) Appearance of Buildings	9-10	Absence of weathering, fresh well-maintained paintwork, and an overall clean and "new" look, no unsightly staining and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting. Addition of attractive architectural features (applicable to market), etc.
	8	High quality maintenance of paintwork and stone /brickwork though some natural weathering may be present. All areas of paintwork to be in sound condition. Some additional external features to enhance appearance.
	6-7	Paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.

	3-4-5	Woodwork generally in sound condition, though some areas of paint may be ageing and rather weathered. Small defects, damage, crack, etc. No evidence of recent repairs, paintwork, etc.
	1-2	Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork, cracked stone). Flaking paint, illegible signs, rotting exposed wood.

2. PHYSICAL FACILITIES - INTERIOR

2.1 BEDROOMS

a) Bedding	Grading Score	Description
	9-10	High quality linen, laundered and well toned. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent). Good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6-7	Sheets well toned, but not necessarily best quality linen. Medium quality bed covers/ spreads but free from stains, holes and wear.
	3-4-5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/ duvets.
	1-2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
b) Beds	9-10	Bed sizes frequently larger than standard single size. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (if appropriate; excellent quality). If headboards, offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though may not be in a brand new condition. If appropriate, bed frames may be of an older style, but in good condition and good quality.
	6-7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. If appropriate, headboards may be a simple wooden board or continental pillow.
	3-4-5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No flaccid, broken struts, uneven legs, wobbly headboards (if appropriate) or sloping frames (if appropriate).
	1-2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/ s missing, stains marks and holes. Creaking frame, flaccid support.

c) Decoration	9-10	High quality wall covering (paint or wallpaper). Attention to detail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, art objects, etc. All work should look professional and be well executed.
	8	High quality wall covering, but need not be in excellent condition. Signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.
	6-7	Competent job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good.
	3-4-5	Ageing décor that is only of an average quality to begin with. Sub standard application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1-2	Low-grade materials poorly executed. Mis-match of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp.
d) Furniture and Fittings	9-10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition (inside or on patio). Full, well-lined curtains with appropriate accessories, in working order. Blinds/ shutters in excellent condition and of excellent quality. Curtains/ blinds/ shutters blocking external light. Electronic goods of excellent quality and in excellent condition.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Curtains to be full and good quality/ condition. Blinds/ shutters in good condition and of good quality. Curtains/ blinds/ shutters blocking external light. Good quality electronic goods in good condition.
	6-7	Furniture and fittings which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No jarringly uncoordinated styles - all furniture to be of a broadly similar standard. Medium quality electronic goods in good working order.
	3-4-5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Thin, short, skimpy curtains. Some stains, marks on soft fittings. Out-dated electronic equipment but in good working order or new equipment in poor state of repair.

	1-2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin unlined curtains, stained, worn upholstery. Electronic goods: Very old, not working, components broken, badly tuned, channels not conform to directory, etc.
e) Flooring	9-10	If fitted carpets, high quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable - merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively, cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn- through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
f) Ceiling / Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Competent job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.

g) Floor space/Layout	9-10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (if market appropriate). Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area or bed. Unrestricted view of full mirror. All plug points functionally located.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a separate sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located.
	6-7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points are functionally located.
h) Temperature Control	3-4-5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located.
	1-2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points are functionally located.
	9-10	Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition.
	8	Individual control by guest at all times. Ageing but excellent apparatus. Good quality and quiet wall mounted air-conditioners.
	6-7	Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here.
i) Lighting	3-4-5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances.
	1-2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room.
	9-10	Overall high standard of illumination in room. Controllable dimness/glare - either through dimming switches or a number of individually controlled lights/ lamps. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	6-7	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	3-4-5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1-2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.

j) Accessories	9-10	A wide range to be provided of the following list of high quality extras for guests e.g. fruit bowl, plants, satellite television, remote controls, books and magazines, mending kit, potpourri, shoe polishing cloth or pad, biscuits, mineral water, sweets/ mints/ chocolates, tea tray with variety of teas/ hot chocolate/ coffees/ milk, comprehensive well presented room information, minibar, ton and toning board (on request), hair dryers (on request), plug adaptors (on request).
	8	A reasonable proportion of the above.
	6-7	A small selection of the above.
	3-4-5	One or two items only of average quality.
	1-2	One or two items only of very poor quality.

2.2 BATHROOMS

All bathrooms should have sufficient space to allow freedom of movement for guests and access to all fittings.

All grades must have en-suite bathrooms which shall include only a bath or only a shower. 4 and 5-star B&B's must have a bath and shower; shower could be in the bath.

a) Towelling	Grading Score	Description
	9-10	Full range of towel sizes - bath towel, (bath sheet optional), hand towel, face cloth for each guest. Provision of towelling robes. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/ towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6-7	Good quality bath and hand towels in sound condition.
	3-4-5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1-2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
b) Decoration	9-10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a good and professional job.
	6-7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	No decoration or very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.

c) Fixtures and fittings	9-10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. High quality bath. Attractive shower screen in excellent condition if separate shower. Attractive shower curtain/ screen in excellent condition if shower/ bath are combined. Good sized washbasin. Easily used, responsive controls. Hot water at all times (dependent on location and energy/ water supply).
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6-7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3-4-5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1-2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/ sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.
d) Flooring	9-10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a good and professional job.
	6-7	Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	Very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.
e) Ceiling/Roofing	9-10	Ceiling/ roofing to be of excellent quality and professionally fitted, no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting or damp/ condensation marks. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted, no flaccid ceilings/beams/ poles or evidence of water leakage, seeping, cracking or splitting or damp/ condensation marks. Professionally painted/ stained/ treated.
	6-7	Good job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/ condensation marks.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done. Some evidence of damp/ condensation marks.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done. Significant evidence of damp/ condensation marks.
f) Lighting	9-10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/ shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6-7	Centre light and shaving light, well positioned providing adequate light.

	3-4-5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1-2	Gloomy, badly placed, ageing, damaged light fittings.
g) Floor Space/ Layout	9-10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6-7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3-4-5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1-2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/ dressing. Small washbasin, cramped access to toilet.
h) Accessories	9-10	High quality toilet paper (for example 2-ply). A wide range of the following list of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6-7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3-4-5	One or two items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1-2	One or two items from the above list of poor quality (wrapped soap or shower gel is compulsory).

2.3 PUBLIC AREAS

a) Signage (Internal) –Internal signage may be verbal on arrival and/or board signs may be provided.	Grading Score	Description
	9-10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6-7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3-4-5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1-2	Limited or No signage within the establishment.
b) Decoration	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, art objects, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.

	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3-4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Sub standard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
c) Furniture and fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in public areas and corridors.
	8	High quality furniture but not necessarily new. All in sound condition. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality.
	3-4-5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive.
d) Flooring	9-10	If fitted carpets, high quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable - merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively, cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.

	1-2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn-through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
e) Ceiling/Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings / beams / poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Competent job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
f) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3-4-5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting. Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
g) Atmosphere & Ambience	9-10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.

	6-7	Comfortable seating area but may be used for other things at times. A degree of activity/ noise but not irritating.
	3-4-5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1-2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/ radio/ noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

2.4 UNIT LOUNGE, DINING AREA, VERANDA

(4 and 5-star establishments must have inside dining areas not just outside - and must be separate area from lounge/kitchen)

a) Decoration	Grading Score	Description
	9-10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, art objects, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6-7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3-4-5	Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Sub standard application of décor. Little design input or coordination. Tired.
	1-2	Very old, faded, damaged wall covering. Evidence of damp/water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
b) Furniture and fittings	9-10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in public areas and corridors.
	8	High quality furniture but not necessarily new. All in sound condition, Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6-7	Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality.
	3-4-5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1-2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Dated, jaded, unattractive.
c) Flooring	9-10	If fitted carpets, high quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/ flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.

	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable - merely painted cement floors not acceptable.
	6-7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively, cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3-4-5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1-2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn-through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
d) Ceiling/ Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings / beams / poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Competent job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
e) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.

	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6-7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3-4-5	Enough light for practical use, but nothing ore. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting. Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
f) Temperature Control	9-10	Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition. If location/energy supply does not allow for air conditioning, significant other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces.
	8	Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners (if appropriate). If location/energy supply does not allow for air conditioning, several other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces.
	6-7	Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here (if appropriate). If location/energy supply does not allow for air conditioning, some other means of temperature control applied, i.e. many opening windows, shady trees, fans, fireplaces.
	3-4-5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. If Location/energy supply does not allow for air conditioning, one or two other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces.
	1-2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. If location/energy supply does not allow for air conditioning, no other means of temperature control applied, i.e. many opening windows, shady trees, fans, fireplaces.

2.5 UNIT KITCHEN

a) Decoration	Grading Score	Description
	9-10	High quality wall coverings, wallpaper, tiles or other suitable finish in excellent condition: free from discolouration, cooking marks, splashes, stains, burns. There may be some pictures, decoration, etc.
	8	High standard wall coverings which may not be new or of the same excellent standard. High standard of workmanship in application of covering. Covering still in very good condition.
	6-7	Good quality workmanship. Wall coverings of average quality: some signs of use. An attempt at interesting design.
	3-4-5	Ageing décor of medium to low quality. Sub standard finish. Notable wear and tear/ stains/ discolouration.
	1-2	Low-grade materials, poor standard of workmanship. Very noticeable cooking marks/splashes. Unsightly wiring/ exposed pipes.
b) Fixtures and fittings	9-10	High quality manufactured units, fitted professionally with ample storage space. Doors and drawers open easily. Easily cleaned durable surfaces. Co-ordinated or matching designs. All in excellent order. May be more traditional kitchen with original features for interest but all sound and well maintained.
	8	High quality kitchen fittings, which may not be new, but are still in sound condition. Some evidence of use (knife cuts on surface, slight discolouration).
	6-7	Middle of the range domestic fittings. DIY assembly competently, carried out. Doors and drawers fitted correctly. Possibly former high standard fittings that have deteriorated through long use, but still basically sound. Traditional fittings in reasonable order.
	3-4-5	Medium to low quality fittings, not professionally fitted; doors badly hung; drawers do not slide smoothly. Much wear and tear. Cheap quality materials
	1-2	Very well used, chipped, broken, stained, badly fitted units in need of replacement. Old fashioned style in bad condition.
c) Flooring	9-10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6-7	Standard quality kitchen flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3-4-5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1-2	Very tired and old style. Damp/ condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.

d) Ceiling/ Roofing	9-10	All types of ceiling/ roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated with no marks or stains.
	8	Ceiling/ roofing of good quality and professionally fitted no flaccid ceilings/ beams/ poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/ stained/ treated.
	6-7	Competent job of ceiling/ roofing application and ceiling/ roofing of average quality. Paintwork/ staining/ treatment competently applied, although not necessarily professionally done.
	3-4-5	Poor quality ceiling/ roofing, adequately fitted, but no evidence of flaccid or splitting. Ceilings/ roofing slightly stained paintwork / treatment poorly done.
	1-2	Poor quality ceilings/ roofing flaccid/ splitting in places, evidence of water seepage. Stained paintwork, paintwork/ treatment old and adequately done.
c) Lighting	9-10	Overall high standard of illumination giving sufficient light for all appropriate purposes. All lights of high quality manufacture and in excellent order. No harsh fluorescent tubes.
	8	High quality fittings with more adequate spread illumination for practical use.
	6-7	More than minimal lighting. Medium quality fittings in sound condition.
	3-4-5	Enough light for practical use, but nothing more. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
	1-2	Low quality fittings in poor condition - exposed, fraying wires, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
f) Electrical Equipment (In some areas this may not apply)	9-10	Extensive range of electrical equipment with emphasis on automation. Recent model, high quality equipment with up to date technology. All in excellent working order. Operation manuals close at hand for all equipment.
	8	Very good range of equipment, possibly of mixed ages and quality. Some old but all in excellent working order. Alternatively a small range of new high quality equipment.
	6-7	Mixture of old and new equipment, some showing evidence of use over time. Alternatively excellent range of older equipment. All equipment in good working order.
	3-4-5	Minimum range of basic equipment. May be showing signs of considerable wear and tear.
	1-2	Old fashioned, outdated in poor condition.
g) Stove/ Oven/Microwave (type and technology dependent on energy supply and location; in some areas)	9-10	Modern, high specification model incorporating new technology. New or nearly new. In immaculate order. With timing facility. Good capacity and storage, plate warmer, large grill. Possibly with two ovens, combination microwave.
	8	Top of the range model, but not new - some signs of usage. Very good model in excellent condition, but lacking some refinements.

	6-7	Good domestic cooker with all normal functions in sound condition.
	3-4-5	Lower quality domestic cooker of dated style and design. Basic functions with no refinements. Looking well used. Small oven capacity.
	1-2	Bottom of the range, old-fashioned model showing evidence of considerable wear and tear. Oven door ill fitting, enamel extensively scratched or chipped. Difficult to use.
h) Crockery & Utensils	9-10	Wide range of kitchen and dining equipment of high quality. Fine china or pottery cups and plates of matching styles with ancillary items over and above the basic requirements of the inventory. High standard of cooking pots, casseroles, flan dishes, possibly stainless steel, ceramic or enamelled. All of matching or coordinated design. Thoughtful provision of "extras" such as garlic press, lemon squeezer. No chipped, cracked or "crazed" crockery. There may be two or more styles of crockery - for "every day" and "special" use. Possibly some high specification "professional" utensils.
	8	Substantial range of high quality equipment, which may not be new - may show some slight signs of wear and tear. Very good domestic crockery in excellent order. Mixed range of utensils of varying styles but all very good quality.
	6-7	Domestic middle-range pots, pans, crockery in good order. Perhaps some higher quality items that shows signs of good use, but still in sound condition
	3-4-5	Mixture of styles and quality, mostly middle to low standard, showing evidence of considerable use. Worn pattern on some crockery; dull finish, scratches on utensils. Dated style.
	1-2	Low quality, cheap domestic, mass-produced crockery and utensils, showing wear and tear. Well-used pyrex plates with discolouration from long use. Utensils jumbled, ill assorted, having the appearance of being cast-offs, secondhand, discarded.

3. HOUSE KEEPING

a) Unit Bedrooms	Grading Score	Description
	9-10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blow bulbs or broken equipment. Turndown service, room tidied, any trays taken away. Lights on and curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6-7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3-4-5	Surfaces smeary/ dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1-2	Very heavy dust on surfaces, high and low. Debris in wardrobe/ drawers. Bits of paper, threads and other items, grit, etc on carpet. Long-term neglect.

b) Unit Bathrooms	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/ grout.
	3-4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1-2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
c) Unit Lounge/ Dining Area / Veranda	9-10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6-7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3-4-5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1-2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/ dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.
d) Unit Kitchen	9-10	High standard of cleanliness, attention to detail. No dust. All surfaces polished with no smears. Contents of kitchen cupboard and drawers tidily laid out. Interior of fridge clean and polished and freezer compartment regularly defrosted.
	8	Generally very high standard of cleanliness and tidiness. Kitchen equipment sorted between lets.
	6-7	Good standard overall, though possibly some evidence of dust, cobwebs in high and low or inaccessible places. Kitchen equipment not sorted between lets.
	3-4-5	Kitchen equipment in complete jumble. Crumbs in drawers. Some cooking items from previous guests (cans, bottles, sauces) left in cupboard. Unclean/ damp smell. Condensation marks/ mould showing in places. Grouting marked/ stained.
	1-2	Unsatisfactory standard. Dust and cobwebs. Long-term neglect.
e) Public Areas (i.e. Reception, Office, Shop, Laundry, Bar, Restaurant, etc)	9-10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. flowers well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6-7	High level of cleanliness. Easy seating area -some books, magazines, etc on tables.

	3-4-5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1-2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/ wilting plants. Ashtrays unemptied. Newspapers/ books on floor. Dirty glasses/ cups on tables.
f) Public Toilets (Often not applicable in the Bed & Breakfast situation)	9-10	Meticulous attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6-7	No evidence of dust/ hairs/ grime. Surfaces all clean. Floor vacuumed and free from dust.
	3-4-5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
	1-2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.

4. GENERAL SERVICE & SERVICES

a) Reservations	Grading Score	Description
	9-10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6-7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3-4-5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/ offered.
	1-2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/ offered. No booking found on arrival.
b) Check-in & check-out	9-10	Prompt thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.
	6-7	Registered, given key and directed to room. Bill correct. Staff obviously shalling and trying to be helpful.
	3-4-5	Name and address taken. Minimal information given. Key given, no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1-2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staffs have no idea and are unshalling to assist customer. Long wait. Staff unable to cope with some forms of payment.

c) Friendliness & Attitude	9-10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show shalliness to please.
	8	Cheerful demeanour and attitude. Guests shall be shown to room and given necessary information - told to ask if anything else required.
	6-7	Pleasant appearance. Shalliness to help when asked.
	3-4-5	Neutral behaviour - no particular enthusiasm - just doing the job.
	1-2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.
d) General Efficiency	Grading Score	Description
	9-10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated.
	6-7	Good level of efficiency. All requests dealt with pleasantly.
	3-4-5	Fair level of efficiency. Rather unshalling response to any requests.
	1-2	Poor level of efficiency. Marked reluctance to give any help.
e) Staff Appearance (uniforms with name tags are a necessity to identify staff)	9-10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance. Sleeves and trousers the right length. Clothing fresh and well toned. Hair clean and under control. Hands and finger nails clean. Polished shoes.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6-7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.
	3-4-5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
	1-2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly
f) Tourist Information (could be hard copies of different brochures or verbal; in units or in general guest area)	9-10	Information packs in bedrooms or in reception/ lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff shalling to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6-7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3-4-5	Limited information at reception only. Staffs have very limited knowledge.
	1-2	No information or out-of-date information. Staff unable to assist.

g) Access to Communication	9-10	Information packs in bedrooms or in reception/ lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff shalling to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements.
	8	Good access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6-7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3-4-5	Poor access to external and internal communication throughout the day e.g. telephone, internet etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1-2	Limited or No access to communication.
h) Laundry Or Drying Facilities	9-10	Well-equipped premises in excellent order. Spotlessly clean. Generous provision of top quality, modern equipment, together with clear instructions. Sufficient, strong practical drying lines. Good quality ton and toning board provided. Alternatively a very good outsourced laundry service offered.
	8	Provision of good quality premises and equipment. Perhaps not new some signs of use. Equipment may not be of highest specification, or the most modern but all in very good order. Sufficient drying lines.
	6-7	Standard domestic equipment in sufficient quantity for convenient use. Suitable premises in good decorative order. Clean and organised. Modest length of drying lines.
	3-4-5	Ageing equipment. Either professional or domestic, showing signs of wear, chipped enamel, scratched, loose hinges. Insufficient provision for all potential users, without queuing. Premises getting shabby. Insufficient drying lines.
	1-2	Very old inadequate equipment. Unsuitable premises needing refurbishments. No drying lines available.

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