

# Quality Assurance Guidance for Hotels



tourism  
northernireland

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# 1. General Overview

This document is your guide to how Quality Scores are determined, with advice on best practice at each star grade. There is an accompanying document called, 'Quality Assurance Criteria for Hotels' which outlines the minimum criteria to join the Quality Assurance Scheme for Hotels, and specific requirements at each star grade.

## 1.1 What is quality

When assessing quality, the following are taken into account:

- Intrinsic quality – the inherent value of an item.
- Condition – the maintenance and appearance of an item. Is it fit for the purpose?
- Physical and personal comfort – does the quality of an item detract in any way from the comfort of the user?
- Attention to detail – the evident care taken to ensure that the guest experience is special and of the same high standards for all.
- Guests' choice and ease of use – the guest experience is enhanced through choice - be it the choice of beverages in the room or the choice of room temperature. This is further improved by how usable the guest finds the room and its contents.
- Presentation – the way the room and its contents are presented for guests' arrival and during their stay.

## 1.2 Grading - Assessment for a quality grade

During a visit, the Quality Advisor will make an assessment in over 50 areas depending on the nature of the business. These include the exterior of the premises, bedrooms, bathrooms, public areas, dining room and most importantly, services, cleanliness, food and hospitality aspects. Not all areas will be applicable in all establishments. Where any area is not applicable, no assessment will be made and there will be no penalty for not providing any of these facilities or services.

Consumer research into the comfort of guests shows that cleanliness; hospitality and friendliness; service and efficiency; and the quality of food; bedrooms; and bathrooms are most important. Our quality assessments are based mainly on these factors. When the Quality Advisor visits your property, they will evaluate all the aspects of the accommodation and service you provide.

For each area included in the assessment, the Quality Advisor will decide whether to award a score of 'Exceptional' (5 marks), 'Excellent' (4 marks), 'Very Good' (3 marks), 'Good' (2 marks), 'Acceptable' (1 mark) or 'Poor' (0 mark). Quality Advisors will consider two main factors when awarding a score; quality and condition. Taste or fashion

will have no influence. For example, a piece of furniture might be of the highest quality manufacture but has not been well maintained and as a result of damage, wear and tear or ageing, the mark awarded will be lowered. Another piece of furniture although in pristine condition or new, may lack the intrinsic quality to achieve a high score.

Examples where both quality and condition exert an influence on the assessment are included in the following guidance notes. They have been drawn together from many years' experience of carrying out grading assessments and are examples that have been experienced by the team of Quality Advisors. They are not prescriptive or exhaustive. They are intended to give a broad impression of the areas assessed and to illustrate some of the most frequently met situations that would determine the marks given. There will in practice be an infinite number of other types of provision under each area which may affect the scores, reflecting the wide range and diversity of hotel accommodation in Northern Ireland. As always, these may be discussed with the Quality Advisor during the visit and will be taken into account in the assessment.

## 1.3 Grading Bands

Assessed establishments will be given an overall quality grade on a scale of One to Five Stars based on the grading bands below:

Five Star	85-100%
Four Star	70-84%
Three Star	55-69%
Two Star	47-54%
One Star	30-46%
Fail	0-29%

The overall star grade achieved is based on the overall percentage achieved, provided that the relevant standard is met in the key quality areas: cleanliness; service and efficiency; hospitality and friendliness; bedrooms; bathrooms; and food.

For example, to achieve a four-star grade, the establishment must score a minimum of 70% overall and meet a four-star quality level in all of the above key areas cleanliness; service and efficiency; hospitality and friendliness; bedrooms; bathrooms; and food.

# 2. Cleanliness

Cleanliness is of paramount importance to all guests. There should be evidence of thorough and not only superficial cleanliness. There will also be varying importance attached to certain lapses. Those which directly impact on guest comfort, e.g. bed linen, glasses, are more significant than dust behind the bed-head.

The following list shows the areas which are assessed:

Bedrooms		
	First impression: Overview of whole room	Looking at/for: Well aired, clean look, tidy appearance
<b>Furniture</b>	Surfaces Drawers Inside/outside wardrobe Behind mirrors/TVs Under furniture	Dust Crumbs/hairs/lost property Dust/spare bedding Dust levels Objects from previous guests/dust
<b>Beds</b>	Sheets, blankets Pillows/cushions Mattress protectors Mattresses Headboard Behind/under bed Bed dressings/bedspreads Spare linen	Holes/stains/standard of laundering Plumpness/stains Hairs/stains/frequency of laundering Stains/rotation of mattresses Grease marks/hairs Levels of dust/debris/poor vacuuming Check swags/canopies for dust/ valances for stains Wrapped and clean
<b>Lamps</b>	Lamp shades/bases Switches	Dust/spillages from drinks Finger marks/dust
<b>General</b>	Above pictures/dado rails/ornaments Behind radiators Mini-bars Ornaments Tea/coffee trays Telephone Room information	Levels of dust Magazines/debris Sticky drink spillages Dust from infrequent use Dust/drink spillages/cleanliness of crockery/ Hygienic wrapping of items Greasy marks on receivers/dirty key pad Presentation/rings from cups etc.
<b>Carpet</b>	Pile Edges	Frequency of shampooing and vacuuming/stains Vacuuming to edges
	N.B. Long term staining would be assessed under condition and quality, not housekeeping	
<b>Walls</b>	Light switches Paintwork/Wallpaper	Grubby finger marks Scorch marks/spillages from drinks
<b>Windows</b>	Casements Panes	Dust/dead insects Regularity of cleaning
<b>Bins</b>	Inside and out	Between bin and liner/debris/stains
<b>Curtains</b>	Linings/nets/pelmets/swag	Water stains/frequency of laundering Whiteness, levels of dust/stains
<b>Soft furnishings</b>	Upholstery Under cushions Sides/Arms	Stains/frequency of deep cleaning Money or other debris Grubby marks

## Bathrooms, shower rooms & WCs

	<b>First impression: Overview of whole room</b>	<b>Looking at/for: Clean, sparkling, neat towels in place, tidy, fresh smell</b>
<b>Toilet</b>	Inside/outside bowl Under rim/seat Adjacent walls Behind toilet/Pipework Toilet brush holder	Urine stains, hairs, cigarette ash Scrubbed clean, free of streaks/ stains/ hairs Splashes Dust, dirt, toilet paper, hairs Stagnant water, toilet paper residue
<b>Bath/ shower</b>	Plug holes Behind taps Sealant/Grouting Extractor fans Curtains Screens Shower heads	Hairs, sparkling chrome Scum/slime Mildew, stains, hairs Levels of dust, noise Mildew, hairs Smears, splashes, sealing strip Limescale, mildew
<b>Washbasin</b>	Taps Overflow Underside/Pedestal Mirror	Sparkling chrome, slime/scum Hairs, other residue Hairs, splashes of toothpaste Smears
<b>Floor</b>	Edges/ledges	Stains, smears, residue
<b>Lights</b>	Light coverings and switches	Dust, flies, finger prints
<b>Beakers</b>	Stained glasses	Lipstick, toothpaste, smears
<b>Towels</b>	Freshness	Fresh smelling, plumpness

## Public areas & restaurant

	<b>First impression: Overview of whole room</b>	<b>Looking at/for: Plumped cushions, fragrant smell, polished surfaces</b>
<b>General</b>	Cleanliness of crockery/ cutlery Ornaments/pictures Tables tops/mirrors Public toilets Behind radiators Curtains Windows Menus Upholstery	Water/food stains Dust, smears on glass Presentation/rings from cups, sticky marks/ smears on glass Regular cleaning with constant attention Dust, debris, magazines Dust, food stuff Smears, flies, dust Food stuffs, fingerprints Food debris, stains, grubbiness
<b>Carpet</b>	Pile Edges	Frequency of shampooing and vacuuming/stains/ depth of pile Vacuuming to edges

NB. Long term staining would be assessed under conditions and quality, not housekeeping

## 2.1 Scoring of cleanliness

- 5 Pristine standards of housekeeping. Attention is paid to all areas, sparkle and polish to all surfaces.
- 4 A sparkly feel. Greater attention to detail, with only a few minor lapses. There will be evidence of regular deep cleaning. In public areas there will be evidence of early morning cleaning and vacuuming. Excellent standard throughout.
- 3 Happy to use the area. At this level, lapses may be numerous but not significant. Smears to mirrors, light dust to back of TVs, above wardrobes etc, carpet edges. Very good standard overall.
- 2 Some more significant lapses. . Superficially clean and tidy, but with lapses noted when looking closer. Neglect or lack of serious deep cleaning, but attention paid to guest contact areas. Good standard generally.
- 1 Just acceptable. A sloppy approach to cleaning. Little evidence of deep cleaning or attention to detail. Many minor lapses will generally indicate that there are issues which need to be raised. Any serious lapses to guest contact areas may well cause a score of zero.

# 3. Hospitality & Friendliness

## WHAT IS ASSESSED

The attitude and friendliness of all staff in the hotel including:

- Telephone manner on booking, cheerfulness and keen to help attitude.
- Welcoming, polite and courteous throughout.
- With room service, staff show discretion and try to put guests at ease.
- On departure do staff offer help with onward journey.
- The impression of how friendly the staff have been during the stay in the hotel.



## SCORING - For example

- 5 Excellent rapport building skills (friendliness), helpful attitude. Offer of refreshment on arrival, either brought to room or offered in public areas. Goes the 'extra mile' to ensure guests feel welcome, and this is the norm. Spontaneous act of friendliness inspiring confidence in the guest that a high standard of service will follow.
- 4 Keen to please, genuine warm welcome. Proactive in providing guest with information. Friendly attitude either in person or on telephone. Attempt to establish a good rapport and use of guest's name once given. Spontaneous conversation unprompted. Cheerful demeanour and attitude. Good eye contact and no delay in acknowledging guest's presence. Proactive in providing guest with service. Guest feels confident that service delivery will be competent.
- 3 Responsive rather than proactive, courteous and polite. Pleasant if approached but dialogue limited to service needs. Some acknowledgement of guests and some occasional conversation with or without prompting. Some willingness to help when asked. Reasonably friendly, smile on arrival. Cheerful demeanour and attitude but may not make immediate contact with guest. Some willingness to help when asked. Guest has confidence that booking has been made.
- 2 Neutral behaviour with no particular friendliness or enthusiasm. Mechanical.
- 1 Not surly or rude but may show some indifference to guest. Offhand, very limited interest or effort.

# 4. Service & Efficiency

## 4.1 Booking

### WHAT IS ASSESSED

Promptness in answering the call.

The level of information offered and the efficiency with which the booking was taken appropriate to style of accommodation: Recording of name, phone number, address, credit card details if applicable, room type (double/twin etc.), smoking/non-smoking, rate quoted, directions offered, parking availability, estimated time of arrival, cancellation policy explained, dinner offered, leisure/spa if available, confirmation offered (mail, email, text), aspects which may affect comfort of guest stay e.g. restaurant closed, refurbishment, etc.

### SCORING - For example

- 5 Excellent telephone skills and detailed description given of room style and content. Provided with some helpful additional information e.g. leisure and other facilities available to guests and appropriate booking offered. Dinner enquiries made and offer to book a table. Booking repeated back and some form of written (electronic acceptable) confirmation given. Enquiry concerning any special requests. Use of guest name.
- 4 Formal approach with booking procedure and description given of room's style and content. Provided with some helpful additional information, leisure and other facilities available to guests. Dinner enquiry made and offer to book a table if restaurant likely to be busy. Evidence of staff demonstrating excellent telephone skills. Confirmation offered.
- 3 Very good telephone skills evident with a more formal approach with booking procedure. Answer phone not acceptable. Style and content of room should be explained. Provided with some helpful additional information e.g. directions; enquiry for dinner reservation made.
- 2 Could be informal in style and answer phone acceptable if call returned promptly. Style and content of room only may be explained. Arrival time requested if access to rooms restricted by a time.
- 1 Acceptable telephone skills and informal in style. Room type enquiry made together with a rate quoted. Name and contact telephone details requested as a minimum. Any deposit, booking conditions and cancellation policy clearly explained.





## 4.2 Arrival

### WHAT IS ASSESSED

The arrival procedure from when guest first arrives at the hotel.

If valet parking is provided, this may be from when the guests park at the reception entrance.

Includes reception and portering staff (as the guests enter into reception and delivery of luggage to rooms).

Offer of newspaper, early call, table for dinner, explanation of services, meal times, location of bar, leisure etc, welcome drink, help with luggage, escort to room (including explanation of bedroom facilities) or directed to lifts, portering, room heated to appropriate temperature.



### SCORING - For example

- 5 Formal welcome with highly trained staff on duty at reception desk. Pre-population of registration card would be expected and information such as various dining options and/or confirmation of previous table booking. Early call with offer of early morning tea and morning paper. Rooming service provided with evidence of social skills and explanation of hotel layout. Luggage delivery prompt and efficient. Met at door or car by staff with well organised portering and directed to reception and guests advised of any valet parking provision.
- 4 Formal welcome with adequate staff on duty to deal promptly with registration procedure. Some pre population of registration card would be expected and information such as dinner availability or confirmation and table booking would be offered. Early call and morning paper offered and readily available luggage assistance. Detailed explanation of hotel layout and ready availability of assistance with luggage and possible rooming procedure.
- 3 Welcome would be more formal with staff available to deal promptly and effectively with enquiries. Information such as dinner availability or confirmation and table booking may be offered. Early call procedure explained and morning paper may be offered. Some additional information re hotel provided (e.g. leisure).
- 2 Welcome may be more formal with staff able to deal effectively with enquiries although there may be some delay. Information such as dinner availability and breakfast times offered. A willing response to request for luggage assistance.
- 1 Clear indication of means to attract attention. Appropriate welcome offered, although the style may be more informal. Reception procedure in accordance with current statutory requirements. Any guest enquiries and information given to guests are expected to be clear and effective. Whilst not offering luggage assistance, a willingness to help if asked.

### 4.3 Lounge service - daytime

#### WHAT IS ASSESSED

Efficient service with enough staff to cope at busy times. For example, a city centre hotel may be busy all day with customers, whereas somewhere more rural may have little or no day trade.

Product knowledge.



#### SCORING - For example

- 5 Guest acknowledged and offered a choice of table, as well as being escorted to that table. Excellent and efficient service from well-presented, courteous staff who should be well versed in all menu contents and highly skilled. Very prompt, attentive service with full product knowledge of the menu with very prompt clearance. Well presented, high quality lounge menus including afternoon tea menu - with no blemishes or marks. Menu should offer a very good selection of snacks, beverages (to include coffee, decaffeinated coffee, teas, herbal tea, cappuccino), biscuits, pastries, sandwiches with a choice of brown and white bread, soups, continental sandwiches. Correct cutlery, and changes of cover given, side plates, linen napkins. Prompt ordering with no delays and with an efficient clearance procedure in place. Clear and correct billing with the bill in a folder.
- 4 Guest acknowledged immediately and if possible offered table preference with the guest shown to the table. Staff smartly presented and easily identified by guests. Printed menu in folder and provided on each table, or offered without prompting. All appropriate accompaniments served with each dish. Linen lined tray with very good quality crockery and cutlery, white and brown sugar, low calorie sugar, cutlery and side plates. Linen napkin expected, although a minimum of 3 ply paper napkin could be provided.
- 3 Lined tray including quality catering tableware, sachet or cubed sugar, hot water and sweeteners would be expected to be offered. Coffee/tea served in a cup would not be expected. Prompt service and clearance of used dishes and service trays etc. Accompaniments (biscuits etc) readily available on request.
- 2 Generally good efficient service levels to include prompt ordering of items. A laminated single sheet menu possibly provided. Hot beverages could be preserved (e.g. coffee served in a cup). Quality of tea tray generally good, perhaps the tray may not be lined, with generally good crockery. Perhaps white sugar only, limited beverages and biscuits. Bill can either be settled at table or bar counter.
- 1 Basic service levels and table service is not necessary at this level. The guest may not be acknowledged, nor provided with a menu. Pre-poured beverage served.

## 4.4 Bar

### WHAT IS ASSESSED

Efficient service with enough staff to cope at busy times. For example, one hotel may be busy all day with walk-in visitors whereas another may have mainly residents.

Correct service methods e.g. right drink in the right glass and correct measures.

Product knowledge, e.g. how to make particular drinks, strength of beers, etc.



### SCORING - For example

- 5 Excellent bar service and a full table service should be offered, incorporating the service of nibbles and canapés (if applicable), including an explanation and napkin provided. All tables, counters and glassware should be regularly cleaned. Fresh lemon, lime and orange slices should be available along with ice as appropriate. Enough staff on duty, especially within busy periods with all guests being greeted promptly and courteously. Thorough product knowledge should be paramount when preparing drinks such as cocktails. There should be a high level of communication between all service staff. All unfinished drinks should be carried by tray into the restaurant. Offer of drink top up. All bills to be presented to the guest in closed folder for signing.
- 4 Excellent drinks product knowledge (grape and country of origin for wine). There should be some degree of table service e.g. order at the bar and drink is brought over to you. Guests should be asked if dining, with menus and wine lists presented. This may not be appropriate to all styles of operation. Enough staff on duty to serve guests with prompt ordering of dishes by staff having full product knowledge. Fresh nibbles such as olives to be provided. All drinks presented in the correct glass at the table on coasters. Very good drinks menu, including cocktails, to be provided. An indication to the guest of when the table is ready. All unfinished drinks carried by tray into the restaurant. All bar tables should be cleared of used glasses. Drinks should be offered to be topped up. There should be very good communication lines between all service staff. If resident, guest room number discreetly ascertained.
- 3 Very good product knowledge of drinks. In particular, an ability to match correct accompaniments with drinks and at least a basic level of knowledge about the wines available at the hotel. The guest will be acknowledged on arrival, although there may be a short wait for service (e.g. 2 minutes). All drinks poured with, for example, the offer of ice and lemon into the appropriate glasses. Ordering procedure indicated, e.g. if table service because lounge does not have a bar. If charging the bill to the room, the guest's room number should be discreetly ascertained.
- 2 Generally good but limited service with no frills. The guest is acknowledged on arrival. While it is not expected that the drink will be poured, it should be offered. Ice and lemon served accordingly.
- 1 Limited service and members of staff may be absent for periods of time. Little or no rapport with guests and a lack of product knowledge.

## 4.5 Restaurant (Food)

### WHAT IS ASSESSED

Assessment of appropriate skills including customer care and appearance.

For example, one hotel may be busy all day with walk-in visitors whereas another may have mainly residents.

Service provision should be appropriate to the particular style of restaurant but also take into account guests' expectations at the different star levels.

Product knowledge including the composition of dishes, knowledge of specials, healthy and vegetarian options.

### SCORING - For example

- 5 Staff demonstrating impeccable product knowledge and service skills. A full, dedicated brigade of exceptionally competent and immaculately presented staff.
- 4 Staff demonstrating thorough levels of product knowledge and service skills. Guest would be met, greeted and seated with possible napkin placed. Knowledge of which guest is having which dish. Crumb down service may be provided. Structured and well organised staffing with clear evidence of supervision. Unobtrusive, polite and courteous staff providing a high standard of customer care and personal presentation. Well-paced satisfaction checks throughout dinner. Not likely to be a solely do-it yourself buffet.
- 3 Staff demonstrating some product knowledge. Service skills should be consistently good. Sufficient numbers of staff to ensure prompt service of meals with some supervision evident. Guests may be welcomed and shown to seat by a member of staff. Any spare cover to be removed. Very good levels of customer care with satisfaction checks.
- 2 General staff appearance would be expected to be tidy and clean. Staff demonstrating better levels of product knowledge e.g. dish of the day etc. Service skills should be consistent through all staff with some degree of proactive service. Sufficient numbers of staff to ensure well-paced service of meals with some supervision evident. Tables correctly laid with appropriate cutlery, crockery and napery but coffee cups may be already on table. Good communication with guests.
- 1 Staff demonstrating adequate levels of product knowledge and service skills, though perhaps lacking confidence in selling. Sufficient numbers of staff to ensure well-paced service of meals. All staff appropriately dressed. Tables correctly laid with appropriate cutlery, crockery and napery. Adequate communication with guests.



## 4.6 Restaurant (Drinks)

### WHAT IS ASSESSED

Efficient service with enough staff to cope at busy times.

Correct service methods e.g. the right drink in the right glass, and correct measures.

Product knowledge e.g. wines and liqueurs etc., and the period of time before drinks arrive.

Presentation of bottle, correct glasses used, and top up service provided.

### SCORING - For example

- 5 Evidence of decanting and use of wine cradles and napkins. Wine staff who are very proactive, with unobtrusive top ups throughout dinner.
- 4 Excellent knowledge of wine list with staff member able to make recommendations. Polite and courteous staff providing high standard of customer care and personal presentation. Staff very proactive providing observant service and recharging throughout dinner. Well-paced service including recharging glasses (wine and water).
- 3 Very good service skills and knowledge of wine demonstrated by staff serving wine. General levels of customer care would be expected to be very good together with satisfaction checks. Correct wine and temperature with use of cooler/ice bucket in convenient position. Offer to taste and pour first glass and choice of water offered.
- 2 Staff member available with competent knowledge of at least House Wines. A good 'no frills' service, with wine bottle presented and opened in presence and first glass poured. Use of tray for drinks served by the glass. Water offered. All staff appropriately dressed.
- 1 Minimal service, perhaps bottle not presented and then just left open on table.



## 4.7 Room service

### WHAT IS ASSESSED

Procedures and efficiency of any room service provided.

Menu presentation – services times, if items are 24 hours, prices, accompaniments etc.

Ordering - number displayed or dedicated button, number of rings, greeting, product knowledge, upselling.

Timing – if delivery time given, is it on time.

Set up in room if any. Do staff make an effort to place the tray or trolley for ease of use and eating, do they remove clothes, offer to pour beverage etc.

Clearance procedure explained either verbally or on tent card.

### SCORING - For example

- 5 Positive and professional response to room service with dedicated staff able to give informed advice on the menu. Service provided promptly by professional staff of exceptional presentation. Attention to customer care with courtesy call made just prior to delivery for example. Presentation, either on a tray, trolley or table, of the highest standards and with correct cutlery and crockery etc. Food served at correct temperature and covered. May be that courses are served individually, or at least offered this facility at this level. Collection service clearly established.
- 4 Menu in rooms well presented with increased choice. Response to room service request polite and professional. Good product knowledge displayed and a delivery time established. Service provided promptly by professional and well-presented staff. Collection service clearly established for example by at least a tent card.
- 3 Menu in rooms current and clean, but limited choice only. Response to room service request polite and friendly with an estimate of delivery time offered. Appropriate cutlery and crockery provided.
- 2 If either the service is slow or food temperature is poor or items are missing.
- 1 If service is slow, food temperature is poor and items are missing. Delay in answering phone or delivery of service.

## 4.8 Other including room information

### WHAT IS ASSESSED

Any other staff in the hotel who are not covered by the other services sections already listed. This may include housekeeping staff, porters, management, leisure staff etc.

This section also assesses in-room information.



### SCORING - For example

- 5 Turn down service should be very efficiently carried out - bed turned down, lights switched on, curtains drawn, bins emptied and towels tidied. Toiletries need not be replaced. Room information should be personalised, more comprehensive, indexed and multi lingual as appropriate to markets. All staff would be expected to dress in a style appropriate to their department. Fully trained staff dedicated to each appropriate leisure department.
- 4 Room information is tailored to the hotel's market, well laid out and presented, comprehensive but not too big. Some turn down service may be expected for this score which would include closing of curtains, turning down the bed and switching on lights. May be advertised as available. There should be a staff presence for each leisure department. Any messages delivered should be carried out in a prompt and efficient manner.
- 3 Leisure staff and porters to be attired in such a way that guests can distinguish them. If leisure facilities are provided at this level (i.e. a swimming pool, gym etc.), leisure staff should have knowledge of all facilities. It may be expected that all guests be signed in and provided with towels, dependent on company policy regarding this issue. Room information presentation is likely to be in a dedicated folder or binder, and may include information on local tourist information. Information should be current.
- 2 Room information will tend to be more informative, with stronger presentation; quality of folder and usability start to become more important.
- 1 Staff encountered should be dressed appropriately, clean and tidy. Room information may be limited, but needs to contain, as a minimum, night time emergency info, telephone charging where appropriate, fire signage, meal times, TV and radio instructions. It may also contain information about other services such as shoe cleaning equipment, iron and board etc. Presentation may be basic but neat.

## 4.9 Breakfast

### WHAT IS ASSESSED

Assessment of appropriate skills and efficiency levels including:

The menu, product knowledge, composition of dishes, knowledge of specials, healthy and vegetarian options.

Ordering, service and staffing levels, as well as staff.

Service provision - are there enough staff to cope with the type of trade at busy times in order to provide an efficient service? Service provision should be appropriate to the particular style of restaurant but also take into account guests' expectations.

### SCORING - For example

- 5 Staff demonstrating excellent service skills. Guest met, greeted and seated with napkin possibly placed. Exceptionally competent and immaculately presented staff with excellent standard of supervision.
- 4 Staff demonstrating high levels of product knowledge and service skills. Structured and well organised staffing at breakfast with strong evidence of supervision. Unobtrusive, polite and courteous staff providing high standards of customer care and personal presentation. Satisfaction checks throughout breakfast. Including offer of more tea/coffee etc.
- 3 Any spare cover may be removed. Staff demonstrating very good levels of product knowledge of breakfast menu. Service skills should be consistently good between staff. Sufficient numbers of staff to ensure prompt service of breakfast with some supervision evident. General staff appearance would be expected to be very good. Tables correctly laid with appropriate cutlery, crockery and napery with possible table enhancements. Guests may be welcomed and shown to seat by a member of staff. Starters should be cleared before mains. Main course plate should be cleared promptly on completion.
- 2 Service skills should be consistent and of a good level. Sufficient numbers of staff to ensure well-paced service of breakfast with some supervision evident. Tables correctly laid with appropriate cutlery, crockery and napery. Guests directed to seat by a member of staff. Good communication with guests.
- 1 Staff demonstrating adequate levels of product knowledge of breakfast menu and service skills. Sufficient numbers of staff to ensure well-paced service of breakfast. All staff appropriately dressed. Adequate communication with guests.

## 4.10 Departure

### WHAT IS ASSESSED

Presentation of bill and accuracy, payment process, offer of luggage assistance.

Offer of help with onward journey, e.g. directions, taxi etc.

### SCORING - For example

- 5 Excellent levels of personal presentation, with high levels of professionalism, social skills and attention to customer care. Very good use made of guest name at all times (repeated use). Accounts pre-prepared and may be presented with a degree of privacy i.e. folders and placed in envelopes or equivalent. Checkout procedure allowed to progress very quickly without any interruption from other duties. Customer satisfaction checks made prior to departure with offer of assistance with luggage, taxis and onward journey assistance.
- 4 Staff very smart and professional with excellent social skills and attention to customer care. Good use made of guest name (intermittent use). Bills pre-prepared and the checkout procedure allowed to progress quickly without interruption from other duties. Account may be placed in envelope. Customer satisfaction checks made prior to departure with offer of assistance with luggage and taxi perhaps.
- 3 Staff well presented with very good social skills. Bills pre prepared and the checkout procedure allowed to progress without excessive interruption from other duties.
- 2 Staff perhaps hesitant in dealing with guests. Good social skills. Bill partially made out for guest departure. System does not readily allow prompt check out.
- 1 Staff appropriately dressed and demonstrating acceptable social skills. Account correct and presented in reasonable time with payment processed without undue distraction from other duties.



# 5. Exterior leisure

## 5.1 Car parking (if under the control of the hotel)

### WHAT IS ASSESSED

Car park and drive to car park. If there is no car park then this score is not applicable.

We will take into account condition of surface, size and delineation of spaces, overall ease of manoeuvrability, illumination, security, ease of route to reception, garaging/undercover.

Landscaping is part of grounds and gardens.

### SCORING - For example

- 5 Driveway/entrance makes a statement of quality. Parking on excellent surface with clearly marked bays, depending on location. Parking should be well lit both for security and unloading purposes. Security should also be in place, for example a token or key code controlled barrier, or CCTV, particularly in urban environments.
- 4 Easy access to parking with well-maintained surface and clear definition. Effective lighting where required. Parking area may also require light.
- 3 Easy access to parking with well-maintained surface and clear definition. Effective lighting where required. Parking area may also require light. Parking to be on an appropriate surface and pothole free.
- 2 Drive may have uneven surface, but no hazardous potholes. Weeds may be evident.
- 1 Spaces on rough or uneven ground, may have unclear signage and be poorly lit.

## 5.2 Buildings/Appearance

### WHAT IS ASSESSED

External appearance and condition of all buildings (including annexes, outbuildings and storage areas): stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys, roofs, window boxes, tubs and hanging baskets, external signage attached to the building (clarity and maintenance), lighting.

The Quality Advisor may make allowance for listed buildings, or those with a particular architectural style.

### SCORING - For example

- 5 Excellent standards of external maintenance including outbuildings and signs e.g. fresh well maintained paint work, no unsightly staining to stonework. Attractive architectural features may be in evidence. Well illuminated and clearly signed. In a modern building the absence of any weathering. Fresh, well maintained paintwork, an overall clean "new" look. In an older building no unsightly staining to stonework. All fabric in a sound and clean condition. Well maintained paintwork, though some ageing may be apparent.
- 4 High quality maintenance of stonework and paintwork, some natural weathering may be present. All areas of paintwork to be in excellent condition. Some additional external features to enhance appearance, this includes window boxes, especially in properties without a garden. High quality maintenance of stonework and paintwork though some natural weathering may be present. All areas of paintwork to be in sound condition. Some additional external features to enhance appearance. Any outbuildings or annexes to be of similar quality.
- 3 Well-maintained, although light weathering may be present or minor blemishes. Paintwork, pointing and windows in very good state of repair, though not necessarily recent. Fabric all in sound condition. No obvious structural defects or damage. Where displayed, signs to be maintained in very good condition.
- 2 Woodwork generally in good, sound condition, though some areas of paint may be ageing and rather weathered. Small defects, damage, cracks etc to stonework, or heavy moss and lichen growths. No evidence of recent freshening up. Signage showing signs of aging.
- 1 Exteriors maintained in an acceptable and clean condition, overall. Some signs of ageing may be present and small defects to stone or brickwork. Overall tidiness of immediate area including storage buildings/ areas.



### 5.3 Grounds/Gardens/Frontage

#### WHAT IS ASSESSED

If no grounds and gardens only frontage will be assessed.

Is there a strong first impression? A “wow”?

Grounds and gardens include areas under the management of the hotel. Recreational facilities, or outdoor seating.

This section includes any small decorative planting or landscaping at the front of the hotel.

The Quality Advisor will take into account seasonal adjustments such as falling leaves or storms.

#### SCORING - For example

- 5 Where there are substantial grounds, evidence of a systematic programme of maintenance - well tended borders or shrubs, tidy pathways and edges; lawns in good condition and well cut; hedges trimmed and an overall attempt to maintain attractive appearance throughout the year. Attractive features such as flower tubs, window boxes or awnings where appropriate. Styles and degree of formality will differ according to location. There may also be deliberate provision of “wildlife” habitat. Dustbin areas should be hidden and no evidence of litter. Provision of garden furniture or architectural features (gazebo, pergola, summer house etc). Good, well positioned lighting.
- 4 High standards of maintenance in any formal garden, though outlying areas may be more “natural”. Generally tidy beds, pathways and hedges and all trees and shrubs, well-tended. Dustbin areas not visible, preferably screened. Evidence of some attention to detail e.g. well surfaced, colourful borders and wide level pathways.
- 3 Well maintained and tidy overall appearance of grounds, gardens and footpaths etc. No overgrown tangled areas. Immediate grounds kept tidy and weeds under control. Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect, possibly by low maintenance planting. Effective lighting where required e.g. long driveway or path to the property.
- 2 Evidence of more effort made to make gardens more attractive and tidy and litter free. Pathways without trip hazards. Grass is not allowed to become out of hand. Any wind damaged trees or bushes are trimmed, and affected areas kept free of debris. Little attempt at interesting design.
- 1 An adequate first impression, e.g. refuse bins discreetly positioned. Immediate surroundings maintained so as not to detract from overall appearance e.g. lawns and borders not overgrown. No major neglect.



## 5.4 Leisure facilities

### WHAT IS ASSESSED

The quality and condition of any substantial internal or external leisure facility, such as spa, leisure centre, golf course, children's play centre.

Typically, such a facility will be staffed.

The facility itself, the equipment, layout, signage, changing rooms and lockers, etc.

### SCORING - For example

- 5 Exceptional facilities provided and which may include full spa treatments and beauty therapies. Full gym facilities, dance and aerobics halls and other facilities such as a relaxing lounge and swimming pool provided. 'Branded' toiletries would be expected within the changing areas and for the beauty therapies. Towels, bathrobes and slippers should be provided. The changing rooms should be spacious and very well maintained, with all lockers being in a full working order. Substantial amount of hairdryers and swimming costume drying areas should be available. There would be a café or eating area exclusively available for all leisure guests with healthy eating options available. Access to the leisure club should not be through hotel public areas. For residents, access to the leisure club would probably be expected to be via a dedicated internal lift. Facilities open to residents and non-residents with open hours from 7am to 10pm. May be selected times/days for specific guests e.g. OAPs, families, special classes.
- 4 Excellent facilities provided. Additional equipment may include cardiovascular machines, steppers, etc. Larger gym facilities would be expected along with other facilities such as a swimming pool, additional areas for aerobics and other disciplines. Beauty and aromatherapy treatments may be provided. Excellent changing facilities with lockable lockers in a very good condition, hair drying facilities and costum drying facilities provided. A very good range of shampoo should be provided for guest use. Plastic carrying bags for costumes would also be expected. There may be a designated café available, which should offer healthy eating options. Facilities open to residents and non-residents with open hours from 7am to 10pm. May be selected times/ days for specific guests e.g. OAPs, families, special classes. Access to the leisure facility can have its own separate entrance with access through the public areas being acceptable.

- 3 Very good facilities provided. Extra facilities may include a full gym with full weight apparatus, a sauna, steam room and may include a swimming pool. Towels likely to be provided with a drinks machine offering various cold drinks. Changing facilities should be provided with individual showers and lockable lockers for guests use. If a pool is available, hairdryers and costume drying facilities should be provided. Shower gel and shampoo dispensers to be provided in each shower. Facilities open to residents and non-residents with open hours from 7 am to 10 pm.
- 2 Generally good standards. Additional equipment to that of an acceptable level and could include limited weights, running machine. No towels provided, may be a drinks dispenser. May be limited changing facilities.
- 1 Basic facilities which might include a small room with limited equipment such as a bicycle machine, rowing machine. No towels or drinks provided, and there may be no changing facilities available.



# 6. Bedrooms

## 6.1 Décor

### WHAT IS ASSESSED

This section assesses the quality and condition of walls, ceiling, plasterwork, skirting, window frames, door frames, doors, door handles, adornments on walls (e.g. pictures and mirrors) coving and ceiling roses.

### SCORING - For example

- 5 Exceptional interior design and overall impression. High quality wall coverings in pristine condition; professional finish to all aspects of decoration. Attention to detail, thoughtful coordination of patterns, colours and textures. Attractive use of pictures, prints and other decorative relief where appropriate.
- 4 Use of higher quality wall coverings /finishes though not necessarily in pristine condition. Alternatively wall covering of a slightly lower standard but which has been professionally applied. A professional standard of finish in excellent condition with appropriate level of adornment as befits the style (possibly coving and cornicing).
- 3 All types of décor (e.g. plain emulsion with enhancements) as long as finish and condition are sound (not necessarily to the highest standard). Very good interior, with evidence of coordinated design. Well finished, good quality wall coverings and paint work. More moderate quality materials if recently executed to a professional standard. Use of pictures etc., where appropriate, particularly on plain walls. Some slight wear and tear on an excellent standard of wall covering will reduce the score.
- 2 Functional décor and limited coordination. Good quality wall coverings with little attention to detail. Plain unrelieved style with no adornment with limited use of pictures and wall hangings. Some slight damage and noticeable signs of wear and tear. Amateurish application of wallpaper or paint. Standard quality and style of décor. Competently applied of a quite good quality with few obvious blemishes. Some signs of ageing but no obvious seams, blisters or patches.
- 1 This score will reflect the quality of application and condition where they are below a good standard. Quality similar to a score of good but condition shows more wear and tear, damage etc.

## 6.2 Furniture, fittings & furnishings

### WHAT IS ASSESSED

The quality and condition of wardrobe including clothes hangers, all tables, chairs/stools, desk/dressing table, luggage storage, light fittings (wall mounted or free standing), heating fittings, ventilation units, curtain rails, curtains/drapes, cushions.

### SCORING - For example

- 5 Exceptional quality, coordinated furniture, including occasional furniture. Wardrobes of high quality and free standing or fully fitted. Plenty of full length hanging as well as drawer space. Well-fitted, high quality mirrors and all in excellent condition. Thick interlined curtains of high quality, which are weighted with pelmets or tiebacks. High quality wooden and padded hangers, which would not be expected to be security hangers. Excellent quality light fittings with dimmers. Some form of illumination within the wardrobe would be expected.
- 4 Excellent quality furniture - indications might well include drawers with dovetail joints, or drawers on gliders. Some detail on the furniture. Occasional furniture to be matching and should be blemish free with glass or other hard-wearing top. Upholstered chairs and thickly-lined drapes, possibly with pelmets or tie backs.
- 3 Better quality melamine, with some detail, solid weight, good hinges and free-running drawers. Very good quality, matching furniture styles, with easy run drawers and easy wipe. An easy chair but perhaps not of the highest quality. Lined curtains should be of a very good quality. Good quality light fittings.
- 2 Furniture would be expected to be matching, but may not be of the highest quality - melamine or flat pack, minor blemishes. Lined drapes with a netting or blind, as appropriate. Chairs with padded seat and back with the appropriate height to the dressing table or desk. Generally good plastic light fittings. The mirror may be at an inconvenient height or location.
- 1 Non-matching pieces of furniture. Furniture which may not function properly, or a basic, unupholstered chair. Scratches, marks, stains and blemishes on furniture and drapes may be evident. Thin, unlined drapes with a non pelmet curtain rod. Ill fitted plastic light fittings. Small basic mirror or full-length mirror.

## 6.3 Flooring

### WHAT IS ASSESSED

The quality and condition of all flooring and possible coordination with décor.

### SCORING - For example

- 5 Highest quality flooring, expertly fitted with good attention to detail applied to comfort and coordination. Excellent levels of maintenance evident with only minimum wear evident. Substantial underlay. High quality wooden floors e.g. oak floorboards and quality rugs may be appropriate here.
- 4 Flooring should be of excellent quality providing high levels of comfort. Very good attention applied to fitting and attention given to overall coordination. Condition of pile should be taken into consideration with no excessive wear evident.
- 3 Flooring should be appropriate, of a very good quality with underlay providing additional comfort. Good attention applied to fitting and overall coordination. Condition of pile should be taken into consideration with reasonable wear evident only. General wear and tear to a reasonable extent. Creaking floorboards and other noise factors are likely to impact scoring at this level and above.
- 2 This score might indicate higher quality flooring, but which has been poorly looked after, with perhaps consistent stains or marks.
- 1 Practical flooring may be domestic in quality. Consider whether flooring type is appropriate and maintenance levels are effective. Consider condition, attention to detail with regard to fitting and the degree of comfort and some use of underlay. Depending on type of flooring, rugs may be appropriate. Carpets of reasonable quality when laid, but which are now worn, or threadbare and which would normally be raised as an issue.



## 6.4 Beds & bedding

### WHAT IS ASSESSED

The quality and condition of all aspects of the bed: the bed, base, mattress, headboard (or equivalent), bedding, pillows, duvets, blankets, bedspreads, bed linen, mattress and pillow protection, valances/bed wraps and any cushions on the bed, for signs of wear and tear, stains, holes, general quality etc.

Size, quality, condition and comfort of beds.

Also any spare bedding and appropriate storage.

### SCORING - For example

- 5 A wide range of bed sizes would all exceed minimum sizes. Beds and mattresses should be of exceptional quality together with headboards. All bedding should be of the highest quality and immaculately laundered. Quality of bed linen and mattress protection would be of a high quality standard e.g. Egyptian cotton. A range of pillows could be available to guests and a choice of bedding type e.g. duvet or blankets and sheets.
- 4 A range of bed sizes. Beds and mattresses should be of excellent quality e.g. pocket sprung and base with high comfort levels. Headboards should provide very good comfort levels. Obvious effort made with regard to coordination between fabrics and colours. Quality of bed linen and mattress protection would be of an excellent quality standard e.g. Percale. Well-dressed beds with high standard of laundry presentation. Good use made of accessories such as scatter cushions and throws when appropriate. Spare bedding kept in proper bedding bags with zips for convenient use.
- 3 There may be a choice of bed sizes and mattresses (zip and link) of contract quality with very good comfort levels. Headboards would normally provide reasonable comfort levels e.g. wooden with padding. Pillows to be plump and clean. Crisp and well laundered bed linens. Some obvious effort made with regard to coordination between fabrics and colours (with regard to bedding). Quality of bed linen and mattress protection would be of a very good standard with good attention to laundry presentation. Spare bedding and pillows to be available.
- 2 Good quality beds in sound condition. All bedding and linen of a good quality and in good condition.
- 1 Standard sized beds and mattresses of domestic quality with acceptable comfort levels. Headboards may provide minimum comfort levels e.g. wooden without padding. Pillows should be plump and clean, though the odd stain might be there. Some coordination between fabrics and colours (with regard to bedding). Quality of bed linen and mattress protection may be practical rather than luxurious. Limited extra bedding available.

## 6.5 Lighting/Heating/Ventilation

### WHAT IS ASSESSED

Lighting – ability to see; natural and artificial light; overall amount; task lighting; controllability; atmosphere. Fit and thickness of curtains.

Heating – overall temperature; localised areas; on arrival; controllability by guest.

Ventilation – fresh air availability and control; air-conditioning; fan.

### SCORING - For example

- 5 Excellent bright light throughout the room and well positioned, effective for all tasks (including wardrobe). Guests able to control the intensity (dimmer), giving variable levels of light as appropriate. Controls very accessible and understandable. Lighting may be used to change the ambience of the room i.e.: work, relaxing, reading, TV watching. Room light control from both sides of the bed. Master switch might be provided for ease of use, also remote control for lighting. Responsive, effective, quiet air conditioning, especially in urban or noisy areas. Preferably air conditioning (a/c) provided in addition to opening window. If a/c is provided, it should operate quietly so as not to disturb guests' sleep. Fans (or other means of providing forced air circulation) should be available on request. Consideration will be given to providing a/c in rooms where the windows overlook noisy areas (function suite entrances), kitchen, bar, function room extraction systems will be sited away from opening windows of guest bedrooms. Black out linings to be provided.
- 4 Excellent levels of light with easy access to controls and clear, easy switching. Different types of lighting may be used for practical or aesthetic reasons. All task areas properly lit. Heating operable 24 hours. Fans (or other means of providing forced air circulation) should be available on request. Consideration will be given to providing a/c in rooms where the windows overlook noisy areas (function suite entrances).
- 3 Well-positioned lights (right height giving a clear pool of light) giving very good levels of illumination. Easily controllable at night. Ample natural light. Lighting position to suit most main tasks: kettle, hair dryer, mirror. The lobby, wardrobe, dining and seating areas may not all have specific lighting. Key card master switch, if used, will allow lighting to remain on for long enough for guests to vacate the room. Effective levels of heating providing overall uniform temperature. Properly fitted thermostatically (but not necessarily automatic) controlled heating. Room heated in anticipation of guest arrival. Consideration needs to be given to location of radiators e.g. not behind furniture or curtains when closed.

- 2 Good levels of lighting with wattage higher than 160/220 watts. Writing/dressing table may not have specific lighting. Bedside light at appropriate height to be able to read in bed. Heating should be powerful enough to warm the room from cold in a reasonable time.
- 1 Adequate levels of light for the style, size and shape of the room. Fluorescent lighting only. Effective heating at all reasonable times, appropriate to the size of the room. Sufficient fresh air (or a/c) that room freshness can be achieved. Central heating should normally be operable, at a minimum, from 4 pm to midnight and from 6 am to 10 am. A means of providing heat in rooms outside these times at guest request. Where smoking is permitted in bedrooms, rooms should have been sufficiently aired to provide a fresh atmosphere for new guests. Windows should open close easily and provision made for windows to remain open, securely, for ventilation.

## 6.6 Accessories

### Major items

- Telephone.
- Wi-Fi.
- Television (generously sized, well positioned, Smart TV, satellite).
- DAB Radio Alarm/Smart speaker (consider the position).
- Hairdryer – proximity of plug to mirror.
- Iron and Ironing Board.
- Beverage tray – choice/fresh milk/biscuits/tea pot / hot chocolate/quality of crockery.
- Safe.
- Fridge/Mini Bar.

### Minor items

- Extension lead, USB charging.
- Fresh fruit – are a knife, side-plate, napkin provided.
- Wrapped sweets (presentation in dish or bowl).
- Mineral water/complementary drinks.
- Reading materials, including tourist information and easy reading/special interest magazines.
- Stationery – pen/paper/envelopes and/or postcards.
- Sewing Kit.
- Tissues.
- Clothes brush.
- Shoe cleaning – pad/buffer/mitt.
- Personal touches – ornaments, etc.
- Hot water bottle.
- Quality fragrance.
- Plants – and/or bud vase/flowers from garden

Scoring accessories are assessed based on availability, quality and usability (for example the positioning of TV's etc.).

## 6.7 Space/Comfort/Ease of uses

### WHAT IS ASSESSED

Space - the overall size of the room, height of ceiling, access to both sides of bed (double occupancy), access to furniture.

Comfort – seating comfort, height of chair to desk, lighting levels and temperature.

Ease of use – usability of desk/dressing table, access to drawers and wardrobe, sight of full length mirror, viewing of TV from all chairs, socket height, proximity of sockets to electrical facilities.

Noise intrusion and smells.

At any level where room service is advertised consider ease of dining, but where full meal service or hot cooked breakfast are required, then the need for proper height dining should be considered.



### SCORING - For example

- 5 Bedroom should be of a sufficient size to allow the provision of all appropriate bedroom furniture and still allow an easy access when using these facilities. Area available for luggage storage without cluttering the room and obstructing access. This need not be in a bedroom. Easy and convenient use of facilities, e.g. access to power points. Large comfortable armchairs. Generous access to both sides of a double bed. Ample space for room service dining in comfort. No intrusive noise smells, external extractor fans, etc.
- 4 Additional space to allow for eating Room Service in comfort. Well-planned layout of furniture to maximise use of generous free space. Excellent access to both sides of double bed. Access to the wardrobe should not require movement of furniture. Lower height easy chairs.
- 3 Very good space and comfort, with restrictions clearly minimised. Sufficient space to allow free movement and a good degree of comfort in seating. Easy use of all facilities. Convenient layout of furniture for practical use. Very good access to both sides of double beds. Guests should be able to access the majority of things such as sockets, wardrobe, bed etc. easily without having to move things. Guests may not always unpack and/or may need somewhere to store their suitcases. A higher quality experience is created when guests can fully use the rooms in comfort. Cramped, overcrowded rooms will invariably score lower for this section in the assessment.
- 2 Sufficient space to use furniture, sockets, etc. Good levels of comfort but a limited range. Easy use of facilities with an uncluttered appearance.
- 1 May be described as limited space overall. Reasonable free movement not to be unduly restricted by intrusive low beams and ceiling. Large furniture may dominate a room and make it less useable. Little thought given to layout. Minimal intrusive noise from plumbing, corridors etc.

# 7. Bath/Shower rooms

## 7.1 Décor

### WHAT IS ASSESSED

The quality and condition of: ceiling, plasterwork, walls, tiling, respatex, skirting, window frames, door frames, doors, door handles, adornments on walls (e.g. pictures).

### SCORING - For example

- 5 Exceptional interior design and overall impression. High quality wall coverings in pristine condition; professional finish to all aspects of decoration. Attractive use of pictures, prints and other decorative relief where appropriate. Interesting architectural features and objects of interest.
- 4 Use of high quality wall coverings though not necessarily in pristine condition. A professional standard of finish in excellent condition with appropriate level of adornment as befits the style. The majority of the wall covering is likely to be tiled.
- 3 Partial tiling. Well finished, very good quality wall coverings and paint work. Some evidence of coordinated design. More moderate quality materials if recently executed to a professional standard. Use of pictures etc., where appropriate, particularly on plain walls.
- 2 Standard domestic style and good quality of décor. Competently applied and of a good quality with few obvious blemishes. Some signs of ageing but no major wear and tear.
- 1 Functional décor and limited coordination. Some slight damage and signs of wear and tear. Amateurish application of wallpaper or paint. Broken, cracked or mismatched tiles may be apparent.



## 7.2 Fixtures & fittings

### WHAT IS ASSESSED

#### The quality and condition of:

Bath, taps, plugs, soap holders, support rails and handles.

Shower cubicle, door, tray, soap holders, screen, curtain, shower head, hose, controls.

WC, lid, seat, cistern, toilet roll holder.

Basin, taps, plug, soap dish.

Mirrors, towel rail, shelves, light and heating fittings, extractor fans.

### SCORING - For example

- 5 Exceptional quality fitments and fixtures, which should be matching. A separate shower cubicle would be expected and is likely to be larger than the normal shower i.e. a double shower and an adjustable shower fitment above the bath for guests who wish to wash their hair. Generous sized or 'his and hers' wash basins would also be expected. A heated mirror would be desirable, and guests may also expect cast iron bath, glass iron bath, glass shower screen, thermostatically controlled shower.
- 4 An excellent range of high quality fitments and fixtures. Thermostatic showers in excellent condition. There is no need for a separate shower and bath at this level. It is acceptable for the hotel to provide shower only, if the quality and size are excellent.
- 3 A very good range of matching fitments with fixed shower over the bath which may be a mixer tap. The Quality Advisor will take into account the condition of shower whether electric or mixer. A shower screen or curtain, but preferably a screen. Mirror light such as a 'Linolite'.
- 2 Generally good range of fitments, mixer tap shower, which should all be coordinating. Plastic bath panels may limit scoring. Pod style module bathrooms are acceptable at this level only given their restricted space.
- 1 Modest quality fitments, not necessarily coordinating plastic bath, cistern and additional fitments. Hand held shower. Small shower cubicle. Surfaces may be dulled or marked. Small mirror and basic shower curtain. A wash hand basin may be of the minimum size.

## 7.3 Flooring

### WHAT IS ASSESSED

The quality and condition of all flooring.

The quality of fitting and coordination with décor.

### SCORING - For example

- 5 Highest quality flooring, expertly fitted with good attention to detail applied to comfort. High levels of maintenance evident.
- 4 Flooring should be of an excellent quality e.g. ceramic floor tiles or wooden with very good attention applied to fitting and general maintenance. Consideration should be given to higher levels of comfort under foot with particular regard to designated heating provision within the room.
- 3 Flooring should be of a very good quality with good attention applied to fitting and higher levels of comfort under foot.
- 2 Less evidence of wear and tear.
- 1 Consider whether flooring type is appropriate i.e. carpets and if used, are maintenance levels effective. Flooring could be of a practical domestic quality e.g. linoleum, vinyl tiles, moulded non-slip but should be sound, well fitted and be comfortable under foot.



## 7.4 Lighting/Heating/Ventilation

### WHAT IS ASSESSED

Lighting – ability to see, natural and artificial light, overall amount, task lighting; controllability.

Heating – overall temperature, localized areas, especially mirror, on arrival, controllability by guest.

Ventilation – fresh air availability and control, extraction system; air conditioning.

Borrowed heat for bathrooms is acceptable where internal bathrooms do not have specific heating.

### SCORING - For example

- 5 Outstanding lighting throughout the whole bathroom with focused lighting in all areas - toilet, basin, bath and shower. High intensity lighting - possibly halogen spots illuminating all areas, possibly night lights. The mirror is likely to be backlit and possibly heated. Excellent extraction and ventilation. May be underfloor heating in addition to a heated towel rail. Heating will be available 24 hours.
- 4 Excellent levels of light. Appropriate lighting in all areas where tasks are carried out. Most key areas have illumination, especially any shower enclosures. Heating within the bathroom or active towel replacement service. Ventilation will operate quietly - power may be reduced during night hours to reduce noise levels. Consideration could be given to under floor heating.
- 3 Mirror lit well. Likely to be specific heating in the form of central heating (controllable) or heated towel rail. A central extraction system expected, working efficiently to vent the room of steam and odours.
- 2 Lights well-positioned for ease of guest use. Bathroom will be warm for guest arrival. Forced air ventilation will be provided, could well be an extractor fan fitted in a window.
- 1 Adequate lighting for easy and safe use, with specific lighting for the mirror. Dim lighting, minimum wattage and no light over the mirror at wash hand basin. Extraction system or exterior window in place. If no window or outside wall, may be no heating at all, but bedroom heating should be sufficient to warm the bathroom as well. Bathroom should smell fresh for arriving guests. Ventilation might be provided by an opening window, giving due consideration to guest privacy. Basic on-off fan heater only.



## 7.5 Towels, toiletries & accessories

### WHAT IS ASSESSED

Towels – the quality and condition of all towels, robes, flannels, bath mats and any spare towels.

The quality and condition of towels is of primary importance in this section.

Toiletries/accessories – the quality and range offered.

### SCORING - For example

- 5 Excellent range and exceptional quality with hand towel, bath sheet and face flannel, (which could be monogrammed), body lotions, toothpaste, moisturiser, high quality bottled toiletries, mouth wash, cologne and shaving equipment. Bathrobe and slippers of high quality. Large, refillable toiletries are desirable so as to minimise waste. The quality of product will be assessed.
- 4 Excellent quality hand and bath sheet provided. It would also be expected that a face flannel be provided. Branded high quality toiletries, which ideally are provided in large, refillable bottles. Some extras such as cotton wool balls, emery board and glass tumblers.
- 3 Matching towels of a very good quality and thickness. Generally, of a very good size. Bar of wrapped soap and basic toiletries, which would include shower gel and bath foam only. Shower cap, tissues and shoeshine would also be expected here. Plastic tumblers are acceptable, although glass or other reusable tumblers are preferable so as to minimise waste.
- 2 Standard size towels, generally of good quality, or towels of higher quality and size now starting to show signs of ageing and losing condition. Bar of wrapped soap or liquid soap.
- 1 Basic quality towels, some may be thin and not matching. Limited accessories restricted to a bar of unwrapped soap. Towelling bath mat. (NB - Paper bath mats are not acceptable).

## 7.6 Space/Comfort/Ease of Use

### WHAT IS ASSESSED

Space – overall size of the room, height of ceiling, size of bath, size of shower, size of basin.

Comfort /ease of use – amount and layout of storage space, access to bath, shower toilet, access to controls, height of mirror, usability of hair-drier, usability of the shower.

### SCORING - For example

- 5 Generous space to allow free movement and easy access to the facilities. Convenient layout with generous towel rail space and plenty of storage/shelf space for toiletries.

- 4 Well-planned layout of sanitary ware and fittings to maximise convenience and ease of use. Sufficient space for more than one person to use facility at any time. Ample storage for guests' toiletries.
- 3 Sufficient space to allow easy access to, and use of the facilities. Good storage for guests' toiletries. Sufficient space to easily stretch arms out to dry off after a shower.
- 2 Good levels of comfort and easy use of facilities. Convenient access to bath, shower and WC. Good level of shelving, towel rail space and room to dry off. Storage space provided but may be limited.
- 1 Adequate space and lay-out such as to allow for practical use of facilities and minimal noise from plumbing. Lack of storage space for guests use.

## 7.7 Décor

### WHAT IS ASSESSED

The quality and condition of: ceiling, plasterwork, walls, skirting, window frames, door frames, doors, door handles, adornments on walls (e.g. pictures and mirrors).

### SCORING - For example

- 5 Exceptional interior design and overall impression. High quality wall coverings in pristine condition; professional finish to all aspects of decoration. Attention to detail, thoughtful coordination of patterns, colours and textures. Attractive use of pictures, prints and other decorative relief where appropriate. Interesting architectural features, objects of interest, artwork and objets d'art. Historic or heritage properties may be given certain dispensations where quality is exceptionally high.
- 4 Use of high quality wall coverings though not necessarily in pristine condition. Alternatively wall covering of a slightly lower standard but which has been professionally hung. A professional standard of finish in excellent condition with appropriate level of adornment as befits the style.
- 3 Good interior, with evidence of coordinated design. Well finished, very good quality wall coverings and paint work. More moderate quality materials if recently executed to a more professional standard. Use of pictures etc., where appropriate, particularly on plain walls. Some slight wear and tear on an excellent standard of wall covering will reduce the score.
- 2 Good quality and style of décor. Competently applied of a good quality with few obvious blemishes. Some signs of ageing but no major wear and tear. No obvious seams, blisters or patches.
- 1 Functional décor and limited coordination. Basic quality wall coverings with little attention to detail. Plain unrelieved style with no adornment. Limited use of pictures and wall hangings. Some slight damage and noticeable signs of wear and tear.

# 8. Public areas

## 8.1 Furniture, fittings & furnishings

### WHAT IS ASSESSED

The quality and condition of: all tables, chairs, sofas, light fittings, (wall mounted or free standing), heating fittings, ventilation units, curtain rails, curtains/ drapes, cushions.

Bar counters, reception desks.

### SCORING - For example

- 5 As a general rule, quality here should be of the highest level, with luxury evident and obvious. Size and ambience matter. Table height for varying purpose. Chairs should offer a high level of comfort.
- 4 Excellent quality furniture, all matching with all upholstery in a very sound and well maintained condition. A choice of seating provided with excellent table quality, which is at the appropriate height (i.e. for dining and snacks). In addition to the main lighting, occasional lighting would be expected. Coordinated lined drapes, use of local prints and pictures to provide interest and relief.
- 3 Very good quality furniture which is matching and where an attempt has been made to coordinate. There may be separate areas and a choice of seating, which would include easy seating available to the guest. Good lined drapes, coordinating shades. Good use of prints and pictures. All areas in a very good, sound condition.
- 2 Matching furniture in a generally good condition with some slight wear and tear. Adequate and comfortable seating, generally good curtains which may not be lined. Better quality light fittings.
- 1 Basic furniture with minimum comfort provided. Noticeable wear and tear, not matching and not enough seating for all guests. Lack of effort in coordination. Basic light fittings and not matching. Thin curtains, which are not lined.



## 8.2 Flooring

### WHAT IS ASSESSED

The quality and condition of all flooring.

Consider quality of fitting and possible coordination with décor.

### SCORING - For example

- 5 Highest quality flooring expertly fitted with good attention to detail applied to comfort and coordination. Excellent levels of maintenance evident with only minimum wear evident. Oak floor boards with high quality rugs or marble flooring.
- 4 Flooring should be of an excellent quality with substantial underlay providing high levels of comfort where appropriate. Very good attention applied to fitting and attention given to overall coordination. Condition of carpet pile should be taken into consideration with no excessive wear evident.
- 3 Flooring should be appropriate, of a very good quality with underlay providing additional comfort where appropriate. Good attention applied to fitting and overall coordination. Condition of carpet pile should be taken into consideration with reasonable wear evident only.
- 2 This score might indicate an initial quality score of very good or excellent quality flooring, but which has been poorly looked after, with perhaps consistent staining or marks (when stained to this extent, deemed to be outside control of housekeepers).
- 1 Practical flooring may be better than domestic quality. Flooring type should be appropriate for the area. Maintenance levels to be effective i.e. where flooring is damaged, this is being addressed. In bars, around service counters and buffet areas, there may be some light damage from food and drink spillage. The Quality Advisor will consider attention to detail with regard to fitting and the degree of comfort and some use of carpet underlay where appropriate. This score might indicate carpet which was of reasonable quality when laid, but which is now worn or threadbare and which would be raised as an issue.

### 8.3 Lighting/Heating/Ventilation

#### WHAT IS ASSESSED

Lighting – ability to see, natural and artificial light, overall amount, task lighting; atmosphere.

Heating – overall temperature, localised areas.

Ventilation – fresh air availability, extraction; air-conditioning.

#### SCORING - For example

- 5 Lighting levels exceed the needs of the areas and add style and quality. Spot and mood lighting might be used to create atmosphere. All insulation and draft exclusion to the highest standards. Air quality faultless and full air conditioning provided. In addition to the main lighting, occasional lighting would be expected.
- 4 Lighting levels meet the needs of the areas, for example localised lighting for reading, wash rooms, corridors, etc. Excellent lighting levels from pendant/sunken lights. Well insulated lobby area as well as the above. Air quality excellent. Public area heating will be operable 24 hours.
- 3 Task lighting provided in lounges, in addition to general mood lighting. Seating areas are well ventilated and insulated. Bedroom corridors to be specifically heated for guest comfort and to prevent draughts into bedrooms. Radiators in lounges to be thermostatically controlled to allow flexibility. Air quality good. Forced air circulation could be provided by extractor fans or ceiling fans.
- 2 Lighting may be used to create atmosphere in bars, lounges etc. Any illuminated signs to be in good working order. Insulation and draft exclusion takes seating areas into consideration. Lounges should be warm enough for guests to relax in comfort during normal hours.
- 1 Adequate lighting for guest comfort and safety in all areas. Sufficient lighting overnight in areas that guests might be expected to use e.g. corridors. All blown bulbs replaced promptly. Emergency lighting to be maintained by qualified engineers and tested on a regular basis. Adequate heating provided in all areas used by guests. Any open fires to be monitored for safety on a regular basis. Adequate ventilation to ensure a fresh atmosphere is maintained - may be achieved by opening windows/doors.

### 8.4 Space/Comfort/Ease of use

#### WHAT IS ASSESSED

Lounges, Bars and Reception Areas.

Space – amount of public space, choice of spaces, space between chairs to allow personal space, choice of seating styles. Take into account typical market use.

Seating in reception area.

Comfort /ease of use – seating comfort, lounge table size and height.

#### SCORING - For example

- 5 Lounge; generally separate from dining room or there may be a combined lounge and dining room with an exceptionally spacious layout. Excellent range of comfortable seating. Large amount of free space which may include more than one sitting area.
- 4 Well-planned layout of furniture to maximise use of free space. Lobby to provide excellent space and comfort for waiting guests.
- 3 Range of sofas and/or armchairs. Ample space for freedom of movement. Convenient layout of furniture for practical use. Fresh and airy atmosphere.
- 2 Good levels of comfort but a limited range of seating. Environment free from disturbing external noise, smells etc. Easy use of facilities.
- 1 Acceptable comfort and range of furniture. Space for reasonably free movement. Large or over provision of furniture may mean it dominates the room and normal usage should be free from disturbing external noise, smells etc. Minimal intrusive noise from other areas, corridors etc. Little thought given to layout.



## 8.5 Stairs/Corridors/Hallways/Landings & public WCs

### WHAT IS ASSESSED

The quality, condition and ease of use of signage, stairs, corridors, hallways, landings, public WCs etc.

Minor or one-off recreational rooms are scored here.

### SCORING - For example

- 5 All corridors and staircases should be wide and spacious and allow free movement for guests and service trolleys. A cloakroom for coats to be provided. Toilet facilities should be more luxurious and numerous and include such refinements as individual towels, high quality accessories and toiletries.
- 4 An excellent degree of coordination from the décor, flooring and lighting with minimum blemishes.
- 3 A very good degree of coordination from the décor, flooring and lighting with minimum blemishes. Higher quality prints would be expected along with guest directional signage to all public areas and bedrooms. All areas should be well lit for 24hrs.
- 2 Generally good décor and flooring, which could be coordinated but may have slight wear and tear. Pictures and prints may be used to add relief with the lighting being of a higher quality. Some form of guest directional signage expected.
- 1 Basic décor and flooring and in basic condition. Possibly functional lighting such as strip lighting. No directional signage. Basic WC with a functional appearance.



# 9. Restarant/Dining Areas

## 9.1 Décor

### WHAT IS ASSESSED

The quality and condition of: ceiling, plasterwork, walls, skirting, window frames, door frames, doors, door handles, adornments on walls (e.g. pictures and mirrors).

When dinner and breakfast are served in two separate rooms, both rooms are assessed.

If dinner is served to many guests in several rooms, all are assessed.

### SCORING - For example

- 5 Exceptional interior design and overall impression. High quality wall coverings in pristine condition; professional finish to all aspects of decoration. Attention to detail, thoughtful coordination of patterns, colours and textures. Attractive use of pictures, prints and other decorative relief where appropriate. Interesting architectural features, objects of interest, artwork and objets d'art. Historic or heritage dispensation if the quality elsewhere is exceptional.
- 4 Use of high quality wall coverings though not necessarily in pristine condition. Alternatively wall covering of a slightly lower standard but which has been professionally hung. A professional standard of finish in excellent condition with appropriate level of adornment as befits the style. Use of local prints and pictures to provide interest and relief.
- 3 Good interior, with evidence of coordinated design. Well finished, very good quality wall coverings and paint work. More moderate quality materials if recently executed to a professional standard. Use of pictures etc., where appropriate, particularly on plain walls. Some slight wear and tear on an excellent standard of wall covering will reduce the score.
- 2 Good quality and style of décor. Competently applied of a good quality with few obvious blemishes. Some signs of ageing but no major wear and tear. No obvious seams, blisters or patches.
- 1 Functional décor and limited coordination. Basic quality wall coverings with little attention to detail. Plain unrelieved style with no adornment. Limited use of pictures and wall hangings. Some slight damage and noticeable signs of wear and tear. Amateurish application of wallpaper or paint.

## 9.2 Furniture, fittings & furnishings

### WHAT IS ASSESSED

The quality and condition of: all tables, chairs, light fittings (wall mounted or free standing), heating fitments, ventilation units, curtain rails, curtains/ drapes, cushions.

Bar counters, reception desks, service stations.

### SCORING - For example

- 5 Exceptional quality furniture and fitments whether it be modern or antique. Tables need to be of an ample size for dining, appropriate for the number of guests. Thick inter lined drapes.
- 4 Excellent quality furniture, all matching with all dining chairs and tables in a very sound and well maintained condition. Coordinated lined drapes.
- 3 Very good quality furniture which is matching and where an attempt has been made to coordinate. Good quality lined curtains, coordinating shades. All areas in very good, sound condition. Lampshades unlikely to display scorch marks.
- 2 Matching furniture in a generally good condition with some slight wear and tear. An attempt has been made to coordinate all areas. Adequate and comfortable seating, generally good quality curtains which may not be lined. Better quality light fitments. Banqueting chairs in the restaurant in good condition.
- 1 Basic furniture with noticeable wear and tear, providing a minimal level of comfort. Basic light fitments, scorched light shades, not matching. Thin unlined curtains. Banqueting chairs in the restaurant which are poorly maintained.



### 9.3 Flooring

#### WHAT IS ASSESSED

The quality and condition of all flooring.

Consider quality of fitting and possible coordination with décor.

#### SCORING - For example

- 5 Highest quality flooring expertly fitted with good attention to detail applied to comfort and coordination. Excellent levels of maintenance evident in all areas with only minimum wear evident. Oak floor boards with high quality rugs or marble floor of high quality.
- 4 Flooring should be of an excellent quality with substantial underlay providing high levels of comfort where appropriate. Very good attention applied to fitting and attention given to overall coordination. Condition of carpet pile should be taken into consideration with no excessive wear evident.
- 3 Flooring should be appropriate, of a very good quality with underlay providing additional comfort where appropriate. Good attention applied to fitting and overall coordination. Condition of carpet pile should be taken into consideration with reasonable wear evident only.
- 2 Less evidence of wear and tear.
- 1 Practical flooring may be better than domestic quality. Consider whether flooring type is appropriate for the area and maintenance levels are effective i.e. around service counters/buffet areas where damage from food spillage is likely. Consider also areas where heavy customer traffic may be concentrated. Consider condition, attention to detail with regard to fitting and the degree of comfort and some use of carpet underlay where appropriate.



### 9.4 Lighting/Heating/Ventilation

#### WHAT IS ASSESSED

Lighting – ability to see, natural and artificial light, overall amount, table and buffet lighting; atmosphere.

Heating – overall temperature.

Ventilation – extraction; air-conditioning.

#### SCORING - For example

- 5 Exceptional lighting levels, chandeliers if applicable, occasional light would be expected, with coordinated shades. Lighting is part of the overall ambience of the restaurant and so creates a unique style. Consideration given to means of excluding bright sunlight that might be uncomfortable for diners. Use of reactive glass in conservatory to control glare. Full/climate control air conditioning ensures consistent temperatures and no smells throughout the year.
- 4 Lighting chosen to suit the ambience and style of the restaurant in the evening. Atmospheric lighting e.g. candles, down lighters, feature lighting. Excellent lighting levels from pendant lights - sunken lights for example. In addition to the main lighting, occasional lighting would be expected. Constant ambient temperature.
- 3 Ability to control lighting to suit different applications and times of day/year. Candles on tables might be atmospheric but sufficient artificial light also provided for guests to read the menu. Room temperature meets the needs of customers and can be altered quickly if required. Cool air in the summer; warmth in winter. Forced air circulation could be provided by extractor fans or ceiling fans.
- 2 Some consideration given to using lighting to create an atmosphere. All of the room is at an acceptable temperature for all guests. Fresh atmosphere, (with few stale odours) may be provided just by opening windows. Where food preparation is carried out in the room itself (at the table or open plan kitchen), greater levels of ventilation required to ensure diner comfort.
- 1 Adequate lighting in all areas of the room for guests to eat meals. Acceptable temperature at breakfast, lunch and dinner in most of the room with no significant draughts. Fresh atmosphere, with few stale odours - may be provided just by opening windows.

## 9.5 Table appointment

### WHAT IS ASSESSED

Quality and condition of: table linen, napkins, mats, crockery, cutlery, glassware and table adornments (e.g. cruets, flower vases, butter dishes, candle-holders, flowers).

### SCORING - For example

- 5 Emphasis on high quality and style of all tableware. All pieces matching and coordinated. A full range of glassware for different use e.g. white wine, red wine, dessert wine, water etc. Equally high quality accessories e.g. ice bucket, sauce boats, preserve containers etc.
- 4 An excellent standard of tableware although some items may not be of the highest intrinsic quality. No signs of wear and tear or damage. Some additional features such as bud vase, candle etc. High quality linen and napkins of ample size. Superior quality glassware.
- 3 Some items may be of excellent quality but more limited in range e.g. fewer glasses. Possibly smaller napkins or short table cloths. More likely stainless steel cutlery. Cotton or high quality paper napkins.
- 2 Generally good quality tableware. Good quality tea and coffee pots which do not pour easily. Measure-marked glasses, Paris goblets but breakfast glasses may be small and show wear. Matching cutlery, but may be thin and lightweight.
- 1 A variety of styles of crockery and generally modest quality and a mixture of glassware. Some signs of damage or wear and tear e.g. fading of pattern or glaze of crockery. Basic quality cutlery possibly not all of the same style. Cutlery may have plastic handles and little weight. Thin napkins or basic one-ply paper. No accessories or table adornment. May be cheap stainless steel tea/coffee pots.



## 9.6 Space/Comfort/Ease of use

### WHAT IS ASSESSED

Space – amount of space, table sizes, chair sizes, space between tables taking account of typical market use.

Comfort /ease of use – seating comfort, traffic flow, room layout.

### SCORING - For example

- 5 Exceptional, spacious layout giving easy access to tables. Excellent range of comfortable seating. No intrusive noise. Excellent levels of seating comfort.
- 4 Well-planned layout of tables and furniture to maximise use of free space. Generous free space. Seating at this level would be expected to provide excellent levels of comfort.
- 3 Range of table sizes for different sized parties. Ample space for freedom of movement. Convenient layout of tables and furniture for practical use. Fresh and airy atmosphere.
- 2 Good levels of comfort and a limited range of table sizes. Environment free from disturbing external noise, smells etc. Seating is comfortable for the purpose.
- 1 Acceptable comfort and range of furniture. Space for reasonably free movement. Large or over provision of furniture may mean it restricts comfort. Normal usage should be free from disturbing external noise, smells etc. Minimal intrusive noise from the kitchen and adjoining rooms. Little thought given to layout.



# 10. Food

## 10.1 Dinner – Quality

### WHAT IS ASSESSED

The quality of the cooking of the main meal.

### SCORING - For example

- 5 100% fresh, high quality raw ingredients. Flavours are well balanced, clear and unconfused. Supporting ingredients are well balanced. Cooked with accuracy, care and integrity. Some regard to seasonality; some imagination and flair.
- 4 Probably 75% fresh ingredients. Most food prepared in house. If pre-prepared items are used they are of top quality, and carefully prepared and cooked. More sophisticated food, which has skills evident in the menu and on the plate.
- 3 At least 50% fresh ingredients, though the bought-in element must be well looked after. Evidence of more technical expertise, though still with some room for improvement.
- 2 Some pre-prepared/bought-in items are likely, with some fresh ingredients. These will be prepared and cooked with some care. Balanced dishes and portions.
- 1 Probably many pre-prepared ingredients. Cooking fairly basic with some inexpert preparation. Little gastronomic pretension.

## 10.2 Dinner - Choice & presentation

### WHAT IS ASSESSED

Choice includes choice of eating outlets, variety of dishes on the menus (meat, fish, vegetarian etc.), wine list quality and selection.

Presentation of individual dishes, buffets etc.

### SCORING - For example

- 5 Choice of menus and eating options; dishes with a wide choice; vegetarian options; fish and meat. A wide range of dishes available in more than one contrasting dining areas. Choice of dishes might be classical, innovative or a combination of both but will display a sound gastronomic base. No split vintages of wines.
- 4 Carefully thought out menus to offer a balance of ingredients and cooking techniques. A second eating option is likely (including a good and substantial offering), providing a clear alternative to the main offering. Different style of dishes. Good choice and quality wine by the glass; balanced range of wines; list with no errors; well presented in appearance and content; easy to understand.

- 3 More professionalism will be evident on the menu and in the presentation of dishes. A fixed price printed menu might be complemented by a carte or daily specials.
- 2 Menus will describe dishes accurately without too much flowery language. Bar meals might also be available.
- 1 Set menu or small degree of choice. Menus should be clean, neatly presented and accurately written. Presentation of dishes might be fairly basic, but should still be appetising. If plated, plates should be large enough to hold food easily.

## 10.3 Room service/Other

### WHAT IS ASSESSED

The quality of any other meals on offer: room service, afternoon tea, etc.

### SCORING - For example

- 5 Full range of high quality afternoon team items, freshly made in house. Good range of leaf teas. Means of maintaining temperature of room service hot items either with a heated trolley or cloched items served course by course.
- 4 Excellent food quality and delivery to match the style of hotel. 24-hour service of light snacks, with substantial hot and cold dishes provided during restaurant hours; choice of teas; choice of teas; hot water; crusts off sandwiches.
- 3 Very good quality. Food at correct temperature and appropriately covered.
- 2 Good quality.
- 1 Basic quality ingredients. Acceptable quality.



## 10.4 Breakfast – Quality

### WHAT IS ASSESSED

The quality of the cooking of breakfast.

### SCORING - For example

- 5 All items will be of the highest quality with a good degree or local provenance - examples include freshly squeezed juices; home prepared muesli, cold meats and cheeses; homemade preserves, free range eggs, dry cured bacon, meaty sausages; leaf teas and aromatic ground coffees. Fresh pastries and toast made from good breads.
- 4 Excellent quality ingredients, which have been cooked with some care and attention. Eggs cooked to order if requested. Preserves in glassware.
- 3 Very good quality ingredients. Where a buffet, monitored closely to ensure maximum quality and hygiene. Branded cereals. Branded tea. Most items accurately cooked.
- 2 Sound, good quality ingredients, competently cooked.
- 1 Modest quality items. Juices will be from the standard range, cereals offered in storage containers. Hot items will be at the right temperature and properly prepared, but using canned tomatoes, basic sausages etc. If buffet used, temperature might be variable and appearance somewhat jaded.  
General cereal, carton juice, modest packet preserves.



## 10.5 Breakfast - Choice & presentation

### WHAT IS ASSESSED

Choice – the range of dishes available to the guests, the detail of the menu.

Presentation of individual dishes and any buffet.  
Temperature of plates.

### SCORING - For example

- 5 Extensive choice, which might include some of the following: fish, local specialities, interesting bakery, choice of teas, dishes for other nationalities, ham, cheeses, yoghurts, fruit, additional bakery, healthy and vegetarian options, choice of milks, spreads and preserves, choice of teas and coffees, extra hot items, choice of sausages. Buffet looks inviting and appetising with items labelled. Wide ranging menu to suit the market. Eggs are likely to be cooked to order even if there is a buffet for other hot items.
- 4 A wider choice of items. Distinct areas for hot and cold areas of buffet. Alternative bakery items and an alternative hot dish. Fresh fruit and yoghurts. Limited continental choice (ham/cheese). Choice of teas and de-caffeinated coffee.
- 3 A variety of cooked breakfast items including a wider choice of how eggs are cooked. Choice of fruit juices. Choice of cereals in boxes. Some fruit. Toast only.
- 2 Minimal selection of items, with some choice of how eggs are cooked.
- 1 Perhaps no choice, with guest offered a cooked, hot breakfast with toast and beverage. Buffet might be limited to a couple of juices from the 'standard' range and cereals. Small glasses of juice and/or cereal might be already put out. Could be a set cooked breakfast, without a menu offered.



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