

## 5 STAR - HOTEL REQUIREMENT

	Area	Criteria	Achieved
			*****
1	Location, Access and Interior	Gate is available, in good working condition, well painted and clean; or the hotel has secure controlled access to the property.	
2		Excellent visual appeal, elegant design and appearance. High quality level of lighting and visible, indicative, clear and attractive signage directing guests around the entire property. Unique and striking architectural features.	
3		Evidence of regular servicing. Well tended, attractive garden with very good variety of plants which are professionally planned, favouring native endemic species. Even, smooth and well kept pathways.	
4	Reception & Affiliated Services	Guests are escorted to room and shown the various amenities and how to operate them.	
5		All essential information given to guest on layout of property, available facilities and meal times.	
6		Porterage provided automatically with a trolley/buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Porter service is available 24 hrs. Service is delivered in a friendly and efficient manner.	
7		A wide range of payment options are available (such as Visa, American Express, MasterCard). Point of Sale (POS) machine is available and in good working order	
8		Assistance with luggage automatically provided	
9		Dedicated luggage room is secure with restricted access and fitted out appropriately with shelving of different heights to accommodate luggage of various sizes. Weighing scales provided so guests luggage can be weighed.	
10		Reception service hours available 24 hrs	
11		Guests are welcomed with welcoming drink and/or refreshing towel.	
12		Concierge services are available 16 hours. The list of services provided by concierge to be made available.	
13		E-version or daily newspapers are provided, both local and international.	
14	Free Wi-Fi is available at the reception		

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15	Guest Bedrooms	Minimum size of area of 22 sqm (Excluding bathrooms, balconies/terraces). Bedroom is well planned for ease of movement and easy access to all facilities.	
16		Flat screen, High Definition, multi-channel television provided in all rooms. TV is easily visible from the bed and conveniently located. Exceptions can be made where TV is provided in a sitting area.	
17		International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard/Reception. Applicable rates clearly displayed. Hotel telephone number, Reception or switchboard number, and the room extension number are displayed.	
18		Free Wi-Fi is available at guestrooms	
19		A clock and alarm system is available. This may be provided on the telephone. It should be in working order and provided in all bedrooms.	
20		Mini bar is stocked with locally produced beverages and snacks in addition to a selection of international alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates available. Bottle opener is provided and in good condition	
21		Air conditioning is available, in good working condition and clean.	
22		Hair dryer in good working order provided in all bedrooms.	
23		Electronic safe large enough for 13" laptop, securely bolted and with operating instructions.	
24		Spare and convenient power points provided in each room.	
25		Spare and convenient international power points provided at desk level/dressing table	
26		Specialized hangers i.e. pegs attached, trouser, satin, shirt	
27		Very good quality full length curtains or blinds. Effective in keeping out light, providing blackout and privacy. Very good quality curtain accessories.	
28		A Full length mirror is available in the room or bathroom, it may also be with the wardrobe. Same is in good condition	
29		A Mirror is provided over the writing desk/vanity area at a suitable height to allow guests to sit whilst using it.	
30		Insect repellent is available.	
31		Personalised notebook and pen (branded with the hotel logo) are available.	

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32		Personalised greeting for each guest or a present in the room.	
33		Bedroom slippers of appropriate quality are provided in two different sizes.	
34		Iron and ironing board is provided in each room and placed in the wardrobe.	
35		Double bed minimum sizes of 1.8m x 2m. Single bed minimum size of 0.9m x 2m. Very good quality mattresses height of at least 18 cm) and bed bases. Matching quality ensemble. Decorative headboards offering an element of comfort.	
36		Full turn-down service provided for all rooms. Bed turned down appropriately and complimentary sweet or chocolate placed on pillows. Bathrobe and slippers appropriately placed in relation to the bed. Room tidied, any trays taken away. Lights on and curtains drawn in the evening. Waste paper bins emptied. Bathroom towels replenished if necessary and bathroom tidied and cleaned if it has been used.	
37	Guest Bathroom	Bathrobes of appropriate quality are provided in two different sizes.	
38		Luxury double ply toilet paper. A wide range (minimum 8) of excellent quality and internationally or locally recognized branded accessories provided in the bathroom e.g. shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include for example: Molten Brown; Elemis; L'Occitane, Hermes....)	
39	Public Areas	Free Wi-Fi in public areas.	
40	Restaurant & Bar	Excellent variety on the menu with a la carte, table d'hote, child menu and special dietary menus on offer. Menu beautifully bound and professionally presented.	
41		Extensive wine selection. Recommended wines accompany different dishes. Wine list is beautifully bound and professionally printed.	
42		Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs cooked to guest's order. Variety of fresh ingredients. Selection of breads and pastries must be offered. Freshly pressed juice from local fruits available. Table service offered.	

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43		Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local beers and spirits available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different range of drinks.	
44	General Services	24 hour room service available. An excellent range of courses available plus wine/drinks list with an extensive selection of items on offer. Standard operating procedures are available stating service delivery.	
45		Full laundry service available 7 days a week. (Where this service is contracted out, the hotel will still qualify for these points subject to relevant documentation/contract being made available)	
46	Business Practices	Systematic complaint management system - complaints are monitored, evaluated and responded to promptly. ( <i>*An extract of at least two complaints with actions taken to be made available to assessors</i> )	
47		Analysis of online guest reviews to improve the property's performance. ( <i>*Extract to be made available</i> )	
48		Active invitation of departing/checked-out guests to write a review on a portal or on the website ( documentation to be made available to assessors)	

<b>TOTAL REQUIRED</b>	<b>48</b>
<b>TOTAL ACHIEVED</b>	<b>0</b>
<b>PERCENTAGE ACHIEVED</b>	<b>0</b>