

Stars for Service -
Keys for Space

**Classification Criteria and
Standards for
Hotel Apartments
Sultanate of Oman**



HOTEL
APARTMENT
Fully Serviced



شقق فندقية
خدمات شاملة

2013/2014



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Hotel Apartments

OVERALL STAR CLASSIFICATION DEFINITIONS

One-Star

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

Two-Stars

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

Three-Stars

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

Four-Stars

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

Five-Stars

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

Hotel Apartment Criteria
External Factors

Name of Hotel Apartment Date

Hotel Apartments

1) HOTEL APARTMENT ACCESS, LOCATION, ENVIRONMENT & PARKING

| Evaluation Criteria/Section | 1 Star | 2 Stars | 3 Stars | 4 Stars | 5 Stars |
|---|---|---|---|---|---|
| 1.1) Location | | | | | |
| 1.1.1) Appropriate for Type of Property | The location & surrounding must be appropriate for this type of facility (commercial, commercial-residential or tourist designated zones). Evaluate neighborhood and traffic noise levels | The location & surrounding must be appropriate for this type of facility (commercial, commercial-residential or tourist designated zones). Evaluate neighborhood and traffic noise levels | The location & neighborhood must be compatible with the image of the property (commercial, commercial-residential or tourist designated zones) | The location must be compatible to the business model in an upscale, commercial, commercial-residential or tourist area, in which the property must be appropriately integrated | The location must be appropriate & be in a commercial, commercial-residential or tourist area that reflects an image of sophistication & luxury in life style |
| 1.2) Building | | | | | |
| 1.2.1) Façade | The exterior features are basic, which appeals to the budget traveler | The exterior of the building reflects modest enhancements | The architectural features of the building reflect a distinguished style | Architectural features of the building reflect an image of upscale quality | The architectural features of the building are excellently, projecting an image of sophistication & luxury |
| 1.2.2) Balconies (Optional) | N/A | N/A | Good size balcony with attractive design features | Good size balconies in resort locations with enhanced design features | Balconies with upscale design feature & large enough for lounging & meal service |
| 1.2.3) Shutters & Window Treatment | Clean windows | Clean windows | Very good exterior & interior window treatments will provide overall coordinated attractiveness | Excellent exterior & interior window treatment. For resorts provide obvious enhancements. | Outstanding exterior window treatment with interior black-out material or shutters to enhance the overall attractiveness of the building |
| 1.2.4) View from Building | There must be an acceptable view from all apartments | There must be an acceptable view from all apartments | There must be an acceptable view from all apartments | The view from all apartments must be attractive | The view from all apartments must be attractive & exceptional |
| 1.3) Access: | | | | | |
| 1.3.1) Paved Roads with appropriate signage | Must be within easy reach with an area large enough to accommodate cars at the main entrance | Must be within easy reach; a paved road leading to the main entrance that can accommodate cars | Must be easy to reach; the paved road to the property entrance is in good repair with good directional signs. Should accommodate cars & buses at the front door | Must be easy to reach via road; high quality signage & paved roads in good repair leading to the main entrance, which will accommodate cars & buses | Must be easy to find; with exceptional quality signs & a paved road system leading up to the building entrance being large enough to accommodate cars & buses |
| 1.3.2) Disabled Access to all Areas of the property | There must be access to all facilities for the disabled | There must be access ramps to all facilities for disabled guests | There must be access ramps to all facilities for disabled guests | There must be access ramps to all facilities for disabled guests | There must be access ramps to all facilities for disabled guests |

Hotel Apartment Criteria
External Factors

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| 1.3.3) Separate luggage entrance/access | N/A | N/A | A separate luggage entrance/access must be made available adjacent to the main property guests entrance. | A separate luggage entrance/access must be made available adjacent to the main property guests entrance. | A separate luggage entrance/access must be made available adjacent to the main property guests entrance. |
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Hotel Apartment Criteria
External Factors

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| 1.4) Environment: | | | | | |
| 1.4.1) Landscaping, Park, Gardens | Property grounds are well kept | Property grounds are well kept | Aesthetic enhancements at the main entrance & grounds | The entrance area & other landscaped grounds are well maintained & inviting | The front door area & other landscaped areas on the property are meticulously groomed |
| 1.5) Parking: | | | | | |
| 1.5.1) No. of Parking Spaces per Apartment & valet parking | There must be a minimum of 10 parking slots for the first 10 apartments & at least 1 parking slot for every 3 additional apartments, including reserved parking for the disabled | There must be a minimum of 10 parking slots for the first 10 apartments & at least 1 parking slot for every 3 additional apartments, including reserved parking for the disabled | There must be a minimum of 10 shaded parking slots for the first 10 apartments & at least 1 parking slot for every 3 additional apartments, plus 1 parking slot for every 10 m ² of public areas; i.e., F&B and function areas & entertainment. including reserved parking for the disabled | There must be at least 1 shaded parking space for every 3 apartments, including reserved parking for the disabled, plus 1 parking slot for every 10 m ² of public areas; i.e., F&B and function areas & entertainment. Guest valet parking slots must be available | There must be at least 1 shaded parking space for every 3 apartments, including reserved parking for the disabled, plus 1 parking slot for every 10 m ² of public areas; i.e., F&B and function areas & entertainment. Guest valet parking slots must be available |
| 1.5.2) Employee Parking | N/A | N/A | N/A | Employee parking in a separate area | Employee parking in a separate area |
| 1.6) Entrance: | | | | | |
| 1.6.1) Canopy or Porte de Cochère | The entrance is identifiable as such, usually by a sign | An easily identifiable entrance/driveway | An enhanced canopy covers the main entrance; a bellman available | A sense of arrival provides the first impression, a Porte de Cochère with a uniformed doorman & bellman providing the first welcome | A luxurious sense of arrival provides is evident with a Porte de Cochère covering the entrance & the driveway with a uniformed doorman providing a warm welcome & bellman available and valet parking driver. |
| 1.6.2) Accessibility (24 hours) | Is accessible 24 hours | Is accessible 24 hours | The main entrance is open 24 hours | The main entrance is staffed 24 hours | The main entrance is staffed 24 hours |

Hotel Apartment Criteria
Public Areas

Name of Hotel Apartment Date

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| Hotel Apartments |
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2) HOTEL APARTMENT PUBLIC AREAS STANDARDS

| Evaluation Criteria/Section | 1 Star | 2 Stars | 3 Stars | 4 Stars | 5 Stars |
|---|---|---|---|---|---|
| 2.1) Lobby & Reception Area | | | | | |
| 2.1.1) Lobby size | Minimum 20 m ² ; adequate sized registration area with limited or no seating area | Minimum 30 m ² ; good- sized registration area with a seating arrangement featuring a sofa & arm chairs accommodating a small group; luggage carts available | Minimum 40 m ² ; Very good- sized registration area with an expanded seating arrangement convenient for conversational seating accommodating small groups; luggage carts available | Minimum 50 m ² ; spacious registration area located away from main traffic areas with multiple conversational groupings accommodating several small groups; upgraded luggage carts, recognizable guest service area & bell stand | Minimum 60 m ² ; spacious registration area located away from main traffic areas with multiple conversational groupings accommodating several small groups; upgraded luggage carts, recognizable guest service area & bell stand plus privacy seating areas are available; recognizable concierge area |
| 2.1.2) Size of front desk/reception area (to include; guest's registration, cashier and concierge). Can also be represented in individual desk format. | Minimum 8 m ² | Minimum 10 m ² | Minimum 15 m ² | Minimum 20 m ² | Minimum 25 m ² |
| 2.1.3) Elevator | Elevator is available when in more than 1 story buildings. There should be space for at least 1 elevator passenger for each 20 beds | Elevator is available when more when buildings consist of 1 storey or more. There should be space for at least 1 elevator passenger for each 20 beds | Elevator is available when more when buildings consist of 1 storey or more. There should be space for at least 1 elevator passenger for each 20 beds | Elevator is available when buildings consist of 1 storey or more. There should be space for at least 1 elevator passenger for each 20 beds | Elevator is available when buildings consist of 1 storey or more. There should be space for at least 1 elevator passenger for each 20 beds. |
| 2.1.4) Ash Urns/Trash Receptacles | Trash urns are placed throughout the public areas | Trash urns are placed throughout the public areas | Well coordinated ash urns are placed throughout the public areas & serviced frequently | Well designed trash receptacles are placed in elevator landings & located throughout; they are maintained frequently & the sand is | Attractively designed trash receptacles are placed in elevator landings & located throughout; they are maintained frequently & the sand is stamped with a creative design |

Hotel Apartment Criteria
Public Areas

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| 2.1.5) Ratios | <p>The number and type of sanitary fittings and fixtures installed, are to be calculated in relation to the resident guests capacity of the premises:</p> <p>MEN Up to 20 prs.- 1 WC w/flexible hand shataf and 1 Wash-hand basin 21 - 50 prs. - 1 WC w/flexible hand shataf and 2 Wash-hand basins 51 - 100 prs. - 2 WC w/flexible hand shataf and 3 Wash-hand basins 101 - 200 prs. - 4 WC w/flexible hand shataf and 3 Wash-hand basins 201 - 300 prs.- 4 WC w/flexible hand shataf and 4 Wash-hand basins Note: For over 300 prs., add at a rate of 33% to the number of facilities.</p> <p>WOMEN Up to 20 prs - 1 WC w/bidet or flexible hand shataf, 1 Wash-hand basin, and 1 dressing credenza with make-up mirrors and stool 21 - 50 prs.- 2 WC w/bidet or flexible hand shataf, 2 Wash-hand basin and 1 dressing credenza with make-up mirrors and stool 51 - 100 prs.- 3 WC w/bidet or flexible hand shataf, 3 Wash-hand basin and 2 dressing credenza with make-up mirrors and stool 101 - 200 prs.- 4 WC w/bidet or flexible hand shataf, 4 Wash-hand basin and 2 dressing credenza with make-up mirrors and stool 201 - 300 prs - 5 WC w/bidet or flexible hand shataf, 5 Wash-hand basin and 3 dressing credenza with make-up mirrors and stool Note: For over 300 prs., add at a rate of 33% to the number of facilities. Cloakrooms and toilets to have effective system of ventilation (natural or mechanical), and to be equipped with all usual accessories (e.g., mirrors, make-up mirrors in female lavatories, vanity units, ample lighting, clothes hooks, toilet paper-roll holders, (electrical hand dryers/optional), soap dispensers, disposable paper towels and/or hand linen/terry towels and soiled towels basket, fire resistant waste basket, (floral arrangements 3&4 stars/artificial)</p> | | | | |
| 2.1.6) Number of disabled toilet facilities | Up to 150 prs. - 1 toilet equipped for the disabled For over 150 prs. - 2 toilets equipped for the disabled | | | | |
| 2.1.7) Cloakrooms and public toilets/Restroom and handicapped Facilities | Cloakrooms and toilets for resident guests and casual patrons are to be provided separately for men and women, and will be located adjacent to or easily accessible from both, the entrance lobby and the public apartments | Cloakrooms and toilets for resident guests and casual patrons are to be provided separately for men and women, and will be located adjacent to or easily accessible from both, the entrance lobby and the public apartment | Cloakrooms and toilets for resident guests and casual patrons are to be provided separately for men and women, and will be located adjacent to or easily accessible from both, the entrance lobby and the public apartment | Cloakrooms and toilets for resident guests and casual patrons are to be provided separately for men and women, and will be located adjacent to or easily accessible from both, the entrance lobby and the public apartment | Cloakrooms and toilets for resident guests and casual patrons are to be provided separately for men and women, and will be located adjacent to or easily accessible from both, the entrance lobby and the public apartment |

Hotel Apartment Criteria
Public Areas

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| 2.1.8) Fixtures & fittings | Cloakrooms and toilets to contain fixtures and fittings of exceptionally good quality, design and condition. Hangers to be provided on the toilet doors | Cloakrooms and toilets to contain fixtures and fittings of exceptionally good quality, design and condition; Hangers to be provided on the toilet doors | Cloakrooms and toilets to contain fixtures and fittings of exceptionally good quality, design and condition. Hangers to be provided on the toilet doors | Cloakrooms and toilets to contain fixtures and fittings of exceptionally good quality, design and condition. Hangers to be provided on the toilet doors. | Cloakrooms and toilets to contain fixtures and fittings of exceptionally good quality, design and condition. Hangers to be provided on the toilet doors. |
| 2.1.9) Sanitary installation & water supply | Toilets to contain; WC units (in separate compartments), and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste. | Toilets to contain; WC units (in separate compartments), and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste. | Toilets to contain; WC units (in separate compartments), and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste. | Toilets to contain; WC units (in separate compartments), and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste. | Toilets to contain; WC units (in separate compartments), and wash-hand basins of approved manufacture, fixed complete with all plumbing for the continuous supply of hot and cold running water (24 hrs.) and the disposal of waste. |
| 2.1.10) Function, meeting & conference facilities | N/A | N/A | Where functions are catered for, separate cloakrooms and toilets to be provided adjacent to the public areas | Where functions are catered for, separate cloakrooms and toilets to be provided adjacent to the public areas | Where functions are catered for, separate cloakrooms and toilets to be provided adjacent to the public areas |
| 2.1.11) Electrically operated shoe-polishing machines (black, brown and neutral brushes and polish cream) | N/A | N/A | To be positioned in male public cloakrooms and toilets (gents rooms). Could also be positioned in the elevator bays on each floor. | To be positioned in public cloakrooms and toilets (gents rooms). Must be positioned in the elevator bays on each floor. | To be positioned in public cloakrooms and toilets (gents rooms), and one on each floor in the elevator bay/landings. Valet shoe positioned night service must also be availed. |
| 2.1.12) Artwork (décor) | Basic functional décor with limited coordination | Well coordinated décor & prints are placed throughout the public areas | Enhanced quality art effects, prints & some paintings reproductions are found throughout the public areas | Outstanding quality artwork & paintings are displayed throughout the public areas | Attractive and outstanding artwork & paintings are displayed throughout the public areas, which are well lighted |
| 2.1.13) Registration office location & accessibility | Shall be clearly visible | Easy to identify upon entering the lobby | Shall be easily identifiable from property entrance | Shall be easily identifiable from property entrance | Must be easily visible & accessible from the property entrance |
| 2.1.14) Front office service hours | 24/24 hours reception service available | 24/24 hours reception service available | 24/24 hours for reception, information & bell services | 24/24 hours for reception, information & bell services | 24/24 hours for reception, information & bell service. |

Hotel Apartment Criteria
Public Areas

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| 2.1.15) Bell, door & concierge | N/A | N/A | Bell staff is situated at the door | Bell & door staff is situated at the property entrance; concierge desk is located adjacent to the front desk | Bell & door staff is situated at the property entrance; concierge desk is located adjacent to the front desk |
| 2.1.16) Parking valet position | N/A | N/A | N/A | Valet Parking is situated at the arrival court with adequate space to maintain all car keys, accessible to guests | Valet Parking is situated at the arrival court with adequate space to maintain all car keys, accessible to guests |
| 2.1.17) Back-Office/Telephone operator | Telephone exchange at front desk | Telephone exchange at front desk; service 24/24 hours | Telephone exchange service 24/24 hours handled by dedicated telephone operator or receptionist at the front office. | Good back office space; telephone operator service 24/24 hours | Sufficient back office space easily accessible from front; Telephone operator service 24/24 hours |
| 2.1.18) Back of the house telephone equipment cell | N/A | N/A | A cell located in an accessible zone, must be dust proof and A/C'd to accommodate the telephone system electronic support equipments. | A cell located in an accessible zone, must be dust proof and A/C'd to accommodate the telephone system electronic support equipments. | A cell located in an accessible zone, must be dust proof and A/C'd to accommodate the telephone system electronic support equipments. |
| 2.1.19) Luggage storage area | Shelved luggage may be kept for holding in the back office | A small shelved area within the arrival area is set aside for luggage storage | A fair size shelved luggage storage area situated in the arrival area | A spacious shelved luggage storage area accessible from the arrival court | A spacious shelved luggage storage area accessible from the arrival court with easy connection to a service or luggage elevator |
| 2.1.20) Luggage elevator access | N/A | N/A | N/A | Service/luggage elevator available & easily accessible | Service/ luggage elevator available & easily accessible |
| 2.1.21) Safe deposit boxes | A general safe for guest's valuables must be made available at the reception back-office. | A general safe for guest's valuables must be made available at the reception back-office. | A general safe for guest's valuables must be made available at the reception back-office. Plus an average of 1 individual safe deposit box per each 15 apartments | Safe Deposit boxes adjacent to the Front Desk, accessible from the lobby. Average one for every 10 apartments plus individual safes in deluxe apartments | Safe Deposit boxes are available adjacent to the Front Desk & accessible from the lobby, in addition to individual safes in apartments |
| 2.1.22) House phones | N/A | A house phone shall be available | There will be a house phone in the lobby area | There shall be at least 1 house phone available at the reception area | A minimum of 2 house phones shall be available at the reception area |
| 2.1.23) Recessed telephone area/ external pay phones | Public telephone on site | There shall be a telephone on site in convenient location | Telephones are located conveniently inside the building | Note pads & pens, located away from traffic areas. Multiple phone booths with multiple recessed phones. | Note pads & pens, located away from traffic areas with a chair or bench at the telephone providing extra comfort Multiple phone booths with multiple recessed phones. |

Hotel Apartment Criteria
Public Areas

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|--|---|--|---|--|---|
| 2.1.24) Back-of-the-house recessed public telephone area | N/A | N/A | Public telephone(s) must be made available for staff use adjacent to the staff cantina. | Public telephone(s) must be made available for staff use adjacent to the staff cantina. | Public telephone(s) must be made available for staff use adjacent to the staff cantina. |
| 2.2) Maintenance & Cleanliness: | | | | | |
| 2.2.1) Debris on floors | Acceptable cleanliness standards maintained | Floors throughout shall be maintained in clean conditions in all public areas. | The lobby floor & corridors shall be kept free of debris | The lobby floor & corridors shall be free of debris | The lobby floor & corridors shall be free of debris at all times |
| 2.2.2) Cigarette burns on floor or Carpet | Floors are well maintained | All floors are kept free of damages | All floors shall be maintained very well | There shall not be any cigarette burns on the floors anywhere | There shall not be any cigarette burns on the floor, corridor & carpets |
| 2.2.3) Burnt-out light bulbs | No burnt-out light bulbs | There should not be burnt out light bulbs | No burnt-out light bulbs in public areas | There shall not be any burnt-out light bulbs in the lobby's light fixtures or any other public area | There shall not be any burnt-out light bulbs in the lobby's light fixtures or any other public area |
| 2.2.4) High dusting of light fixtures & chandeliers | Regular high dusting standards generally maintained in all public areas | Light fixtures & light bulbs shall be free of dust in all public areas | Light fixtures shall be dusted regularly in all public areas | All light fixtures shall be kept free of dust in all public areas | All light fixtures shall be kept free from dust, in particular crystal chandeliers shall sparkle at all times |
| 2.2.5) High dusting, picture frames | Acceptable standard maintained in all public areas | High dusting standards maintained in all public areas | High dusting shall be of high standard in all public areas | High dusting throughout public areas shall be free of dust in all public areas | High dusting throughout public areas shall be free of dust in all public areas |
| 2.2.6) Painting of door frames & doors | Painting in public areas maintained | Painting in public areas maintained | Painting in public areas maintained | Painting in guest areas maintained at high standard | Painting standards are maintained impeccably |
| 2.3) Restaurants | | | | | |
| 2.3.1) All-day-dining | Breakfast lounge; minimum size 1 m ² per seat | Coffee shop or snacks available for breakfast, (lunch & dinner optional) ; minimum size 1.2 m ² per seat | Coffee shop or food court, serving breakfast, lunch, dinner & late snacks; minimum size 1.2 m ² per seat | All-Day dining facility; minimum size 1.3 m ² per seat; area for attractive buffet set-up | All-Day dining facility, casually elegant; minimum size 1.5 m ² per seat; area for attractive buffet set-up |
| 2.4) Conference Facilities | | | | | |
| 2.4.1) Meeting room facilities | N/A | N/A | There will be 1 small meeting/multi-purpose room & may be in connection with the business centre. | There will be a minimum of 1 small meeting/multi-purpose room with foyer in connection with a small business centre. | There will be a minimum of 1 meeting/multi-purpose room with foyer of outstanding elegance & appeal, with audiovisual equipment, adjustable lighting levels available for small meetings/functions. |
| 2.4.2) Board room | N/A | N/A | N/A | N/A | Optional: A small board room with outstanding design elements & décor, adjustable lighting features, artwork, paintings, rich millwork wall covering, a heavy board table with recline able heavy leather chairs & a marble-top credenza for coffee break set up |
| 2.4.3) Ceiling Height | N/A | N/A | Minimum 3m | Minimum 3-4m | Minimum 3-4m |

Hotel Apartment Criteria
Public Areas

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|-----------------------------------|-----|-----|-------------------------------|--|---|
| 2.4.4) Partitions & soundproofing | N/A | N/A | N/A | The meeting rooms shall be divided into several sections by dividers that are sound-proof; good black-out facility | The meeting rooms shall be divided into sections by dividers that are sound-proof ; good black-out facility |
| 2.4.5) Temperature control | N/A | N/A | Temperature levels adjustable | Temperature levels adjustable | Temperature levels adjustable |

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| 2.5) Cloakrooms & Public Toilets | | | | | |
|--|---|-----|--|---|---|
| 2.5.1) Cloakrooms and public toilets facilities within the function, conference, and meeting rooms areas | Consult table cloakrooms, public toilets/Restrooms and disabled facilities (Ref. 2.1.5) | | | | |
| 2.5.2) Number of disabled facilities | Consult table cloakrooms, public toilets/Restrooms and disabled facilities (Ref. 2.1.6) | | | | |
| 2.6) Cleanliness | | | | | |
| 2.6.1) Ashtrays/urns/trash receptacle | N/A | N/A | Sufficient ash urns/ashtrays shall be placed throughout the function areas & restroom facilities | Sufficient ash urns/ashtrays shall be placed throughout the function areas & restroom facilities | Sufficient ash urns/ashtrays shall be placed throughout the function areas & restroom facilities |
| 2.6.2) Mirror | N/A | N/A | Full size mirrors well polished with appropriate lighting | Full size mirrors well polished with appropriate lighting | Full size mirrors well polished with appropriate lighting |
| 2.6.3) Light fixtures | N/A | N/A | Light fixtures are dust-free | Light fixtures are dust-free | Light fixtures are dust-free |
| 2.6.4) Used hand towels removal | N/A | N/A | ccleanliness is maintained during function. | During functions, the restroom will be serviced frequently to ensure clean condition. | During functions, the restroom will have an attendant to ensure that the facilities are well stovked & cleanliness is maintained & that soiled towels are removal. |
| 2.7) Sports & Leisure Facilities | | | | | |
| 2.7.1) Fitness facilities | N/A | N/A | A 50 m ² with good quality fitness equipment. Towels are available. | A 70 m ² fitness room with upscale fitness equipment & attendant on duty. Towels & drinking water are available free of charge. | A 90 m ² with the latest and most up-to-date fitness equipment. |
| 2.7.2) Swimming pool (The pool dimensions shall not exceed Olympic size; i.e., 50m x 25m) | N/A | N/A | A basic pool (In- or outdoor) size is 1 m ² per apartment. with very good quality & variety of pool furniture shall be available; minimum size 12.5m x 8m (optional) | A small indoor or outdoor pool size is 1 m ² per apartment available. minimum size 12.5m x 8m . The swimming pool area is well-appointed with upscale design elements & an excellent quality & variety of pool furniture | Swimming pool size is 1 m ² per apartment. minimum size 12.5m x 8m . The swimming pool area has outstanding design elements & appeal; pool furniture is of outstanding quality |
| 2.7.3) Massage room | N/A | N/A | N/A | One massage room is available | Two massage rooms, a sauna, a small locker room with showers & grooming area for men & women separatly are available |
| 2.8) Business Centre | | | | | |
| 2.8.1) Business center | N/A | N/A | A small business centre with a good quality service desk is available | A small upscale business centre, well appointed with an attractive service desk is available | A small and elegant business centre of with an attractive service desk with built-in PCs |
| 2.9) Retail | | | | | |

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2.9.1) Sundry shop (optional)

N/A

N/A

N/A

Upscale selection of sundries

Outstanding products exceptionally merchandized

Hotel Apartment Criteria
Public Areas

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|--|---|---|---|--|---|
| 2.10) Furnishings & Decor | | | | | |
| 2.10.1) Furnishings & décor | Basic functional décor with limited coordination of furniture, fixtures & equipment | Good, comfortable décor with evidence of increased coordination of furniture, fixtures & equipment that reflect current industry trends; some artificial or live plants | Furniture, fixtures, equipment & décor are well coordinated, attractive & offer an enhanced degree of comfort; a very good variety of live plants or very good quality artificial floral arrangements | Upscale, well-appointed, & in the theme of the property; high degree of comfort, featuring professional fitted coverings; an abundant variety of live plants or unique dried floral arrangements | Outstanding elegance & appeal with unique style displaying fine antiques, paintings & artistic elements; an outstanding variety of live plants & fresh floral arrangements throughout |
| 2.11) Miscellaneous | | | | | |
| 2.11.1) Floor coverings | Basic quality of simple design | Good quality floor coverings coordinated with the overall décor | Very good quality carpet, wood, or tile floors with area rugs accenting the overall décor | Excellent quality carpet, wood, marble, or granite floors with unique area rugs | Outstanding quality of carpet or tile with a distinctive design pattern; highly polished wood, marble, granite, or high grade stone floors with custom area rugs |
| 2.11.2) Illumination | Functional lighting fixtures that provide adequate illumination | Enhanced lighting fixtures well placed to provide good overall illumination | Decorative lighting fixtures are well-positioned to provide good overall illumination | Light fixtures are well appointed & of an upscale design that compliments the overall theme of the property; multi-placement provides overall excellent illumination | Custom lighting fixtures of outstanding quality providing a unique effect; multi-placement provides overall excellent illumination & ambience lighting during night time |
| 2.11.3) Temperature control | Temperature range is between 18°C-23°C | Temperature range is between 18°C-23°C | Temperature range is between 18°C-23°C | Temperature range is between 18°C-23°C | Temperature is kept between 18°C- 23°C |
| 2.11.4) Corridors | Walls & ceilings are of basic, simple quality & design | Walls are plasterboard or have vinyl coverings; ceilings are suspended or painted plasterboard; climate controlled | Walls are painted, stuccoes, or have vinyl wall coverings with vinyl or carpeted baseboard; ceilings are painted plasterboard or have an enhanced, textured finish | Walls have excellent quality wall coverings or treatments with ceiling trim or decorative border & carpeted or wood baseboard; ceilings are painted plasterboard or have an enhanced textured finish | Walls have outstanding quality, decorative wall coverings or treatments that are enhanced by chair rails with ceiling trim or decorative border & wood baseboard; ceilings are unique, with enhanced architectural design |
| 2.11.5) Signage & Graphics in English & Arabic | Adequate, legible directional signs in limited locations throughout the property | A good quality directional signs throughout the hotel property | Professionally manufactured directional signs in many locations throughout the property | Design is well defined with overall theme of the property. Location signage is extensive | Signage design is well defined in harmony with the theme of the property. Location signage is extensive |
| 2.11.6) Elevators/Elevator Landings | A commercial type of elevator approach is used | Elevators are of simple design with good quality finishes | Attractively furnished & recessed elevator landing | Well appointed elevator landings upscale in design, recessed away from lobby & corridors | Recessed away from lobby & corridors, elevator landings reflect design elements of distinguished elegance & appear |

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| <p>2.11.7) Praying hall (Musalla),seperatly for gents and ladies complete w/its restrooms and ablution basin, accessible to hotel guests</p> | <p>A 12 m2 Praying hall (Musalla), seperatly for gents and ladies comcomplete w/its restrooms and ablution basin in the lobby area.</p> | <p>A 12 m2 Praying hall (Musalla), seperatly for gents and ladies comcomplete w/its restrooms and ablution basin in the lobby area.</p> | <p>A 12 m2 Praying hall (Musalla), seperatly for gents and ladies comcomplete w/its restrooms and ablution basin in the lobby area.</p> | <p>A 12 m2 Praying hall (Musalla), seperatly for gents and ladies comcomplete w/its restrooms and ablution basin in the lobby area.</p> | <p>A 12 m2 Praying hall (Musalla), seperatly for gents and ladies comcomplete w/its restrooms and ablution basin in the lobby area.</p> |
| <p>2.11.8) Housing units for Taxi driving cosisting of a bedroom, bathroom and prayer room with abulation facilities</p> | <p>N/A</p> | <p>N/A</p> | <p>- Minimum room size 16 m2 and minimum bathroom size 4 m2 - Providing prayer room with minimum size of 12 m2 with abulation sinks - The location must not be visible to hotel guests.</p> | <p>- Minimum room size 16 m2 and minimum bathroom size 4 m2 - Providing prayer room with minimum size of 12 m2 with abulation sinks - The location must not be visible to hotel guests.</p> | <p>- Minimum room size 16 m2 and minimum bathroom size 4 m2 - Providing prayer room with minimum size of 12 m2 with abulation sinks - The location must not be visible to hotel guests.</p> |

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3) HOTEL APARTMENT MINIMUM STANDARDS

| Evaluation Criteria/Section | 1 Star | 2 Stars | 3 Stars | 4 Stars | 5 Stars |
|--|--|--|---|---|--|
| 3.1) Guest Apartments | | | | | |
| 3.1.1) Minimum No. of apartments | 10 | 20 | 25 | 30 | 40 |
| 3.1.2) Number of apartments equipped for the disabled | Minimum 1 apartment for every 10 apartments & then add 1 apartment for every 30 apartments | Minimum 1 apartment for every 10 apartments & then add 1 apartment for every 30 apartments | Minimum 1 apartment for every 10 apartments & then add 1 apartment for every 30 apartments | Minimum 2 apartments for every 30 apartments & then add 1 apartment for every 25 apartments | Minimum of 7% of total apartment inventory |
| 3.1.3) Number of non-smoking apartments | There shall be 10% non-smoking apartments from the total of apartments | There shall be 10% non-smoking apartments from the total of apartments | There shall be 30% non-smoking apartments from the total of apartments | There shall be 30% non-smoking apartments from the total of apartments | There shall be 30% non-smoking apartments from the total of apartments |
| 3.1.4) Size of guestroom corridors & placement of fire extinguishers | Minimum 100 cm wide; recessed or exposed fire extinguishers | Minimum 125 cm wide; recessed or exposed fire extinguishers | Minimum 150 cm wide, fire extinguishers recessed | Minimum 175 cm wide; fire extinguishers recessed, Recessed guestroom entrance will be an added advantage. | Minimum 200 cm wide, with recessed guestroom entrance; fire extinguishers recessed into the walls |
| 3.1.5) Signage in English & Arabic | Basic directional signage, including apartments numbers on all doors, shall be on each floor. | Good quality directional signage, including apartments numbers on all doors, shall be placed on each floor | Very good quality directional signage, including apartments numbers on all doors, shall be placed on each floor | Enhanced quality directional signage, including apartments numbers on all doors, shall be placed on each guest floor | Upscale quality directional signage, including apartments numbers on all doors, shall be placed on each guest floor |
| 3.1.6) Minimum ceiling height | 2.5 m | 2.5 m | 2.5 m | 2.5 m | 2.5 m |
| 3.1.7) Floor covering If property is located on/by a beach, bedrooms and other areas flooring may be exempted from carpeting. Marble, granite, terrazzo or parquet may substitute. | Basic quality of simple design | Good quality floor coverings coordinated with overall design features | Very good quality carpet, wood or tile floors with area rugs compatible with overall design features | Excellent quality carpet, wood, marble, granite, or other high end stone floors with elegant area rugs | Outstanding quality of carpet with distinctive design pattern; polished wood, marble, granite or other high end stone floors with elegant and attractive area rugs |
| 3.1.8) Sound proofing | The walls, ceilings & windows are of good sound- proof quality | The walls, ceilings & windows are of good sound-proof quality | The walls, ceilings & windows are of very good sound-proof quality | The walls, ceilings & windows are of excellent sound-proof quality | The walls, ceilings & windows are of outstanding sound-proof quality |
| 3.1.9) Minimum number of windows. All windows must have an outside view or natural day light. | 1 window, double glazed | 1 window, double glazed | 2 window, double glazed | 2 window, double glazed | 2 windows, double glazed, |
| 3.1.10) Lock Security & Privacy | Automatic security lock upon leaving the room. Privacy, Do Not Disturb doorknob hanger available | Automatic security lock plus deadbolt lock. Privacy or Do Not Disturb doorknob hanger available | Automatic security lock, deadbolt lock & door viewer. Privacy or Do Not disturb doorknob hanger available | Automatic security lock, deadbolt lock & door viewer, door bell. Privacy, Do Not Disturb doorknob hanger or light available | Automatic security lock, deadbolt lock & door viewer, door bell. Privacy, Do Not Disturb doorknob hanger or light available |

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|---|---|--|--|--|--|
| 3.2) Beds | | | | | |
| 3.2.1) Size of single beds (minimum) | 100x190 cm | 100x190 cm | 100x190 cm | 100x200 cm | 100x200 cm |
| 3.2.2) Size of double/queen beds (minimum) | 150x200 cm | 150x200 cm | 150x200 cm | 150x200 cm | 150x200 cm |
| 3.2.3) Size of king size beds (minimum) | N/A | N/A | N/A | 180x200 cm [4] | 180x200 cm |
| 3.2.4) Roll-away beds | mattress | There shall be roll-away beds available | There shall be roll-away beds available | There shall be a sufficient supply of extra beds & roll-away beds available | There shall be a sufficient supply of extra beds & roll-away beds available |
| 3.2.5) Baby-cots available | There shall be cots for toddlers available | There shall be cots for toddlers available | There shall be cots for toddlers available | There shall be cots for toddlers available | There shall be cots for toddlers available |
| 3.4) ONE bedroom apartment | | | | | |
| 3.4.1) Bedroom dimensions, excluding: entrance, closet, bathroom, closet and balcony | Minimum 16 m ² | Minimum 18 m ² | Minimum 20 m ² | Minimum 22 m ² | Minimum 26 m ² |
| 3.4.2) Living room, excluding: entrance, guest lavatories and kitchenette | Minimum 16 m ² | Minimum 18 m ² | Minimum 20 m ² | Minimum 22 m ² | Minimum 26 m ² |
| 3.5) TWO bedroom apartment | | | | | |
| 3.5.1) Bedroom dimensions, excluding: entrance, closet, bathroom, closet and balcony | Minimum 16 m ² | Minimum 18 m ² | Minimum 20 m ² | Minimum 22 m ² | Minimum 26 m ² |
| 3.5.2) Living room, excluding: entrance, guest lavatories and kitchenette | Minimum 16 m ² | Minimum 18 m ² | Minimum 20 m ² | Minimum 22 m ² | Minimum 26 m ² |
| 3.6) THREE bedroom apartment | | | | | |
| 3.6.1) Bedroom dimensions, excluding: entrance, closet, bathroom, closet and balcony | Minimum 16 m ² | Minimum 18 m ² | Minimum 20 m ² | Minimum 22 m ² | Minimum 26 m ² |
| 3.6.2) Living room, excluding: entrance, guest lavatories and kitchenette | Minimum 16 m ² | Minimum 18 m ² | Minimum 20 m ² | Minimum 22 m ² | Minimum 26 m ² |
| 3.7) Guest lavatories | | | | | |
| 3.7.1) Guest lavatories to include: WC + shataf and a hand-wash basin. | Minimum 2.5 m ² | Minimum 2.5 m ² | Minimum 2.5 m ² | Minimum 3.0 m ² | Minimum 4.0 m ² |
| 3.9) One, two and three bed-room apartments: | | | | | |
| 3.9.1) Each bedroom should contain | Basic two floor step-down rugs on each side of the bed. | Good quality two floor step-down rugs on each side of the bed. | Very good quality two floor step-down rugs on each side of the bed and 25" screen TV | Excellent two floor step-down rugs on each side of the bed and 25" screen TV | Outstanding two floor step-down rugs on each side of the bed and 25" screen TV |
| 3.9.2) The living/sitting room | Basic & functional sofa with coffee table | Good comfortable sofa with coffee table | Good quality sofa with coffee and side tables | Excellent quality sofa with coffee and side tables | Exceptional quality sofa & lounge chairs with coffee & side tables |

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|---|---|---|---|---|---|
| 3.9.3) Dining table No plastic products are allowed. | A small dining table with 2 chairs | A dining table with 4 chairs | A good quality dining table with 4 chairs | An enhanced quality table with 4 comfortable chairs | A dining table of outstanding quality with 4 matching chairs |
| 3.9.4) TV in living/sitting room | A 20" colour TV set with remote control and access to satellite channels. | A 20" colour TV set with remote control and access to satellite channels. | A 25" colour TV set with remote control and access to satellite channels, positioned over a pedestal or credenza. | A 25" colour TV set with remote control and access to satellite channels, positioned over a pedestal or credenza. | A 29" colour TV set with remote control and access to satellite channels, placed in an armoire, or over a credenza. |
| 3.9.5) Storage space room | Optional | Optional | Optional | Sufficient luggage storage available | Ample luggage storage available |
| 3.10) Cooking Corner/Kitchenette | | | | | |
| 3.10.1) Cooking Corner/Kitchenette minimum floor area | 5 M² | 5 M² | 6 M² | 7 M² | 9 M² |
| 3.10.2) Cooker | 2 hot plates with exhaust fan | 2 hot plates with exhaust fan | A range with 2 hot plates | A range with 4 hot plates | A well integrated kitchenette with the following fit-out: An upscale range with 4 burners and oven |
| 3.10.3) Microwave Oven | A Microwave oven | A Microwave oven | A Microwave oven | A Microwave oven | A Microwave oven |
| 3.10.4) Refrigerator | A small refrigerator | A refrigerator | A refrigerator | A full-size refrigerator with freezer compartment | An oversized refrigerator with freezer compartment |
| 3.11) Cooking & Dining Utensils | | | | | |
| 3.11.1) Cutlery, crockery, flat-ware and glass-ware & glassware | Cutlery, crockery, flat-ware and glassware | A set of Cutlery, crockery, flat-ware and glassware | A set of Cutlery, crockery, flat-ware and glassware | A complete set of Cutlery, crockery, flat-ware and glassware | A complete set of Cutlery, crockery, flat-ware and glassware |
| 3.11.2) Kitchen Utensils | Some Pots, Pans & cooking utensils | Pots, Pans & basic cooking utensils | Pots, Pans, Kitchen knives & other cooking utensils | Pots, Pans, Kitchen knives & other cooking utensils | Pots, Pans, Kitchen knives & miscellaneous cooking utensils |
| 3.11.3) Cupboard/cabinets space | Some limited Cupboard/cabinets space | Cupboard/cabinets space | Good cupboard/cabinets space | Sufficient cupboard/cabinets space | Ample cupboard/cabinets space |
| 3.11.4) Kitchen sink(s) | A single kitchen sink | A single kitchen sink | A single kitchen sink | A double basin kitchen sink | An oversize double kitchen sink |
| 3.11.5) Clothes washing machine | Optional | Optional | A washer-dryer combination | A washer-dryer combination | A washer/dryer combination |
| 3.11.6) Dishwasher | N/A | N/A | N/A | N/A | An automatic dishwasher |
| 3.11.7) Toaster | N/A | N/A | N/A | A Toaster | A Toaster |
| 3.11.8) Electric Kettle | An electric kettle | An electric kettle | An electric kettle | An electric kettle | An electric kettle |
| 3.11.9) Coffee & Teabags | N/A | N/A | N/A | A supply of instant coffee, tea bags, sugar & coffee whitener | A supply of instant coffee, tea bags, sugar & coffee whitener |

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| 3.12) Telecoms / Audio visuals | | | | | |
|---|--|--|---|--|---|
| 3.12.1) Telephone | Telephones in bedroom and living/sitting room, direct international through operator & apartment-to-apartment dialling | Telephone in bedroom and living/sitting room , international through operator & apartment-to-apartment dialling. | Telephones in all bedrooms and living/sitting room, direct international & apartment-to-apartment dialling, long phone cord, voice messaging, message light | Telephone in all bedrooms and living/sitting room, direct international & apartment-to-apartment dialling, expanded phone features such as pre-programmed dialling keys, long phone cord, voice messaging, message light | Telephones (1 on desk, 1 bedside), direct international & room-to-room dialling, multiple or cordless, expanded phone features such as pre-programmed dialling keys long phone cord, voice messaging, message light |
| 3.12.2) Internet access | Optional | Optional | Internet access with wireless accessibility | In-room high wireless-speed internet access | In-room high wireless-speed internet access |
| 3.12.3) Fax | N/A | N/A | N/A | On request | On request |
| 3.12.4) CD/DVD player | N/A | N/A | N/A | On request | CD/DVD player |
| 3.12.5) Free & pay-per-view Movie Channel | Access to sattalit reception | Access to sattalit reception | Access to sattalit reception | Access to sattalit reception & DVD upon reequest. | Free movie channels & DVDs available |
| 3.12.6) Video Games | N/A | N/A | N/A | Video games available upon request | Video games available upon request |
| 3.12.7) Computer data Points | Data points available | Data points available | Data points available | Easily accessible data ports are available | Easily accessible data ports are available |
| 3.13) Furniture and others | | | | | |
| 3.13.1) Waste paper basket | Of basic quality | Of good quality coordinated with overall apartment features | Of very good quality coordinated with overall apartment features | Of excellent quality compatible with overall apartment features | Of outstanding quality compatible with overall apartment features |
| 3.13.2) Furnishings & décor | Basic functional décor with limited coordination of furniture, fixtures & equipment | Good, comfortable décor with evidence of furniture, fixtures & equipment that reflect industry trends | Furniture, fixtures, equipment, & décor are well coordinated, well fitted, attractive & offer an enhanced degree of comfort | Upscale, decorative, well appointed keeping with the theme of the property; high degree of comfort | Outstanding elegance & appeal with unique style, displaying luxurious furnishings & artistic elements; additional furnishings such as end tables, coffee or occasional tables are common |
| 3.13.3) Floor covering | Basic floor coverings | Coordinated floor coverings | Carpeted or good quality flooring | Carpeted or excellent quality flooring | Exceptional quality carpet or hard wood flooring with area rugs |
| 3.13.4) Free floor space | Functionally proportioned space to provide for basic requirements | Sufficient floor space to allow for comfort | Well proportioned a partment with comfortable seating arrangements | A degree of spaciousness allowing increased ease of movement for guests | Allowing generous ease of movement, comfort & relaxation for guests |
| 3.13.5) Wall coverings | wall coverings/paintings must be of a comfortable colours and suitable for hotel apartments establishments | wall coverings/paintings must be of a comfortable colours and suitable for hotel apartments establishments | Walls are painted, stuccoes or have vinyl wall coverings with carpeted or tile or marble baseboard floor covering | Wall covering treatment is upscale in style with ceiling trim or decorative border & baseboard covering | Outstanding decorative wall coverings or treatments with ceiling molding or border; wood or marble baseboard covering |
| 3.13.6) Wall hangings & art work | Posters or commercial artwork with wood or metal frames | Good quality framed artwork | Very good quality matted & framed artwork | Upscale, matted & framed artwork | Sophisticated prints or lithographs with enhanced matting & frames |
| 3.13.7) Window coverings | Basic drapes, blinds, or shades | Good quality, semi or full black-out drapes | Very good quality black-out drapes; enhanced shades or blinds with side drapes | Excellent quality black-out drapes with sheers & valance | Outstanding quality black-out drapes, sheers & valence with side drapes |

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|--|---|--|--|--|---|
| 3.13.8) Bedding | Adequate quality mattress & box springs; various bedspreads & bed linen | Good quality mattress & box springs; good quality bed linen including semi quilted, cotton/poly bedspreads | Very good quality spring mattress & box springs; very good bed linens including filled & quilted bedspreads | Excellent quality spring mattress & box spring & bed linens including quilted bedspreads, comforters with dust ruffles, duvets or similar enhancements | Outstanding quality spring mattress & bed box spring; with bed linens including plush, quilted bedspreads with dust ruffles, duvets or similar enhancements |
| 3.13.9) Bedside Tables | Basic style bedside table with reading lamp & telephone | Good quality bedside tables with reading lamp(s), telephone & drawers | Very good quality bedside tables; 1 per person with reading lamps, telephone & drawers | Excellent bedside tables; 1 per person with reading lamps, telephone & drawers | Upscale bedside tables; 1 per person with reading lamps, telephone & drawer |
| 3.13.10) Cloth hanging space/closets | Open wall-mounted clothes rack | Semi-enclosed & expanded clothes hanging area with detachable wood or plastic hangers | Open wall or fully enclosed & expanded hanging space with at least 8 wood or plastic removable, matching hangers | Open wall or fully enclosed, illuminated & expanded closet with at least 10 wooden, removable & matching hangers (6 for trousers, 4 for skirt hanging) | Open wall or fully enclosed illuminated closet with at least 15 wooden, removable & matching hangers (8 for trousers, 7 for skirt hanging) plus 5 soft padded hangers for delicate garments |
| 3.13.11) Baggage storage space | Folding metal racks for 3 piece of luggage | Folding metal racks for 3 piece of luggage | Sufficient space for 4 piece of luggage; folding metal rack or credenza top | Sufficient space for 5 pieces of luggage; upgraded racks or benches | Ample space for five pieces of luggage on upgraded racks or benches |
| 3.13.12) Chest of drawers | Open shelves shall be available | A minimum of 4 drawers & open shelves shall be available | A good quality chest of drawers with a minimum of 6 drawers shall be available | A chest of drawers, of good quality design & style, with a minimum of 8 drawers, shall be part of the closet or incorporated into the credenza | A chest of drawers, upscale in design & style, with a minimum of 8 drawers, shall be part of the closet or incorporated into the credenza |
| 3.13.13) Lighting | 10w/m ² from a main light source (overhead, wall bracket or lamp) & one bedside lamp or wall bracket per room occupant | 10w/m ² from 1 main light source & 1 bedside lamp, which can be switched on at either end | 10w/m ² at bedside reading lamp & a central source which may be switched off at either end, plus 1 freestanding fixture | 15w/m ² at bedside as reading lamp & central source which may be switched off at either end—1 light point for writing desk or dressing table, plus freestanding fixture in appropriate places | 15w/m ² at bedside as reading lamp & central source which may be switched off at either end—1 light point for writing desk or dressing table, plus freestanding fixtures in appropriate places providing highest degree of guest comfort |
| 3.13.14) Seating | 1 chair | 2 comfortable chairs; vinyl or fabric upholstery | Comfortable conversational & TV viewing arrangement; arm chairs have fabric upholstery with padded seats | Excellent quality, comfort & variety of seating or oversized chair with ottoman for conversational & TV viewing arrangement | Outstanding quality of seating comfort providing an ultimate degree of guest comfort |
| 3.13.15) Writing surface/desk and swivel chair | N/A | N/A | Very good sized desk | Large working desk | Free-standing desk top enhancements such as desk blotter, pen/pencil set, etc. |

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|---|--|--|--|---|--|
| 3.13.16) Temperature control Heating in mountainous areas | A/C available. (Split unit) | A/C available. (Split unit) | Central system with individual thermostat control | Central system with individual thermostat control | Thermostat with individual control points. |
| 3.13.17) Signage indicating Qibla direction | There shall be a Qibla direction posted in the ceiling or another suitable position. | There shall be a Qibla direction posted in the ceiling or another suitable position. | There shall be a Qibla direction posted in the ceiling or another suitable position. | There shall be a Qibla direction posted in the ceiling or another suitable position. | There shall be a Qibla direction posted in the ceiling or another suitable position. |
| 3.13.18) Placement of electrical outlets | At least 1 electrical outlet in each room. | At least 2 electrical outlets conveniently situated in each room. | At least 3 electrical outlets conveniently situated in each room. | At least 3 electrical outlets conveniently situated in each room. | At least 4 electrical outlets conveniently situated in each room. |
| 3.13.19) Posting of Tariffs | Posted inside the apartment (possibly on the door inside the apartment) | Posted in a visible spot (possibly on the door inside the apartment) | Posted in a good quality frame in a visible spot (possibly on the door inside the apartment) | Enhanced quality print, framed & posted in a visible spot (possibly on the door inside the apartment) | Upscale print frame & placed in a visible spot, possibly on the door inside the apartment |
| 3.13.20) Emergency exits floor plan | A floor plan of emergency escape routes from the apartment shall be posted in each apartment | A floor plan of emergency escape routes from the apartment shall be posted in each apartment | A floor plan of emergency escape routes from the apartment shall be posted in each apartment | A floor plan of emergency escape routes from the apartment shall be posted in each apartment | A floor plan of emergency escape routes from the apartment shall be posted in each apartment |
| 3.14) Guest apartments amenities | | | | | |
| 3.14.1) Ice Bucket | Basic styrofoam ice bucket with plastic tumblers | Plastic ice bucket available | Insulated plastic ice bucket with lid | Insulated & padded vinyl ice bucket | Insulated stainless steel or glass ice bucket with lid |
| 3.14.2) Note pad and pen/pencil | N/A | Note pad & pen/pencil available next to telephone(s) | Note pad & pen/pencil available next to telephone(s) | Branded note pad & pen/pencil available next to telephone(s) | Branded note pad & pen/pencil available next to telephone(s) |
| 3.14.3) Stationery | N/A | N/A | Very good quality, branded stationery folder | Enhanced, branded stationery folder | Upgraded, branded or customized stationery in folder |
| 3.14.4) Guest service directory | N/A | Guest service directory & room service menu | Guest service directory & room service menu | Enhanced guest-service directory & room service menu folder | Upscale guest-service directory & room service menu folder |
| 3.14.5) Utility & laundry bag | N/A | Laundry bag available | Utility & Laundry bag | Enhanced Utility & laundry bag with laundry list | Upscale Utility & laundry bag with laundry list |
| 3.14.6) Full length mirror | N/A | A full-length mirror available | A full-length mirror available | Framed or bevelled full-length mirror | Framed or bevelled full-length mirror |

Hotel Apartment Criteria
Minimum Standards

| Name of Hotel Apartment Date | Hotel Apartments | | | | |
|--|--|---|---|---|---|
| 3.14.7) Iron & Ironing Board | N/A | N/A | Iron & ironing board available upon request | Full-size iron & ironing board | Full-size iron & ironing board |
| 3.14.8) Ashtrays | At least 1 ashtray in each room shall be in all smoking apartments | At least 1 ashtray in each room shall be placed on the credenza in all smoking apartments | At least 1 ashtray in each room shall be placed on the credenza in all smoking apartments | At least 1 ashtray in each room shall be placed on the credenza in all smoking apartments | At least 1 ashtrays in each room shall be placed on the desk & credenza in all smoking apartments |
| 3.14.9) Daily Newspaper | N/A | N/A | N/A | Complimentary daily morning paper delivered in upgraded bag | Complimentary daily morning paper delivered in upgraded bag |
| 3.14.10) Shoe polish service | N/A | N/A | Basic package available | Complimentary shoe shine service | Complimentary shoe shine service |
| 3.14.11) Reading materials | N/A | N/A | Basic travel information | Quality reading materials such as magazines, shopping guides and travel information etc. | Upscale quality reading materials such as magazines, shopping guides & tourist information etc |
| 3.14.12) Bath robes & slippers | N/A | N/A | N/A | Good quality bath robes in deluxe apartments | Two upscale bath robes & two pairs of slippers |
| 3.14.13) In-room safe | N/A | N/A | N/A | General safe at the reception (OR) In-room safe in all apartments | In-room safe in every apartment |
| 3.14.14) Drinking water | Complimentary bottled drinking water to all new arrivals. | Complimentary bottled drinking water to all new arrivals. | Complimentary bottled drinking water to all new arrivals. | Complimentary bottled drinking water in all apartments on daily basis. | Complimentary bottled drinking water in all apartments on daily basis. |
| 3.14.15) Sewing kit | N/A | N/A | Available on request | Enhanced quality available | Upscale quality available |
| 3.14.16) Shoe polish utensils | N/A | N/A | Basic package available | Enhanced quality available | Upscale package available |
| 3.15) Guest Apartment Cleanliness | | | | | |
| 3.15.1) Scuff marks | Walls are kept free of scuff marks | Scuff marks are not visible | Scuff marks are not visible or painted over regularly | Walls are free of scuff marks | No scuff marks anywhere on walls |
| 3.15.2) Upkeep of carpet | Basic cleaning standards apply | Floors are kept clean | Carpets are clean & free of cigarette burns and stains | Carpets are vacuumed daily & free of cigarette burns and stains | Carpets are vacuumed daily & shampooed when necessary & free of cigarette burns and stains |
| 3.15.3) dust & high dusting quality | Acceptable cleaning standards maintained | Good room cleaning standards maintained | Good cleaning standards maintained including high dusting | Very good cleaning standards all around including high dusting | Cleanliness shall be impeccable including high dusting of picture frames & light bulbs |
| 3.15.4) burnt-Out light bulbs | Burnt-out light bulbs should be replaced | Burnt-out light bulbs should be replaced without delay | There should not be any burnt-out light bulbs | There should not be any burnt-out light bulbs | There should not be any burnt-out light bulbs |

Hotel Apartment Criteria
Bathrooms

Name of Hotel Apartment Date

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| Hotel Apartments |
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| 4) HOTEL APARTMENT BATHROOM MINIMUM STANDARDS | | | | | |
|---|---|---|--|---|---|
| Evaluation Criteria/Section | 1 Star | 2 Stars | 3 Stars | 4 Stars | 5 Stars |
| 4.1) Apartments Bathrooms | | | | | |
| 4.1.1) All hotel apartments bedrooms must have en-suite bathrooms. Minimum Size in m ² : | Minimum 4 m ² | Minimum 4 m ² | Minimum 5 m ² | Minimum 5 m ² | Minimum 7 m ² |
| 4.1.2) Bath tubs & shower stalls: enclosed shower curtains and non-slip flooring | All rooms must have enclosed, or shower stalls with curtains or shower in tubs with shower curtains | 50% of rooms with bathtub/shower combination with simple shower curtain & non-slip strips; other The remaining 50% with enclosed or with curtain shower stalls with non-slip flooring | 50% of rooms with shall have a 160 cm tub with flexible shower /shower combination & a good size (min 120x120 cm) shower stall , non-slip strips & a good quality shower curtain | All rooms shall have a 160 cm tub with flexible shower /shower /shower combination in all rooms, non-slip flooring & a good quality shower curtain ; upgraded shower head | All rooms shall have a 170 cm tub with flexible shower /shower & a separate shower stall with high quality non-slip tile flooring; upgraded showerhead and curtains. |
| 4.1.3) WC with Bidet or "Shataf" | All of WCs with shataf or bidet | All WC with shataf or bidet | All WC with shataf or bidet | All WC with shataf or bidet | All WC with shataf or bidet |
| 4.1.4) Retractable bath cloth line | N/A | N/A | Bath Cloth Line | Bath Cloth Line | Bath Cloth Line |
| 4.1.5) Washstand or vanity with basin, mirror & lighting fixture | Wash basin with glass shelf for toiletries & mirror. Minimum Lighting: 10w/m ² 75w light fixture above the basin; with functional mixing faucet & fixtures | Wash basin with glass shelf for toiletries & mirror. Minimum Lighting: 10w/m ² 75w light fixture above the basin; with functional mixing faucet & fixtures | Wash basin stand or skirted vanity with mirror. Minimum Lighting: 10w/m ² from a minimum 75w light fixture above the basin; well coordinated mixing faucet & fixtures | Wash basin moulded into a marble-top, skirted vanity with bevelled mirror. Minimum Lighting: 10w/m ² from a minimum 75w light fixture above the basin; upscale mixing faucets & fixtures | 1 or 2 wash basins molded into a marble/ or granite-top, skirted vanity with bevelled or framed mirror. Minimum Lighting: 10w/m ² from a minimum 75w light fixture above the basins; outstanding mixing faucets & fixtures |
| 4.1.6) Sufficient space | Compact but yet sufficient space for unrestricted guest movement | Compact but yet sufficient space for unrestricted guest movement | Good size, vanity areas is positioned in restricted view from the rest of the guestroom | Excellent size affording increased ease of movement & comfort | Spacious, allowing generous ease of movement, comfort & relaxation |
| 4.1.7) Wall & Floor coverings | Wall & floor coverings are of basic quality & simple design and glazed tiled walls | Good quality non-slip ceramic of mosaic floor tiling and glazed tiled walls | Very good quality non-slip terrazzo or mosaic floor tiling and glazed tiled walls. | Excellent quality, including ceramic tile, marble flooring, and glazed tiled walls. | Outstanding quality & design, including high quality non-skid terrazzo, or marble, flooring & walling (or glazed tiled walling). |
| 4.1.8) Ventilation | There shall be either natural or mechanical ventilation. | There shall be either natural or mechanical ventilation. | An effective exhaust fan or central ventilation system. | An effective exhaust fan or central ventilation system. | A low noise & effective exhaust system or central system. |
| 4.1.9) Electrical fittings (the voltage must be indicated, e.g. 220 v.) | There shall be an outlet for an electrical razor | There shall be an outlet for an electrical razor beside the vanity mirror | There shall be an multi-voltage outlet for an electrical razor beside the vanity mirror | There shall be a multi-voltage outlet for an electrical razor beside the vanity mirror | There shall be a multi-voltage outlet for an electrical razor & a magnifying mirror beside the vanity mirror |
| 4.1.10) Telephone | N/A | N/A | N/A | There shall be a wall mounted phone extension in master bathrooms. | There shall be a wall mounted phone extension in master bathrooms. |

Hotel Apartment Criteria
Bathrooms

| 5) BATHROOM AMENITIES | | | | | |
|--|----------------------------------|------------------------------|---|--|---|
| 5.1) Bathroom Amenities | | | | | |
| | Adequate quality towels on racks | Good quality towels on racks | Very good quality towels as follows: 1 bath towel, 1 hand towel, 1 wash cloth per person on bars or shelves | Excellent quality plush towels as follows: 2 bath towels, 2 hand towels, 2 wash cloths per person on bars or shelves | Outstanding quality oversized, plush towels as follows: 2 bath towels, 2 hand towels, 2 wash cloths per person on bars or shelves |
| 5.1.1) Adequate towels | | | | | |
| 5.1.2) Bathroom floor mat | ✓ | ✓ | ✓ | ✓ | Luxury fluffy floor mat |
| 5.1.3) Facial tissues box | ✓ | ✓ | ✓ | ✓ | ✓ |
| 5.1.4) Hair dryer | N/A | N/A | ✓ | ✓ | ✓ |
| 5.1.5) Make-up mirror | N/A | N/A | ✓ | ✓ | ✓ |
| 5.1.6) Bathroom scales | N/A | N/A | ✓ | ✓ | ✓ |
| 5.1.7) Waste basket | ✓ | ✓ | ✓ | ✓ | ✓ |
| 5.1.8) Ashtray (Only in smokers rooms) | ✓ | ✓ | ✓ | ✓ | ✓ |
| 5.1.9) Toilet paper & spare Roll | ✓ | ✓ | ✓ | ✓ | ✓ |
| 5.1.10) Sanitary bag | ✓ | ✓ | ✓ | ✓ | ✓ |
| 5.1.11) Shower cap | N/A | N/A | ✓ | ✓ | ✓ |
| 5.1.12) Comb | N/A | N/A | ✓ | ✓ | ✓ |
| 5.1.13) Shoehorn | N/A | N/A | ✓ | ✓ | ✓ |
| 5.1.14) Bars of soap | ✓ | ✓ | ✓ | 3 bars of soap Branded,high quality | 3 bars of soap Branded, outstanding quality |
| 5.1.15) Bath & shower gel | N/A | N/A | N/A | ✓ | ✓ |
| 5.1.16) Conditioner/shampoo | ✓ | ✓ | ✓ | ✓ | ✓ |
| 5.1.17) Body lotion/ moisturiser | N/A | N/A | N/A | ✓ | ✓ |
| 5.1.18) Dental kit | N/A | N/A | N/A | ✓ | ✓ |
| 5.1.19) Shaving kit | N/A | N/A | N/A | ✓ | ✓ |
| 5.1.20) Mouth wash | N/A | N/A | N/A | N/A | ✓ (optional) |

Hotel Apartment Criteria
Bathrooms

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| 5.1.21) Cologne | N/A | N/A | N/A | N/A | ✓ (optional) |
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Hotel Apartment Criteria
Service

Name of Hotel Apartment Date

Hotel Apartments

6) HOTEL APARTMENT SERVICE STANDARDS

| Evaluation Criteria/Section | 1 Star | 2 Stars | 3 Stars | 4 Stars | 5 Stars |
|---|--|---|---|--|---|
| 6.1) Reservation | | | | | |
| 6.1.1) Quality of answering the telephone | Answers the phone appropriately | Answers the phone within 5 rings | Answers the phone within 5 rings | Answer the phone after not more than 3 rings by stating a warm greeting & name | Answer the phone after not more than 3 rings & professionally by stating a warm greeting & name |
| 6.1.2) Reservation handling | Is knowledge-able about the rates & services the property offers | Appropriately sells the property's services | Professionally sells the property's services | Professionally quotes rates & sells the location & services of the property | All rates are quoted & other information about the hotel such as location is covered |
| 6.2) Concierge—Front Desk—Bell & Door—Valet Parking | | | | | |
| 6.2.1) Hours of operation | Front Desk 24/24 | Front Desk 24/24 | Front Desk 24/24, Bellmen 16/24 | Front Desk 24/24, Bellmen 24/24 | Front Desk 24/24, Concierge 16/24, Bellmen 24/24 |
| 6.2.2) Manager on duty | N/A | N/A | Manager on Duty 16/24 | Manager on Duty 24/24 | Manager on Duty/Guest Relations Manager 24/24 |
| 6.2.3) Foreign language skills (M) | Basic English | English | Good English | English, plus other languages an advantage | English, French or German plus other languages an advantage |
| 6.2.4) Knowledge of local attractions, local restaurants, tours & sightseeing | Test Front Desk Staff | Test Front Desk Staff | Test Front Desk Staff | Test Front Desk Staff | Test Concierge/Front Desk staff Knowledge & handbook |
| 6.2.5) Guest transportation | Local taxi Service organized by hotel staff | Local taxi Service on call, joint airport transport | Taxi service available; privately organized airport pick-up service if applicable | Hotel Apartments limo available if applicable. Airport service and/ or local taxis | Hotel apartments limo, uniformed driver, reading materilas, other amenities:local taxis: and customized airport transport |
| 6.2.6) Check-in & name recognition | Test check-in procedure | Test check-in procedure | Test Check-in procedure | Test Check-In Procedure & use of name | Test Check-In Procedure & use of name |
| 6.2.7) Availability of express check out | N/A | N/A | If Available | Test express check out & speed | Test express check out & speed |
| 6.2.8) Check-out time | 11:00 : AM | 12:00 | 12:00 | 13:00 HRS. | 14:00 HRS. |
| 6.2.9) Credit cards Accepted | At least 1credit card accepted | At least 2 credit cards accepted | At least 2 credit cards accepted | At least 3 credit cards accepted | At least 3 credit cards accepted |
| 6.2.10) Presentation of apartment's features & benefits upon check-In | N/A | Bellman explains all services and fire escape procedure | Bellman explains all services and fire escape procedure | Bellman explains & sells features of apartment & property including emergency procedures | Bellman explains & sells features of apartment & property including emergency procedures |
| 6.2.11) Attractiveness & cleanliness of luggage carts & trolleys | N/A | Luggage Carts are clean | Luggage Carts are clean | Brass luggage carts with suit hangers must be polished at all time | Brass luggage carts with suit hangers must be polished at all time |

Hotel Apartment Criteria
Service

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| Hotel Apartments |
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| 6.2.12) Attractiveness & cleanliness of staff uniforms | Clean uniforms where applicable | Uniforms are clean & pressed | Uniforms are dry-cleaned & pressed | Uniforms are dry-cleaned & pressed. No stains on uniforms | Uniforms are dry-cleaned & pressed. No stains on uniforms |
|--|---------------------------------|------------------------------|------------------------------------|---|---|

Hotel Apartment Criteria
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| 6.3) Room Service (F&B) | | | | | |
|---|---|--|--|--|--|
| 6.3.1) Hours of operation | N/A | N/A | 16/24 hours | 16/24 hours | 24/24 hours |
| 6.3.2) Telephone order system | N/A | N/A | There is a telephone answering system | There is a telephone answering system with sequencer (group hunting) | There is a telephone answering system with sequencer (group hunting). |
| 6.3.3) Salesmanship of order taker | N/A | N/A | order taker must be able to explain the menu and quote delivery time | order taker must be able to explain the menu and quote delivery time & suggest pick up time | order taker must be able to explain the menu and quote delivery time & suggest pick up time |
| 6.3.4) Stated delivery time adhered To | N/A | N/A | Verify if quoted delivery time is complied to | Verify if quoted delivery time is complied to | Verify if quoted delivery time is complied to |
| 6.3.5) In-room service presentation | N/A | N/A | Server delivers order | Server explains the food & sets the table | Server explains the food & sets the table |
| 6.3.6) Food quality | N/A | NA | Is hot food hot & cold food cold? Very good! | Is hot food hot & cold food cold? Excellent | Is hot food hot & cold food cold? Outstanding |
| 6.3.7) Pick-up & retrieval of dishes | N/A | NA | Pick-up of soiled dishes within 1 hour | Pick-up of soiled dishes within 45 minutes or as quoted | Pick-up of soiled dishes within 30 minutes or as quoted |
| 6.4) Restaurants | | | | | |
| 6.4.1) Hours of operation | Breakfast available, or Vending machines for snacks & hot & cold beverages, | Breakfast available, or Snacks & sandwiches available for lunch, or Vending machines for snacks & hot & cold beverages | All-Day Dining: 12/24 hours (Br, Lu & Di) | All-Day Dining: 14/24 hours (Br, Lu & Di) | All-Day Dining: 16/24 hours (Br, Lu & Di) |
| 6.4.2) Table top Presentation Table covers and tops may differ, depending on the restaurants' themes. No plastic products are allowed. | N/A | Clean table top, stainless steel cutlery, crockery & glassware and paper napkins. | Attractive stainless steel cutlery, China & glasses ware, place mats & cloth napkins. | Very good stainless steel cutlery, China & glass ware, Clean & pressed table linen & flowers. | Outstanding clean China & Silverware, spotless glasses, clean & pressed table linen & table center piece |
| 6.4.3) Menu composition + balance; client-focused Cooking + creativity | N/A | Menu board or card | Attractive menu presentation; offers a balanced choice of snacks & coffee shop style dishes | Attractive menu presentation; offers a balanced choice of meat, seafood, poultry & vegetarian dishes, appetizers, soups, entrees, desserts & beverages | Attractive menu presentation; offers a balanced choice of meat, seafood, poultry & vegetarian dishes, appetizers, soups, entrees, desserts & beverages |
| 6.4.4) Cleanliness & upkeep | Maintain basic cleanliness standards | Overall clean floor, walls, tables & chairs | Are there cigarette burns on the carpet? Are light fixtures dusted? Are tables & chairs clean? Check for chewing gum under the table | Are there cigarette burns on the carpet? Are light fixtures dusted? Are tables & chairs clean? Check for chewing gum under the table | Are there cigarette burns on the carpet? Are light fixtures clean? Are tables & chairs clean? Check for chewing gum under the table |

Hotel Apartment Criteria
Service

Name of Hotel Apartment Date

Hotel Apartments

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|---|-----|---|--|--|---|
| 6.4.5) Warm welcome | N/A | Does server extend a friendly welcome? | Is a greeting extended when entering the dining room? | Is a greeting extended when entering the dining room? | Is a warm greeting extended when entering the dining room? |
| 6.4.6) Non-smoking section available | N/A | Are there non-smoking tables available? | A non-smoking section shall be available | A non-smoking section must be available | A non-smoking section must be available |
| 6.4.7) Menu presentation & order taking | N/A | N/A | Does the server explain menu items? | Does the server explain menu items & the chef's special? | Does the server explain menu items & the chef's special knowledgeably? |
| 6.4.8) Service delivery | N/A | Is service efficient? | Is the service timed? | Is the service well coordinated & timed? | Is the service well timed? (Appetizers together etc.) |
| 6.4.9) Service techniques | N/A | Does the server use basic service standards? | Is there appropriate silverware? | Is there only the appropriate silverware on the table? Service & clearance from the right? | Is there only the appropriate silverware on the table? Service & clearance from the right? |
| 6.4.10) Foreign language skills | N/A | Server must communicate in basic English. | Server must communicate in English. | The server' English must be understood. | The server's English must be understandable. |
| 6.4.11) Compliance to special requests | N/A | N/A | Does the service comply with special dietary requests? | Does the service comply with unusual dietary requests? | Does the service comply with unusual dietary requests? |
| 6.4.12) Food Quality | N/A | Is hot food served hot & cold food served cold? | Is hot food served hot & cold food served cold? | Is hot food served hot, cold food served cold & attractively presented? | Is hot food served hot, cold food served cold & attractively presented? |
| 6.4.13) Time of Meal Duration + Breakfast + Lunch + Dinner | N/A | Is food served within reasonable time? Lunch 40 minutes Dinner 60 minutes | Breakfast 25 minutes Lunch 40 minutes Dinner 60 minutes | Breakfast 25 minutes Lunch 40 minutes Dinner 60 minutes | Breakfast 25 minutes Lunch 40 minutes Dinner 60 minutes |
| 6.4.14) Guest check presentation | N/A | Is check presented face down? | Is the check in a check presenter? | Is the check in a check presenter? | Is the check in a check presenter? |
| 6.4.15) Payment settlement handling | N/A | Is settlement efficient? | Is settlement completed within 5 minutes? | Is settlement completed within 5 minutes? | Is settlement completed within 5 minutes? |
| 6.4.16) Farewell procedure | N/A | Is the visit to the food outlet appreciated? | Is there a fond farewell & thank you for the patronage? | Is there a fond farewell & thank you for the patronage? | Is there a fond farewell & thank you for the patronage? |
| 6.4.17) Meeting room set up & presentation (If applicable) | N/A | Conference tables covered with table cloth & skirted, writing pads | Conference tables covered with table cloth & skirted, writing pads | Conference tables covered with table cloth & skirted, writing pads, candy & mineral water | Conference tables covered with table cloth and/or felt, skirting, writing pads &/or blotters, candy & mineral water |
| 6.4.18) Quality of housemen uniforms | N/A | Housemen in basic uniforms | Housemen uniforms to be appropriate | Housemen uniforms to be appropriate & pressed | Housemen uniforms are appropriate, clean & pressed |

Hotel Apartment Criteria
Service

Name of Hotel Apartment Date

Hotel Apartments

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|--|---|--|---|--|---|
| 6.4.19) Cleanliness & upkeep of rooms & equipment | N/A | The walls & carpets should be clean; all equipment in good repair | The walls & carpets should be clean & well painted; all equipment in good repair | The walls & carpets should be clean & well painted; all equipment in good repair, not taped | The walls & carpets should be clean & well painted; all equipment in good repair, not taped |
| 6.5) Housekeeping | | | | | |
| 6.5.1) Attractiveness of maids' carts | Shall be in good order | Shall be in good order, basic in style | Shall be in good repair | Shall be in good repair, clean wheels | Shall be in good repair, clean wheels, in appropriate style |
| 6.5.2) Housekeeping service performed without disturbing the guest | Maid service shall be functional | Maid service shall be performed with efficiency | Maid service shall be performed with guest privacy in mind | Maid service shall be performed when the guest is out of the apartment if possible | Maid service shall be performed when the guest is out of the apartment only |
| 6.5.3) Overall guest room ambience & presentation | Accommodations are limited but functional in style. Overall cleanliness & service shall be basic but consistent | Accommodations are simple but comfortable in style. Overall cleanliness & service shall be efficient | Accommodations are well coordinated in style. Overall cleanliness & service shall be efficient & reflect the image of this type of property | Accommodations are upscale with a high degree of style. Overall cleanliness & service shall be in accordance to this image | Accommodations reflect an ambience of elegance with physical attributes being extraordinary in every way. Overall cleanliness & service shall be compatible to this image |

Hotel Apartment Criteria
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| 6.5.4) overall bathroom presentation | The bathroom shall be kept clean with good presentation of towels & amenities | The bathroom shall be kept clean with good presentation of towels & amenities | The bathroom shall be kept clean with enhanced presentation of towels & amenities | The bathroom shall be meticulously clean & presentation of terry, & amenities shall be clean & imaginative | The bathroom shall be meticulously clean & presentation of terry, & amenities shall be exact with a creative touch |
| 6.5.5) Speed of responding to guest requests | Guest requests should be adhered to with a sense of urgency | Guest requests should be adhered to with a sense of urgency | The phone shall be answered professionally & the response to guests' request shall be complied to | The phone shall be answered professionally & the response to guests' wishes shall be executed as a priority | The phone shall be answered professionally & the response to guest s' wishes shall be made top priority |
| 6.5.6) Floor storage rooms for bedding, roll-away beds, Linen, cleaning supplies & maids' service carts | Each shelved floor storage room shall be kept clean & in good order | Each shelved floor storage room shall be kept clean & in good order | Each shelved floor storage room shall be kept clean & in good order | Each shelved floor storage room shall be kept clean & in perfect order with the door to the guest area kept closed at all times | Each shelved floor storage room shall be kept clean & in perfect order with the door to the guest areas kept closed at all times |
| 6.5.7) Lost and found | Lost & found procedure installed | Lost & found is administered | A lost & found procedure is in place | An effective lost & found procedure is in place | There shall be a reliable lost & found system |
| >>> Outsourced laundry <<< | OUTSOURCED LAUNDRY AND DRY CLEANING IS ACCEPTED AS IF IT IS IN-HOSE AND FULL MARKING TO BE GIVEN. <u>CONDITIONAL</u> THAT, THE HOTEL AVAILS (1 LINEN AND UNIFORMS OERATIONS ROOM, FLOOR LINEN STORAGE ROOMS, A ROOM TO ENCOMPASS A 10 KGS DOMESTIC TYPE WASHING MACHINE, 1 MATCHING DRYER, 1 STEAM IRON, AND 1 IRONING BOARD) | | | | |
| 6-6) Children's Playroom (Bonus Points) | | | | | |
| 6.6-1) Sitting services Available | 12/24 hours and/or on request | 14/24 hours and/or on request | 16/24 hours and/or on request | 18/24 hours and/or on request | 24/24 hours and/or on request |
| 6.6.2) Playroom fit-out & quality of games available | A well designed playroom with games for toddlers & video games available with supervision | A well designed playroom with games for toddlers & video games available with supervision | A well designed playroom with games for toddlers & video games available with supervision | A well designed playroom with games for toddlers & video games available with supervision | A well designed playroom with games for toddlers & video games available with supervision |
| 6.6.3) Playground | An outdoor playground in resorts | An outdoor playground in resorts | An outdoor playground in resorts | An outdoor playground in resorts | An outdoor playground in resorts |
| 6.6.4) Children menu available | Is available in the all-day dining facility or pool restaurant | Is available in the all-day dining facility or pool restaurant | Is available in the all-day dining facility or pool restaurant | Is available in the all-day dining facility or pool restaurant | Is available in the all-day dining facility or pool restaurant |
| 6.6.5) Cleanliness | The facilities shall be kept clean & safe | The facilities shall be kept clean & safe | The facilities shall be kept clean & safe | The facilities shall be kept clean & safe | The facilities shall be kept clean & safe |
| 6.6.6) Safety standards | Accident prevention & unsafe activities will be discouraged | Accident prevention & unsafe activities will be discouraged | Accident prevention & unsafe activities will be discouraged | Accident prevention & unsafe activities will be discouraged and all safety standards will be adhered to | Accident prevention & unsafe activities will be discouraged and all safety standards will be adhered to |

Hotel Apartment Criteria
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| 6.6.7) Quality of staff | The staff will be appropriately qualified | The staff will be appropriately qualified | The staff will be appropriately qualified | The staff will have completed kindergarten training & certification | The staff will have completed kindergarten training & certification |
| 6-7) Green Certification (Bonus Points) | | | | | |
| 6.7.1) Certification | Full certification | Full certification | Full certification | Full certification | Full certification |
| 6.7.2) Training of staff | On-going training established | On-going training established | On-going training established | On-going training established | On-going training established |
| 6.7.3) Waste management | Waste management program implemented | Waste management program implemented | Waste management program implemented | Waste management program implemented | Waste management program implemented |
| 6.7.4) Product procurement | Product procurement in compliance with green standards | Product procurement in compliance with green standards | Product procurement in compliance with green standards | Product procurement in compliance with green standards | Product procurement in compliance with green standards |
| 6.7.5) Promoting local culture | Initiative shall be implemented first | Initiative shall be implemented first | Initiative shall be implemented first | Initiative shall be implemented first | Initiative shall be implemented first |
| 6.7.6) Reduction of harmful chemicals | Housekeeping, laundry, engineering & stewarding shall establish this program | Housekeeping, laundry, engineering & stewarding shall establish this program | Housekeeping, laundry, engineering & stewarding shall establish this program | Housekeeping, laundry, engineering & stewarding shall establish this program | Housekeeping, laundry, engineering & stewarding shall establish this program |
| 6.7.7) Guest rooms reduction of linen & towel usage | Most hotels have implemented this initiative already | Most hotels have implemented this initiative already | Most hotels have implemented this initiative already | Most hotels have implemented this initiative already | Most hotels have implemented this initiative already |
| 6.7.8) Service awards bonus points | Nomination [10] Bronze Award [15] Silver Award [20] Gold Award [25] | Nomination [10] Bronze Award [15] Silver Award [20] Gold Award [25] | Nomination [10] Bronze Award [15] Silver Award [20] Gold Award [25] | Nomination [10] Bronze Award [15] Silver Award [20] Gold Award [25] | Nomination [10] Bronze Award [15] Silver Award [20] Gold Award [25] |

Hotel Apartment Criteria
Staff Quality

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| Hotel Apartments |
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7) HOTEL APARTMENT STAFF & QUALITY WORK ENVIRONMENT STANDARDS

| Evaluation Criteria/Section | 1 Star | 2 Stars | 3 Stars | 4 Stars | 5 Stars |
|--|--|---|--|---|---|
| 7.1) Staffing Levels: | | | | | |
| 7.1.1) Staffing ratios; Number of employees per apartment Employee ratios also depend on the properties F&B and banqueting facilities, and outsourcing of certain services. | 0.3 | 0.3 | 0.4 | 0.5 | > 0.5 |
| 7.1.2) Training: minimum hours per employee per annum | 20 hours | 20 hours | 35 hours | 40 hours | 50 hours |
| 7.1.3) Staff grooming standards | Basic grooming standards will be upheld | Grooming instructions will be part of induction training | Instruction on grooming shall be provided for all FOH employees | Grooming & make-up classes shall be held for all FOH employees | Grooming & make-up classes shall be held for all FOH employees periodically |
| 7.1.4) Staff uniforms | - Clean uniforms provided regularly for Front-of-the-House staff. | - Clean uniforms provided regularly for Front-of-the-House staff. | Clean uniforms provided every other day | Clean uniforms provided every other day | Clean uniforms provided every other day |
| 7.1.5) Uniform attractiveness | - Standard uniforms are provided for other staff | - Standard uniforms are provided for other staff | Mix of custom & ready-available uniforms are provided | Custom designed uniforms are provided. - White uniforms are provided daily. | Custom designed uniforms are provided. - White uniforms are provided daily. |
| 7.1.6) Staff locker rooms with shower, washing & WC facilities for uniformed staff and changing rooms | Staff changing room, w/lockers, toilets & shower must be available, ventilated and kept in good repair.. | Staff changing room, w/lockers, toilets & shower must be available, ventilated and kept in good repair.. | Staff changing room, w/lockers, toilets & shower must be available, ventilated and kept in good repair.. | Staff changing room, w/lockers, toilets & shower must be available, ventilated and kept in good repair.. | Staff changing room, w/lockers, toilets & shower must be available, ventilated and A/C'd, and kept in good repair. |
| 7.1.7) Cleanliness | Is kept clean; sprayed by pest control when necessary | Is kept clean; sprayed by pest control when necessary | Is kept clean; sprayed by pest control when needed | Is kept very clean; is treated by pest control regularly | Is kept very clean; is sprayed by pest control regularly |
| 7.2) Employee Dining Facility: | | | | | |
| 7.2.1) .Employee dining facility Applicable to properties of more than 50 employees | There will be a break room with vending machines for snacks, sandwiches, hot & cold beverages | There will be an attractive break room equipped to serve at least 1 meal a day with vending machines for snacks, hot & cold beverages | A well equipped cafeteria, colorfully decorated, will be available. There will be vending machines | An attractive facility, decorated with staff pictures; well kept, ventilated & maintained. The cafeteria line is well equipped & kept spotlessly clean. There will be vending machines for snacks & beverages | An attractive facility, decorated with a staff wall of fame; well kept, ventilated & maintained. The cafeteria line is well equipped & kept spotlessly clean. There will be vending machines for snacks & beverages |

Hotel Apartment Criteria
Staff Quality

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| <p>7.2.2) Daily menu change Applicable to properties more than 50 employees</p> | <p>N/A</p> | <p>The food will be provided from the restaurant kitchen, basic beverages are made available</p> | <p>At least one well prepared menu will be offered for lunch & dinner. It will operate 8/24 hours. Beverages are made available</p> | <p>There are choices available every day. There will be a salad bar. The facility will be open for 8-10/24 hours & serve continental breakfast, lunch & dinner. Soft drinks, juices, coffee & tea will be available</p> | <p>There are 2 choices available every day. There will be a salad bar, & desserts are offered. Soft drinks, juices, coffee & tea are available will operate for breakfast, lunch & dinner 10-12/24 hours</p> |
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Hotel Apartment Criteria
Staff Quality

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| 7.3) Staff Housing: | | | | | |
| 7.3.1) Suitability & upkeep Applicable to properties more than 50 employees | Usually there is no staff housing in this type of property except for some rooms set aside for night staff | If there is a staff facility, it is likely to be small, often rooms set aside on the hotel premises & supervised by the housekeeping manager. It shall be well maintained & clean | There shall be a well maintained facility located off the hotel premise. The beds, lockers, etc. are kept in good repair & clean | A dormitory for line staff, single rooms with common bathroom facilities for supervisors & studios for managers are provided. There shall be a supervisor in charge to keep the facility in good repair & clean. There are rules & regulations that are enforced by the security department | A dormitory for line staff, single rooms with common bathroom facilities for supervisors & studios for managers are provided. There shall be a supervisor in charge to keep the facility in good repair & clean. There are rules & regulations that are enforced by the security department |
| 7.3.2) Separate Staff Entrance, Close to the Staff Locker Room | N/A | The staff entrance is situated in the back of the property | The staff entrance is situated in the back away from guest areas, which all staff members must use | The staff entrance, usually in the receiving area, shall be close to the locker rooms & the entry & exit of staff is controlled by a security officer. There shall be a bulletin board with staff announcement . Employee parking must be separate from guest parking | The staff entrance, usually adjacent the receiving area, shall be close to the locker rooms & the entry & exit of staff is controlled by a security officer. There shall be a bulletin board with staff announcements. Employee parking must be separate from guest parking |
| 7.3.3) Employee Handbook | Management must clarify to the employees rules and regulations. | Management must clarify to the employees rules and regulations. | There shall be an employee handbook clarifying rules & regulations of the property | There shall be a handbook stating all employee rules & regulation and what is expected of employees and what the employee may expect from the property, which is explained during orientation including | There shall be a comprehensive handbook stating all employee rules & regulation and what is expected of employees and what the employee may expect from the property, which is explained in detail during orientation including |
| 7.3.4) Code of Conduct Applicable to properties more than 75 employees | Rules & Regulations are explained | Rules & Regulations of employment are given to each employee for which he/she shall sign | Code of Conduct | Code of Conduct | Code of Conduct |
| 7.3.5) Quality Service Emphasized | N/A | N/A | Quality standards explained | Quality work expected | Quality work expected |
| 7.3.6) Regular Staff Orientation for new Employees Conducted Applicable to properties more than 75 employees | A new employee shall be oriented to his work place | Each new employee will be familiarized with the apartment's general policies regarding behavior & employment conditions | Shall be conducted by the Personnel Manager regularly. No employee should be allowed to enter his work environment without having completed orientation | Shall be conducted by the Director of Human Resources regularly & should be comprehensive. No employee is allowed to enter his work environment without having completed orientation | Shall be conducted by the Director of Human Resources regularly & shall be comprehensive. The GM or the Resident Manager shall give a presentation on the service philosophy of the property. No employee is allowed to enter his work environment without having completed orientation |

Hotel Apartment Criteria
Staff Quality

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| 7.3.7) An employee attitude survey conducted annually Applicable to properties more than 75 employees | N/A | The manager shall conduct all-employee meetings twice a year | The manager shall conduct all-employee meetings twice a year | An anonymous opinion survey about the work environment should be conducted annually | An anonymous opinion survey about the work environment and fair treatment should be conducted annually |
| 7.3.8) Exit interviews | N/A | N/A | Exit interviews are conducted & documented when employees leave | Exit interviews are conducted, documented & analyzed when employees leave | Exit interviews are conducted, documented & analyzed when employees leave |
| 7.3.9) A quality employee recognition program | An Employee of the Month program should be in place | An Employee of the Month program should be in place | An Employee of the month shall be objectively chosen, recognized & rewarded by management | An Employee of the month & year shall be objectively chosen, recognized & rewarded by management | Five-Star Employee of the month, quarter & year shall be objectively chosen, recognized & rewarded by management |

Hotel Apartment Criteria
Staff Quality

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| 7.4) Guest-Focused System: | | | | | |
| 7.4.1) Guest comment card analysis Applicable to properties more than 25 apartments only | N/A | N/A | Are guest comment cards analyzed, statistically recorded, & comments distributed to all department heads monthly? What action is taken to remedy problems? | Are guest comment cards analyzed, statistically recorded, & comments distributed to all department heads monthly? What action is taken to remedy problems? | Are guest comment cards analyzed, statistically recorded, & comments distributed to all department heads monthly? What action is taken to remedy problems? |
| 7.4.2) Guest incidents reporting | N/A | Is there a system that records all guest & employee incidents? What follow- up is taken? | Is there a system that records all guest & employee incidents? What follow- up is taken? | Is there a system that records all guest & employee incidents? What follow- up is taken? | Is there a system that records all guest & employee incidents? What follow- up is taken? |
| 7.4.3) Return guest appreciation program Applicable to properties more than 100 apartments only | N/A | Is there a return guest appreciation program? | Is there a return guest appreciation program? | Is there a return guest appreciation program? | Is there a return guest appreciation program? |

Name of Hotel Apartment Date

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| Hotel Apartments |
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8) HOTEL APARTMENT HYGIENE & SANITATION STANDARDS

| Evaluation Criteria/Section | 1 Star | 2 Stars | 3 Stars | 4 Stars | 5 Stars |
|---|---|---------|---------|---------|---------|
| 8.1) Garbage & Trash Removal Area | | | | | |
| 8.1.1) Garbage & trash removal area | There shall be a garbage container or compactor that processes all trash & garbage of the property for hauling regularly | | | | |
| 8.1.2) Refrigerated Area for Kitchen Garbage | For a property with large F&B facilities , there shall be a refrigerated garbage holding area for kitchen garbage | | | | |
| 8.1.3) Regularly Scheduled pest control services 1) back-of-house ; 2) guest apartments | At least on a quarterly basis or when necessary, all back-of-house areas should be professionally treated Independently, all guest apartments should be sprayed regularly | | | | |
| 8.2) Food Storage: | | | | | |
| 8.2.1) Meat, Fish, Dairy Products & Produce storage must be at specified temperatures in clean surroundings | In all food production areas, storage shall adhere to health standards as set by the municipality at temperatures that limit bacteria growth (1°C-4°C) in order to eliminate food-borne illnesses. Meat, Seafood, Dairy & Produce must be strictly stored separately from each other in order to keep raw products from cross-contamination & from adopting undesirable odors. All food storage facilities shall adhere to very high cleaning standards | | | | |
| 8.2.2) Dry Storage | Low Temperatures at about 16°C & sufficient ventilation shall be maintained in order to prevent food products from spoilage | | | | |
| 8.2.3) Pastry stored | Pastry products are particularly vulnerable to contamination & therefore shall be stored in their own refrigerator/freezer walk-ins or reach-ins | | | | |
| 8.3) Food Production Areas: | | | | | |
| 8.3.1) Cleanliness & Sanitation | Kitchens must be kept clean & all equipment & surfaces for the process of raw products must be thoroughly cleaned before cooked product may be processed in these areas in order to avoid cross-contamination | | | | |
| 8.3.2) Hand Wash Basins in all Cook Stations | There must be hand wash sinks positioned throughout the food production area so that cooks may wash their hands after having processed raw product. This is to avoid cross-contamination | | | | |
| 8.3.3) Ware Washing Water Temperature | Dishwasher water temperature shall be exactly at 82.2°C in order to sanitize all china, silver & glassware when processed for ware washing | | | | |
| 8.3.4) Sinks for Pot Washing Purpose | There must be 3 pot sinks for the purpose of cleaning pots with specified temperature in order to sanitize all pots & large kitchen utensils after use | | | | |
| 8.3.5) Sinks in Food Preparation Area | In the cold preparation areas, there must be a sufficient number of double sinks in order to clean raw food products such as produce, fish, etc. | | | | |
| 8.3.6) Low Pressure Ventilation in the Kitchen(s) | There shall be a low pressure ventilation system in the kitchen in order to prevent kitchen odors to escape into the restaurants & public areas | | | | |
| 8.3.7) Air Change Rate in the Kitchen | The air change rate in all food production areas shall be at least 25 times per hour | | | | |
| 8.3.8) Cutting Boards as specified by Health Code | All cutting boards & blocks shall be according to health standard specification—they must be thoroughly cleaned after each use | | | | |

Hotel Apartment Criteria
Hygiene Others

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| 8.3.9) Follow-Up on Problem Areas of Last Sanitation Inspection Report | A completed report from the last health & sanitation inspection should be studied, and, if necessary, be followed up to verify if noted defects have been remedied | | | | |
| 8.3.10) Size of kitchen | N/A | 40% of dining area | 40% to 50% of dining area | 50% of dining area | 50% to 60% of dining area |
| 8.3.11) Kitchen floor sanitation | Good drainage with grease traps; non-slip kitchen floor free of grease | Good drainage with grease traps; non-slip kitchen floor free of grease | Good drainage with grease & garbage traps; non-slip kitchen floor free of grease | Good drainage with grease & garbage traps; non-slip kitchen floor shall be free of grease | Good drainage with grease & garbage traps; high quality, non-slip kitchen floor shall be free of grease |

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| 9.1) Fire Safety Requirements | | | | | |
| 9.1.1) Manual fire alarm system | ✓ | ✓ | ✓ | ✓ | ✓ |
| 9.1.2) Heat and smoke detectors | In all apartments, corridors, production and public areas | | | | |
| 9.1.3) Automatic sprinklers, standpipe system | In all corridors, production and public areas | In all corridors, production and public areas | In all corridors, production and public areas | In all corridors, production and public areas | In all corridors, production and public areas |
| 9.1.4) Central zoned fire alarm panels | ✓ | ✓ | ✓ | ✓ | ✓ |
| 9.1.5) Guest evacuation sound system/Firefighters' voice communication system | Optional | Optional | ✓ | ✓ | ✓ |
| 9.1.6) Fireproof and pressurized exit stairs | ✓ | ✓ | ✓ | ✓ | ✓ |
| 9.1.7) Exit signage and emergency lighting | ✓ | ✓ | ✓ | ✓ | ✓ |
| 9.1.8) Fire retardant construction | Guest areas shall be constructed with incombustible building materials and/or covered with incombustible coating & paint in accordance to building codes. BOH areas shall be accessible only through fire doors that will shut automatically in case of fire in areas such as a laundry | | | | |
| 9.1.9) Fire fighting equipment & instructions | The proper fire fighting equipment such as hose reels, portable fire extinguishers, fire blankets, etc. shall be available on every level of the building. It must be serviced on a regular basis & fire drills should be conducted regularly | | | | |
| 9.1.10) Emergency evacuation procedures | Notices in all bedrooms & public areas instructing guests as to what they should do & where to go in case of fire or in any other emergency. Additionally, the bellman will point out fire escape routes to every check-in while familiarizing the guest with guest apartment features | | | | |
| 9.1.11) Emergency exits & fire escapes | From each guest unit, there must be at least two separate means of escape to emergency exits with clearly marked signs & free from obstruction. The exits & hallways must be fitted with security lighting, which must be powered by permanent power sources & connected to the emergency generator | | | | |
| 9.1.12) Life safety rules & regulations | Simple guidelines on the subject of life safety rules & regulations will be included in the guest apartment's directory | | | | |
| 9.1.13) Accident prevention rules & regulation | An accident prevention program & frequent training shall be conducted by the human resources director of the property. Accidents will be statistically recorded & reported during staff meetings | | | | |
| 9.1.14) 24 Hours securitys urveillance of guest apartments | There shall be 24-hours security surveillance on the property premises, particularly in guest areas. Security officers are thoroughly trained in first aid procedures | | | | |

Hotel Apartment Criteria
Hygiene Others

10) TECHNICAL INSTALLATION STANDARDS

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|---|--|--|--|--|--|
| 10.1) Stand-by generator | Emergency light network must be available. | Emergency light network must be available. | Emergency light network must be available. | A stand-by generator on site to provide sufficient power for emergency lighting to all elevators, corridors, staircases, public and production areas t in case of a power outage on the premises | A stand-by generator on site to provide sufficient power for emergency lighting to all elevators, corridors, staircases, public and production areas t in case of a power outage on the premises |
| 10.2) Reserve water supply | Some back-up reserve supply holding capacity available | One day back-up supply holding capacity available | Minimum of 1 day back-up supply holding capacity available | Minimum 1 day back-up supply holding capacity is available | Minimum 1 day back-up supply holding capacity shall be available |
| 10.3) Maintenance department | Maintenance technicians on call | Maintenance technicians on call | 24 hrs. presence of maintenance staff | 24 hrs. presence of maintenance staff | 24 hrs. presence of maintenance staff |
| 10.4) Air-conditioning (conditional that NO compressor units are installed on the buildings facade) | Central, package or split units in all public areas and split units in all guest apartments which can be regulated individually from each room | Central, package or split units in all public areas and split units in all guest apartments which can be regulated individually from each room | Central in all public areas and central or split units in all guest apartments which can be regulated individually from each room | Central throughout the property conditional that it can be regulated individually from each room | Central throughout the property conditional that it can be regulated individually from each room |
| 10.5) Ventilation | The overall guest and production areas, including guest apartments and bathrooms must be equipped wit highly efficient either individual or central ventilation system | The overall guest and production areas, including guest apartments and bathrooms must be equipped wit highly efficient either individual or central ventilation system | The overall guest and production areas, including guest apartments and bathrooms must be equipped wit highly efficient either individual or central ventilation system | The overall guest and production areas, must be equipped wit highly efficient either individual or central ventilation system, guest en suite bathrooms must be equipped with and efficient and silent ventilation system. | The overall guest and production areas, must be equipped wit highly efficient either individual or central ventilation system, guest en suite bathrooms must be equipped with and efficient and silent ventilation system. |

11) HEALTH SERVICES STANDARDS

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|--------------------------------|--|--|---|--|--|
| 11.1) First-Aid kits available | First Aid Kit is available at the Front Desk | First Aid Kits are available at the Frond Desk & back-of-the-house | First Aid Kits are available in various areas for guests and employees use. | First Aid Kits are available at the Front Desk, Housekeeping, in various locations of the kitchens & the fitness centre, in addition to security, where there will be several wheelchairs & oxygen cylinders available | First Aid Kits are available at the Front Desk, Housekeeping, in various locations of the kitchens & the fitness centre, in addition to security, where there will be several wheelchairs & oxygen cylinders available |
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Hotel Apartment Criteria
Hygiene Others

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| 11.2) Staff's basic knowledge of first aid procedures | There will be at least one person of the staff to assist, when needed, in first aid procedures on each shift | There will be at least one person of the staff to assist, when needed, in first aid procedures on each shift | There will be at least one person of the staff to assist, when needed, in first aid procedures on each shift | Security & F&B service staff attend regular training sessions in First Aid procedures, including mouth-to-mouth resuscitation & Heimlich maneuver | Security & F&B service staff attend regular training sessions in First Aid procedures, including mouth-to-mouth resuscitation & Heimlich maneuver |
| 11.3) Doctor on call | There shall be a doctor or other medical professionals on call in an emergency | There shall be a doctor or other medical professionals on call in an emergency | There shall be a doctor or other medical professionals on call in an emergency | There shall be a doctor or other medical professionals on call in an emergency on 24 hours basis. | There shall be a doctor or other medical professionals on call in an emergency on 24 hours basis. |
| 11.4)Emergency clinic services available | Procedures to access emergency medical services are in place in case of a medical emergency | Procedures to access emergency medical services are in place in case of a medical emergency | Procedures to access emergency medical services are in place in case of a medical emergency | Procedures to access emergency medical services are in place in case of a medical emergency | Access to emergency clinic service shall be available on 24 hours priority basis in addition to a house doctor on call. |

12) Insurance

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| 12.1) Liability & building insurance | The hotel premises shall be insured to cover any claims, losses, damages and/or liability resulting from operating the hotel or are caused by fire or other disasters; i.e., building, blanket coverage & building contents. |
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More Information

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

“Virtual Information”

All classification documentation can be downloaded as a .pdf file from www.omantourism.gov.om

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

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